
REQUEST FOR PROPOSALS

I. REQUEST FOR PROPOSALS

Academy of Hope Adult PCS seeks the services of an Electronic Signature vendor with expertise in non-profit/charter schools. This Request for Proposal (RFP) is for the purpose of acquiring proposals from interested vendors to provide Electronic Signature Solutions that meet our organization's needs. See Project Scope section for details.

II. SOLICITATION SCHEDULE

Responses should be provided in electronic format and emailed to both Julius Martin at Julius@aohdc.org and Lawanda Konate at lawanda@aohdc.org by **Friday, May 10th, 2024**. Please contact Lawanda Konate at 202-269-6623 ext. 226 with any questions you may have regarding this RFP.

III. BACKGROUND

Academy of Hope Adult Public Charter School is a 501(c)3 tax-exempt nonprofit and adult public charter school in Washington D.C., offering excellence in adult education since 1985. Our mission is to provide high quality education and services that change lives and improve our communities. At Academy of Hope, students become part of a learning community where everyone is valued, adds value and is both a teacher and a learner. Our curriculum is experiential and focuses on life skills, which means that students can immediately begin applying what they're learning to their own lives—and reap the benefits.

Academy of Hope's Core Values: CARES

Community- AoH fosters an atmosphere where individuals can be completely present as their authentic self. We seek to advance values, attitudes, and beliefs that promote caring for one another. We believe we are stronger together and that representation for the people we serve matters.

Acceptance- AoH respects the inherent dignity and worth of every individual. We remain open-minded as we acknowledge each individual's complex identities and our collective differences. To us, every person is worthy and we expect teachers, staff, learners, and community members to come as their true selves.

Respect – At AoH, we believe that every human is deserving of respect and respect is an action. Respecting someone means engaging, learning, and trying to understand individuals' experiences. At Academy of Hope we are encouraging self-love and a deep understanding, appreciation, and regard for our communities.

Empowerment– AoH aims to purposefully recruit and engage community members who understand the power in every person. Our community is committed to actively listening and amplifying voices and lived experiences that are often unheard as a means to propel change.

Service- Our ultimate goal is to serve all learners responsibly. We strive to be good stewards of the trust learners place in us by consistently reviewing our practices, programs, and structures to ensure we are advancing learners’ stated best interests.

IV. PROJECT SCOPE

AOH is seeking to transform its signature processes so that it can provide a more efficient service delivery to its learners, staff, and businesses.

An Electronic Signature Solution should enable both internal and external users to electronically sign and approve all types of documents and forms from multiple locations, including on-site and off-site.

Features of the solution should include in the following ways with the use of E-Signature Solution:

- Enables everyone inside and outside the organization to sign anytime from any device
- Provides protection against forgery and guarantees non-repudiation
- Provides same level of security and trust that exists with conventional documents
- Works with organizations existing content/workflow management applications
- Keeps highly sensitive documents inside approved domains
- Complies with all the relevant federal and state regulations

This solution should be able to provide a signature, which has all the same legal validity as a physical (“wet”) signature, and cover the end-to-end lifecycle of drafting, signing, amending and archiving of documents. Specifically, the solution needs to be able to verify the identities of the parties (non-repudiation), provide an audit trail and be available for both internal and external users.

The organization has the following objectives it wants the E-Signature Solution to fulfill, and it will be the contractor’s obligation to ensure that the solution meets these objectives:

- Scalable solution to meet AOH’s immediate and future needs
- Cost effective licensing and pricing model
- Business process workflow to facilitate electronic routing of documents
- Integration capabilities with existing business systems (**Salesforce**) and various document types

Vendors are required to review the detailed components of the system found in the listing below and submit a High-Level Project Plan to identify tasks and approach to each. Detail components should allow for the following:

- Documents to be routed sequentially or all at one time;
- Review and edit feature;
- Upload existing documents without recreating
- Automated secondary signature;
- Secure electronic signature;
- Signing and notarize capability;
- Versioning;
- Upload capability;
- Provision of 'lock down only' fields capability;
- PDF capability;
- The initiation user to choose reviewers and/or approvers;
- Flexibility to create workflow based on business unit need;
- Date / time stamp;
- Tracking mechanism that shows where the document is located at any given time;
- Defined document retention;
- Defined routing tree, including if signer is not available who may sign in their place;
- Extensible enterprise platform to address high volume of users and transactions;
- Flexible enterprise platform to address the integration needs of AOH with modern APIs and integration format capabilities;
- Single management interface for the entire solution and be mobile friendly;
- Validation procedure for signature;
- Protection against forgery and guarantees non-repudiation;
- Encryption of Data and Signature;
- Any repository that holds the uploaded data described above shall protect the data;
- Integration into our current environment;
- Validate user;
- And, multiple device capability to include Mobile Devices.

Submission Deadline: Friday, May 10th, 2024.

V. CONTRACTOR QUALIFICATIONS

Academy of Hope Adult PCS is seeking a contractor that can address the above described projects. Contractor's Statement of Qualifications should clearly and accurately demonstrate the specialized knowledge and experience required for services under consideration.

Proposals should also include:

- Provide a project organization chart showing the proposed staff for this job, including all professional staff.

- Describe the duties and responsibilities for all key staff positions.

VI. PROPOSAL REQUIREMENTS

Proposals are sought from firms with recognized expertise on design projects with experience in the nonprofit sector. In your proposal, please provide the below information in the order requested:

- Background on your organization including history, staff size and experience, average client size for this service, percent of business dedicated to technical support, and percent of business dedicated to nonprofits.
- Overview your approach / business model.
- Describe your approach to the projects identified above
- Cost Proposal: Detail prices for all services proposed. As the nature of the work to be performed will vary depending on Academy of Hope's needs and, etc., vendors should present prices in an "a la carte" format.
- The proposing firm should have a demonstrated commitment to diverse, inclusive, and equitable practices. The proposal should describe in detail the proposer's DEI commitment and practices.

Prices for which fixed prices are charged must be clearly identified. Identify what specific services are covered and which are not covered by any fixed price service. For services charged on an hourly or other per-unit basis, the cost proposal must detail charges for the following:

- If rates vary according to the nature of the contractor staff who perform the work, describe and enumerate the price for each labor category, i.e., provide a full hourly rate sheet for relevant staff.
 - If prices vary according to time of day or the timing of the request for services (e.g., regularly scheduled visits versus emergency response), show those prices separately.
 - Identify any other factors relevant to evaluation of pricing, such as billing increments (e.g., 15 minutes, etc.), whether travel time is charged, minimum billable units or amounts, mark-up on equipment procurement, etc.
- Technical Approach: The proposal must describe how the firm fulfills the "Contractor Qualifications" outlined in Section V.
 - References: Include the three most similar clients to whom you have provided this service – name, organization, email and phone.

VII. EVALUATION FACTORS FOR AWARD

In considering proposals, Academy of Hope Adult PCS will make a best-value determination. Award will be made to the applicant that conforms to the RFP's requirements and is judged to represent the best value to Academy of Hope. Best value is defined as the proposal that

presents the best overall value to Academy of Hope Adult PCS, cost and other factors considered, and which presents the most advantageous offer. Such offer may not necessarily be the proposal offering the lowest cost or receiving the highest technical rating.

Academy of Hope Adult PCS will evaluate proposals based on a number of criteria, including:

- i. How well the vendor demonstrates an understanding of Academy of Hope's needs and its ability to meet those needs
 - ii. The vendor's commitment to AoH's Racial Equity, Diversity and Inclusion values
 - iii. The overall business model and its match to Academy of Hope's needs
 - iv. Corporate experience with similar sized nonprofits
 - v. Prior performance in similar engagements;
 - vi. Price
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- AoH strongly encourage Black, Indigenous, people of color, members of the LGTBQIA2S+ community, as well as members of underrepresented groups to respond.
 - AoH strongly encourages small, local businesses who live and/ or serve the communities surrounding our campuses to respond.