

## Request for qualifications – FITT software user interviews and business requirements documentation

Seeking a functional analyst to conduct user interviews and document business requirements for an upgraded version of an existing software application.

This request for qualifications (**RFQ**) for FITT software business requirements is issued by the *Northwest Resource Associates*.

This document comprises the following sections:

- Section I: Company information
- Section II: Project description and timeline
- Section III: Evaluation criteria and instructions
- Section IV: Qualifications and experience
- Section V: Terms and conditions

### Section I: Company information

Company information	
<b>Company name</b>	<b>RFQ title</b>
<i>Northwest Resource Associates</i>	<i>FITT software business requirements</i>
<b>RFQ date issued: 8/30/2021</b>	<b>Response deadline: 10/15/2021</b>
<b>Company description</b>	<p>Northwest Resource Associates is an innovative social services nonprofit with an established record of 40 years of service in the Pacific Northwest states (Alaska, Idaho, Oregon, and Washington), as well as nationally.</p> <p>Our work is supported by grants and contracts from federal, state, and local government agencies; nonprofit human services agencies, universities and research institutions, foundations, and corporations.</p> <p>More information: <a href="https://www.nwresource.org/about-us">https://www.nwresource.org/about-us</a></p>

Contact information		
<b>Project lead name</b>	<b>Phone</b>	<b>Email</b>
<i>Stephanie Scott</i>	<i>(206) 999-4341</i>	<i>sscott@nwresource.org</i>

### Section II: Project description

Project information
---------------------

<p><b>Project description</b></p>	<p>The Family Intake and Tracking Tool (FITT) is a web-based software application for our call center. It's used to track contacts and pass them onto child welfare administrations in all 50 states and the territories. 16 of these states log-in to the system to track families in their area who are interested in learning more about adoption and foster care. It is a critical, free tool used to increase permanency and positive outcomes for the 400,000 children in foster care.</p> <p>The FITT application was originally developed in 2004 in the effort to serve states and increase the number of adoptive families in each state.</p> <p>In 2022, we hope to upgrade the FITT application and expand its functionality to better serve more states. To do so, we need to document (1) FITT's critical business functions, and (2) opportunities for improved and expanded functionality.</p>
<p><b>Project goals</b></p>	<p>The development of a new business requirements document for Family Intake and Tracking Tool (FITT) that incorporates input from stakeholders including the AdoptUSKids evaluation team, the AdoptUSKids foster care and adoption specialists team, as well as state, county, and agency users.</p> <p>This is also an opportunity to make FITT culturally responsive and inclusive from inception with disproportionality, families of color, and LGBTQ+ families in mind.</p>
<p><b>Project outline</b></p>	<ol style="list-style-type: none"> <li>1. Become familiar with the tool and review documentation.</li> <li>2. Conduct user interviews with four to five user groups.</li> <li>3. Outline the business requirements document for review and approval prior to drafting.</li> <li>4. Write the first draft of business requirements in collaboration with the AdoptUSKids digital media team.</li> <li>5. Work with the digital media team to improve and finalize the business requirements (two rounds of edits).</li> </ol>
<p><b>Project timeline</b></p>	<ul style="list-style-type: none"> <li>● User interviews to be completed by October 31, 2021</li> <li>● Business requirements outline to be delivered by November 15, 2021</li> <li>● Business requirements first draft to be delivered by November 30, 2021</li> <li>● Finalized business requirements to be delivered by January 15, 2022</li> </ul> <p><i>*Willing to come to terms on a revised timeline before finalizing a contract with the contractor.</i></p>

### Section III: Evaluation criteria and instructions

Evaluation criteria	
<p>Desired Skills and Qualifications</p>	<ul style="list-style-type: none"> <li>● <i>Proven ability to analyze business processes</i></li> <li>● <i>Proven ability to document and communicate findings</i></li> <li>● <i>Attention to detail</i></li> <li>● <i>Collaborative</i></li> <li>● <i>Self-starter</i></li> </ul>

	● <i>Team leader</i>
Delivery and submission instructions	Please deliver your submission via UpWork or email it to <a href="mailto:sscott@nwresource.org">sscott@nwresource.org</a>

### Section III: Qualifications and experience

---

Please submit a response with the following:

1. Your resume or a list of qualifications.
2. Describe your relevant experience. (The ideal candidate will have experience developing business requirements for software.)
3. Describe your experience analyzing business processes and documenting the findings.
4. Previous work samples or writing samples are encouraged, but not required.
5. Your hourly rate or a comprehensive bid for the full project.
6. Upwork or LinkedIn profile link.