

Community Coordinated Care for Children, Inc.



RFP for Web-Based Child Care Provider Portal

Additional Questions and Answers

1. What type of server redundancy or failover server will be required?
At a minimum RAID 5, the rest can be determined by the bidder.
2. Will multiple load-balanced web servers be required?
This can be determined by the bidder.
3. Will each provider have Internet connected computers to enter their attendance information?
Yes, providers will need to have a computer with Internet access.
4. Will a dedicated PIN pad device be required and if so how many?
This will be determined by the bidder based on their design of capturing the sign-in/sign-out for each child.
5. Will mobile devices be used to access and input data to the website?
This can be determined by the bidder.

RFP for Web-Based Child Care Provider Portal

4C is in the process of securing a vendor to create and maintain a web-based child care provider portal. The primary purpose of this system is to allow parents to electronically sign their children in/out each day at a child care facility, and to process that raw data based on a set of rules. In addition, the system will provide a messaging center and permit provider-specific documents to be uploaded by 4C for viewing and/or printing by the child care provider. The proposer should specify the number of days after contract is executed when the project (including training) will be complete.

Process Attendance Data

The system will process the raw daily attendance data based on prescribed rules (and child's electronic sign-in, see below). Reports will be generated to assist in the manual entry of attendance exceptions into a separate database. This process typically occurs the first of the month for the previous month's attendance data. Children (approximately 30,000 each month based on 100% participation) will be tracked for present/absent along with their corresponding sign-in/sign-out times. The system will differentiate attendance for multiple programs/funders in the same day. The times will assist in determining which funded program(s) the child attended.

For example, program/funder 1 operates from 9am -12pm each day. Program/Funder 2 operates from 12pm-8pm each day. A child that that is signed-in at 9am and out at 4pm would be "present" for program 1 and 2. However, a child signed in at 1pm and out at 4pm would be "present" for program 2, and "absent" for program 1.

House Child Data

The system will house the data for funded children. This information will need to be updated by exporting from existing database on a routine basis. Items that may be required to be updated include: newly enrolled children, dis-enrolled children, other changes impacting attendance eligibility. Children details that need to be captured may include: Name; unique ID; Funder(s); Eligibility periods (by funder); Child Care Provider, etc. Information and data will need to be exchanged to and from database and child care providers on a daily basis.

Child Sign-In (using PIN or similar method)

Individual children will be signed in/out by their parent using a PIN (or similar mechanism specified by vendor) specific for each child. The sign-in/out will occur on-site at the child care provider. Typically, morning drop-off and afternoon pick-up times are heavy activity, and the process will need to permit multiple sign-in's simultaneously. The proposer should recommend how child attendance data will be input by the parent.

Message Center

The system will have a mechanism that the child care provider can securely communicate with 4C. The message center will permit exchanges, including transmittal of confidential information and attachments.

Child Care Provider Functions

The system will allow each child care provider to make limited manual changes to their enrolled children's information. These overrides will be tracked within the system to show the changes, and permit parents to approve changes related to their children's attendance. In addition, providers will be able to generate reports of attendance per child, or for the entire site. Children may be manually entered by the provider, as well.

Technical Specifications

The server should be expandable with Windows 2003 or Windows 2008. 4C will provide the Verisign certificate if needed, and will own the software and source code for this project. The system will need to be built on a platform that will permit features and utilities to be added in the future. The proposer will be required to sign a confidentiality statement.

Budgets

The proposer should submit two scenarios, one where the proposer provides the server/operating system and another where 4C provides the server/operating system. At a minimum, budgets for this proposal should include: hardware, software, development, training, license fees, maintenance (initial year, on-going, as well as program changes).

Timelines

6/5/10-6/7/10 – Publicly advertise RFP.

6/25/10 – Date written proposer questions are due (by 5:00pm) to 4C regarding the RFP.

7/15/10 – Mandatory Bidder's Conference at 4C (10:00am).

7/19/10 – Additional written questions due to 4C by 5:00pm.

7/23/10 – Answers posted to additional questions.

8/20/10 – Sealed proposals due to 4C by 5:00pm.

9/10/10 – Announce award of proposal.

9/15/10 – Meet with proposer to begin contract negotiations.

4C Address

4C

Attn: Mildred Maldonado, Purchasing/Contracts Specialist

3500 W. Colonial Drive

Orlando, FL 32808

Protests or Disputes

Any person who is adversely affected by a decision concerning a procurement solicitation and who wants to protest such decision shall file a protest with Mildred Maldonado, Purchasing/Contracts Specialist. Failure to file a protest within 5 business days shall constitute a waiver of proceedings.