



Request for Proposal

Release Date: January 12, 2022

Number: 22-01-12

Deadline: Open Until Filled

Service Needed: Web Application Development Project

Introduction

The Child Development Department of Neighborhood House, a non-profit social services agency in the Seattle region, is in need of a custom-built web-based application to enable parents to report time spent working on educational activities with their children. Reporting of parent learning activities is a critical component of the program design, as well as a requirement of our grant funding.

This Request for Proposal's objective is to find a full-stack web application development firm or contractor that will provide the best overall value and results for our organization. We hope to have at least a first phase of the application implemented by the end of Q1 2022 to meet reporting and grant matching requirements during the pandemic.

Background

Prior to the start of the pandemic, teachers were sitting down with parents and filling out physical, paper "timesheets" together, once a week. Due to the ongoing nature of the pandemic, however, parents are no longer allowed inside the buildings when dropping off or picking up their children, which is when teachers would typically sit with the parents and fill out the timesheets. Without this ability to sit with the parents to fill out the form, we would like to create a new, online, mobile-friendly, electronic form that parents can fill out on their own (or with a teacher's help).

Goals of the Project

Our goals for the new application are to:

- Make the entire process 100% electronic with no need for paper documentation
- Create a system that is as easy as possible for families to complete
- Ensure accessibility to those with disabilities or restrictions on bandwidth and internet speed
- Ensure a sufficient audit trail and system integrity to prove the validity and accuracy of each hour of parent volunteer time
- Maintain confidentiality and security of all information involved
- Reduce the amount of processing time for staff
- Be able to maintain at least some parts of the new application ourselves going into the future
- Increase ability to monitor the data and workflow to quickly see which families have not yet provided information and progress toward family learning goals and grant matching targets



About Us

Founded in 1906, Neighborhood House is one of the oldest social service agencies in the Seattle region. Today, we continue to provide services to address the needs of entire families, with a focus on low-income community members, public housing residents, immigrants, and refugees. We serve thousands of people annually in King County through our major program areas of early childhood education, youth development, employment and adult education, housing stability, aging and disability services, and community health.

The Child Development department at Neighborhood House has been providing high-quality early childhood education programs for decades and was one of the first Head Start preschool providers in the Northwest region. Today we offer a full range of early-childhood education programs for low-income families – from expectant parents to those with children birth to 5 years old. We focus on providing culturally-appropriate services to all enrolled families, many of whom are recent refugees and immigrants.

Last year, Neighborhood House served over 900 families and children through our preschool and home visiting programs. Not only do our programs prepare children and families to successfully transition to elementary school, they provide opportunities for children to stay up-to-date with medical exams, dental exams, immunizations, as well as other health and developmental screenings.

Project Description

We would like an application that allows parents to authenticate themselves without requiring a username and password. This may be accomplished by sending out unique URLs on a weekly basis. When a parent goes to the URL (via a mobile phone or desktop/laptop), they may also be asked for additional information to authenticate their identity (eg. child DOB). We are open to other methods of authentication.

Once the parent has authenticated themselves, they would be presented with a form that displays their child's name, their child's goals, and pre-determined activities they can complete with their child to work on those goals. Parents would then provide the amount of time they spent working with their child on each activity on which days during the week. Goals and activities would come from our already-existing data system we use to manage child information. We are open to the exact design of this form. Our biggest goal is that it is extremely easy for parents to use and should be as accessible as possible.

The submitted form should then end up in a queue that our staff would review and certify. Staff would ideally log into the application using their Azure AD credentials to authenticate themselves. Staff should also be able to see a list of children for whom no submission has been made for that week. If needed, they should be able to resend a new unique URL to the parents so they can submit the information.

All of the approved submissions should then be accessible in some format that will allow our accounting team to enter it into our accounting data system.

To ensure that the application is as easy as possible for us to maintain ourselves, we would prefer that the application is hosted using Microsoft products such as Azure Static Web Apps. We would prefer that



all frontend and backend work be completed using industry-standard technologies such as React, Vue, Bootstrap, jQuery, C#, Azure Functions, SQL Server, etc. We currently have on-premise SQL Server instances that could be utilized, but we are open to other data storage technologies as long as we are easily able to access the raw data and data security is maintained.

Internal Team

We have identified our internal stakeholders that would be working on this project and they and their roles are as follows:

- Senior Database Developer
 - Project Manager
 - SQL Server work as required
- Technical Support Administrator
 - Help Determine Technology Requirements
 - Has Some Experience with Web Application Design
- Child Development Department Associate Director
 - Executive Decision Maker
- Child Development Senior Program Managers
 - Help Determine Requirements
 - Testing

Timeline and Budget

Given that collecting this data is a vital aspect of our programs and their funding and we are required to start collecting it again as of 1/1/2022, we are hoping to have a first phase of this application implemented as soon as possible. We are envisioning that this should be possible by the end of Q1 2022, but would prefer sooner if possible.

We are looking for consulting developer(s) that can work with us on this project as their primary engagement. We are anticipating hourly consulting rates between \$100 - \$200 per hour.

Selection criteria

Given our timeline, proposals will be evaluated as they are submitted.

Selection will be based on the following criteria:

- Responsiveness to the requirements outlined in this document
- Relevant past experience and performance
- Testimonials/references from past clients
- Pricing

Proposal Guidelines

Your proposal should follow the format below:



- Executive summary
- Background information about your business
- Relevant experience with past projects
- Proposed services or deliverables
- Description of proposed tech stack noting why you intend to use each technology
- Pricing/Rates – Fixed or Hourly
 - If fixed price for project, include a breakdown of cost assumptions
- Proposed phases and timeline
- References (at least 2)
- Any terms and conditions for working with you

Please submit your proposal in either PDF, DOC, or DOCX format to alejandroc@nhwa.org.

You may also reach out with any questions or clarifications to alejandroc@nhwa.org.