

Wayne Metropolitan Community Action Agency
REQUEST FOR PROPOSALS FOR DATA INFRASTRUCTURE AND CRM
PLATFORM

WMCAA-RFP-2026-001 Gateway 3.0

INQUIRIES SHOULD BE DIRECTED TO:

Sadeeqe Mohamed, Director of Data

Please Email inquiries to: datastrategy@waynemetro.org & procurement@waynemetro.org

Inquiries received after July 3, 2026 at 5:00 PM will not be responded to.

To respond to the RFP, please submit completed bids to
datastrategy@waynemetro.org & procurement@waynemetro.org

Responses must be received on or before:

Friday, July 3rd, by 5 P.M.

Wayne Metropolitan Community Action Agency

Gateway 3.0 — Unified Data Infrastructure & CRM Platform

WMCAA-RFP-2026-001

Field	Details
Issuing Organization	Wayne Metropolitan Community Action Agency
RFP Number	WMCAA-RFP-2026-001
Issue Date	6/18/2026
Proposals Due	7/3/2026
Questions Deadline	6/26/2026
Anticipated Award	As soon as possible following evaluation
Contract Value	Total not to exceed \$370,000
Submit Proposals To	datastrategy@waynemetro.org
Point of Contact	Director of Data Strategy, Wayne Metro

1. Organization Background

Wayne Metropolitan Community Action Agency is a nonprofit Community Action Agency and the largest of its kind in Michigan. Wayne Metro serves residents of Wayne County through more than 30 programs spanning utility assistance, housing stabilization, Head Start early childhood education, foreclosure prevention, weatherization, and related human services.

Wayne Metro is currently developing Gateway 3.0 — a unified client intake, case management, and data infrastructure platform funded in part by an AWS Imagine Grant. Gateway 3.0 will consolidate data from multiple source systems into a single data warehouse and custom CRM, serving clients, caseworkers, program staff, and leadership across the agency.

The platform is built on Django/Python and hosted on a cloud infrastructure environment utilizing containerized application services, managed relational database services, object storage, and ETL orchestration tooling. The environment will handle sensitive client personally identifiable information (PII) subject to federal and state data requirements, including CSBG funding requirements and State of Michigan data agreements.

2. Purpose and Scope of Work

Wayne Metro is seeking proposals from qualified vendors to design, build, and deploy the complete Gateway 3.0 unified data infrastructure and CRM platform. This is a comprehensive engagement spanning cloud foundation, data pipeline, application development, and hardening — organized across four phases as described below.

The selected vendor will be responsible for all four phases of work. Vendors may propose phased delivery schedules, but the full scope must be addressed in the proposal.

2.1 Phase 1 — Cloud Foundation & Infrastructure

The selected vendor shall establish a secure, governed cloud infrastructure environment to serve as the foundation for all Gateway 3.0 workloads. Deliverables include:

- Deploy a cloud account baseline with a multi-account structure including, at minimum: Production, Development/Test, Staging, Centralized Logging, and Security accounts
- Configure organizational management with appropriate Organizational Units and service control policies
- Establish account vending processes for future account provisioning
- Implement HIPAA-eligible infrastructure guardrails including:
 - Prevention of public object storage bucket access
 - Enforcement of audit logging across all accounts
 - Restriction of workloads to U.S.-based cloud regions
 - Enforcement of multi-factor authentication on root and privileged accounts
- Deploy virtual private networking with multi-availability-zone architecture including public/private subnet separation, NAT, and private service endpoints
- Configure object storage (minimum three buckets: raw, processed, archive) with encryption, versioning, and lifecycle policies
- Stand up a managed SFTP server with per-source-system user isolation, including dedicated home directories, IAM-level access controls scoped to each source system, key-based authentication, connection and transfer logging, and integration with the file validation and ingestion pipeline
- Configure encryption key management and secrets management services
- Establish source control repository structure and CI/CD pipeline infrastructure (infrastructure-as-code, backend, frontend). All infrastructure-as-code shall be written as modular, reusable components from the outset, designed to support multi-tenant replication across additional counties or community action agencies.
- Document the full account structure, naming conventions, guardrail rationale, and approved exceptions
- Conduct working sessions with Wayne Metro's data and development team throughout Phase 1, with the explicit goal of building internal familiarity with the infrastructure architecture, account structure, and tooling

2.2 Phase 2 — Data Pipeline & Entity Resolution

The selected vendor shall design and implement a production-grade data pipeline capable of ingesting, transforming, and unifying client data from Wayne Metro's source systems. Deliverables include:

- Develop ETL jobs for three source system integrations: empowOR, ChildPlus, and HMIS
- Implement a unified output schema mapped to a managed relational database (Aurora-compatible PostgreSQL or equivalent)
- Build a custom Entity Resolution engine capable of:
 - Deterministic matching (exact match on name, DOB, SSN, address)
 - Probabilistic matching (weighted scoring across partial identifiers)
 - Running on containerized infrastructure with horizontal scalability
- Configure the Aurora-compatible database cluster with row-level security, schema partitioning, and multi-availability-zone deployment
- Stand up API Gateway endpoints for real-time data ingestion with OAuth 2.0 authentication and web application firewall protection
- Implement an orchestration pipeline for daily automated processing: ingest → ETL → entity resolution → load → notify
- Configure file validation (schema checks and virus scanning) on all inbound files
- Deploy monitoring, alerting, and logging across all pipeline components
- Engage Wayne Metro's data team in ETL design and entity resolution working sessions, ensuring internal staff can independently extend pipeline configurations and troubleshoot data quality issues following handoff

2.3 Phase 3 — CRM Application

The selected vendor shall design and develop a custom CRM application built on the unified data layer established in Phase 2. Deliverables include:

- Develop a RESTful application API providing:
 - Unified client view (360-degree client profile across all source systems)
 - Case and task management
 - Document management
 - Asynchronous write-back to mandated external systems (empowOR, HMIS)
- Build a single-page web application with five role-based portals:
 - Staff Portal — intake, case management, client 360, task queue
 - Client Portal — self-service intake, document upload, status tracking
 - Contractor Portal — scoped access for contracted service providers
 - Partner Portal — referral and service coordination for community partners
 - Funder Portal — grant reporting, program performance, outcome dashboards
- Implement authentication with role-based access control and single sign-on capability
- Deploy the application via CDN with web application firewall protection
- Integrate embedded reporting dashboards covering program performance, outcome metrics, and grant deliverables
- Develop custom report outputs for grant deliverable reporting and operational metrics
- Collaborate with Wayne Metro's technical staff throughout application development, including review of any existing prototypes, data models, or application components developed by Wayne Metro prior to or during the engagement. Wayne Metro staff participation in development activities is expected and welcomed throughout this phase.

2.4 Phase 4 — Hardening, Security & Handoff

The selected vendor shall complete all security validation, disaster recovery testing, and knowledge transfer activities required for Wayne Metro to independently operate and extend the platform.

Deliverables include:

- Conduct HIPAA compliance validation and remediate any identified gaps
- Perform disaster recovery failover testing including cross-region data replication and recovery time validation
- Deliver written operational runbooks and incident response playbooks covering all platform components
- Conduct performance and load testing with documented results
- Facilitate a minimum of four knowledge transfer sessions (approximately two hours each) with Wayne Metro's data and development team
- Deliver multi-tenant reuse documentation enabling future deployment of the platform for other counties or community action agencies
- Validate, test, and document infrastructure-as-code modules for fork-and-deploy replication, confirming readiness for deployment in additional environments
- Support Wayne Metro's technical staff in deploying or replicating at least one environment independently, with vendor guidance, prior to engagement close

3. Out of Scope

The following items are explicitly out of scope for this engagement:

- Integration with source systems beyond empowOR, ChildPlus, and HMIS (additional integrations may be pursued through separate procurement)
- Ongoing managed services or post-launch operational support beyond the implementation engagement
- End-user training beyond knowledge transfer to Wayne Metro's technical team
- Power BI license procurement or administration
- Third-party penetration testing services (vendor coordination is included; external vendor cost is excluded)
- Custom mobile application development
- AI or machine learning features beyond the entity resolution engine (may be scoped as an add-on)
- AWS infrastructure consumption costs (estimated separately; not included in contract ceiling)

Wayne Metro may pursue separate procurements for out-of-scope items in the future.

4. Timeline

Wayne Metro requires work to commence as soon as possible following contract execution. The engagement is expected to span approximately 14–20 weeks across four phases, with Phases 2 and 3 permitted to overlap.

Proposals must include:

- A detailed project timeline with key milestones and estimated completion dates

- Identification of any phases proposed to run concurrently
- Assumptions regarding Wayne Metro readiness, system access, and external dependencies that may affect the schedule

The following high-level phase timeline is provided for reference. Vendors may propose alternative sequencing with appropriate justification:

Phase	Estimated Duration	Key Milestones
Phase 1 — Cloud Foundation	Weeks 1–4	Cloud account baseline, networking, SFTP, CI/CD, object storage
Phase 2 — Data Pipeline	Weeks 5–10	ETL jobs, Entity Resolution engine, database schema, orchestration
Phase 3 — CRM Application	Weeks 9–16	Application API, five portals, authentication, dashboards, write-back
Phase 4 — Hardening & Handoff	Weeks 17–20	Security review, DR testing, runbooks, knowledge transfer, replication docs

Note: Phases 2 and 3 may overlap. Frontend and backend application development may commence while the data pipeline is being validated.

5. Vendor Qualifications

Proposals must demonstrate the following minimum qualifications:

- Demonstrated experience designing and implementing cloud-hosted data infrastructure environments including multi-account structures, networking, and security controls
- Prior experience delivering data integration pipelines and ETL solutions for organizations managing sensitive PII under federal or state compliance requirements
- Experience developing custom web applications with role-based access control and multi-portal architectures
- Prior experience serving nonprofit organizations, government agencies, or public-sector clients
- Relevant cloud platform certifications and active partnership credentials
- At least two references from comparable engagements available upon request

Federal Eligibility

Vendors must certify that they are not suspended or debarred from participating in federally funded contracts and may be required to provide proof of active registration in [SAM.gov](https://sam.gov) prior to contract award.

6. Proposal Requirements

Responsive proposals must include all of the following components.

6.1 Technical Approach

Vendors must provide:

- Proposed cloud account structure, networking architecture, and security control approach
- List of compliance guardrails to be implemented with justification for each
- Technical approach to ETL, entity resolution, and data pipeline orchestration
- Application architecture for the CRM API and five portal web application
- Approach to external system write-back (empowOR, HMIS)
- Approach to knowledge transfer, documentation, and multi-tenant reuse packaging
- Assumptions and dependencies

6.2 Project Plan

Vendors must provide:

- Proposed project timeline with milestones, deliverables, and estimated completion dates by phase
- Identification of any phases proposed to run concurrently
- Key personnel and their roles
- Estimated hours by project phase

6.3 Cost Proposal

Vendors must provide:

- Fixed-fee or not-to-exceed pricing for the full engagement
- Cost breakdown by phase or deliverable - not just aggregate project
- Blended or role-based hourly rates used to derive the cost estimate
- Optional or out-of-scope services with separate pricing, if applicable

Note: Total contract value must not exceed \$370,000. Wayne Metro infrastructure consumption costs are not included in this ceiling and will be managed separately.

6.4 Firm Qualifications

Vendors must provide:

- Brief firm overview and relevant certifications
- Description of at least two comparable engagements including scope, client type, and outcomes
- References for each comparable engagement including:
 - Contact name and title
 - Organization name

- Contact information
- Brief description of scope of work

6.5 Conflict of Interest Disclosure

Requires vendors to disclose:

- Current or former Wayne Metro employees
- Board Members
- Subcontractors
- Financial Interests
- Any relationships that could create a conflict

6.6 Insurance Requirements

Request certificates showing:

- Commercial General Liability
- Professional Liability (Errors & Omissions)
- Cyber Liability
- Workers Compensation

7. Evaluation Criteria

Wayne Metro will evaluate proposals using the following weighted criteria:

Criterion	Weight	Description
Technical Approach	35%	Quality and appropriateness of proposed architecture, account structure, data pipeline design, application approach, and security controls
Knowledge Transfer	20%	Strength of team enablement plan and quality of proposed documentation, runbooks, and operational handoff
Relevant Experience	25%	Demonstrated experience with cloud infrastructure, data integration, CRM or case management platforms, and public-sector or nonprofit clients handling sensitive PII
Cost	15%	Total value relative to scope; fixed-fee or not-to-exceed pricing preferred
Timeline	5%	Ability to commence and complete work promptly within the proposed schedule

Wayne Metro reserves the right to request clarifications, conduct interviews, request best and final offers, negotiate pricing or scope, and request additional information prior to making an award. Evaluation will be performed by a committee using the criteria published in this RFP.

8. Submission Instructions

Proposals must be submitted electronically to datastrategy@waynemetro.org by 7/3/2026 at 5:00 PM Eastern Time.

Submission Requirements

- Subject Line: WMCAA-RFP-2026-001 — [Firm Name]
- Format: PDF
- Page Limit: No strict limit; concise proposals are preferred

Questions regarding this RFP must be submitted in writing to datastrategy@waynemetro.org and procurement@waynemetro.org by 6/26/2026. Responses to questions of general applicability may be shared with all prospective vendors.

A Q&A Session will be held on June 29th at 3PM, [click here to join!](#)

Late submissions will not be considered.

Wayne Metro reserves the right to:

- Reject any or all proposals
- Waive informalities or irregularities
- Make the award deemed most advantageous to the agency

9. Terms and Conditions

- This RFP does not constitute a contract or commitment to award.
- While the submitted proposals should cover the aggregate project as outlined above, the initial contract will be awarded for Phase 1. Succeeding Phases will be contracted upon successful and satisfactory completion of Phase 1.
- Wayne Metro is a nonprofit organization and is not subject to public bidding laws applicable to government agencies; however, procurement follows Wayne Metro's internal Procurement Policy.
- The selected vendor will be required to execute Wayne Metro's standard professional services agreement, including data security and confidentiality provisions appropriate to the handling of sensitive client PII.
- Wayne Metro may negotiate with one or more vendors prior to final award.
- All proposals become the property of Wayne Metro upon submission.
- The selected vendor shall comply with all applicable federal and state requirements, including the contract provisions required by 2 CFR Part 200, Appendix II, as applicable to the final contract.
- Unless otherwise negotiated in writing, all project deliverables, documentation, source code, configurations, infrastructure-as-code, reports, databases, and other work products developed under this agreement shall become the property of Wayne Metro upon payment.
- Payment shall be based upon successful completion and acceptance of agreed-upon project milestones.
- Work products, prototypes, data models, schemas, and application components developed independently by Wayne Metro staff prior to or during the contract period remain the sole property of Wayne Metro and are not subject to any vendor intellectual property claim, regardless of whether such work is incorporated into final deliverables.

Issued By

Wayne Metropolitan Community Action Agency

Director of Data Strategy

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