

State of Delaware

Division of Social Services

Request for Information: Child Care Management Information System Replacement HSS 12-040

Key Dates

Release Date: April 27, 2012

Response Date: June 8, 2012

Purpose

The purpose of this RFI is to provide the Division of Social Services (DSS) with options around solutions in the marketplace for replacing their current Child Care Management Information System (CCMIS) functions and adding the necessary enhancements to support enhanced reporting and time and attendance capabilities. DSS invites vendors to submit their capabilities and interests relative to this RFI. DSS may reference this material as indicative of industry capabilities and in the event DSS issues a Request for Proposal (RFP), DSS may use this material to facilitate the development of the RFP or the establishment of standards and policies.

Background

Currently there are 28,267 children eligible for the Purchase of Care program (POC or child care) offered by DSS. Of these, we pay for POC for an average of 14,000 children per month. These children are served in child care centers, licensed in-home day care centers or by in-home/relative care givers. We have approximately 920 providers.

DSS is currently operating a 25+ year old CCMIS, written in ADS/Plus and Cobol on the mainframe. DSS also has a child care provider portal which was developed in 2005. The portal is written in .net 2003 c#. The current functionality supported by our CCMIS is provider management, client management, claims management, fund account management and gatekeeper functionality. The portal allows providers to submit attendance online if they are web enabled. Providers can also submit paper attendance. With time and attendance capability DSS will shift this responsibility to the parent/guardian. Over time, it has become increasingly more difficult to maintain and enhance this system while addressing new National and State initiatives.

DSS determines eligibility for our Purchase of Care (POC) program in our Delaware Client Information System (DCIS). DCIS is an integrated eligibility system which also determines eligibility for Cash Assistance, SNAP and Medicaid. DSS is not interested in removing eligibility from DCIS.

Information Requested

DSS is looking to replace our current CCMIS. The proposed solution must have, but is not limited to, the following capabilities:

- **Provider Management**
 - Management of provider profiles including demographic information, schedule, rates, etc...
 - Provider contract
 - Quality ratings
 - Interfaces with Department of Education and Department of Children, Youth and Family Services
 - Resource bulletin board
- **Client Management**
 - Integration/communication with eligibility system(DCIS) on eligible children
 - Authorization inquiry
 - Child enrollment
 - Child Attendance-capture attendance through swipe card, however, still have limited alternate attendance availability
 - Provider ability to record a child's attendance, test scores/assessments, other factors
- **Claims Management**
 - Contractor Attendance
 - Contractor Adjustments
 - Submission and Approvals
 - Recoupments, levies, garnishments (including redirect to non-providers)
 - Direct Deposit information
 - Bank files
 - Flag contractor for payments
 - Export file to First State Financial (State Accounting System) for payment processing
 - Payment history
 - Incentive payments
 - Tiered reimbursements
- **Fund Account Management**
 - Fund allocation

- Fund modification
 - Integration with payments
 - Addition of funds as recouped
- Noticing
 - To providers
 - To clients (not eligibility related)
- Reporting
 - ACF 800 and 801
 - ACF 696
 - Biennial CCDF Plan: Quality Performance Report attached to plan
- Fraud prevention
- Documentation section for child care monitor information

DSS would also like vendors to provide cost estimates associated with this solution. Our expectation is that the estimate would be as detailed and accurate as possible and include items such as hardware installation for providers and training for providers.

RFI Obligations

The RFI is a request for information only. There will be no contract awarded as a result of the RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages, as a response to this RFI nor DSS' remarks or responses to the Vendor Information Packages (VIP) or any individual vendor, will be considered binding for a future contract.

Contact Person and Submission

DSS is the sole point of contact with regard to all matters relating to this RFI. All communications concerning this RFI must be addressed to the contact person:

Carolyn Kincaid
Division of Social Services
Biggs Building
1901 N. DuPont Hwy.
New Castle, De 19720
302-255-9758
Carolyn.kincaid@state.de.us

Responses to this RFI should provide a straight-forward concise description of the Vendor's offer to meet the requirements of the RFI. Responses should be submitted

electronically. Any materials provided during the presentations will be considered as part of the VIP in addition to the electronic response.

To streamline the review process, the VIP needs to:

- Have a cover letter on the letterhead of the company submitting the VIP. The cover letter must briefly summarize the vendor's ability to provide the services specified and identify all the materials and enclosures being submitted.
- Identify a contact person which includes a phone number and email address.
- Include a table of contents with page numbers for each component of the VIP.
- Reply to the requirements listed with a detailed description of how the Vendor will provide each of the services outlined in this RFI. This part of the VIP should also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

In addition to the VIP, DSS is making available the opportunity for interested Vendors to make an oral presentation. These presentations may last up to 3 hours. The audience may consist of business and technical staff at multiple levels in the organization. The location of the presentation will be conveyed at the time the presentations are being scheduled.

Neither DSS nor the State of Delaware shall be liable for any of the costs incurred by a Vendor in preparing or submitting a VIP, including, but not limited to preparation or the expenses associated with any presentations. Each VIP should be prepared simply and economically, providing a straight-forward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

Schedule

RFI Issued	4/27/12
Vendor Questions Due	5/11/12
Answers to Questions published	5/25/12
Vendor Responses Due	6/8/12
Oral Presentations	beginning 6/25/12

State Information Technology Requirements (as applicable to this RFI)

The proposed solution must be fully compatible with the Department of Health and Social Services' technical environment. Vendor solutions that are not fully compliant with State standards may be disallowed.

The Information Technology Publications web page <http://www.dhss.delaware.gov/dhss/dms/itpubs.html> has links to the DHSS and DTI policies and standards and other documentation. See the Supportive Documentation for Bidding on Proposals section.

- Please review the MCI and IAS documents referenced on this page. MCI is the Master Client Index which is required for all systems identifying DHSS clients. IAS is the Integrated Authorization System which is a department mechanism for tracking authorized systems users. Bidders will comply specifically with these requirements.

The DTI Systems Architecture Standard contains information confidential to the State and is not available from the internet. However, DTI has set up an email address which will automatically send a response with this document attached. The email address is sysarch@lists.state.de.us

All components of the proposed solution, including third party software and hardware, are required to adhere to the policies and standards described above, as modified from time to time during the term of the contract, including any links or documents found at the above referenced web sites.

The application will have at least 3 tiers with the tiers configured and secured as in the sample diagram included in the DHSS Information Technology Environment Standards. Please see State of Delaware Systems Architecture Standard and DHSS Information Technology Environment Standards for more information.

The State has specific requirements for SAAS, cloud-based and remotely hosted solutions. These can be found at <http://dti.delaware.gov/pdfs/pp/Cloud-External-Hosting.pdf>.

Vendor is required to submit technology costs that the State will be directly or indirectly responsible for as part of this solution. In addition to the Cost Schedule, the vendor will break down technology costs into three categories for implementation and the same three categories for out-year costs:

1. Hardware
2. Software
3. Technical staffing

For vendor hosted websites, hosting costs can be allocated to the above categories at the discretion of the vendor.