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To: All Potential Bidders
From: Steve Dawson, Issuing Officer
Subject: RFP #0522-249-01 – Child Care Management System

Amendment One

Please amend the subject RFP to reflect the change to the timeline for submitting questions for clarification and for the state to provide answers to the timely received questions. This Amendment One shall supersede, modify and/or change all requirements to the contrary in the RFP and associated documents.

Questions and Agency Responses Begin on the next page.

AMENDMENT #1 - RFP #0522-249-01 CHILD CARE MANAGEMENT SYSTEM

	Section Number (i.e. 1.2.1)	Page Number	Section Text Requiring Clarification	Specific Question / Request	Agency Response
1	1.3	7	The Agency is seeking two vendors that specialize in child care management system software.	Will the RFP have a sole award recipient or will the award be split between two vendors?	Two vendors will be selected to support child care business based on mandatory and scored technical specification responses.
2	4.3	25	“The Respondent shall answer “yes” or “no” as to whether it will comply...”	Are we allowed to include photos and diagrams with our responses in section 4.3? Would you like to see them under the section number or as an additional attachment?	The preferred response to the Mandatory Specifications is a simple "yes" or "no" to indicate whether the Respondent will comply with the requirements or not. Additional information is not needed.
3	4.3.5	26	Provide a registration portal that is compliant with all applicable Americans with Disabilities standards for product accessibility.	Is the "registration portal" intended for providers or for parents who wish to engage the services of the providers?	Software features need to be compliant with Americans with Disabilities standards for product accessibility.
4	4.3.6	26	Provide all integration code necessary for the proposed solution to interface with other third-party software and external systems as required by the Agency (e.g. credit card payment systems, Agency’s website, etc.).	By using the term "Provide", does that mean the integration code needs to be off-the-shelf and ready, or is the meaning that the proponent will develop and provide the code necessary to integrate to the third-party software and external systems?	The requirement is that a Respondent will provide the code needed to interface with external systems as required by the Agency during implementation, whether that is currently available or must be developed.
5	4.3.6	26	Provide all integration code necessary for the proposed solution to interface with other third-party software and external systems as required by the Agency (e.g. credit card payment systems, Agency’s website, etc.).	If the meaning is the integration code needs to be off-the-shelf and ready, can you provide the specific third-party software(s) and external system(s) to integrate to along with the functions desired with the integration?	This mandatory specification will be focused on payment system capacities so child care businesses can collect and track payments in an automated method to increase full fee collection and business efficiencies. The preferred response to the Mandatory Specifications is a simple "yes" or "no" to indicate whether the Respondent will comply with the requirements or not. Additional information is not needed.
6	4.3.7	26	Provide web-based Software as a Service (SaaS) for child care management services.	The child care management services will be a SaaS solution hosted by the proponent. Are there components of the software that will be hosted in the State’s data center(s)?	No. See Attachment #7 within the RFP for data flow from SaaS to Iowa’s KinderTrack system for attendance submission.

7	4.3.9	26	Provide a solution with eSignature functionality, or the ability to integrate with an	Where and how does the State intend to apply eSignature functionality?	When child care provider's submit attendance sheets for payment.
8	4.3.16	26	Provide a user management system for the solution that includes the following capabilities: • Support for multi-factor authentication.	Where and how does the State intend to apply multi-factor authentication?	The software would need to include security features that align with standards identified by the State of Iowa: https://ocio.iowa.gov/authentication-security-standard . The Agency does not presently require MFA for this procurement, but may choose to add this feature during the contract period.
9	4.3.33	27	Provide a solution that can import and update data through built-in import functionality.	Can you provide the type(s) of data sets to be imported and their format(s)?	See attached file for Use Cases.
10	4.3.33	27	Provide a solution that can import and update data through built-in import functionality.	How frequently will these data sets be imported?	Initially, the data set to be imported will be done daily via the data flow as demonstrated in Attachment #7. Describe the vendor's history and experience with import and data import functionality and development capacity.
11	4.3.36	28	Complete data conversion as scheduled with a 99.5% accuracy rate.	Can you provide the format of the data, types of data elements and approximate number of data records to be converted?	Provide an example of the vendor's experience connecting with other data systems via API or similar mechanism and accuracy rate of data conversions.
12	4.3.36	28	Complete data conversion as scheduled with a 99.5% accuracy rate.	Is data conversion a one-time event or on-going process?	Data conversion will be an on-going process.
13	4.3.37	28	Meet code review standards for 99% of inspected solution code.	Please identify the code review standards that satisfy this requirement.	Code review standards and application architecture are different for every product. Please confirm your application development process has a standard process for reviewing and approving code before it is available to end-users and that best practice scanning and automation are in place to help facilitate the promotion of good, clean code.
14	4.3.43	28	Provide a solution with the ability to export data in a file format including (but not limited to): .csv, .txt, .xls, or .xlsx.	Our applications export data to PDF and CSV file format that can be consumed by spreadsheets (including MS Excel), text readers, and Adobe readers. Does this suffice?	Yes, any of the file types listed in the specification is sufficient.

15	4.3.45	28	Provide a solution that allows users to enter information while "offline" and import that information when they regain access (such as a temporary loss of internet access).	Can you list the business functions that require "offline" capabilities? Or is it the whole software solution that requires to be run locally with data sync capabilities?	If an Internet connection is not available, resulting in "offline", the software solution should have basic business functions such as attendance tracking or an available roster based on the most current data entry. Describe available software functions that would function without Internet and describe if there is a sync option once an Internet connection is restored.
16	4.3.49	28	KinderTrack	Is this the ControlTec/KinderSystems KinderTrack software or a different system?	Yes, it is the Kinder Track system originally built by ControlTec. Since the initial build the State of Iowa has customized the system.
17	4.3.50	28	Provide a solution for attendance data to transmit to Iowa's KinderTrack provider portal using web service interface provided from the State. Attendance submission should be at individual child level (i.e. one call for each child per attendance period) and for children receiving CCA subsidy only.	Can you share the integration specifications at this time for Iowa's KinderTrack web service interface so potential proponents can meet this requirement? Or will the successful proponent only need to develop the integration as part of the project implementation?	Specifications for this integration are under development. Yes, successful vendor will only need to develop interface between CCMS and web service. Web service itself will be developed by State of Iowa. CCMS will need to call this web service to submit the attendance data.
18	4.3.50	28	Provide a solution for attendance data to transmit to Iowa's KinderTrack provider portal using web service interface provided from the State. Attendance submission should be at individual child level (i.e. one call for each child per attendance period) and for children receiving CCA subsidy only.	Although attendance submission is limited to children receiving CCA subsidy, should the system be collecting attendance for non-subsidized children, as well?	Yes, attendance tracking should be available for all children enrolled in a child care program.
19	4.3.52	28	Provide validation functionality aligned with Iowa's KinderTrack validation rules for attendance submission.	Do Iowa's KinderTrack validation rules apply only to children receiving CCA subsidy?	Yes, currently Iowa's KinderTrack validation rules only apply to children receiving CCA subsidy.
20	4.3.54	29	Provide a solution for storing child eligible and approved CCA status. Status information will be obtained from Iowa's KinderTrack Provider Portal and/or provider notices via a paper notice of decision statement.	Who is responsible for updating the child eligibility and approved CCA status that will be stored in the software from paper notices of the decision?	The software would need a feature that would allow the child care provider to "flag" or somehow indicate the enrolled child is eligible for approved CCA status. This would then need to trigger the data push into Iowa's Kinder Track system.
21	4.3.62	29	Provide a public roadmap for solution product development for the duration of the Contract.	As client needs and requirements change over short periods of time, is the State requiring a static minimal public roadmap on day one of the Contract providing visibility for the duration? Or is regular publishings during the Contract period suffice?	Yes, regular publishing during the Contract period would best fit the on-going and changing training and system support needs of end users. Describe how the public roadmap would be adapted as the software is enhanced over time or as needed. Describe the associated technical system support the vendor has provided historically or would provide accordingly.
22	4.3.62	29	Provide a public roadmap for solution product development for the duration of the Contract.	Please explain the purpose of the public roadmap for solution product development for the duration of the Contract.	The purpose is to provide adapted user training and system support so child care businesses (i.e. "users") will know how to utilize software features to best support their efficiencies.

23	4.3.74	30	Provide a solution that accurately calculates all child care fees, discounts, rate changes, etc., for every transaction.	Are calculations for child care fees based on State formulas (such as regional market rates) or on provider rates? If fees are based on provider rates, is there a state-prescribed formula or algorithm with which providers calculate their fees?	Fees are based upon State formulas and calculated by the KinderTrack system. Note: This is for CCA children only. Non-CCA kids, fees/rates are set by providers.
24	4.3.76	30	Provide a project schedule...	Would you like us to provide a completed project schedule in the proposal or state whether or not we will do one for the project?	Yes, please provide a proposed project schedule that may include phases via a timeline for software readiness to meet mandatory and scored technical specifications.
25	4.4.9	31	Describe the process that the proposed solution will use to push attendance data for one child for one period at a time to Iowa's KinderTrack system and securely upload data into it.	As this is an integrated process, can you provide details and specifications on the integration method, limitations and capabilities of Iowa's KinderTrack system's web service interface?	It will be a REST API hosted on Azure. Detailed specifications for this integration are under development.
26	4.4.10	31	Describe the process that the proposed solution would use to exchange data with an operational data store.	If the State of Iowa has a specific operational data store, can you provide the vendor's solution name and version in order to determine methods supported by that vendor? Or will the successful proponent supply an operational data store?	The State does not currently have a specific operational data store but is in development. Describe an approach to new solution development as an operational data store would become available. Identify this as future work for interoperability and automation. The vendor would need to include future development connectivity solutions, such as but not limited to, an hourly development cost. Associated costs would be detailed within the separate Cost Proposal.
27	4.4.17	32	Describe how the system maintains functionality in the event of a failure.	Can you list the types of system component failures the State is looking to circumvent against? Eg. Connectivity, local power failure at the client site(s), input devices, etc	Describe available software functions that would function without Internet and describe if there is a sync option once an Internet connection is restored.
28	4.4.32	33	Provide a project plan...	Similar to above, would you like use to provide a completed Gantt chart or simply state whether or not we will provide one for the project?	Yes, please provide a proposed project schedule that may include phases via a timeline for software readiness to meet mandatory and scored technical specifications. This may be best demonstrated via a Gantt chart.
29	5.5	37	The compliant Respondent's Technical Proposal points will be added to its Cost Proposal points to obtain the total points awarded for the Proposal.	Can you please specify the % of Points awarded for the technical portion, Section 4.3 and the Cost proposal Section 5.5.	The scoring rubric for the RFP will be released prior to the due date for proposals and is not available at this time.

30	Section 2 (2.22) AND Attachment 6 Terms and Conditions, (11.3.1)		<p>2.22 Criminal History and Background Investigation The Agency reserves the right to perform a criminal history check and background investigation(s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract in determining whether Respondent is a Responsible Respondent. By submitting its Proposal, Respondent hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation(s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract, and will fully cooperate with the Agency in obtaining any required waivers or releases required to complete any such criminal history check and background investigation(s)</p> <p>AND</p> <p>11.3.1 Background Checks</p>	<p>We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution.</p> <p>For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire. The CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Can your organization please modify this requirement accordingly? Does your organization agree with this interpretation of this requirement? If your organization mandates that CSP's also needing to meet this requirement, will your organization be willing to sponsor and pay for these background checks?</p>	<p>The State reserves the right to perform background checks on any Contractor or subcontractor personnel involved with the provision of goods and services under this RFP. The Contractor and its subcontractors are not required to perform or pay for these checks, only to cooperate with the State in obtaining the needed waivers or releases needed to perform those checks.</p>
31	Attachment 6 Terms and Conditions, (11.3.2)		11.3.2 Right to Remove Individuals	<p>We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution. Can your organization please modify this requirement accordingly?</p>	<p>Respondents should list exceptions to the Terms and Conditions as part of the proposal as provided for in Section 3 of the RFP, and not in this forum.</p>
32	Attachment #6: Terms and Conditions 11.3.4 Separation of Job Duties. AND 11.3.5 Non- disclosure/Confide ntiality Agreements.		<p>11.3.4 Separation of Job Duties. Vendor shall diligently monitor and enforce separation of job duties, require all Vendor Contractors and Vendor Personnel to execute non-disclosure agreements, and limit access to and knowledge of Customer Property and Customer Data to those Vendor Personnel to which such access and knowledge is absolutely necessary to provide Services, Deliverables, the Application Services, and System(s) hereunder.</p> <p>11.3.5 Non-disclosure/Confidentiality Agreements. Vendor Personnel are required to sign the Agency's standard confidentiality or non-disclosure agreement(s), or other confidentiality or non-disclosure agreement(s), including as may be required by applicable law, rule, regulation, or policy.</p>	<p>We believe that this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Services Provider (CSP) personnel that are hosting the solution.</p> <p>CSP personnel are required to sign an NDA, that covers all customer data, not specifically the data belonging to a single tenant of the system. Additionally, we assume that the NDA language that is incorporated as part of the overall cloud/SaaS subscription agreement will meet this requirement.</p> <p>Therefore, can your organization modify this requirement to reflect that this is not required for CSP employees hosting the solution?</p>	<p>Respondents should list exceptions to the Terms and Conditions as part of the proposal as provided for in Section 3 of the RFP, and not in this forum.</p>

Iowa seeks an updated CCMS (Child Care Management System) to increase its impact in the following areas through reporting needs: subsidy management, food and nutrition program support, and real time supply and demand. This process includes creating agreements with CCMS vendors and coordinating the flow of data from the CCMS to the State and/or with another entity. CCMS are designed to provide child care administration management via a management software. Some of the early learning provider benefits of adopting a CCMS include:

- Reduction of administrative paperwork due to automation and adoption of technology.
- Increased communication with families due to messaging, parent portals, and notifications.
- Attendance, menus, incident reports, and overall documentation management to manage information and records.

The visual below outlines the data which can be contained within a child care management system.





Use Case 1: Streamlining Subsidy Billing

Objective: Create a single point of entry for child care providers to report time, attendance, and enrollment of children using a CCMS. The CCMS would link through the use of technology to Kindertrack (KT) allowing time, attendance, and enrollment data to be pushed from the child care providers CCMS to KT (short term strategy). (long term strategy is CCMS to ODS to KT)

Background: To date, providers track their attendance in a variety of individual manners including paper logs, CCMS, and other systems. Providers have two options for submitting time and attendance data. A provider can receive a bi-weekly barcoded paper version of the attendance record through the mail to complete and submit to the Department of Human Services. The second option is for the provider to manually submit time and attendance data into a KT portal. The KT portal reconciles attendance, enrollment and child care subsidy payments. This use case targets increased efficiency throughout that system.

Child attendance is critical for providers to claim and receive subsidy payments. Providers can bill a maximum of six days of absences per month for units approved for that day only when the child is scheduled to be in attendance and is absent from care.

Technology Solution Approach:

- CCMS will need to push the attendance data into KT using an API that Iowa creates.

Value Proposition by Stakeholder

Provider use of CCMS Value for State	Provider Use of CCMS Value for Providers	Provider use of CCMS Value for Families
<ul style="list-style-type: none"> • Having a single point of entry for child care providers helps to streamline the process for the state and see various data points in one system. • Decrease time needed to evaluate and act upon provider payment disputes. • Potential decrease in overall number of claim disputes. • Increased accuracy of focused Technical Assistance (TA) around claim disputes. 	<ul style="list-style-type: none"> • While providers have first-hand knowledge of their child’s attendance, they may not be aware of attendance trends. • Increase provider ability to access and review data on attendance and payment trends with and for families. • Ability to connect revenue to time and attendance data may lead to increase in provider understanding of overall income as all forms of payment and attendance are tracked and reviewed in a single location. 	<ul style="list-style-type: none"> • Attendance tracking will enable families to identify their own child’s history of absences and develop solutions. • Reducing absenteeism will give children to greater exposure to early childhood learning environments simultaneously foster patterns of attendance that will persist to the K-12 system.



CCMS Integration with KT Value for State	CCMS Integration with KT Value for Providers	CCMS Integration with KT Value for Families
<ul style="list-style-type: none"> Increased efficiency by creating a single method of collection on time, enrollment, and attendance. Attendance data can provide the state with expected enrollment numbers in K-12. Decrease in errors and fraud. 	<ul style="list-style-type: none"> Decrease in claim submission and child attendance tracking errors by allowing a single point of entry for time and attendance. Decrease in time spent tracking and reporting time and attendance. CCMS will push attendance to KT thus allowing for duplicative entry for subsidy to be decreased. Decreased duplicative entry results in time and subsequently money being saved by providers. 	<ul style="list-style-type: none"> Enhanced documentation that demonstrates for family's parental co-pay amounts and potential use for family income taxes.
Critical Consideration		
CCMS Criteria for Success	Limitations to Success	
<ul style="list-style-type: none"> CCMS platform must be user/mobile friendly. CCMS platform must support implementation. CCMS platform must integrate with Financial Coaching project. CCMS platform offers food and nutrition program integration for sponsors. CCMS platform must integrate ODS identified by the State agency and link with various functions Delivery method should be user friendly for providers to access reconciliation data. Financial coaching on how to reconcile data should be incorporated. 	<ul style="list-style-type: none"> Support for providers on system use must be offered during implementation process. Families need a seamless experience with any changes. A very small number of CCMS vendors (2-3) should be used to support effective financial coaching. Iowa staff must be able to access time and attendance easily in a smooth integration so subsidy payment is not disrupted. Ensure that data reconciliation is considered from both systems so that there are no inconsistencies with student attendance information and the resulting subsidy. 	



Use Case 2: Food Management Functionalities

Objective: Push home provider CACFP menus, meal count and attendance information to the CACFP home sponsoring organization from providers' CCMS system. Center-based organizations would enter menus, food production records, attendance, benefit eligibility and meal participation into their CCMS which would compile the claim for reimbursement and submit to the CACFP State agency.

Background:

Child and Adult Care Food Program (CACFP) management is a barrier for many providers. Centers are required to enter Food Program meal participation at the point of service, record attendance daily, keep daily dated menus and food production records and for most centers, have documentation on file of a family's eligibility for free and reduced-price meals. Home based providers must keep attendance, meal participation and menus manually on paper and/or electronically.

Centers apply for the CACFP directly with the State which is responsible for monitoring and paying claims for reimbursement. Centers find the application process and CACFP recordkeeping to be very challenging. Center reimbursement is based on the number of meals served and the participant's income eligibility, or for the At-Risk Program, the site's area eligibility based on its location in the attendance area of a low-income school. Head Start programs are not required to do means testing and all meals are reimbursed at the highest rate.

Home providers participate on the CACFP through a sponsor and may face challenges in uploading documentation and keeping paperwork up to date. Home-based programs are reimbursed using a tiered eligibility system that uses the provider's income, local school free and reduced- price meal information and/or census data. In a limited number of cases, a family's income or their participation in income-based programs may determine the provider's level of reimbursement.

All income eligibility information must be kept confidential and accessible only at the home sponsor or center level, and only to staff with a direct need to know to administer the CACFP. This information must not be shared outside the local center or sponsor. Only aggregate numbers of meals categorized by tier or free/reduced/paid eligibility should be used to generate the reports needed to submit claims for reimbursement. However, internal reports that include child names and benefit eligibility - to be used only within the local center or sponsor, or for CACFP State agency reviews – would be part of the system.

Tracking meal benefit eligibility at the sponsor or center level, creating the ability to record meals electronically at the point of service, and having the system compile claim information would streamline the process for submitting accurate and timely CACFP claims for reimbursement. Creating efficiencies in this area would lead to better use of staff time, simplify recordkeeping, remove barriers to CACFP participation and provide for more uniform reporting.



Value Proposition by Stakeholder		
Value for State	Value for Providers	Value for Families
<ul style="list-style-type: none"> • Increase number of children accessing available food and nutrition supports. • Sponsor support through more streamlined administration. • More uniform reporting • Data availability for administering and monitoring the CACFP. • Improved financial viability of child care providers leading to increased availability of child care statewide 	<ul style="list-style-type: none"> • Ability to engage in food management functionalities with greater ease. • Sponsor support in navigating portal or alternative options. • Tracking menus and meals served. • Increase income by saving time. • Third-party revenue source. • Participate in higher levels in IQ4K (Iowa’s quality rating and improvement system) • Simplified and streamlined CACFP recordkeeping 	<ul style="list-style-type: none"> • Families will understand their child’s food and nutrition options. • Provides economic relief to low-income families by subsidizing child’s food with healthy offerings • Familiarity with this program could support family involvement or awareness of similar options in the K-12 system.
Criteria for Success		Limitations to Success
<ul style="list-style-type: none"> • User/ mobile friendly platform for providers. • User friendly option for families (implementation supports needed). • Sponsor support/onboarding. • Technical assistance supports for providers. • Data linkage between food program sponsor software and CCMS. 		<ul style="list-style-type: none"> • Behavioral shifts in learning new system. • Alternative options for smaller providers. • Consideration of cost • Sustainability



Use Case 3: Real Time Enrollment

Objective: CCMS provider will push enrollment information (by age of child/classroom) to an identified ODS by the State agency, which in turn will connect to NDS 2.0. By providing this linking and push, there will be real-time data which will help parents search for available child care and enable the state to know gaps in availability by location and ages of children.

Background: The current state is that provider’s enter data into a provider portal manually through a unique portal log in. The goal is to provide families an accessible, transparent look into providers and child care programs available in their area while decreasing the manual data entry on providers. The ideal state consists of providers using a CCMS and reporting availability of open slots in the system as close to real-time as possible. This will automatically push to the ODS and is not dependent on the provider manually updating through their provider portal log in.

Value Proposition by Stakeholder

Value for State	Value for Providers	Value for Families
<ul style="list-style-type: none"> Real-time slot availability will allow for the state to have insight into the environment and status of providers and will eliminate the need for a manual process. The state will have an accurate, assessable, and integrative approach to vacancies and enrollment moving forward. CCR&R will be able to see real-time openings. Will allow state to track vacancy and enrollment trends and provide context for policy-level decisions. 	<ul style="list-style-type: none"> Providers who have openings can have that availability displayed in the search portal in “near real time” – reducing the amount of time it takes to fill slots. Providers will automatically be able to populate the search portal with data pertaining to their openings. 	<ul style="list-style-type: none"> This platform will allow for parents to have more insight into the current state of openings in their geographical location. Parents can contact the provider directly through this platform. Through this API and collaboration, parents will have up-to-date, transparent view into their options for child care.

Critical Considerations

Criteria for Success	Limitations to Success
<ul style="list-style-type: none"> Ability of the ODS to connect and share data from CCMS. Ability of State-identified ODS to connect and share data from KT. Ability of NDS2.0 to connect and share data to and from the ODS 	<ul style="list-style-type: none"> Transitioning away or incorporating manual uploads if needed. Capability of NDS 2.0-to enable linking to the State-identified ODS.