

State of Iowa OCIO -- RFP #0522-249-01

RFP Scoring Methodology

RFP Technical Proposal Section	Scored Specification	Points Available
4.4.1	Describe the proposed solution, including product features/capabilities, alignment with the Agency's goals, system design, user experience, and other information supporting a determination that the proposed solution will meet the needs of the Agency for a Child Care Management System similar in nature to the background provided in Section 1.3 and the Mandatory Specifications in Section 4.3.	197
4.4.2	Describe the ease of use and ease of navigation designed into the proposed solution.	27
4.4.3	Describe the features of the proposed solution's mobile application that enhance user-friendliness. Provide screenshots from the view of administrator, teacher/provider, and parent.	34
4.4.4	Describe your customization and extensibility capabilities.	54
4.4.5	Discuss how the proposed solution is optimized for use on mobile devices.	34
4.4.6	Describe the features of the proposed solution's mobile application that enhance user-friendliness. Provide screenshots from the view of administrator, teacher/provider, and parent.	Same as 4.4.3, will not score

4.4.7	Provide the following information regarding your experience:	20
4.4.8	Provide contact information for three (3) references from previous customers or clients knowledgeable of the Respondent's performance in providing goods and/or services similar to the goods and/or services described in this RFP.	7
4.4.9	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.	102
4.4.10	Describe the process that the proposed solution would use to exchange data with an operational data store.	88
4.4.11	Provide two examples of APIs the proposed solution has with any other software or data systems in any state(s).	102
4.4.12	Describe how your solution facilitates providers' use of the federal Child and Adult Care Food Program.	54
4.4.13	If the proposed solution can assist providers in tracking daily meal-time attendance (multiple points in time attendance per child), explain how that function works.	61
4.4.14	Describe the features built into the proposed solution that minimize child care providers' time spent entering data.	102

4.4.15	Describe how the proposed solution enforces data integrity rules that enhance data quality.	258
4.4.16	If the proposed solution can pull data from scanned documents, explain that feature.	14
4.4.17	Describe how the system maintains functionality in the event of a failure.	204
4.4.18	Describe the solution's proposed hosting model.	115
4.4.19	Provide all prerequisite system infrastructure requirements for system adoption.	136
4.4.20	Describe the solution's disaster recovery plan.	109
4.4.21	Describe the solution's architecture.	156
4.4.22	Provide a network diagram of the solution.	129
4.4.23	Describe the features built into your solution that provide both child care providers and customers with flexibility in billing and payment.	190

4.4.24	Explain the proposed solution's accounting features that track program budgets, expenses, tuition/income collected, tuition/income balances due, timekeeping and payroll, and other accounting features proven favorable from past clients and use cases.	258
4.4.25	Describe how the proposed solution facilitates third-party billing	170
4.4.26	System reminders to families regarding outstanding balances and upcoming bills.	183
4.4.27	Provider to family communication tools so one-way communication can occur at a minimum while two-way communication would be ideal.	156
4.4.28	Describe how the proposed solution facilitates the use of multiple languages to assist providers with communication with parents. Identify what languages (besides English) that are available within the proposed solution.	61
4.4.29	Describe the plan for hosting the proposed solution. Describe what operational standards or frameworks for managing Information Security/Cyber security you follow (e.g., NIST CSF 1.1, NIST 800-37 Rev. 2, ISO IEC 27001, ISO 27036).	244
4.4.30	Describe your program for maintaining PCI DSS compliance. Include your most recent Attestation of Compliance.	197

4.4.31	Detail the encryption standard(s) used in communications with the solution.	217
4.4.32	Provide a project plan for the deployment of the proposed solution.	197
4.4.33	Describe your testing methodology prior to moving your proposed solution to production. Include details about your work plan, standards, procedures, tracking and resolution of problems, etc., that will be used to gain the Agency's acceptance of the proposed solution.	272
4.4.34	Describe your methodology for assessing the Agency's needs and subsequently configuring the proposed solution to address them.	272
4.4.35	Provide the SLAs for incident notification. Provide any SLAs used to track solution performance.	224
4.4.36	Describe the reports included with the proposed solution that allow both child care providers and the Agency to monitor and administrate child care activities (i.e. billing activity reports, incident/accident reports, attendance reports, lesson plans, etc.).	197
4.4.37	Describe the usage analytics available in the proposed solution, including any server log analytics to report useful online website use statistics and patterns.	115

4.4.38	Describe the proposed solution's export report results to common data formats including, but not limited to, Excel, .csv, .pdf, Word, etc.	48
4.4.39	Describe how the proposed solution's automation of daily attendance can be used to identify patterns of absenteeism and flag those children approaching maximum allowable absences for CCA eligibility.	115
4.4.40	Describe the ongoing support to be provided for the proposed solution for the duration of the Contract.	265
4.4.41	Describe the proposed user training to be provided with the proposed solution, including online resources, printed manuals, etc. Include the plan for post-implementation ongoing support, maintenance, and upgrades.	258
4.4.42	Provide a description of how you will respond to system malfunctions, security breaches, and diagnose and solve problems with the network, hardware, or software. Responses should include the plan to be provided to the State, which would include identifying the team responsible to resolve problems, a description of their actions, and the approach to that resolution.	312
4.4.43	Provide a training plan for initial implementation that includes time, materials, and modes of training.	258

4.4.44	Describe how user issues will be elevated from the Agency support team to the Contractor for resolution, as needed.	292
4.4.45	Describe your firm's customer issue response and resolution time.	258
4.4.46	Describe your approach to post-implementation support through the life of the Contract.	285
4.4.47	Describe the process for ongoing customization of the application, including Agency notification of new features, testing of new features, and production deployment cycles.	211
4.4.48	Describe your process for API development to support real-time open capacity per maximum reported capacity and open slots/capacity.	231
4.4.49	Provide two examples of APIs the proposed solution has with any other software or data systems in any state(s).	Same as 4.4.11, will not score
4.4.50	Provides a training and technical assistance timeline to support readiness and implementation of the child care management system features with fidelity to diverse audiences that will utilize the system (i.e. state identified financial management consultants, five Child Care Resource and Referral regions for statewide coverage, child care businesses within centers and homes, and family-friendly tutorials).	278

4.4.51	Describe the process for updating the solution when new updates are released.	231
	Total Possible Points for Technical Proposal	8000
RFP Attachment #1 Cost Proposal	Cost Criteria	Possible Cost Points
Total Possible Cost Proposal Points	The qualified Respondent with the lowest all-inclusive total cost will be awarded the maximum points. All other Respondents will receive a Cost Proposal score proportional to the lowest cost proposal.	2000