



OneStar Foundation - Request for Qualifications and Proposals for Texas Connector Development and Support Services

OneStar Foundation is located in Austin, Texas and connects partners and resources to build a stronger nonprofit sector in Texas using three strategies:

- **Connect:** OneStar connects faith-based and community organizations, businesses, government and foundations to resources and information about the nonprofit sector.
- **Promote:** We promote the nonprofit sector, innovative strategies and public-private partnerships to drive community solutions.
- **Convene:** OneStar is the statewide convener of nonprofit networks, developing a coordinated approach to building the strongest, most impactful nonprofit sector.

We are seeking a qualified web development firm to support and enhance the Texas Connector (<http://onestarfoundation.org/texas-connector/what-is-the-texas-connector> and <https://www.texasconnects.org>) and related applications.

Texas Connector displays nonprofit information from a variety of state and national databases and overlays it with requested demographic and socioeconomic data derived from a variety of governmental and other sources. Users can:

- Identify community needs, resources and nonprofit services to address gaps in service.
- Analyze the nonprofit infrastructure in general or in relation to particular needs or social indicators.
- Create customized statistical reports for user-identified regions of interest.
- Save and share custom searches, maps, identified providers and demographic reports.

The Texas Department of Criminal Justice (TDCJ) is currently the largest subscriber to Texas Connector. Texas Connector's Quick Report Generator, a portal built specifically for agency employees, is the "go-to" citizen services referral tool for over 2,000 parole and re-entry officers across the state. Using the tool, officers make quick work of common client referrals using their customized generator, through which they identify services for parolees such as job training, mental/behavioral healthcare providers or housing resources. Results can be viewed and sorted in a user-friendly table, exported in .csv or .xls formats, emailed, printed in client-ready reports or mapped.

In addition, OneStar and the Texas Connector team are developing Texas' first statewide volunteer portal. This publically accessible portal into Texas Connector would allow users to (1) locate and learn more about their regional volunteer center to find local, registered volunteer opportunities, (2) learn more about organizations in their community to which they could donate funds or contact to learn more about the possibility of volunteering, and (3) learn more about serving in times of disaster by going to OneStar's VolunteerTX.org portal. This project would be a high-profile, public portal into Texas Connector. It would not require a login, instead a button on [texasconnects.org](https://www.texasconnects.org) and the Texanthropy website would direct users to a landing page. Users will select from the categories we have chosen or through searching for a provider by name through an organization search. Technical development on this project is expected to commence before the end of 2016.

The Texas Connector website was built with Microsoft ASP.NET Web Forms 4.5.1 using the C# and JavaScript programming languages. The interactive mapping features were developed using the Microsoft Bing Maps AJAX Control v6.3 and custom JavaScript/jQuery programming. Users are authenticated via username and password using the ASP.NET Membership Provider. The interactive map uses a combination of data layers published with ESRI ArcGIS Server and custom layers driven by the spatial functionality of SQL Server. Reporting features were developed using a combination of custom ASP.NET, custom Classic ASP programming, and SQL Server Reporting Services.

The Texas Connector uses Microsoft SQL Server as its database platform and makes heavy use of the spatial functionality to drive the interactive mapping tools. Custom data import and transformation tools developed with .NET, SQL Server T-SQL scripts, and SQL Server stored procedures are used to integrate the GuideStar and 2-1-1 organization and taxonomy datasets and the addresses are geocoded into coordinates that can be mapped. Reports are rendered via SQL Server Reporting Services and some custom demographic reports written in Classic ASP. Subscription payments are received via PayPal integration.

Texas Connector is hosted in Microsoft Azure on three servers (web, database and GIS servers). Account access and administration will be transferred to the selected development firm so no migration is necessary. Source code will also be provided to the selected development firm. See the Technical Specifications section below for more details.

Texas Connector currently uses a Bing Maps API. Our current map is set to expire by November 2016. Our top priority is to move Texas Connector to a new platform before the current map expires. Please keep this in mind when developing your proposal.

A virtual tour of the application is available at <http://onestarfoundation.org/texas-connector/what-is-the-texas-connector/>. A 7-day free trial is also available at <https://www.texasconnects.org/CreateAccount.aspx>.

Technical Specifications

See the attached Technical Specs spreadsheet (contains multiple worksheets) for a more-detailed breakdown of these Azure services, frameworks, data sources, databases and solutions that comprise the full solution:

- Azure Services (Web server, database server, GIS server, and backup vault)
- Multiple solutions in Visual Studio 2013, Visual Studio 2015 and SQL Server 2014 with over 1,100 source files (including auto-generated code files)
- Frameworks/technologies:
 - ASP.NET Web Forms (C# and a very small amount of Visual Basic)
 - Microsoft SQL Server (uses 9 databases, not including SSRS databases)
 - Microsoft SQL Server Reporting Services
 - jQuery (including jQuery Datatables and jQuery UI)
 - Bootstrap
 - Geocoding .NET - <https://github.com/chadly/Geocoding.net>
 - Address Parser - <https://usaddress.codeplex.com>
 - Bing Maps AJAX Control v6.3

- PayPal IPN - <https://developer.paypal.com/webapps/developer/docs/classic/products/instant-payment-notification/>
- Amazon Simple Email Service (SES)
- ArcGIS for Server
- ArcGIS for Desktop
- Safe FME Desktop
- Uses approximately 40 different spatial and non-spatial data sources (see attached) in a variety of formats

Additional Requirements/Qualifications

In addition to having experience and skills with the technologies described above, qualified firms must:

- Provide ongoing support services with a service level agreement ensuring fast response/resolution times:
 - For critical issues where the application is substantially or completely nonfunctional or inoperative, must acknowledge receipt of the support request within 30 minutes, provide an interim solution within 1 business day (if final resolution is not possible within that timeframe), and must provide a final resolution within 5 business days.
 - For non-critical issues, must acknowledge receipt of the support request within 60 minutes, provide an interim solution within 2 business days (if final resolution is not possible within that timeframe), and must provide a final resolution within 15 business days.
 - For all other non-application issues, must acknowledge receipt within 1 business day.
- Be available 8am – 5pm Monday through Friday at a minimum
- Must be large enough to be able to quickly ramp up to meet increased work volume based on new requirements and project needs
- Must make no ownership claims over the source code or data sources used in the application(s)
- Possess skills in provisioning, patching and upgrading Windows Servers in an Azure environment, in addition to handling Azure administration/configuration tasks
- Be well-versed in information security best practices, secure coding methods, and web application vulnerability mitigation
- Possess strong customer service and project management capabilities:
 - Must provide a single point-of-contact who is highly responsive, who has exceptional customer service skills, who has been with the firm for at least 1 year, and who acts as a liaison between the customer and the project manager(s), developers, etc. This resource must have a qualified backup to act in this role in the event that the primary resource is unavailable.
 - Must provide ability to submit support requests and questions via phone or email. A web-based ticketing system is also preferred.
 - Must be able to effectively manage a portfolio of sub-projects with frequently shifting priorities and additions
 - Must provide customer visibility into project status(es), timelines, risks, etc. via a web-based project management portal and/or frequent (weekly or bi-weekly) status reports via email
 - Must be available to participate in conference calls or in-person meetings as needed (at least once a month)

- Must be able to quickly turnaround quotes for new features/applications within 1 to 10 business days depending on the scale of the proposed effort
- Possess strong consulting/advisory capabilities:
 - Must act as a sounding board for proposed ideas
 - Must make recommendations on new technology additions/improvements
 - Must assist with the strategic technology direction of Texas Connector and related applications
- Possess strong data research, analytical and ETL capabilities:
 - Must be able to identify new data sources, their strengths/weaknesses, and ways to import/integrate them into the application
 - Must be able to identify problems/flaws in data sources and determine corrective measures
 - Must have strong skills and experience working with spatial (GIS) data

Response Deadline and Format

Agencies are requested, but not required, to provide notice of your intent to submit a proposal by **Monday, July 11th, 2016** to texasconnects@onestarfoundation.org. Full Proposals must be emailed in PDF format to texasconnects@onestarfoundation.org and received by **Monday, July 18th, 2016**. If you have any questions, please call 512.287.2036 or email texasconnects@onestarfoundation.org. Following OneStar Foundation's technical review of proposals, respondents may be invited to an in-person interview in Austin, Texas. If possible, the individuals who will be the day-to-day contacts should do part or all of the presentation. In addition, OneStar staff may visit respondents at your offices to help us better understand your technical capabilities.

- Include company information including background, years in business, office location(s), number of employees, core competencies, number of customers, financial state, etc.
- For each bulleted item listed in the **Technical Specifications** and **Additional Requirements/Qualifications** sections above, please include a statement describing why you are qualified to meet the need, and optionally include any supporting information/details that describe how you provide this service.
- Include a description of your firm's specific experience with any of the following platforms: Microsoft Bing, Google Maps, and ESRI.
- Include a description of your change order process.
- Include at least 3 references and/or case studies of similar projects you have completed for other customers, with screenshots or links to the live applications.
- Include any other reasons why you believe your firm is the best fit for this effort.
- Include names, titles and bios for the proposed resources you will allocate to this effort.
- Include hourly rate(s) for support work and new project development. If the rate differs depending on the resource and/or type of work, list and describe each rate separately. If you provide fixed-fee support options, list and describe those too.
- Include any information on reduced rates for nonprofit organizations.