



NOTICE of INVITATION TO BID ITB NO. 202502001PR

Sacramento Steps Forward (SSF) is a 501(c)(3) nonprofit that partners with local, state, and federal agencies and receives state and federal funding to support programs to accomplish our shared goal of resolving homelessness. We focus on strengthening our community's response to homelessness by utilizing data and analytics to drive system-level changes and enhance access to services.

NOTICE IS HEREBY GIVEN that sealed proposals with bid price information submitted will be received by Sacramento Steps Forward Procurement Team (SSF) for furnishing all services and materials as necessary to provide a mobile software solution in support of Transition Aged Youth (TAY) as provided in the Invitation to Bid (ITB) documents in strict accordance with the specifications on file at the office of Sacramento Steps Forward at 2150 River Parkway Suite 385, Sacramento, CA 95833.

LOCATION OF THE WORK: Sacramento Steps Forward's office is in Sacramento, California. Work may be done remotely but must be accessible at the SSF location.

DESCRIPTION OF WORK: The work to be performed shall include, but not be limited to:

An off the shelf software solution in support of a mobile application for TAY (Transitional Age Youth) and service providers. Software, mobile application and web development, testing, support, and maintenance, at a minimum, in Appendix A.

BACKGROUND

Sacramento Steps Forward was granted funding for a Youth Homelessness Demonstration Project (YHDP) by the U.S. Department of Housing and Urban Development (HUD) to help address youth homelessness in our community. Our project is aimed at serving Transitional Age Youth (TAY), who are between the ages of 18 to 24 currently experiencing homelessness or at risk of experiencing homelessness in the immediate future. We are taking an innovative approach by developing a mobile phone application for TAY to easily connect to resources and support.

We are seeking software development services, specifically an off-the-shelf mobile phone application that will be adapted to our TAY community's needs. The maximum available budget for project phase is \$50,000. This project is a collaboration of multiple partners and agencies including 211 Sacramento, the Youth Action Board, and Sacramento Steps Forward. Users of the mobile phone application will be TAY in the Sacramento Continuum of Care (CoC) region and homeless service providers.



INVITATION TO BID SUBMISSION REQUIREMENTS

Please provide a detailed work plan, including a timeline, as to the software solutions. The response must include a sample of work and/or a portfolio. Examples of API integrations are encouraged. The plan should address the two phases outlined below and include detailed associated costs:

Phase I: Software, web and mobile app development, Testing, Training, and Launch

- A. Use an off the shelf solution and adapt it to the needs of the Sacramento CoC region for TAY users
- B. Develop webpage for the Sacramento 211 website
- C. Conduct mobile app testing
- D. Complete app training with all project partners including training on backend and admin panels.
- E. Support with the app launch, as needed.

Phase II: On-going App Maintenance and Quality Improvement

- A. Conduct ongoing maintenance and support for app as needed through 2026 including:
 - a. Routine bug fixes completed based on priority of the issue:
 - i. High priority: fixed within hours on the same day
 - ii. Medium priority: fixed within the same week
 - iii. Low priority: fix time will be set on a case-by-case basis
 - b. Maintain an app uptime requirement of 99.999%
 - c. Create and maintain a security solution which protects security and privacy of information collected
- B. Implement any tools and/or AI integrations to assist with quality improvement.

COSTS SUBMISSION

Include detailed costs for each of the areas being proposed. Details must include:

- Fixed rates for the following:
 - Base fees for software adaptation, mobile app, and web development.
 - Licensing fees
 - Branding fees
 - Application and database hosting fees
 - Application testing
 - Tools for continuous quality improvement
- Fixed or hourly rates for the following:
 - Ongoing maintenance and support as needed through 2026



- Updates as needed through 2026

DELIVERABLES AND TIMELINE: The deliverables and timeline requirements are below. SSF reserves the right to adjust prior to execution of contract with the Awardee:

Phase I: software adaptation from June 13, 2025 to September 5, 2025, with an application launch date of September 29, 2025. Anticipated activities:

- A. Software adaptation work from June 13, 2025 to September 5, 2025 with weekly updates being provided to the SSF Project Team.
- B. Mobile Application testing from September 5, 2025 to September 17, 2025.
- C. Partner training from September 15, 2025 to September 19, 2025.
Please specify the type of training being provided (online, in-person, etc.)
- D. The mobile application will launch effective September 29, 2025.

CONTRACTOR BUSINESS REQUIREMENTS: Contractor must be registered to do business with the Secretary of State's Office in both California and their home state if they are based outside of California and be in good standing.

Contractor must provide a Unique Entity Identification number from SAM.gov.

DEBARRED CONTRACTORS: The regulations at 2 CFR Part 180 restrict awards, subawards and contracts with certain parties that are debarred, suspended, or otherwise excluded from, or ineligible for participation in federal assisted program, project, or activities. Contractors that have been debarred and are listed on the federal Systems for Awards Management found at SAM.gov, will not be eligible to participate.

BEST AND FINAL OFFER (BAFO): SSF reserves the right to invite top bidders to negotiate a BAFO. Bidders are cautioned to propose their best possible offer at the outset of the original proposal process, as there is no guarantee that any bidder will be allowed an opportunity to submit a BAFO through negotiation. The BAFO process will be provided to any Bidder invited to negotiate for a Best and Final Offer.

AWARD OF CONTRACT: The award of the Contract, if it is awarded, will be to the Bidder whose bid complies with all the requirements prescribed and receives the highest score. SSF reserves the right, after opening bids, to reject any or all bids, to waive any informality in a bid, to make awards in the interest of SSF, and to reject all other bids. SSF intends to award a Service-level Contract for a term of up to 2 years with an annual review of services and costs. Upon mutual agreement, the Contract may be amended.

AWARD APPEAL: Within two business days from the Award Decision Notification, a Bidder may appeal the decision. The Bidder must submit their intent to appeal via email to the RFP Coordinator. SSF will only consider appeals for the following reason(s):

Disputes regarding compliance with RFP requirements. Bidders appealing the



decision will have 7 business days from receiving confirmation from SSF to submit their justification for the appeal. Within 3 business days from receipt of appeal justification, the RFP Coordinator will provide a final decision to the Bidder.

CONFLICT OF INTEREST: A conflict of interest (COI) may occur when an individual or organization is unable, or appears to be unable, to be impartial in conducting their responsibilities to SSF or exercise undue influence. This also includes situations that create, or may create, a real or apparent conflict. The contractor selected may not solicit organization employees, collaborative partners, or clients to purchase goods or services of any kind for non-scope of work purposes, or to make contributions to any organizations or in support of any causes.

LABOR REGULATIONS: The Contractor shall comply with all applicable requirements of the California Labor Code and Sacramento City and County of Sacramento Municipal Code, and the labor codes applicable to where the work is performed.

BONDING REQUIREMENTS: The Contractor shall comply with any and all Bonding requirements as applicable. Federal grant funds used for the services are subject to 2 CFR 200.326.

INVITATION TO BID ADMINISTRATION/QUESTIONS: All questions related to this ITB prior to opening bids shall be prepared in writing and transmitted to the attention of Procurements@sacstepsforward.org.

All questions must be submitted to Procurements@sacstepsforward.org by close of business on May 7, 2025. Please include the ITB#, vendor name along with the submitted question. Responses will be sent to all vendors without reference to the vendor who asked the question.

No inquiries will be accepted later than two (2) business days prior to the bid opening date as this would not allow time to respond to all plan holders. No phone inquiries will be accepted.

TIMELINE:

Invitation to Bid Solicitation	May 1, 2025
Bidder Questions Due	May 7, 2025
Sacramento Steps Forward provides Answers to Submitted Questions	May 9, 2025
Bids Due to Sacramento Steps Forward	May 21, 2025
Notice of Award or BAFO option	June 4, 2025

Published: Website Link <https://sacramentostepsforward.org/provider-funding-opportunities/>



Date: May 1, 2025



ATTACHMENT A

General. Please explain how your services provide solutions for the following software needs:

Mobile app adaptation:

1. Adapting an off the shelf solution for a mobile phone application with the following features and specifications:
 - An up-to-date guide of resources available in our community, which would sync with 211 Sacramento's existing database
 - Search feature with refinement options- by keyword, filter, geolocation, and zip code
 - A "Favorites" list so users can save resources for easy access
 - Push notifications so we can highlight community events, program updates, etc.
 - Community calendar
 - Educational page, "TAY Toolkit", which will include various informational content
 - Crisis resource page
 - Button to open a phone call with 211- "Call a 211 TAY Specialist"
 - Integration with a 211 SMS text short code and a button to text 211- "Text a 211 TAY Specialist"
 - Available on various phone operating systems, Android and iOS at minimum
 - Accessibility options including language translation, dark mode, video/sound options for hearing impaired
 - Feedback form for users to submit feedback to admin
 - Three levels of users with role-based permissions for users to access custom fields and view rights: TAY users (the end user), service providers (agency-level users who can view custom contact information), and admin users.
 - Dashboard to manage app features

Web development and design:

1. Develop TAY webpage on Sacramento 211 website using Wordpress. This page should look and function similar to the app for users who do not have smart phone access.

Software development:

1. Data integration between the app and 211's resource database, preferably API integration. If choosing not to do API integration, explain what data integration method you are proposing and why.

Testing, training, maintenance, and ongoing support through the end of 2026:



1. Full app testing
2. Partner training including how to use all backend or admin features
3. Analytics features including a reporting platform with both raw data and key performance indicators
4. Implementation of any tools or AI integrations to assist in quality improvement
5. Deployment of the app in the Apple, Google, and any additional app stores
6. Systems email setup and access
7. Routine iOS and Android platform upgrades
8. Routine required security updates
9. Routine bug fixes

ATTACHMENT B

Evaluation Tool

Scoring Criteria	Percentage of total score
Described project design aligns with the goals of the RFQ, specifically the ability to adapt an off-the-shelf solution that meets the minimum app requirements.	25%
UX Design- The app is easy to use and intuitive to navigate for end users, especially for those with minimal experience in the digital environment.	25%
Experience of the firm and the team in creating software solutions, including mobile phone applications, websites, etc.	15%
Experience integrating data similar to the data that will be used in this project	10%
Experience working with social service or nonprofit agencies	5%
Experience using SMS text short code integrations	5%
Proposals including API integrations. Examples of API integrations used in past mobile phone applications	5%
Use of tools or AI integrations to assist with quality improvement	5%
Strength of proposed training plan for all project partners, including training on all admin and backend features	5%