Questions and Answers

Early Childhood Program Quality & Professional Registry Data System - 9/21/2020 7:28:00 AM

Number: 2021-06

Questions and Answers:

Q: NTE Budget	Posted On:	9/25/2020 1:09:04 PM
If applicable, what is the not to exceed budget for the project?		
A: Please indicate your initial capacity-building cost and annual operating costs for what you propose for your solution.	Answered On:	10/8/2020 1:55:34 PM
Q: Incumbent	Posted On:	9/25/2020 1:09:55 PM
Is there are an incumbent currently providing services?		
A: No. This system will be designed anew, with existing systems integrated.	Answered On:	10/8/2020 1:52:31 PM
Q: Electronic Submission	Posted On:	9/30/2020 3:24:05 PM
Section 4, Paragraph B, page 4, RFP Submission: Would the State consider an electronic submission of proposals?		
A: No. DOE still requires paper and USB copies as part of the submission. Proposals can be sent via USPS, UPS and Fed Ex.	Answered On:	10/8/2020 1:53:16 PM
Q: Terms and Conditions	Posted On:	9/30/2020 3:24:44 PM
Section 5, Paragraph 4, page 14, Contract Terms and Conditions: The RFP mentions the term of the contract between the successful bidder and the State shall be for up to 7 months with 4 optional extensions for a period of one (1) year for each extension. Is it the intent of the State to contract with a vendor to define the requirements and scope for 7 months and then implement a solution based on these defined requirements?		
A: The go-live date will depend on what is determined reasonable through the feasibility study, design, development, implementation of and training on the solution. Please anticipate a go-live date in Q2 or Q3 of 2021.	Answered On:	10/8/2020 2:02:13 PM

Q: Terms and Conditions	Posted On:	9/30/2020 3:25:16 PM

Section 5, Paragraph 4, page 14, Contract Terms and Conditions: The RFP mentions the term of the contract between the successful bidder and the State shall be for up to 7 months with 4 optional extensions for a period of one (1) year for each extension. Is it the intent of the State to have a system Go-Live by the end of the initial 7 month contract?

A: The go-live date will depend on what is determined reasonable through the feasibility study, design, development, implementation of and training on the solution. Please anticipate a go-live date in Q2 or Q3 of 2021.	Answered On:	10/8/2020 1:52:08 PM

Q: Hosting	Posted On:	9/30/2020 3:25:41 PM

Appendix B, Project Scope, page 72, Hosting: Does the State prefer a vendor hosted solution?

A: Yes, but the State recognizes that self-hosting may need to be an option due to integration requirements.	Answered On:	10/8/2020 2:03:49 PM

Q: Data Conversion	Posted On:	9/30/2020 3:26:09 PM

Appendix B, Project Scope, page 72-74, Data Conversion: Is data conversion in scope for the system implementation? If so, how many data sources and how much data will need to be converted?

A: Total amounts of data sources are still unknown. We recognize that parameters will need to be put around this process during contract negotiations. The intention of the request for proposal is to understand how the Vendor would implement data conversion.	Answered On:	10/8/2020 2:06:14 PM

Q: Interfaces	Posted On:	9/30/2020 3:26:32 PM

Appendix B, Project Scope, page 72-74, Interfaces: Are interfaces a part of the initial scope of the project or does section 2 on page 74 assume those integrations would take place as enhancements after initial Go-Live?

A: Interfaces are part of the initial scope.	Answered On:	10/8/2020 2:04:27 PM

Q: Interfaces	Posted On:	9/30/2020 3:26:55 PM

Appendix B, Project Scope, page 72-74, Interfaces: If interfaces are part of the initial scope of the project, how many different interfaces are included in the scope? What is the expected method for interfacing with each system?

A: The intention of the request for proposal is to understand how the vendor would implement system integration. Section 2: "Explanation of integration between systems" on page 74 delineates how Vendors must describe their plan for determining how to interface with other systems: "Vendors must describe how they would uncover the integration requirements and the project management process of integrating the proposed built system(s) with other DOE systems." Please detail out how it also would be done either via data interoperability standards, API's, etc.	Answered On:	10/8/2020 2:10:37 PM

Q: Training	Posted On:	9/30/2020 3:27:22 PM

Appendix B, Project Scope, page 72-74, Training: What level of training is required? i.e. train the trainer etc. (this may already be answered in the RFP)

A: The necessity of online training modules for the program level and professional level data systems will be determined once the system is designed. This will be negotiated with the Vendor upon award. It is preferred that you training have the ability to be integrated in a Learning Management System via industry interoperability standards.

Answered On:	10/8/2020 2:06:44 PM

Q: RFP Submission Posted On: 9/30/2020 3:27:47 PM

Section 4, Paragraph B, page 4, RFP Submission: Is there a cost proposal format that vendors need to include in their submission?

A: No, vendors may submit a cost proposal in whatever form they prefer. A cost proposal is required as part of the minimum mandatory requirements.

Answered On:	10/8/2020 2:07:19 PM

Q: Project Scope Posted On: 9/30/2020 3:28:18 PM

Appendix B, Project Scope, page 72-74, Provider Types: We have researched the follow provider types and assume different workflows for licensing each provider type. Can you please confirm which provider types are in scope for the project?
• Child care centers - 444
• Group child care homes - 76
• Family child care homes - 746
• Family, Friend, Neighbor care
• Early Head Start programs
• Head Start programs
• Pre-kindergarten programs
• School-age programs

A: All programs, as defined by the provider types listed, that are licensed under the Office of Child Care Licensing are in scope for the project.

Answered On:	10/8/2020 2:11:47 PM

Q: Calendar Functionality Clarification Question Posted On: 10/5/2020 8:40:40 AM

Question 1: On Page 73, in section 1A) ….program level data system component > System-level administrator functionality the 3rd bullet indicates Calendar Functionality. There are many different types of calendars and many uses for calendars.
1. Can you please clarify what this "calendar functionality" will be used to do?
2. For example, will the calendar be used: 1) for scheduling licensing or QRIS visits? 2) for indicating QRIS rating or license effective/expiration dates? 3) for another use?

A: There are certainly many uses for different types of calendar functions within an early childhood program-level system. Yes, for this project, calendars can be used to indicate QRIS rating or license expiration dates and thus schedule licensing monitoring or QRIS verification visits. This is the intended use, but we appreciate the experience of our selected Vendor. Please suggest any other solution capabilities that might add value to our monitoring/verification process. The calendar functionality described in Section 1B, page 74, is for a professional learning opportunity calendar that can allow participants to register for sessions.	Answered On:	10/8/2020 2:13:33 PM
Q: Proposal Format: Spacing & Font Question	Posted On:	10/5/2020 8:41:57 AM
Question 2: On Page 72, it states Proposals must be no longer than thirty (30) single-sided pages. 1. Are there any line spacing requirements? (e.g. single-spaced, double-spaced) 2. Is there a required font style or font size?		
A: No, there are no line spacing or font requirements. We recognize it is tempting to fit in more information at the expense of readability, but we encourage you to prioritize readability.	Answered On:	10/8/2020 2:12:37 PM
Q: timeline for DDI	Posted On:	10/5/2020 9:33:43 AM
What is the timeline you are expecting for the Design, Development and Implementation (DDI) of the program level and professional level data systems?		
A: The intention of the request for proposal is to understand the vendor's suggested timeline for the Design, Development and Implementation (DDI) of the program level and professional level data systems. This timeline should reflect how the vendor describes the DDI process for each of the systems it is applying for.	Answered On:	10/8/2020 2:13:06 PM
Q: Current Vendor	Posted On:	10/5/2020 9:35:16 AM
Who is the current vendor of the systems that are described in the RFP?		
A: Delaware uses multiple vendors for its statewide early childhood data systems. The Delaware Preschool Development Grant Birth through Five needs assessment that is described in the RFP is public and can be found here: https://education.delaware.gov/families/office_of_early_learning/preschool_development_grant/pdg-needs-assessment/	Answered On:	10/8/2020 2:14:45 PM
Q: Cost	Posted On:	10/5/2020 9:40:17 AM
What is the preferred structure for costs to be reflected for Design, Development and Implementation (DDI) of the program level and professional level data systems?		
A: Vendors may submit a cost proposal in whatever form they prefer. A cost proposal is required as part of the minimum mandatory requirements.	Answered On:	10/8/2020 2:14:06 PM
Q: Cost Template	Posted On:	10/5/2020 9:41:13 AM

Is there a cost/budget template for the RFP response?

A: No, vendors may submit a cost proposal in whatever form they prefer. A cost proposal is required as part of the minimum mandatory requirements.

Answered On:	10/8/2020 2:15:12 PM

Q: Implementation

Posted On:	10/5/2020 9:41:57 AM

Can you share about the roll out plan for training? What is the timeline for the training Design, Development and Implementation (DDI) of the program level and professional level data systems?

A: The State will be responsible for training users of the system. The Vendor must be capable of training state employees of all functionality features and providing training materials, if they are determined necessary. If training "spaces," such as a sandbox, can be provided, please indicate in this in your response.

Answered On:	10/8/2020 2:18:58 PM

Online training modules for the program level and professional level data systems, if determined necessary, will have a separate timeline from the DDI timeline of the overall system. This will be negotiated with the Vendor upon award. It is preferred that you training have the ability to be integrated in a Learning Management System via industry interoperability standards.

Q: extenstion

Posted On:	10/5/2020 9:42:34 AM

Are you able to offer a 2 week extension for this RFP?

A: No, the bid opening is October 22, 2020 at 2pm. There will not be any exceptions. Please factor in the potential of delivery delays and plan submissions accordingly to meet the bid opening deadline.

Answered On:	10/8/2020 2:16:54 PM

Q: current system

Posted On:	10/5/2020 9:43:04 AM

Can you share the features and functions of the current licensing system?

A: The features and functions of the current licensing system, and any systems that need integration, will be uncovered as part of the feasibility study with the selected vendor. Please refer to Section 1 on page 73:

Answered On:	10/8/2020 2:15:53 PM

"Vendors must describe their process for designing and building an integrated system or system components, including but not limited to:
• process for validation of requirements;
• engaging users/stakeholders in the design of the system components.

A critical phase early in the project will be the validation of requirements with DDOE staff. During this phase, the Vendor will be responsible for working with the DDOE project team and stakeholders to review, understand, refine and prioritize the requirements. The end product will be a requirement inventory that will guide the project through subsequent phases."

Q: new system

Posted On:	10/5/2020 9:43:43 AM

Can you share the features and functions you are looking for in the new licensing system?

A: Section 1, "Early childhood program and professional data system design and capabilities," describes the features and functions that the State is looking for in its new systems. Section 1A on page 73 describes the required components for a program-level data system proposal.

Answered On: 10/8/2020 2:19:42 PM

Q: On-Premise or Cloud-Based

Posted On: 10/5/2020 11:53:16 AM

Is the state requesting an "onsite/on-premise" system? Is the state open to SaaS, Cloud based solutions as well?

A: The State prefers a vendor hosted solution, but the State recognizes that self-hosting may need to be an option due to integration requirements.

Answered On: 10/8/2020 2:20:28 PM

Q: Hosting

Posted On: 10/5/2020 12:16:52 PM

Are you open to a commercial off the shelf (COTS) and software as a service (SaaS) solution where vendor will host the system and database can be Oracle instead of SQL Server?

A: The State prefers a vendor hosted solution, but the State recognizes that self-hosting may need to be an option due to integration requirements.

Answered On: 10/8/2020 2:21:44 PM

Q: Web-based Centralized Data System

Posted On: 10/5/2020 12:18:26 PM

Are you interested in a comprehensive and integrated web-based centralized data system that tracks not just Early Childhood Program Quality and Professional Registry Data, but also data for 619 program (case management and claims), early intervention Part C program (case management and claims), child health nursing, family support, specialized child care and support, early childhood and family mental health, and Part B?

If yes, are you open to postpone the proposal's due date to 11/05/20? Can you raise the page limitation from 30 pages to 120 pages for the proposal?

A: Page 74 states: "In their proposal, vendors may include information on additional capabilities that the State may pursue in future phases of its approach to coordinated early childhood data systems: • Integration with child care resource and referral systems, such family-facing child care program search • Integration with the state subsidy system • Integration with child-level outcomes data collection systems Vendors are encouraged to thoroughly describe any other consulting or value-added services they feel that may contribute to the success of the project. The response to this specification may include other capabilities not included elsewhere in the Vendor's proposal." Please include information on each of these additional tracking components that add value and may contribute to the success of this project. No, the bid opening is October 22, 2020 at 2pm. There will not be any exceptions. Please factor in the potential of delivery delays and plan submissions accordingly to meet the bid opening deadline. No, the page limit is 30 pages to ensure a succinct proposal on what the Vendor is capable of creating within their solution. The design of the final solution will be done with DDOE and stakeholder input after the contract award. Because we cannot raise the page limitation, please prioritize including the information in Section 1A and 1B to describe the Early Childhood Program Quality and Professional Registry. Additional value-add service information can be proposed up to the maximum page limit of 30.	Answered On:	10/8/2020 2:23:06 PM
Q: Professional Profiles How many individual professional profiles do you anticipate the system will need to accommodate?	Posted On:	10/5/2020 12:19:10 PM
A: Attachment 9, "Cyber Responsibilities, Liability and Insurance" indicates the need for insurance for PII records between 10,001 and 50,000. Please anticipate the need for at least 10,000 individual professional profiles.	Answered On:	10/8/2020 2:22:20 PM
Q: Program of Practice Artifacts Referencing Page 73, 1B: Could you provide additional details regarding the program of practice artifacts that will need to be uploaded into the data system? a. What are the artifacts, will they be PDF format? b. Regarding the coaching videos, what would the average size of the coaching videos be for uploading?	Posted On:	10/5/2020 12:20:05 PM
A: The artifacts can be in PDF format as well as other popular file types such as Microsoft word or excel documents. Coaching video size will depend on the length. Most coaching videos are being recorded with cell phones that produce MP4 files.	Answered On:	10/8/2020 2:23:38 PM
Q: Hosting Environment	Posted On:	10/5/2020 3:06:51 PM

Page 71 Paragraph 4 under Technical Environment

In referring to technical standards in which the early childhood data system must operate references "DDOE infrastructure operating within a co-located computer center managed by Delaware's Department of Technology and Information."
Must the proposed solution operate in this environment? Or is vendor able to provide cloud-based hosting as part of the proposed solution assuming it meets the Terms and Conditions Governing Cloud Services as defined in Attachment 11?

A:	The State prefers a vendor hosted solution, but the State recognizes that self-hosting may need to be an option due to integration requirements.	Answered On:	10/8/2020 2:24:43 PM

Q:	**Job Board System**	Posted On:	10/5/2020 3:09:21 PM

Page 73 section 1a under System-level administrator functionality

Specifically in reference to the Job Board, will this be State funded, or to distribute costs are you open to a fee-based Job Board system that requires programs to pay for job posts, but allows individuals to apply at no charge?

A:	All funding streams will be determined after the feasibility study and possibilities of the system have been designed. Within this process, capital and operating costs will be calculated based on what is determined feasible and desirable to be built. Thus, the State is open to a fee-based Job Board being built as a solution – because then the fees can be incurred by the state or the program.	Answered On:	10/8/2020 2:24:17 PM

Q:	**QRIS Engagements**	Posted On:	10/5/2020 3:16:12 PM

In helping us design a cost proposal, please provide a rough estimate or goal for the following for the initial 7 months and each of the 4 optional 1-year extensions:

Number of individuals participating in registry.

Number of applications for a new or renewed quality rating.

Number of applications for various quality improvement supports or corrective action engagements.

A:	Number of individuals participating in registry: Attachment 9, "Cyber Responsibilities, Liability and Insurance" indicates the need for insurance for PII records between 10,001 and 50,000. Please anticipate the need for at least 10,000 individual professional profiles. Number of applications for a new or renewed quality rating, various quality improvement supports or corrective action engagements: Delaware currently has approximately 1,150 licensed early childhood programs. This does not meet full demand for care in our state; please anticipate growth in your proposal.	Answered On:	10/8/2020 2:26:12 PM

Q:	**Project Planning - DDOE Project Teams**	Posted On:	10/5/2020 3:18:05 PM

Page 71-74 Scope of Work
In helping us design workplan timeline and cost proposal, please identify whether we will be working with only one or with multiple DDOE project teams in implementing following features:
• Workforce Registry and Learning Management
• Quality Rating and Improvement
• Licensing
• Job Board System
• Consumer Education Web Site for families to view program information

A: Department of Education's Early Childhood Support and technical team members will form the single project team working with the Vendor on executing this workplan.	Answered On:	10/8/2020 2:26:39 PM

Q: Project Plan - Implementation Requirements | Posted On: | 10/5/2020 3:19:05 PM

Page 71-74 Scope of Work
In helping us design workplan timeline and cost proposal, please prioritize and/or provide desired go-live dates for the following features:
• Workforce Registry and Learning Management
• Quality Rating and Improvement
• Licensing
• Job Board System
• Consumer Education Web Site for families to view program information

A: The go-live date will depend on what is determined reasonable through the feasibility study, design, development, implementation of and training on the solution. Please anticipate a go-live date in Q2 or Q3 of 2021.	Answered On:	10/8/2020 2:28:43 PM

Q: Notary Requirement | Posted On: | 10/5/2020 9:06:04 PM

Appendix A, Pg. 70, Notary Requirements, Would the department be willing to waive the notary requirement and instead accept self-attestation for the submission considering the ongoing COVID-19 Pandemic?

A: No, DOE still requires Attachment 2 notarized as part of the submission.	Answered On:	10/8/2020 2:29:09 PM

Q: Submission Guidelines | Posted On: | 10/5/2020 9:07:28 PM

Appendix A, Pg. 70, Proposal Packaging, Would the department consider a completely electronic form (email, etc.) of submission considering to the ongoing COVID-19 Pandemic?

A: No. DOE still requires paper and USB copies as part of the submission. Proposals can be sent via USPS, UPS and Fed Ex.	Answered On:	10/8/2020 2:28:14 PM

Q: Core Features | Posted On: | 10/5/2020 9:09:36 PM

Appendix B, Page 74, Reference Text: "In their proposal, vendors may include information on their data system's capabilities overall, including but not limited to: …..
a. Design of external facing website/portal for families to view program information
b. Method for customizable reporting at the professional-, program-, and system-level …."
Can you please confirm if these are mandatory requirements for the new system or nice to have value add features?

A: These are system capabilities that will be considered in the design process. However, it is not required that Vendors include these components in their proposal submission.

Answered On: 10/8/2020 2:27:11 PM

Q: Project Duration

Posted On: 10/5/2020 9:15:24 PM

Section 5, Paragraph 4, page 14, Contract Terms and Conditions: The RFP mentions the term of the contract between the successful bidder and the State shall be for up to 7 months with 4 optional extensions for a period of one (1) year for each extension. Can the department confirm the scope of services requested during the extension periods and if the pricing for these needs to be included in the cost proposal?

A: The contract periods are based on the state's fiscal year, which starts July 1st. Vendors should develop a timeline, workplan, and cost proposal that indicates how they will meet the project scope requirements outlined in Appendix B - SCOPE OF WORK AND TECHNICAL REQUIREMENTS.

Answered On: 10/8/2020 2:27:34 PM

Q: Scope of Services

Posted On: 10/5/2020 9:16:40 PM

Appendix B, Page 71-74, Can you confirm if the department needs an integrated system that includes Child Care Licensing and QRIS? Or is the new Program/professional-level system is meant to integrate with existing Licensing and QRIS? If Child Care Licensing and QRIS components need to be developed as part of the new system, please provide additional information on the features required for these components.

A: The Background section on page 71 articulates: "The Delaware Department of Education (DDOE) is seeking proposals from qualified vendors (Vendor) to supply products and services to replace or enhance Delaware's child care licensing, Quality Rating and Improvement System (QRIS), and workforce registry data collection systems."

Section 1, "Early childhood program and professional data system design and capabilities," describes the features and functions that the State is looking for in its new systems. Section 1A on page 73 describes the required components for a program-level data system proposal.

Answered On: 10/8/2020 2:31:08 PM

Q: Programs in scope

Posted On: 10/5/2020 9:17:41 PM

Appendix B, Page 71-74, Can you please share the program types in scope for licensing and QRIS systems?

A: The Office of Child Care Licensing licenses family child care, large family child care, and centers. These early childhood program types can all opt into Delaware's QRIS system, Delaware Stars.

Answered On: 10/8/2020 2:31:33 PM

Q: Workforce Registry

Posted On: 10/5/2020 9:19:04 PM

Appendix B, Page 74, Please confirm if the workforce registry will also maintain educator types.

A: Delaware's career lattice is undergoing a revision in conjunction with its QRIS revision. The State intends for all early childhood professionals, regardless of level, to have access to the workforce registry.	Answered On:	10/8/2020 2:32:02 PM

Q: Program-level Component — Posted On: 10/5/2020 9:22:30 PM

Appendix B, Page 73, Program-level component asks for importing educator qualifications from other data systems. Does this data also need to be saved in the new system?

A: Vendors can describe options for consideration in their proposal based on what they have the capability of building, whether it is saving, nightly file integrations, etc.	Answered On:	10/8/2020 2:30:16 PM

Q: Technical Environment — Posted On: 10/5/2020 10:48:58 PM

Appendix B, Page 71, Technical Environment, "This section describes the technical standards of DDOE as well as the hardware and software environment in which the early childhood data system must operate.": Can the proposed system be built using any technology (eg. Salesforce) as long as it is able to interface with other systems in your technical environment? Or is the new system expected to be built with the existing tools and technologies that are already a part of your Technical Environment.

A: The proposed system can be built using any technology as long as it is able to interface with other systems in the technical environment. Section 2: "Explanation of integration between systems" on page 74 delineates how Vendors must describe their plan for determining how to interface with other systems: "Vendors must describe how they would uncover the integration requirements and the project management process of integrating the proposed built system(s) with other DOE systems."	Answered On:	10/8/2020 2:32:37 PM