

RFI # 1107
Child Care Assistance Program Information Management System
Attachment 1 – Vendor Response

Please provide the following information electronically. You may provide the requested information as a completed attachment by typing your responses into this document, or you may provide your response copied and pasted into the body of an email.

Identifying and Background Information:

1. *Company Background* – Provide general background information regarding your company, including its location, a summary of previous experience in similar types of projects, a contact person, title, address, phone number and email address.
2. *Contract Information* – Include your NYS Contract Number (PTXXXXX) or contract number and state for contracts held outside NYS, if applicable. Indicate what products and services may be available under the contract as well as what products and services may not be available under the contract.
3. *Demonstration* – Indicate if the vendor is agreeable to providing a demonstration for NYS.
4. *Additional Information* – Provide any additional information and/or any other parameters that should be considered or required for bidders to respond to a formal solicitation. For example, length of implementation period to move from legacy systems to an integrated solution for all stakeholder role-based access.

Specific responses to Desired Knowledge Areas for the Functional Area(s) described in the RFI announcement:

1. Please specify which of the Desired Modules for Development and/or Integration (items 1-7) and Desired Stakeholder Role Based Access Portal(s) (items 1-4) your solution currently provides, which are not available and/or any currently under development and anticipated date of release. If you are describing solutions for more than one functional area, please describe how these interact.
2. Is your solution currently in-use in a state(s) for the purpose of a child care assistance program? If yes, please describe the volume of subsidies expected to be processed, and the modules mentioned above that are currently in use.
 - a. The planned implementation timeline for each state's project and the actual time to completion.
 - b. The functionality that is/was included.
 - c. Examples of where your system improved reliability and enhanced work flow.
 - d. The efforts taken and tools utilized to migrate from the legacy system.

- e. Contact information for a member of each state(s) project management team.
3. What development or implementation best practices are used on similar client initiatives?
4. Describe your change management processes for introducing client-requested new features or corrections to your solution.
5. How often do you release updates to your core solution?
6. What software development tools were used as the foundation of your solution?
7. Does your solution have mobile accessibility? Please describe or provide screen shots of how your solution displays on non-PC products.
8. Do any of your technology, tools, and solutions offer:
 - a. Modular development functionality that avoids developing code from scratch?
 - b. Pre-designed or pre-built “blocks” to expedite web site development?
 - c. Low-code or no-code capabilities to expedite development?
 - d. Integration connectors to popular SaaS applications and data sources?
9. What systems architecture platform(s) does your solution require?
10. What other software licenses are required with modules offered?
11. Does your solution employ open, documented interfaces?
12. Is your solution in compliance with IT Accessibility Laws and Policies under section 508 of the Rehabilitation Act of 1973?
13. How does your solution comply with the New York State Information Security Policies: [Information Security Policies | New York State Office of Information Technology Services](#)
14. How does your solution support the creation of efficient operational business process workflows?
15. How does your solution allow for rules-based configurability for policy and business process updates in-application?
16. Does your solution promote Single-Source Data, eliminating duplication of efforts?
17. What messaging and notification capabilities does your solution support (i.e., text, email, phone)?

18. What technologies does your solution use to offer cost-effective and innovative automation of high-quality data collection and promoting the use of data in analysis; distribution; and use by workers, supervisors, administrators, researchers, and policymakers? Ability for users to create ad hoc reports?
19. Describe how user security access is administered for functionality, screens, and data elements within your solution.
20. Describe your recommendation for a migration of 7 years of Child Care Assistance case data from a legacy system.
21. What long-term maintenance and support options are available for your solution?
22. Describe your offerings for systems training programs and on-going systems support programs, including:
 - Modality of training offered (On-site, webinar, video, interactive on-line, etc.)
 - Modularity of training (By function, full system, user specific, etc.)
 - On-going support (Documentation, call center, training updates, etc.)
 - Training to roll out new functionality
 - Any additional information about user training and support that you wish to share
23. What analytics and reporting tools are provided for by the module? Describe the user interface for these tools and the average skill set of users of these functions.
24. Describe the following data management tools available with your solution:
 - How does your solution safeguard and secure electronic data?
 - How does your solution audit and track updates to data elements?
 - Please describe how your solution provides data source to target mapping.
 - Does your solution include a master data dictionary and/or entity relationship mapping?

How to Respond

All respondents should respond to this RFI with the information requested above no later than the deadline indicated on the first page of the announcement. Responses to this RFI must be made via email.

Method:	Send to:	Subject Line:
Email	RFP@ocfs.ny.gov	RFI # 1107 CCAP Information Management System