SFUSD Salesforce Request for Qualifications: Answer to questions from applicants 2016-2017

March 1, 2017

1. Would there be any documentation available for sharing other than the RFQ like As Is state, Architecture, Data Model, Environment view etc
   We are actually not sure what those are.

2. Do you guys plan to go for a Fixed Bid project or Time and Material based?
   Fixed Bid Project

3. Also are there any external systems (third party) to which the current EBS system in integrated with?
   Currently EBS isn't connected to any external systems

4. Please supply the existing data model ERD for the relevant objects. - What edition of Salesforce are you using?
   Salesforce – Enterprise Edition

5. Is the CBO/Community Portal already built and you simply want to enhance the existing functionality or is this all new development?
   It is already built and we want to improve/adjust the current pages. We also want to use Conga to build documents that the CBO/Community Portal can use as well as SFUSD users.

6. Is the CBO/Community Portal built using Salesforce Sites or Salesforce Communities?
   Salesforce Communities

7. What is the Salesforce user licensing model for your CBO/Community Portal?
   We have one Customer Community User License per Community Based Organization (CBO)

8. Are you using Communities licenses and if so which licenses (Customer Community, Customer Community Plus, Partner Community, Employee Apps Starter or Employee Apps Plus)?
   Customer Community User Licenses (25)

9. Are you using any other Salesforce license types for your CBO/Community Portal?
   No

10. What does the existing CBO/Community Portal home page contain? Please supply a screenshot.
    The current CBO home page is on page 38 of the RFQ

11. On page 12 of the RFQ, there is a note to "Link Drawdowns/POs as well". It appears that there are related lists for each of these already.
    Please clarify this request. - On page 12 of the RFQ, there is a note to "Link Drawdowns, Purchase Orders, Contracts to show on this page". It appears that there are related lists for each of these already. Please clarify this request.
    POs are connected to each school's contracts. Drawdowns are individual invoices that are related to these specific Contracts/POs. Currently, these fields do not link correctly as shown on page 12 of the RFQ.

12. On page 17 of the RFQ, there is a note to "Office/Department (have multiple departments using same system" that is overlaid on "Budgets". Does this mean that you wish to rename "Budgets" to "Office/Departments" system-wide? –

Yes, there are three different departments using this same system so we want a way to differentiate whose budget is currently being viewed

13. On page 17 of the RFQ, there is a note to regarding “Permissions Adjustment”. Is the permissions adjustment specific to the Budget (Office/Departments)? If the permissions adjustment applies to other Salesforce objects (e.g. Drawdowns, Purchase Orders, etc) please list all of them.
    For different department budgets, we want only users from that specific department to have viewing permissions as well as permissions to edit/add information.
    Within departments, we want to be able to organize users into different tiers based on their role in our processes giving them. We want all users to be able to view, but not edit.

14. On page 24 of the RFQ, there is a note to “Link to Department / Office Budget”. Does this mean that you want to rename the label “Budget” on the Grant Detail page to “Link to Department / Office Budget”? If not, please clarify.
    Change the word “Budget” under Grant Detail section to “Department”

15. On page 25 of the RFQ, there is a note “For Program Manager: Give ability to give grant permissions to others Ex) People Services Dept. to ExCEL”. Are the permissions discussed here the same permissions that are discussed on page 17 (for the budgets) and the grant page is where the permissions are given by the Program Manager? If not, please clarify which object this permission not is in regard to.
    Yes, same permissions as discussed on page 17.

16. On page 33, what are “Central vs. CBO Drawdowns”? Are these different types of Drawdowns? - On page 33, what does “Central: We want to condense drawdown, request, and drawdown line item all into one” mean? Does this mean that you want to store all requests and drawdown line item data in a single record?
    CBO Drawdowns are invoices submit to ExCEL through the portal. Central drawdowns are ones we make ourselves for our own expenditures, etc. The current process for central drawdowns is to 1) Create a request to mark funds that will be spent, 2) Link the corresponding drawdown to that request/encumbrance, 3) Create drawdown line items on that drawdown to specify what object code is being used & dollar amounts.
    We want to condense the request/drawdown/drawdown line item system into something easier to process with less steps because we feel it is redundant.

17. On page 34, what does "SACS code does not work properly. Want to add multiple drawdowns when applicable and $ amount per SAC" refer to? Specifically, what do you want to add multiple drawdowns to? Do you want to track multiple drawdowns per SAC including the "Drawdown total" for each drawdown linked to an SAC and a cumulative total for all drawdowns linked to a given SAC?
    A SACS code is made up of 7 different fields (Fund, Resource, Budget Reference (year), Goal, Function, Object, Organization). What we want to do is at least use Fund (will always be 01), Resource, Year, Object, and Organization fields to correctly displace SACS code information.
    When a CBO invoices, it is possible that one invoice may come from two different Object Codes within the same resource. We want all the drawdown line items to relate to the specific SACS code/object code within the same resource. This has to relate to the Conga buildout for invoices.

18. On page 34, you request "a better resubmitting process to ExCEL". Please describe the business process and User Interface of the existing steps for resubmitting to ExCEL and what you would like to see done differently to make the process better.
    When a CBO invoice is rejected for revisions: 1) An ExCEL member must manually unlock the record so the community member can go back and make changes/Manually change the “Drawdown Status” 2) The CBO user

re-submits the invoice for approval 3) An ExCEL member must initiate the 3 step review process 4) The invoice must go through the process again to make it back to the step it was rejected.
Ideally when an invoice is rejected we would want it to go straight back to the CBO user already available for adjustments and reenter the approval process where it was stopped initially. We also want a cleaner resubmission process on the CBO side. Have available a submit button that will send the invoice back to the approval process where it was stopped initially. Current a CBO has to choose from a drop down list from the middle of the invoice page.

19. On page 36, regarding "Streamline process for looking up encumbrance/allocation/etc", do you want to different User Interface for searching Encumbrances and Allocations, or are you asking for a better way to see them in relation to a Drawdown? Please describe in detail the changes you'd like to see in the streamlined process.
    When we create new requests, etc. it is very difficult to plug in the related fields unless you already have them beforehand. When we use the search function, we are limited to the salesforce auto-generated ID numbers and we would like to be able to search by school name/any other indicator.
    Right now there isn't really a system in place to ensure that we don't go over contract/encumbrance/PO amounts. When we manually check from the drawdown page, it takes about 3-4 different clicks to other pages to access the information we need to check. Ideally we would like the Conga/generated invoice document to pull all the pertinent information together so it's easy to do our checks and process the invoices.

20. On page 37, what does "Fix SACS code" refer to? How is it supposed to work and what is not working?
    Related to answer on question 17

21. On page 43, Please clarify "Make it mandatory for sites to complete previous month's invoice before submitting the next invoice for the particular contract/grant (apply for base grants) For other grants, only allow sites to invoice once per month, must be is chronological order".
    Sites usually invoice for the months of July through September of the next year. We want to make it so that they can only invoice in chronological order and not skip ahead. Some grants aren't invoiced for every month (ex. Supplemental funding, Family Literacy, etc.) so we want a way to make sure that those that aren't invoiced for in consecutive months are still in chronological order. If we can self-select/customize the months per grant that would be ideal. Yes, we want it to be mandatory to complete previous months because we've had issues where sites jump around months and complicate tracking.

22. Can invoices ever be submitted more than once per month for any grant type? - Can invoices ever be submitted less frequently than once per month?
    Sites only submit one invoice per grant type per month, however sometimes the sites delay submissions and may send multiple invoices at a time (for different months). If a site does not want to invoice for a particular month, we ask them to send an invoice of $0.00

23. On page 50, "Sites can submit budget once budget is loaded on the ExCEL side. Sites can not submit invoice until contract is executed, site submits a budget and ExCEL reviews and approves the budget." Is the descriptive of the current process logic, or is this a request to add the stated logic to the system?
    Yes, it is descriptive of the current process and we would like to keep that process. The Contract ID/Resource/Amount/Amt Invoiced/Amt Remaining section is currently not build out, but a recreation of what we'd like to be put in the CBO/Community portal.

24. On page 52, "When site clicks Submit Invoice: Contract ID:", is each column a representation of a single Contract by name and each row an invoice period broken out by month? If so, what is the maximum number of Contracts allowed and do you want to have horizontal scrolling if the number of columns exceeds the window display area? If not, please clarify what each column contains (e.g. "ASES Base", "21ST CCLC Base", and "DCYF Base").

    We have multiple kinds of contracts (Base, Supplemental, Equitable Access, and organizational). One of these contracts can contain multiple funding sources (21st CCLC, ASES, DCYF, other). On page 52, the "submit invoice" button would allow the CBO user to fill out one invoice for one funding source for one contract. Each column is one funding source within the same contract, not separate contracts.
    There is no maximum amount of contracts per school, agency, etc.
    Horizontal scrolling is not ideal if all the information can fit on one page, but if it must be used that's ok.