Golden Gate Regional Center

1. Introduction & Invitation

Golden Gate Regional Center (GGRC) invites qualified vendors to submit proposals for the design, development, testing, and deployment of an innovative, accessible web-based roommate-matching platform.

2. Background & Purpose

GGRC serves individuals with developmental disabilities, including Deaf and DeafPlus communities. We aim to empower participants, families, providers, and social workers to collaboratively identify compatible housemates—improving residential stability, satisfaction, and quality of life. Current off the shelf applications do not capture or consider relevant criteria (defined below) in their matching algorithms that represent our populations needs. This platform will incorporate accessible matching and communication tools (e.g., ASL support) and deliver a replicable model for other regional centers.

3. Project Goals & Objectives: <u>Sample Prototype</u>

1. **Person-Centered Matching**

   o Capture and process user preferences (lifestyle, routines, communication styles, accessibility/cultural needs).

   o Provide algorithmic recommendations of compatible roommates.

2. **Accessibility & Inclusivity**

   o Full compliance with WCAG 2.1 AA (or higher).

   o Native support for ASL video, visual alerts, and DeafPlus community accommodations.

3. **User Roles & Collaboration**

   o Role-based access: individuals served, families, providers, social workers.

   o Shared dashboards and communication threads for collaborative decision-making.

4. **Platform Qualities**

   o Secure (data encryption, role-based authentication).

   o Responsive design for desktop and mobile.

   o Scalable architecture allowing replication by other regional centers.

Supporting Lives of Liberty and Opportunity

4. Scope of Work

4.1 Requirements Gathering & Design

- Key stakeholder meetings to accurately collect the business needs, constraints, expected outcomes, end state or success criteria

4.2 Development & Testing

- Follow an industry standard approach to development, pre-deployment/production testing for functionality, and confirm delivery of a system that meets the defined business needs.

4.3 Deployment & Training

- Vendors should plan to develop and deliver the following materials as part of the project scope:
  - **Quick Reference Guides:** One-page printable guides covering basic workflows (e.g., how to create a profile, update preferences, or search for matches).
  - **Step-by-Step "How-To" Guides**: Detailed, easy-to-follow instructions with screenshots and plain-language explanations for all core functions.
  - **FAQs**: A categorized list of common questions and troubleshooting tips, written in plain-language.

4.4 Maintenance & Handover

- Provide a minimum 60–90-day warranty/support period following launch.
  - During this period, the vendor will:
    - Resolve any post-deployment bugs or performance issues.
    - Provide timely responses and fixes based on severity level (see SLA below).
    - Support end-user onboarding and respond to questions regarding functionality or configuration.
- Proposals should define a Service Level Agreement defining:
  - Issue severity
  - Description of issue
  - Initial response time to issue
  - Resolution time for issue

5. Timeline

Milestone	Target Date
RFP Released	Q 3 2025
Questions Due	September 15th, 2025
Proposals Due	October 31st, 2025
Vendor Interviews / Demos	Q4 2025
Contract Award	Q4 2025
Project Kick-off	Q1 2026
Design Complete	Q2 2026
Development Complete	Q3 2026
Testing & Quality Assurance	Q3 2026
Deployment & Go-Live	Q4 2026
Post-Launch Support Completed	Q1 2027

6. Budget

- Proposed budgets should cover all requirements-gathering, design, development, testing, and deployment activities.

- **Note:** Ongoing hosting/maintenance costs are *not* covered by start-up funds and will be the responsibility of GGRC after launch.

7. Proposal Requirements

Each proposal must include:

1. **Executive Summary**

2. **Approach & Methodology** (project management, agile/scrum practices)

3. **Technical Solution**

4. **Work Plan & Detailed Timeline**

Supporting Lives of Liberty and Opportunity

1355 Market Street, Suite 220

San Francisco, CA 94103

1900 S. Norfolk Street, Suite 100

San Mateo, CA 94403

4000 Civic Center Drive, Suite

310 San Rafael, CA 94903

5. **Cost Breakdown** (by phase/milestone; identify any optional or out-of-scope items)

6. **References**

7. **Appendices** (sample deliverables, security/privacy certifications, WCAG compliance attestations)

8. Evaluation Criteria

Proposals will be evaluated based on:

- **Technical Capability & Innovation** (30%)

- **Accessibility & User Experience** (25%)

- **Relevant Experience & References** (20%)

- **Cost & Value** (15%)

- **Project Plan & Timeline** (10%)

9. Submission Instructions

- **Deadline:** Proposals must be received by October 31st, 2025.

- **Format:** PDF, maximum 25 pages (excluding appendices).

- **Submit to:**

  o Email: RFP@ggrc.org

  o Subject line: "RFP Response – Roommate Matching Platform"

- **Questions:** Direct all questions in writing to RFP@ggrc.org by September 15th, 2025, with "RFP Question" in the subject.