

THE IOLA FUND OF THE STATE OF NEW YORK

Grants Management System

Request for Quotes

and

Specifications

June 2017

I. Introduction

IOLA Fund of the State of New York ("IOLA"), a New York State agency located in New York, New York, is soliciting quotes from vendors that are qualified to provide software, online platforms, implementation services, and support services for an online Grants Management System ("GMS"). The new system will be IOLA's first GMS, and will replace a fragmented web of Excel spreadsheets, legacy Access databases, and paper files. IOLA requires a hosted solution.

Quotes are due **July 7**. Full instructions on quote submission are provided in Section IV below.

II. Overview and Grant Management Environment

About IOLA

Interest on Lawyer Trust Accounts (IOLTA) is a unique and innovative way to increase access to justice for individuals and families living in poverty and to improve our justice system. Without taxing the public, and at no cost to lawyers or their clients, interest from lawyer trust accounts is pooled to provide civil legal aid to low-income individuals and support improvements to the justice system. Every state, along with the District of Columbia, Puerto Rico, and the Virgin Islands, operates an IOLTA program.

In 1983, with the strong support of the New York State Bar Association, the legislature created the New York State Interest on Lawyer Account Fund ("IOLA") as a means to provide additional financial support to civil legal aid organizations that had been decimated by federal budget cuts in the 1980s.

Attorneys are required to deposit funds received from clients either in individual interest bearing accounts for the benefit of their clients or in pooled interest bearing IOLA accounts, in accordance with the provision of the statute (Judiciary Law §497) and applicable professional rules. The interest from those IOLA accounts is transferred to IOLA and funds the grants made by the Board of Trustees of the IOLA Fund to non-profit civil legal aid providers across the state.

Biennially, IOLA funds approximately 70 grants to civil legal aid providers throughout New York. In the current grant cycle, IOLA awarded \$48 million. To date, IOLA has provided more than \$423 million in grants for providers of civil legal services to low-income New Yorkers, furthering the goal of equal access to justice for all.

Current Systems

IOLA utilizes the following systems and products for screening, awarding, and managing grants:

- **Grants Gateway** – the New York State mandated contract application and execution portal for New York State grant contracts.
- **Amazon Server** – shared drive where all relevant grantee communications, documentation, and tracking spreadsheets are saved.
- **Google Sheets** – online spreadsheets where the IOLA grant staff track certain elements of the grant management process, namely, the receipt, review, and approval of annual Grantee Activity Reports (GAR). Google Sheets are shared with consultants during GAR processing.
- **Statewide Financial & Vendor Responsibility Systems** – portals where New York State grant contracts are approved and payments distributed.
- **Technical Support Consultant** – IOLA annually contracts with a consultant to assist in validation, approval, processing, aggregation, reporting, and analysis of data captured via the annual GAR.

Objectives

IOLA’s authority and duty to administer grants to New York State civil legal aid providers requires significant tracking, data collection and analysis, and internal and external communication. IOLA currently lacks a streamlined, efficient system of tracking grantee communications, including integral qualitative and quantitative reports, and miscellaneous internal tracking by the IOLA grants staff. Instead, IOLA utilizes a fragmented web of Excel trackers, Google Sheets, hard copy and electronic folders, and relies heavily on an outside consultant to assist in the validation, approval, processing, aggregation, reporting, and analysis of data collected via the annual GAR.

Going forward, IOLA would like to store much of its grant-related business intelligence in a centralized online system. Application information, grant budgets, grantee contact information and communications, payment information, site visit notes, and all quantitative data collected by IOLA should live in an online system that is queryable, configurable, and accessible by various user types.

Technology Infrastructure

IOLA staff utilize Windows desktop machines, all equipped with Microsoft Office 2016 Suite. All machines are networked to an Amazon server.

III. Requirements

Below are high-level classifications of IOLA’s business needs/requirements for a Grants Management System. Note that, unlike typical Grants Management System use, IOLA does not intend to use the GMS for applications. All applications are and will continue to be accepted through Grants Gateway, a mandatory system for New York State government contracts. IOLA staff will input basic application and contract information into the GMS.

Category		Definition/Goal
1	Collaborative Data Management & Ownership	<ul style="list-style-type: none"><input type="checkbox"/> All information and actions should be transparent to all internal users.<input type="checkbox"/> Security should be appropriate for each user role and third parties (i.e. grantees).<input type="checkbox"/> Internal access should be open, but the ability to view, add or change data should be role-appropriate.<input type="checkbox"/> An IOLA system administrator should be able to assign and edit roles.<input type="checkbox"/> IOLA must own all its data and be able to retrieve the entirety of its data upon request.
2	360° Grantee View	<ul style="list-style-type: none"><input type="checkbox"/> View, query, and report an accurate, complete (and sometimes multi-year) view of grantees.
3	Maintain Contact Information	<ul style="list-style-type: none"><input type="checkbox"/> Ability to track and manage all grantee contact information.
4	Grantee Portal	<ul style="list-style-type: none"><input type="checkbox"/> Constituent log-in (or “grantee portal”) with a configurable interface.<input type="checkbox"/> Receive contact and other organizational information updates.<input type="checkbox"/> Receive quarterly and annual reports via the Portal.<input type="checkbox"/> Allow for multiple log-ins per grantee organization.

5	Grantee Progress Reporting / Complex Data Collection	<ul style="list-style-type: none"> <input type="checkbox"/> Receive expenditure reports, quarterly metric reports, and a comprehensive annual report. <input type="checkbox"/> Establish custom fields in reports. All information collected via custom fields must be associated with a grantee's record. <input type="checkbox"/> Receive and track narrative and significant quantitative data collected via reports. <input type="checkbox"/> Aggregate, query, and report on data collected via reports, including from custom fields.
6	Payment Tracking	<ul style="list-style-type: none"> <input type="checkbox"/> Track payment information in the system. [Note the GMS <i>will not</i> integrate with the NYS Statewide Financial System; however, staff must be able to systemically track when payments are made and link payments with grant reports.]
7	Email Communications	<ul style="list-style-type: none"> <input type="checkbox"/> Integrate with email (ideally, a native integration with Microsoft Outlook), allowing emails to be sent from and received by the system. <input type="checkbox"/> Store emails as records or record attachments.
8	Budget Tracking	<ul style="list-style-type: none"> <input type="checkbox"/> Track multi-year grantee budgets, wherein grantees and staff can report and track grant expenditures against approved budgets.
9	Document and Text Storage	<ul style="list-style-type: none"> <input type="checkbox"/> Store narrative descriptions of grantee interactions (site visit notes, for example). <input type="checkbox"/> Store the following file types: .pdf, .csv, .rtf, .xls, .xlsx, .zip, .doc, .docx, .docm, .dot, .html, .pps, .pot, .ppt, .msg, .pst, and .ost.
10	Dashboards	<ul style="list-style-type: none"> <input type="checkbox"/> Populate configurable dashboards for management users.
11	Workflow Management	<ul style="list-style-type: none"> <input type="checkbox"/> Integrate automated workflows into the system, including routing appropriate notifications to users based on pre-determined timelines and/or the completion of workflow benchmarks.
12	Grant Process Tracking	<ul style="list-style-type: none"> <input type="checkbox"/> Track various deadlines, submissions, and requirements for IOLA staff and grantees.
13	Data Validation/Integrity	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure in data integrity by utilizing conditional logic to compare grantee's reported metrics against IOLA's business rules. <input type="checkbox"/> Provide audit trails for all edits made in the system.
14	Technical Requirements	<ul style="list-style-type: none"> <input type="checkbox"/> Offer an intuitive and user-friendly interface, enabling all users to easily and efficiently find and manipulate data that is integral to their jobs.
15	Training and User Support	<ul style="list-style-type: none"> <input type="checkbox"/> Provide user training that is specific to the customized system.

IOLA may wish to engage the GMS service provider in additional scopes of work, including legacy data migration or additional training, at a later date.

IV. Response Requirements

Companies responding to this advertisement should provide the following information:

1. Legal Name of Company;
2. A general product overview, including:
 - a. A product history;
 - b. Any government clients utilizing the product; and
 - c. 1 or more references for foundations or government funders using the proposed system;
3. A narrative describing your company's ability to meet IOLA's business needs;
4. Brief answers/descriptions about how the proposed system can address the requirements listed in Section III;
5. CVs or resumes of project staff likely to be assigned to IOLA's project;
6. Implementation Costs; and
7. On-going System Costs (annual and/or monthly), including the hourly rate for report building, if it is not included the implementation quote.

Responses should reflect the current, not future, capabilities of your system. Please note if a requirement is only met through the use of additional software or technical systems, including reporting, analytic, and dashboard software.

All responses should be emailed in full to IOLAgrants@iola.org by **July 7**. IOLA expects to notify vendors regarding next steps by August 2017.

Questions & Answers

Any and all questions regarding this request for quotes must be submitted via email with the subject line: "IOLA Grants Management System Request for Quotes" to IOLAgrants@iola.org and received by the Fund **on or before 4:00 pm, June 23, 2017**. Oral questions will not be accepted or answered. Questions received after the deadline may not be answered. The IOLA Fund will post on its website (www.iola.org) a final and comprehensive list of all questions and answers by **June 30, 2017**.