Consulting and Technical Services+ (CATS+)
Task Order Request for Proposals (TORFP)

CHILD CARE SYSTEMS MAINTENANCE AND ENHANCEMENT

CATS+ TORFP # R00B7400027

Maryland State Department of Education (MSDE)

Issue Date: November 29, 2016

This TORFP has a Minority Business Enterprise Goal and a Veteran-Owned Small Business Enterprise Goal.

KEY INFORMATION SUMMARY SHEET

This CATS+ TORFP is issued to obtain the services necessary to satisfy the requirements defined in Section 3 - Scope of Work. All CATS+ Master Contractors approved to perform work in the Functional Area under which this TORFP is released shall respond to this TORFP with either a Task Order (TO) Proposal to this TORFP or a Master Contractor Feedback form (See Section 4).

Solicitation Title:	Child Care Systems Maintenance and Enhancement
Solicitation (TORFP #):	R00B7400027
Functional Area:	Functional Area 5 Software Engineering
Issue Date:	11/29/2016
Questions Due Date and Time:	12/15/2016 at 2:00 PM Local Time
Closing Date and Time:	1/17/2017 at 2:00 PM Local Time
TO Requesting Department:	Maryland State Department of Education (MSDE) Office of Information Technology and Division of Early Childhood Development
Send Proposals to:	June Dwyer June.Dwyer@maryland.gov ***E-mail submission strongly preferred.***
Send Questions to (e-mail only)	June.Dwyer@maryland.gov
TO Procurement Officer:	June Dwyer Office Phone Number: 410-767-0116 June.dwyer@maryland.gov
TO Manager:	Antonio Herrera, CIO Office Phone Number: 410-767-8108 e-mail address: Antonio.Herrera@maryland.gov
TO Type:	Firm Fixed Price and Fixed Unit Price (IDIQ) and Time and Materials
Period of Performance:	Three (3) year base period and one (1) two-year option period
MBE Goal:	16 %
VSBE Goal:	7%
Small Business Reserve (SBR):	No
Primary Place of Performance:	Maryland State Department of Education 200 West Baltimore Street Baltimore, MD 21201
TO Pre-proposal Conference: See Attachment 6 for directions.	Maryland State Department of Education 200 West Baltimore Street Baltimore, MD 21201 12/13/2016 at 2:00 PM Local Time

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SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 TORFP SUBJECT TO CATS+ MASTER CONTRACT

In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS+ RFP issued by the Maryland Department of Information Technology (DoIT) and subsequent Master Contract Project Number 060B2490023, including any amendments.

All times specified in this document are local time, defined as Eastern Standard Time or Eastern Daylight Time, whichever is in effect.

1.2 ROLES AND RESPONSIBILITIES

Personnel roles and responsibilities under the TO:

A. **<u>TO Procurement Officer</u>** – The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement scope issues, and for authorizing any changes to the TO Agreement.

B. **<u>TO Manager</u>** - The TO Manager has the primary responsibility for the management of the work performed under the TO Agreement, administrative functions, including issuing written directions, and for ensuring compliance with the terms and conditions of the CATS+ Master Contract. The TO Manager may designate one or more persons to act as his representative in connection with the foregoing activities.

   The TO Manager will assign tasks to the personnel provided under this TORFP and will track and monitor the work being performed through the monthly accounting of hours deliverable for work types; actual work produced will be reconciled with the hours reported.

C. **<u>TO Contractor</u>** – The TO Contractor is the CATS+ Master Contractor awarded this TO. The TO Contractor shall provide human resources as necessary to perform the services described in this TORFP Scope of Work.

D. **<u>TO Contractor Manager</u>** – The TO Contractor Manager will serve as primary point of contact with the TO Manager to regularly discuss progress of tasks, upcoming tasking, historical performance, and resolution of any issues that may arise pertaining to the TO Contractor Personnel. The TO Contractor Manager will serve as liaison between the TO Manager and the senior TO Contractor management.

E. **<u>TO Contractor Personnel</u>** – Any official, employee, agent, Subcontractor, or Subcontractor agents of the TO Contractor who is involved with the TO over the course of the TO period of performance.

F. **<u>Key Personnel</u>** – A subset of TO Contractor Personnel whose departure during the performance period, will, in the State's opinion, have a substantial negative impact on TO performance. Key personnel proposed as part of the TO Proposal shall start as of TO Agreement issuance unless specified otherwise in this TORFP or the Offeror's TO Technical Proposal.

1.3 TO AGREEMENT

Based upon an evaluation of TO Proposal responses, a Master Contractor will be selected to conduct the work defined in Section 3 - Scope of Work. A specific TO Agreement, Attachment 3, will then be entered into between the State and the selected Master Contractor, which will bind the selected Master Contractor (TO Contractor) to the contents of its TO Proposal, including the TO Financial Proposal.

1.4 TO PROPOSAL SUBMISSIONS

The TO Procurement Officer will not accept submissions after the date and exact time stated in the Key Information Summary Sheet above. The date and time of an e-mail TORFP submission is determined by the date and time of arrival of all required files in the TO Procurement Officer's e-mail inbox. In the case of a paper TO Proposal submission, Offerors shall take such steps necessary to ensure the delivery of the paper submission by the date and time specified in the Key Information Summary Sheet and as further described in Section 4.

Requests for extension of this date or time will not be granted. Except as provided in COMAR 21.05.03.02F, Proposals received by the TO Procurement Officer after the due date will not be considered.

1.5 ORAL PRESENTATIONS/INTERVIEWS

All Offerors and proposed TO Contractor Personnel will be required to make an oral presentation to State representatives in the form of an oral presentation with interviews during orals. Significant representations made by a Master Contractor during the oral presentation shall be submitted in writing. All such representations will become part of the Master Contractor's proposal and are binding, if the TO is awarded to the Master Contractor. The TO Procurement Officer will notify Master Contractor of the time and place of the oral presentation.

An oral presentation will be performed in person for all Offerors meeting minimum qualifications. All proposed TO Personnel candidates shall be interviewed during the oral presentation in substantially the same manner.

In the event that more than ten (10) qualified TO Proposals are received, the TO Procurement Officer may elect to follow a down-select process as more fully described in Section 5.3.

1.6 QUESTIONS

All questions must be submitted via e-mail to the TO Procurement Officer no later than the date and time indicated in the Key Information Summary Sheet. Answers applicable to all Master Contractors will be distributed to all Master Contractors who are known to have received a copy of the TORFP.

Answers can be considered final and binding only when they have been answered in writing by the State.

1.7 TO PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at the time, date and location indicated on the Key Information Summary Sheet. Attendance at the pre-proposal conference is not mandatory, but all Master Contractors are encouraged to attend in order to facilitate better preparation of their proposals. Seating at the pre-proposal conference will be limited to two (2) attendees per company. Attendees should bring a copy of the TORFP and a business card to help facilitate the sign-in process.

The pre-proposal conference will be summarized in writing. As promptly as is feasible subsequent to the pre-proposal conference, the attendance record and pre-proposal conference summary will be distributed via e-mail to all Master Contractors known to have received a copy of this TORFP.

In order to assure adequate seating and other accommodations at the pre-proposal conference, please e-mail the TO Procurement Officer indicating your planned attendance no later than three (3) business days prior to the pre-proposal conference. In addition, if there is a need for sign language interpretation and/or other special accommodations due to a disability, please contact the TO Procurement Officer no later than five (5) Business Days prior to the pre-proposal conference. The TO Requesting Department will make reasonable efforts to provide such special accommodation.

1.8 CONFLICT OF INTEREST

The TO Contractor shall provide IT technical and/or consulting services for State agencies or component programs with those agencies, and shall do so impartially and without any conflicts of interest. Each Offeror shall complete and include with its TO Proposal a Conflict of Interest Affidavit and Disclosure in the form included as Attachment 4 of this TORFP. If the TO Procurement Officer makes a determination that facts or circumstances exist that give rise to or could in the future give rise to a conflict of interest within the meaning of COMAR 21.05.08.08A, the TO Procurement Officer may reject an Offeror’s TO Proposal under COMAR 21.06.02.03B.

Master Contractors should be aware that the State Ethics Law, Md. Code Ann., General Provisions Article, Title 5, might limit the selected Master Contractor's ability to participate in future related procurements, depending upon specific circumstances.

By submitting a Conflict of Interest Affidavit and Disclosure, the Offeror shall be construed as certifying all personnel and subcontractors are also without a conflict of interest as defined in COMAR 21.05.08.08A.

1.9 LIMITATION OF LIABILITY

The TO Contractor’s liability is limited in accordance with Section 27 of the CATS+ Master Contract. TO Contractor’s liability under Section 27(c) of the CATS+ Master Contract for this TORFP is limited to one (1) times the total TO Agreement amount.

1.10 CHANGE ORDERS

If the TO Contractor is required to perform work beyond the scope of Section 3 of this TORFP, or there is a work reduction due to unforeseen scope changes, a TO Change Order is required. The TO Contractor and TO Manager shall negotiate a mutually acceptable price modification based on the TO Contractor’s proposed rates in the Master Contract and scope of the work change. No scope of work changes shall be performed until a change order is approved by DoIT and executed by the TO Procurement Officer.

1.11 TRAVEL REIMBURSEMENT

Expenses for travel and other costs shall not be reimbursed.

1.12 MINORITY BUSINESS ENTERPRISE (MBE)

This TORFP has MBE goals as stated in the Key Information Summary Sheet above.

A Master Contractor that responds to this TORFP shall complete, sign, and submit all required MBE documentation at the time of TO Proposal submission (See Attachment 2 Minority Business Enterprise Forms and Section 4 TO Proposal Format and Submission Requirements). **Failure of the Master Contractor to complete, sign, and submit all required MBE documentation at the time of TO Proposal submission will result in the State's rejection of the Master Contractor's TO Proposal.**

In 2014, Maryland adopted new regulations as part of its Minority Business Enterprise (MBE) program concerning MBE primes. Those new regulations, which became effective June 9, 2014 and are being applied to this task order, provide that when a certified MBE firm participates as a prime contractor on a contract, an agency may count the distinct, clearly defined portion of the work of the contract that the certified MBE firm performs with its own forces toward fulfilling up to fifty-percent (50%) of the MBE participation goal (overall) and up to one hundred percent (100%) of not more than one of the MBE participation subgoals, if any, established for the contract. Please see the attached MBE forms and instructions.

1.12.1 MBE PARTICIPATION REPORTS

MSDE will monitor both the TO Contractor's efforts to achieve the MBE participation goal and compliance with reporting requirements.

A) Monthly reporting of MBE participation is required in accordance with the terms and conditions of the CATS+ Master Contract by the 15th day of each month.

B) The TO Contractor shall provide a completed MBE Prime Contractor Paid/Unpaid MBE Invoice Report (Attachment 2-4A) and, if applicable, MBE Prime Contractor Report (Attachment 2-4B) to the TO Requesting Department at the same time the invoice copy is sent.

C) The TO Contractor shall ensure that each MBE subcontractor provides a completed Subcontractor Paid/Unpaid MBE Invoice Report (Attachment 2-5).

D) Subcontractor reporting shall be sent directly from the subcontractor to the TO Requesting Department. The TO Contractor shall e-mail all completed forms, copies of invoices and checks paid to the MBE directly to the TO Manager.

1.13 VETERAN OWNED SMALL BUSINESS ENTERPRISE (VSBE)

This TORFP has a VSBE goal as stated in the Key Information Summary Sheet above, representing the percentage of total fees paid for services under this Task Order.

By submitting a response to this solicitation, the Offeror agrees that this percentage of the total dollar amount of the contract will be performed by verified VSBEs.

In 2015, Maryland amended COMAR 21.11.13.05 as part of its Veteran-Owned Small Business Enterprise (VSBE) program concerning VSBE primes. This amendment, which became effective March 6, 2015 and is applicable to this task order, allows an agency to count the distinct, clearly defined portion of work that a certified VSBE performs with its own work force toward meeting up to one-hundred (100%) of the VSBE goal established for a procurement. Please see the attached VSBE forms and instructions.

Questions or concerns regarding the Veteran-Owned Small Business Enterprise (VSBE) subcontractor participation goal of this solicitation must be raised before the due date for submission of TO Proposals.

A Master Contractor that responds to this TORFP shall complete, sign, and submit all required VSBE documentation at the time of TO Proposal submission (See Attachment 14 and Section 4 TO Proposal Format and Submission Requirements). **Failure of the Master Contractor to complete, sign, and submit all required VSBE documentation at the time of TO Proposal submission will result in the State's rejection of the Master Contractor's TO Proposal.**

1.13.1 VSBE PARTICIPATION REPORTS

MSDE shall monitor both the TO Contractor's efforts to achieve the VSBE participation goal and compliance with reporting requirements. Monthly reporting of VSBE participation is required by the 15th day of each month. The TO Contractor shall submit required reports as described in Attachment 14.

Subcontractor reporting shall be sent directly from the subcontractor to the TO Requesting Department. The TO Contractor shall e-mail all completed forms, copies of invoices and checks paid to the VSBE directly to the TO Manager.

1.14 NON-DISCLOSURE AGREEMENT

1.14.1 NON-DISCLOSURE AGREEMENT (OFFEROR)

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

1.14.2 NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

Certain system documentation and artifacts may be required by the TO in order to fulfill the requirements of the TO Agreement. The TO Contractor and TO Contractor Personnel who review such documents will be required to sign a Non-Disclosure Agreement (TO Contractor) in the form of Attachment 10.

1.15 LIVING WAGE

The Master Contractor shall abide by the Living Wage requirements under Title 18, State Finance and Procurement Article, Annotated Code of Maryland and the regulations proposed by the Commissioner of Labor and Industry.

All TO Proposals shall be accompanied by a completed Living Wage Affidavit of Agreement, Attachment 12 of this TORFP.

1.16 IRANIAN NON-INVESTMENT

All TO Proposals shall be accompanied by a completed Certification Regarding Investments in Iran, Attachment 15 of this TORFP.

1.17 CONTRACT MANAGEMENT OVERSIGHT ACTIVITIES

DoIT is responsible for contract management oversight on the CATS+ Master Contract. As part of that oversight, DoIT has implemented a process for self-reporting contract management activities of TOs under CATS+. This process typically applies to active TOs for operations and maintenance services valued at $1 million or greater, but all CATS+ TOs are subject to review.

Attachment 11 is a sample of the TO Contractor Self-Reporting Checklist. DoIT may send initial checklists out to applicable/selected TO Contractors approximately three months after the award date for a TO. The TO Contractor shall complete and return the checklist as instructed on the form.

Subsequently, at six month intervals from the due date on the initial checklist, the TO Contractor shall update and resend the checklist to DoIT.

1.18 MERCURY AND PRODUCTS THAT CONTAIN MERCURY

This section not applicable to this TORFP.

1.19 PURCHASING AND RECYCLING ELECTRONIC PRODUCTS

State Finance and Procurement Article, Md. Code Ann. § 14-414, requires State agencies purchasing computers and other electronic products in categories covered by Electronic Product Environmental Assessment Tool (EPEAT) to purchase models rated EPEAT Silver or Gold unless the requirement is waived by the Department of Information Technology (DoIT). This information is located on the Department of General Services (DGS) web site: http://www.dgs.maryland.gov/GreenOperations/GreenPurchasing/Guidelines/specs/ElectronicandITProductsSpecification.pdf.

State Finance and Procurement Article, Md. Code Ann. § 14-415, requires state agencies awarding contracts for services to recycle electronic products to award the contract to a recycler that is R2 or e-Stewards certified. Guidelines provided by DGS further require planning and coordination of the proper disposition of Information Technology equipment. This information is located on the DGS web site: http://www.dgs.maryland.gov/GreenOperations/GreenPurchasing/Guidelines/specs/ElectronicProductDisposalSpecification.pdf.

Guidelines provided by DoIT discuss information and guidance on the proper disposition of IT equipment, media sanitization, and protection of confidential information stored on media. This information is located in the State's Information Technology (IT) Security Policy http://doit.maryland.gov/support/pages/securitypolicies.aspx. Section 6.5 Media Protection provides guidance on proper precautions to protect confidential information stored on media.

1.20 DEFINITIONS

Acceptable Use Policy (AUP)	A written policy documenting constraints and practices that a user must agree to in order to access a private network or the Internet
Access	An ability or means to read, write, modify, or communicate data/information or otherwise use any information system resource
Business Day	Monday through Friday,8:00 a.m. to 5:00 p.m (excluding State holidays)
CCATS	Child Care Administrative Tracking System
Child Care Systems	The collective systems described in this TORFP: Internal CCATS, Child Care Portal, Attendance Reporting IVR, Attendance Reporting data collection applications and any other application directly supporting these child care systems.

Data Breach	The unauthorized acquisition, use, modification or disclosure of Sensitive Data
End User License Agreement (EULA)	The terms of service governing access to and use of the software services provided pursuant to this Task Order
Handle	(As relates to data) Collect, store, transmit, and/or have access to data
Infrastructure as a Service (IaaS)	A hosted environment used to support operation of the System, including storage, hardware, servers, networking, and communication components, and related operations, maintenance, and support services
Information Request (IR)	A formal request from MSDE for information about the system such as a query of data or a description of code logic. Part of fixed price monthly services offered by TO Contractor.
Information System	A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information
Information Technology (IT)	All electronic information-processing hardware and software, including: (a) maintenance; (b) telecommunications; and (c) associated consulting services
Local Time	Time in the Eastern Time zone as observed by the State of Maryland. Unless otherwise specified, all stated times shall be Local Time, even if not expressly designated as such
Maryland State Department of Education (MSDE or the "Department")	The unit of the Executive Branch of Maryland State government issuing the TORFP
Normal State Business Hours	Normal State business hours are 8:00 a.m. – 5:00 p.m. Monday through Friday except State Holidays, which can be found at: www.dbm.maryland.gov – keyword: State Holidays
Notice to Proceed (NTP)	A written notice from the TO Procurement Officer that work on the Task Order, project or Work Order shall begin on a specified date. Additional NTPs may be issued by either the TO Procurement Officer or the TO Manager regarding the start date for any service included within this solicitation with a delayed or non-specified implementation date.
NTP Date	The date specified in an NTP for work on the Task Order, project or Work Order to begin
Offeror	A Master Contractor that submits a proposal in response to this TORFP

Personally Identifiable Information (PII)	Any information about an individual maintained by the State, including (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information
Problem Report (PR)	A formal notice from MSDE to the TO Contractor to document system performance that does not conform to approved requirements for analysis and correction.
Protected Health Information (PHI)	Information that relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual; and (i) that identifies the individual; or (ii) with respect to which there is a reasonable basis to believe the information can be used to identify the individual.
Security Incident	A violation or imminent threat of violation of computer security policies, Security Measures, acceptable use policies, or standard security practices. "Imminent threat of violation" is a situation in which the organization has a factual basis for believing that a specific incident is about to occur.
Security or Security Measures	The technology, policy and procedures that a) protect and b) control access to networks, systems, and data
Sensitive Data	Means PII; PHI; information about an individual that (1) can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; (2) is linked or linkable to an individual, such as medical, educational, financial, and employment information; or other proprietary or confidential data as defined by the State, including but not limited to "personal information" under Md. Code Ann., Commercial Law § 14-3501(d) and Md. Code Ann., State Gov't § 10-1301(c).
Service Level Agreement (SLA)	Measurable levels governing TO Contractor performance and establishing associated liquidated damages for failure to meet those performance standards
Service Request (SR)	Formal request from MSDE to document a change in system requirements and to request TO Contractor services to implement the change in the system.
SLA Activation Date	The date on which SLA charges commence under this Task Order, which may include, but not be limited to, the date of (a) completion of Transition-In, (b) a delivery, or (c) releases of

	work.
Software as a Service (SaaS)	Software-as-a-Service (SaaS) as used in this document is defined as the capability provided to the State to use the TO Contractor's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin client interface such as a Web browser (e.g., Web-based email) or a program interface. The State does not manage or control the underlying cloud infrastructure, including network, servers, operating systems, or storage, but may be permitted limited user-specific application configuration settings. Under SaaS, the TO Contractor is responsible for the acquisition and operation of all hardware, software and network support related to the services being provided, and shall keep all software current. The technical and professional activities required for establishing, managing, and maintaining the environments are the responsibilities of the TO Contractor.
State	The State of Maryland
Subcontractor	An agent, service provider, supplier, or vendor selected by the TO Contractor to provide subcontracted services or products under the direction of the TO Contractor or other Subcontractors, and including any direct or indirect Subcontractors of a Subcontractor. Subcontractors are subject to the same terms and conditions as the TO Contractor.
System	All services and activities necessary to fully support the Child Care Administrative Tracking System, Child Care Portal, and Portal data input including the Attendance Reporting Interactive Voice Response(IVR) program as an Information System, described as services and/or products in this TORFP, to include requirements elicitation, design, development, integration, testing, implementation and operations support and non-technical items such as project management, work tracking, reporting and other manual processes. This definition of System includes all System Source Materials developed as a result of this Task Order. All Upgrades and regulatory updates shall be provided at no additional cost to the State.
System Availability	The period of time the System will work as required including non-operational periods associated with reliability, maintenance, and logistics.
System Source Materials	Those materials necessary to wholly reproduce and fully operate the most current version of the System in a manner equivalent to the original System including, but not limited to:

	a) The executable instructions in their high level, human readable form and a version that is in turn interpreted, parsed and or compiled to be executed as part of the computing system ("source code"). This includes source code created by the Contractor or Subcontractor(s) and source code that is leveraged or extended by the Contractor for use in the project. b) All associated rules, reports, forms, templates, scripts, data dictionaries and database functionality. c) All associated configuration file details needed to duplicate the run time environment as deployed in the current deployed version of the system. d) All associated design details, flow charts, algorithms, processes, formulas, pseudo-code, procedures, instructions, help files, programmer's notes and other documentation. e) A complete list of third party, open source, or commercial software components and detailed configuration notes for each component necessary to reproduce the system (e.g., operating system, relational database, and rules engine software). f) All associated user instructions and/or training materials for business users and technical staff
Task Order (TO)	The scope of work described in this TORFP
Task Order Agreement	The contract awarded to the successful Offeror pursuant to this Task Order Request for Proposals, the form of which is attached to this TORFP as Attachment 3
TO Proposal	As appropriate, either or both an Offeror's Technical or Financial Proposal to this TORFP
TO Request for Proposals (TORFP)	This Task Order Request for Proposal, including any amendments / addenda thereto
Technical Safeguards	The technology and the policy and procedures for its use that protect Sensitive Data and control access to it
Total Evaluated Price	The Offeror's total proposed price for products/services proposed in response to this solicitation, included in the TO Price Sheet, and used in the financial evaluation of TO Proposals
Upgrade	A new release of any COTS or SaaS component of the System containing major new features, functionality and/or performance improvements. An Upgrade would conventionally be indicated where the version number is

	changed by incrementing the numeric digits to the left of the decimal point, e.g., versions 1.0, 2.0, 3.0, and 4.0 would each typically be Upgrades to prior versions.
Veteran-owned Small Business Enterprise (VSBE)	A business that is verified by the Center for Verification and Evaluation (CVE) of the United States Department of Veterans Affairs as a veteran-owned small business. See Code of Maryland Regulations (COMAR) 21.11.13 and http://www.vetbiz.gov.
Work Order	A subset of work authorized by the TO Manager performed under the general scope of this TORFP, which is defined in advance of fulfillment, and which may not require a change order. Except as otherwise provided, any reference to the TO shall be deemed to include reference to a Work Order.
Working Day(s)	Same as “Business Day”

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SECTION 2 - COMPANY AND PERSONNEL QUALIFICATIONS

2.1 MINIMUM QUALIFICATIONS

2.1.1 OFFEROR'S COMPANY MINIMUM QUALIFICATIONS

Only those Master Contractors that fully meet all minimum qualification criteria shall be eligible for TORFP proposal evaluation. The Master Contractor's proposal and references will be used to verify minimum qualifications.

Only Master Contractor qualifications may be used to demonstrate meeting company minimum qualifications. The Master Contractor's proposal shall demonstrate meeting the following minimum requirements:

1. At least five (5) years of experience in maintaining a major information system that provided critical public services such as payments or other high value benefits.
2. At least five (5) years of experience in architecting, developing and delivering applications utilizing J2EE, IBM DB2, SAP Business Objects, Microsoft .NET, and Microsoft SQL Server.
3. Experience in performance tuning and optimization at all levels of web-based application architecture.
4. Experience in architecting and operating secure web-based systems, consistent with the Maryland Information Security Policy and the referenced NIST standards.

2.1.2 OFFEROR'S PERSONNEL MINIMUM QUALIFICATIONS

Only those Master Contractors supplying proposed Key Personnel that fully meet all minimum qualification criteria shall be eligible for TORFP proposal evaluation.

Offeror shall propose the Key Personnel for the following CATS+ labor categories:

- Project Manager
- Internet/Intranet Site Developer Senior
- Database Management Specialist Senior
- Testing Specialist

The Key Personnel proposed under this TORFP must meet all minimum qualifications for the labor category proposed, as identified in the CATS + Master Contract Section 2.10. Resumes shall clearly outline starting dates and ending dates for each applicable experience or skill.

Master Contractors may only propose **four (4) Key Personnel** in response to this TORFP. All other planned positions shall be described generally in the Staffing Plan, and may not be used as evidence of fulfilling company or personnel minimum qualifications.

2.2 TO CONTRACTOR AND PERSONNEL PREFERRED QUALIFICATIONS

The following preferred qualifications are expected of the TO Contractor's team and will be evaluated as part of the technical proposal.

1. Intranet/Internet Site Developer
    a. Minimum 3 years experience in J2EE

   b. Minimum 3 years of experience in Microsoft .NET Development
   c. Minimum 3 years of experience in SAP Business Object reports development
   d. Minimum of 3 years in a supervisory or team lead position for any individuals proposed for development and technical leadership roles

2. Testing Specialist
   a. Minimum 3 years of experience in quality assurance management
   b. At least 35 hours of formal training in quality assurance management
3. Database Management Specialist Senior
   a. Minimum of 5 years experience with DB2 databases including logical database design.
4. Project Manager
   a. Current certification as a Project Management Professional (PMP) by the Project Management Institute for individuals proposed in a Program Management, Project Management or similar labor category.
   b. Minimum of 3 years in a supervisory or team lead position
5. At least one team member in any classification
   a. Minimum 3 years of experience in Microsoft Team Foundation Server, including version management, requirements management and test management.
   b. Minimum 3 years of experience, including formal training, in requirements elicitation, analysis and management over the system lifecycle

The TO Contractor shall be capable of furnishing all necessary services required to successfully complete all tasks and work requirements and production high quality deliverables as described herein.

The TO Contractor shall demonstrate, in its proposal, that it either possesses such expertise in-house or has established strategic alliances with other firms for providing such services.

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SECTION 3 - SCOPE OF WORK

3.1 PURPOSE

Scope

MSDE (or the "Department") is issuing this CATS+ TORFP to obtain system maintenance, engineering and support services in accordance with the scope of work described in this Section 3. The systems supported by this TORFP are the Child Care Administrative Tracking System (CCATS) and the associated Child Care Portal (CCP). Ancillary systems to collect data for these core systems, such as the Attendance Reporting Interactive Voice Response (IVR) system are included. The scope of work includes maintenance to support continuing system operation on a fixed price basis and system modifications on a time and material or fixed price basis, along with the personnel duties and responsibilities to keep the system in good operation. The Task Order also includes the development and operation of the Attendance Reporting IVR system.

While the primary focus is on system engineering, the TO scope may include other aspects of system support for the Child Care Systems as requested via Work Orders such as development of marketing materials, video tutorials, and ancillary data collection systems to improve usability.

Key Personnel

As part of the evaluation of the proposal for this TO, Master Contractors shall propose exactly four (4) Key Personnel and shall describe in a Staffing Plan how additional resources shall be acquired to meet the needs of the TO Requesting Department. All other planned positions shall be described generally in the Staffing Plan, and may not be used as evidence of fulfilling company or personnel minimum qualifications.

Key Personnel shall be qualified in the following labor categories:

Project Manager

Internet/Intranet Site Developer Senior

Testing Specialist

Database Management Specialist Senior

MSDE expects the proposed Key Personnel to be available as of the start date specified in the Notice To Proceed (NTP) to support Transition activities.

Following the transition completion and acceptance, system maintenance services are to be provided on a monthly fixed price basis. System maintenance services may be delivered by Key Personnel or other TO Contractor Personnel furnished by the TO Contractor. As part of the evaluation of the TO Proposal for this TO, Master Contractors shall clearly describe the resource labor categories and skillsets offered for system maintenance.

In addition, if funds are available and depending on anticipated workload, MSDE will provide an annual budget plan for system modifications and enhancements. As Service Requests (SRs) for modifications and enhancements are issued, the TO Contractor will provide an estimate of time and level of effort including the recommended labor categories. Labor categories must be selected from those quoted in the TO Financial Proposal. Individuals working on CCATS must be approved by MSDE as meeting the minimum qualifications for the labor category selected.

Additional resources may be needed when system modifications are required by any of:

- changes in federal and state law, regulations or policy;
- Department adjustments to business operations in response to audit findings, to improve customer service or increase operating efficiency;
- technical changes required by the MSDE CIO or DOIT;
- or other reasons determined by MSDE.

Therefore, this CATS+ TORFP is issued to provide the capability for MSDE acquire the services of several CATS+ labor categories to support Child Care Systems, as defined by individual Work Orders (see Price Sheet for all labor categories).

MSDE intends to award this Task Order to one (1) Master Contractor that proposes a team of resources and a Staffing Plan that can best satisfy the TO requirements.

3.2 REQUESTING AGENCY BACKGROUND

The MSDE provides leadership, support, and accountability for effective systems of public education, library services and rehabilitation services. The Division of Early Childhood Development, which includes the Office of Child Care, contributes to the Department's mission by working to ensure that all children enter kindergarten ready to succeed. The Office of Child Care administers the federal Child Care Development Block Grant and is responsible for the implementation of State of Maryland child care legislation and regulations.

The CCATS and the CCP are comprehensive, integrated web-based applications that support DECD transaction processing in seven major business process areas:

1. Licensing, to ensure that child care facilities are safe and healthy and to collect data for child enrollment and attendance reporting (EARS).
2. Subsidies, to assist eligible low-income families in purchasing quality child care, including both eligibility determination and invoice processing.
3. Credentialing, to provide access to quality training, to encourage and support child care providers in upgrading their professional skills and determining their level of skill attainment, thus improving the quality of the program.
4. Maryland EXCELS, to capture Maryland EXCELS levels to provide incentive bonuses and EXCELS tier payments to encourage providers in meeting quality program standards.
5. Trainers, to qualify and monitor the delivery of professional training to child care providers and staff.
6. Grants, to provide targeted financial assistance that enables providers to become licensed, to improve the quality of service offered or otherwise benefit the child care community.
7. Accounting, to manage program finances, to make prompt and accurate payments to providers, and to recover improper payments.

Extensive background information about the Division of Early Childhood Development is available on the Department website by selecting Early Childhood Development from the "Divisions" menu.

3.3 EXISTING SYSTEM DESCRIPTION

3.3.1 System Background

Over the period of 2004 to 2007 the CCATS system was implemented to replace the Child Care Administration Management Information System (CCAMIS) which had been in continued operation since 1992. During the first year of implementation the system demonstrated significant operational problems that prevented the system from meeting business needs.

In 2008, MSDE initiated a major IT project, the Enhanced CCATS (eCCATS), to address the most serious problems in the system. Development work under the project commenced in January 2011 and is expected to be completed in 2016.

In addition to addressing performance, maintenance and stability issues, the project work has included extensive modifications to align the system with business needs, to correct reports, to expand system administrative capabilities and to complete modules that were not functional following the initial implementation. The CCP has also been developed to enable providers, child care staff and parents to directly access and update their data, and adds a Child Enrollment and Reporting System (EARS) available to all providers. A critical module in the CCP is Subsidy Attendance Reporting since these attendance reports are the basis for subsidy payments to providers. A companion IVR system provides the means for small, low-tech providers to report child attendance on the telephone. In the future, a workstation based "Quick Entry System" application will allow parents to check their child(ren) in upon arrival at the child care facility and uploads the data to the CCP. Providers will be able to use a bulk load utility to transfer data from 3rd party COTS applications to the CCP for enrollment and attendance.

In addition to system engineering, the Child Care Systems are also currently supported by the following task orders:

1. Hosting and System Administration
2. Help Desk, Training and Application Support
3. Project Management

3.3.2 System Scope

CCATS and the CCP form the core of the overall systems used by the Division of Early Childhood Development - Office of Child Care and the child care community. A context diagram is included in Appendix A. Only CCATS, the CCP, the Attendance Reporting IVR and other associated data collection systems will be maintained under this Task Order. Associated data collection systems may include a workstation/tablet based attendance quick entry system for provider facilities, bulk data uploads of enrollment and reporting data, training course attendance and similar systems.

Together these systems provide support for core functions of the state's child care system. A list of major features is provided in Appendix B.

DECD data warehouse, inspections, EXCELS, Accreditation Support and data entry contractor systems are not included and will continue to be managed separately.

3.3.3 User Community

The internal CCATS application on the MSDE Intranet is used by the following:

a. MSDE personnel in the central office and in 13 Regional Licensing Offices
b. Department of Human Resources / Local Department of Social Services Child Care Subsidy Case Managers
c. Child Care Central at Hunt Valley providing data entry and customer service for Subsidy Case Management, Subsidy Payment Processing and Credentialing through a separate contract with Xerox, Inc.
d. Research analysts at MSDE and partnering universities

The CCP on the public internet and IVR are used by the following:

a. Child Care Centers and staff
b. Registered Family Child Care Providers
c. Informal Providers
d. Parents, including Subsidy Customers
e. Approved Individual Trainers and Training Organizations

3.3.4 External Interfaces

Interface	Type, Frequency	Purpose
Department of Human Resources Client Information System (CIS)	Real time	To share information in CIS regarding providers and individuals providing child care or receiving child care subsidies to coordinate service delivery.
Office of Comptroller Financial Management Information System	Batch, Daily	To send vendor and payment details so that payments may be issued for subsidies, credentialing bonuses and incentives, EXCELS bonuses and incentives, and grant payments.
Other DECD System Managers, Licensing Extract	Batch, Daily	To share information regarding regulated child care facilities and personnel with external systems including Electronic Licensing Inspection System, EXCELS web site, and the Early Childhood Data Warehouse.
Johns Hopkins Center for Technology - EXCELS Published Providers	Batch, Daily	Receive the current EXCELS level and status of providers participating in this quality initiative.
Department of Human Resources Child Support Enforcement - Professional License Suspension	Batch, Monthly	To send a list of current registered family home providers for comparison against child support data.

Federal Department of Health and Human Services - Reports to ACF on Families and Children receiving child care subsidy benefits.	Batch, Monthly	To meet federal reporting requirements for summary and detail records of subsidy recipients.
League for People with Disabilities	Batch, Daily	Transfer pdf documents generated by CCATS for printing and mailing.
Service Employees International Union (SEIU)	Batch, Monthly	Receive data regarding union memberships. Send data regarding dues withheld from union members.

3.3.5 Technical Environment

During the original system development, CCATS was managed by the Department of Human Resources who specified an IBM solution for both hardware and software. However, MSDE primarily uses Microsoft or Oracle technologies. MSDE has migrated the hardware and operating system away from IBM. In addition, the CCP is a Microsoft solution, utilizing .NET and SQL Server. At this time, the technical environment consists of:

3.3.6 CCATS Application Software for all Environments

<table>
<tr><th colspan="3">CCATS: Internal Staff and Administrative Web Application</th></tr>
<tr><td>CCATS Application: Java (J2EE 6.0)
(with custom user security)</td><td rowspan="3">Reporting: Business Objects</td><td rowspan="5">Backup and Recovery:
EMC Avamar Virtual Edition</td></tr>
<tr><td>Application Server: Weblogic</td></tr>
<tr><td>Database: DB2 9.7</td></tr>
<tr><td colspan="2">Operating System: Windows Server 2008</td></tr>
<tr><td colspan="2">VMWare</td></tr>
</table>

<table>
<tr><th colspan="2">CCP: Public Web Application</th></tr>
<tr><td>CCATS Application: Microsoft C#</td><td rowspan="5">Backup and Recovery:
EMC Avamar Virtual Edition</td></tr>
<tr><td>Application Server: Microsoft .Net</td></tr>
<tr><td>Database: Microsoft SQL Server</td></tr>
<tr><td>Operating System: Windows Server 2008</td></tr>
<tr><td>VMWare</td></tr>
</table>

3.3.7 Development and Quality Assurance environment – Hosted at MSDE, managed and administered by TO CONTRACTOR.

In 2012, a Windows/Dell environment for development system integration and quality assurance (QA) testing was implemented at MSDE. MSDE is responsible for hosting this environment. The current provider manages, configures and installs all deployments in this environment. The following table provides a typical configuration, however virtual servers may be re-deployed based on the needs of the team.

<table>
<tr><th>Virtual Servers</th><th>Physical Servers</th></tr>
<tr><td>CCATS QA1</td><td rowspan="17">3 Dell PowerEdge M620 Blade Servers
Intel Xeon E5-2667 2.90GHz 15M Cache, 8.0GT/s QPI,Turbo, 6C, 130W, Max Mem 1600Mhz
Intel Xeon E5-2667 2.90Ghz, 15M Cache, 8.0GT/s QPI, Turbo, 6C, 130W
Hardware RAID 1 H710 Controller
300GB 15K RPM SAS 6Gbps 2.5in Hot-plug Hard Drive - Quantity 2
1 Dell PowerEdge M620 Blade Server
Intel Xeon E5-2667 2.90GHz, 15M Cache, 8.0GT/s QPI, Turbo, 6C, 130W, Max Mem 1600MHZ
Intel Xeon E5-2667 2.90GHz, 15M Cache, 8.0GT/s QPI, Turbo, 6C, 130W
Hardware RAID 1 H710 Controller
600GB 10K RPM SAS 6Gbps 2.5in Hot-plug Hard Drive Quantity – 2
1 Power Connect M8024-K Managed Switch, 24x10GbE Ports, APOS</td></tr>
<tr><td>CCATS QA1 Admin</td></tr>
<tr><td>CCATS QA4</td></tr>
<tr><td>CCATS QA4 Admin</td></tr>
<tr><td>CCATS QA5</td></tr>
<tr><td>CCATS QA5 Admin</td></tr>
<tr><td>CCATS QA6</td></tr>
<tr><td>CCATS QA6 Admin</td></tr>
<tr><td>CCATS QA8</td></tr>
<tr><td>CCATS QA8 Admin</td></tr>
<tr><td>CCP QA1</td></tr>
<tr><td>CCP QA2</td></tr>
<tr><td>CCP QA3</td></tr>
<tr><td>CCP QA4</td></tr>
<tr><td>CCATS QA3 BO</td></tr>
<tr><td>CCATS QA9 BO</td></tr>
<tr><td>CCATS QA10 BO</td></tr>
</table>

3.3.8 Production, User Acceptance Testing, Training environments – hosted, managed and administered by SONA Networks

MSDE uses virtual machines (VMware), to provide flexibility in the configuration of the environment. The physical servers are in clusters so in each environment group any server can run the virtual servers. Additional copies of the environments may be deployed when needed for a special purpose.

<table>
<tr><th colspan="2">CCATS Production, User Acceptance Testing and Training Environments</th></tr>
<tr><td></td><td></td></tr>
<tr><td>Production - Internal Staff Application</td><td rowspan="5">2 Dell PowerEdge R820 (clustered)
2x Intel Xeon E5-4620 2.20GHz, 16M Cache, 7.2GT/s QPI, Turbo, 8 Core, 95W, Max Mem 1333MHz
Upgrade to Four Intel Xeon E5-4620 2.20GHz, 16M Cache, 7.2GT/s QPI, Turbo, 8 Core, 95W
RAID 1 for H710p, H710, H310 Controllers
300GB 15K RPM SAS 6Gbps 2.5in Hot-plug Hard Drive</td></tr>
<tr><td>Business Object Prod - Staff Application</td></tr>
<tr><td>Database (DB2) - Staff Application
Instance for Prime Application
Instance for Reporting Database</td></tr>
<tr><td>Database Public Portal (SQL Server) – Production Application</td></tr>
<tr><td>UAT Staff Application</td></tr>
</table>

UAT Staff Application	• 32GB RDIMM, 1333 MT/s, Low Volt, Quad Rank, x4 Data Width • 2.5" Chassis with up to 16 Hard Drives
UAT Staff Application	
UAT Public Portal Application	
Business Object Test for Staff Application	
Business Object Test for Staff Application	
Training for Staff Application	
Training for Staff Application	
Database UAT for Staff Application	
Database Training for Staff Application	
Database Public Portal- UAT	
Public Portal Server – Production – External to Firewall	2 Dell PowerEdge R620 (clustered) • Intel Xeon E5-2690 2.90GHz, 20M Cache, 8.0GT/s QPI, Turbo, 8C, 135W, Max Mem 1600MHz • RAID 1 for H710P/H710/H310 (2 HDDs) • 300GB 15K RPM SAS 6Gbps 2.5in Hot-plug Hard Drives (Qty 2) • 16GB RDIMM, 1333 MT/s, Low Volt, Dual Rank, x4 Data Width (Qty 8) • Chassis with up to 4 Hard Drives and 3 PCIe Slots
Redundant Portal Server – Production – External to Firewall	

3.3.9 Networking and storage equipment – hosted by SONA Networks

DOIT, on behalf of MSDE, is responsible for networking, including firewall maintenance and approval of physical architecture.

CCATS Networking and Storage	
Cabinet	Lockable cabinet for rack-mounted servers
Storage Array (SAN)	EMC VNX-E3300 • 600 GB 15K SAS Drive NEBS
Networking	Includes: ASA 5515-X with IPS SW 6GE Data 1 GE Mgmt AC 3DES/AES Cisco VPN client software ASA Strong Encryption License ASA AnyConnect Client + Cisco Security Desktop Software Nexus 5548 UP Chassis 32 10 GbE Ports 2 PS 2 Fans Cables and other peripheral equipment

3.4 PROFESSIONAL DEVELOPMENT

Any TO Personnel provided under this TORFP shall maintain any required professional certifications for the duration of the resulting TO.

3.5 REQUIRED POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall comply and remain abreast of all applicable laws, regulations, policies, standards, and guidelines affecting information technology and technology projects, which may be created or changed periodically.

The TO Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting security and technology project execution.

The foregoing may include, but are not limited to, the following policies, guidelines and methodologies that can be found at the DoIT site (http://doit.maryland.gov/policies/Pages/ContractPolicies.aspx).

A. The State of Maryland System Development Life Cycle (SDLC) methodology
B. The State of Maryland Information Technology Security Policy and Standards
C. The State of Maryland Information Technology Non-Visual Access Standards
D. The TO Contractor shall follow project management methodologies consistent with the Project Management Institute's Project Management Body of Knowledge Guide.
E. TO Contractor assigned personnel shall follow a consistent methodology for all TO activities.
F. The State's Information Technology Project Oversight Policies for any work performed under this TORFP for one or more Major IT Development Projects (MITDPs)

3.6 REQUIREMENTS

At a minimum, TO Contractor Personnel under this TORFP shall perform the following:

3.6.1 TRANSITION-IN REQUIREMENTS

ID #	Transition-In Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
3.6.1.1	TO Contractor shall provide a System Maintenance Transition-In Plan that addresses the following: A) Staffing for the support of the CCATS and CCP applications B) Transition-In Project Schedule C) Description of management controls D) Description of reporting procedures E) Description of hardware, software, and office administrative needs F) Description of security monitoring and controls G) Expectations for training and orientation of the TO Contractor Personnel on the CCATS and CCP application H) Steps to setup Contractor Personnel to utilize the development environment utilizing the Dev/QA servers hosted at MSDE. I) Steps to attain a working knowledge of CCATS/CCP standard operating procedures (SOPs) as provided by MSDE and other contractors supporting the system. J) Steps to implement any monitoring and performance tools the	3.8.4.1

ID #	Transition-In Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	TO Contractor will use, including system requirements for the tools. (Note: if tools require additional hardware than furnished by MSDE the TO Contractor shall furnish this equipment at no additional charge). K) Description of proposed demonstration of the team's operational readiness to provide maintenance and support as evidenced by the deployment of an approved update to the UAT environment. L) Identification of specific transition support requested of the incumbent contractor.	
3.6.1.2	The TO Contractor shall integrate the incumbent's transition out activities into its System Maintenance Transition-In Plan as necessary to ensure smooth performance during the transition period.	3.8.4.1
3.6.1.3	The TO Contractor shall provide a demonstration of the team's operational readiness to provide maintenance and support as evidenced by the deployment of an approved update to the UAT environment. The demonstrated deployment will be tested in UAT . MSDE approval of the demonstration is required to satisfactorily complete the Transition-In.	
3.6.1.4	The TO Contractor shall execute the approved Transition-In Plan to complete the transition and obtain MSDE acceptance by March 31, 2017 and be ready to assume responsibility for the system as of April 1, 2017.	3.8.4.2
3.6.1.5	A) The TO Contractor shall provide a Child Care Systems Management Procedures Manual documenting the process and methods to be used by the TO Contractor team including: 1) Security policies, especially protection of customer personal information 2) Coverage for emergencies 3) Incident reporting and escalation 4) Work tracking and reporting in Team Foundation Server 5) Documentation maintenance and management 6) Customized SDLC templates and processes that: a) Leverage Team Foundation Server; b) Provide controls and documentation consistent with	3.8.4.3

ID #	Transition-In Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	the Maryland SDLC; and c) Result in current references for system administration and operations, system design, database dictionary and structure, user manual. 7) Other team policies and procedures that will support successful system management. B) MSDE approval of the Child Care System Management Procedures Manual is required to satisfactorily complete the Transition-In.	
3.6.1.6	Implementation of the IVR system as described in Section 3.6.7 (priced separately)	

3.6.2 TRANSITION-OUT REQUIREMENTS

ID #	Transition-Out Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
3.6.2.1	A) The TO Contractor shall support end-of-TO transition to a new provider with an End of TO Agreement Transition-Out Plan that includes the following: 1) Report of any outstanding deliverables and mitigation, 2) List of defects and requested updates, identified by priority and which items will be incomplete at transition 3) Schedule for completing all services and /or deliverables 4) Arrangements to migrate state-owned equipment, licenses, configuration management and other processes to the new contractor or MSDE. 5) Knowledge transfer to support the new contractor in assuming responsibility for system maintenance and operation. 6) Arrangements to provide current, complete versions of all system artifacts in electronic form for use in future maintenance. B) The Plan shall be provided 75 days prior to the end of this TO	3.8.4.4

ID #	Transition-Out Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	Agreement and is subject to approval by the TO Manager. If an acceptable End of TO Agreement Transition-Out Plan is not submitted when due, Monthly System Maintenance Payments may be withheld until the End of TO Agreement Transition-Out Plan has been submitted .	

3.6.3 TO CONTRACTOR RESPONSIBILITIES

A. The TO Contractor shall work with MSDE to manage the Child Care Systems so that the systems are accurate, reliable and responsive to the needs of the Department.
B. TO Contractor shall design system modifications and operations so that the system can be readily maintained and so that system maintenance is cost effective.
C. Toward that end, the TO Contractor will establish and enforce system management and operating procedures to maintain a high level of control over system support.
D. Further, the TO Contractor shall recruit experienced, highly capable personnel and subcontractors to bring necessary technical expertise to the team.

3.6.4 TO CONTRACTOR PERSONNEL DUTIES AND RESPONSIBILITIES

At a minimum, TO Contractor Personnel under this TORFP shall collectively perform the following duties:

A. Prioritize and plan tasks in conjunction with MSDE
B. Develop, manage and execute project plans and schedules
C. Host and participate in team meetings
D. Track work items, issues and changes
E. Prepare and maintain system documentation
F. Estimate and monitor the cost and schedule of SRs
G. Elicit, analyze and document requirements for system modifications
H. Design system modifications per approved requirements
I. Develop logical database design changes for system modifications
J. Develop database queries to analyze data issues, identify test cases or determine scope of a problem
K. Implement system modifications in application code, for both Java and .Net applications
L. Prepare and execute test plans traceable to requirements
M. Prepare and execute regression test plans, manual or automated
N. Test, analyze and optimize system performance
O. Conduct penetration testing and other security assessments for common application security threats
P. Analyze system problems, in both application code and database, to determine the cause and develop solutions
Q. Assist in recovery from serious system events
R. Proactively monitor system performance and application error logs to recommend corrective action before problems escalate

S. Maintain the code repository and exercise vigorous version control
T. Prepare releases for deployment, including database scripts
U. Enforce management controls and procedures to ensure that only approved changes are deployed.
V. Verify releases in production.
W. Monitor system activity following deployments to identify potential problems in production
X. Advise MSDE on system software, hardware, and networking infrastructure
Y. Advise MSDE on long term system improvements to improve the operation and utility of the system
Z. Advise MSDE on new technologies that may benefit the system

Personnel working on a time and materials basis may not exceed 40 hours per week without prior approval from the TO Manager.

3.6.5 SYSTEM MAINTENANCE REQUIREMENTS (Fixed Monthly Price)

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
3.6.5.1	Monthly system maintenance payments may not commence until signed acceptance of Transition-In. Payment for the first and final months shall be prorated by calendar day.	3.8.4.2 Completion of Transition-In
3.6.5.2	The TO Contractor shall ensure that the Child Care Systems preserve authorized restrictions on information access and disclosure and provide the means for protecting personal privacy. This includes precautions to secure the server environments as well as user account security in the application code. See section 3.7.4 Premises and Operational Security. The TO Contractor shall support the Department in identifying and implementing controls on personal information and ensure that production data is not replicated in test and/or training environment(s) unless it has been previously anonymized or otherwise modified to protect the confidentiality of Sensitive Data elements. If production data is in use in test and/or training when the NTP is issued, this requirement will be met within six (6) months of NTP. The security classification for system confidentiality is high. MSDE will provide one license for Burpsuite to perform security testing of web applications. If the TO Contractor chooses other security tools, the TO Contractor shall provide and install the tool.	3.8.4.3 Child Care Systems Management Procedures Manual

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
3.6.5.3	The contractor shall ensure that the Child Care Systems guard against improper information modification or destruction, and ensure information authenticity. The security classification for system integrity is high.	3.8.4.3 Child Care Systems Management Procedures Manual
3.6.5.4	A) The Child Care Systems shall ensure timely and reliable access to and use of information. The security classification for availability is medium-high. B) The internal CCATS site shall be available except for scheduled maintenance: 1) From 6:30 am to 8:00 pm each Business Day 2) From 9:00 am to 5:00 pm Saturday C) The public CCP shall be available 24x7 except for scheduled maintenance. D) The attendance reporting IVR shall be available 24x7 except for scheduled maintenance. E) Maintenance windows shall be between 4:00 AM to 2:30 PM Saturday and Sunday unless otherwise approved by the TO Manager. F) Work planned during the maintenance window must be coordinated with the hosting contractor. G) Production deployments may be scheduled on weeknights after 6:00 PM. UAT and Training deployments may be scheduled during business hours with prior approval of MSDE. H) The TO Contractor shall give 48 hours notice of a deployment request via email for deployments and maintenance work that takes the Child Care Systems offline, unless MSDE requests that the work be expedited. I) Deployment requests shall include delivery of the files and scripts for the release to the designated deployment staging area.	3.8.4.3 Child Care Systems Management Procedures Manual

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	J) MSDE will reply to the deployment request with an approval or any questions via email. The hosting contractor will not proceed with a deployment that has not been approved.	
3.6.5.5	A) In the production environment, at any time during the Business Day, the TO Contractor shall ensure that Child Care Systems meet response time targets of less than five (5) seconds for application pages and two (2) minutes for reports, measured in a typical user environment. Excessive and chronic slowness can render the Child Care Systems unusable by the Department. B) Response time will be assessed at the discretion of MSDE based on Help Desk reports of slowness. Assessment may be based on: 1) analysis of web server logs or 2) measured at two user locations over 10 transactions or reports. 3) by another method recommended by the TO Contractor and approved by MSDE C) Tools for performance monitoring and load testing shall be provided by the TO Contractor. Network issues affecting Child Care Systems performance shall be reported to MSDE. D) Reports and application functions known to be long-running due to large or complex datasets may be identified and, with Department approval, exempted from this standard.	3.8.4.5 Child Care Systems Monthly System Management Report
3.6.5.6	Should there be any disruption in the availability of any of the environments, regardless of cause, the TO Contractor shall work with other child care contractors to correct any resulting application problems and restore the system to full operation. The TO Contractor shall immediately respond to a disruption of the production environment, including addressing consequences of disruptions in batch processing.	3.8.4.5 Child Care Systems Monthly System Management Report 3.8.4.11 Weekly

<table>
<tr><th>ID #</th><th>System Maintenance Requirements – Fixed Price</th><th>Associated Deliverable ID # from Section 3.8.4 below as applicable</th></tr>
<tr><td></td><td></td><td>Operations Call</td></tr>
<tr><td colspan="3">System Upgrades, Code Deployments and Database Changes</td></tr>
<tr><td>3.6.5.7</td><td>A) The TO Contractor shall maintain and update the Child Care Systems applications for implementation on current versions of the operating system (Windows) for all servers in the CCATS environment.

B) Updates will first be deployed in the Development Quality Assurance environment by the TO Contractor to verify that the update will not adversely impact the Child Care Systems.

C) The TO Contractor shall support the hosting contractor in deploying accepted updates to the UAT, Training and Production environments.</td><td>3.8.4.13 System Upgrades</td></tr>
<tr><td>3.6.5.8</td><td>A) The TO Contractor shall support the application code, database, upgrades and maintenance patches to all servers supporting Child Care Systems.
1) Software is current to one release prior to the most recent release, unless MSDE specifically approves a delay in updating.
2) Updates are managed through MSDE release procedures.
3) Update releases are made progressively through the Development/QA, UAT, Training and Production environments so that the impact of the update can be understood prior to production deployment.

B) The TO Contractor is solely responsible for maintaining virtual servers for the Development/Quality Assurance environment hosted at a location designated by MSDE. These servers are currently housed at MSDE.

C) The TO Contractor will provide instructions via a release request for updates to virtual servers for all environments, including the Production, Training, UAT environments, hosted and administered by the hosting contractor.</td><td>3.8.4.8 Deployments</td></tr>
<tr><td>3.6.5.9</td><td>A) The TO Contractor shall prepare and package all</td><td>3.8.4.8</td></tr>
</table>

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	deployments, including those to the UAT, Training and Production environments. B) The TO Contractor shall follow the deployment procedures established for the Child Care Systems, unless MSDE approves modifications to the procedures. C) All application fixes, modifications and enhancements must be approved by MSDE prior to deployment. D) All code changes, database scripts and other components must be packaged for approval and subsequent deployment by the hosting contractor. E) Following a deployment, the TO Contractor shall verify the successful execution of the deployment and report to the MSDE when the Child Care Systems are ready for use.	Deployments
3.6.5.10	A) The TO Contractor shall diligently exercise configuration management of the application code, database and all other development and documentation artifacts. B) At all times, the current version of the Child Care Systems application code and other artifacts (such as technical documentation and configuration settings stored in the database) shall be maintained in the Team Foundation Server installation hosted at MSDE.	3.8.4.8 Deployments 3.8.4.14 Team Foundation Server
3.6.5.11	TO Contractor Personnel may not make changes directly in any aspect of the Child Care Systems delivered to MSDE, including the UAT, Training or Production environments, unless the action is pre-approved in writing or email by MSDE.	3.8.4.8 Deployments
	Prompt Remediation of Problems	
3.6.5.12	The TO Contractor shall promptly address PRs submitted by MSDE. PRs document Child Care Systems performance that does not conform to approved requirements. PRs are submitted to identify problems that arise during testing, training or in the operation of the system. Production	3.8.4.5 Child Care Systems Monthly System Management

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	problems shall be corrected as part of system maintenance services, unless the Department agrees that the problem was part of a pre-existing condition or improper use of the system. Problems identified prior to acceptance in UAT or Training environments shall be corrected as part of the SR for the work.	Report
3.6.5.13	A) The TO Contractor shall provide for production application code execution errors to be logged, for both internal CCATS and the CCP. B) The TO Contractor shall proactively monitor application error logs and take appropriate action to resolve the errors, including identifying recurring warnings and errors that could escalate into a disruption of Child Care Systems use. C) The TO Contractor shall undertake a root cause analysis of recurring errors and, following Department approval, implement changes to correct the error.	3.8.4.5 Child Care Systems Monthly System Management Report
3.6.5.14	The TO Contractor shall ensure that batch processing runs as scheduled and that batch jobs complete successfully. If a batch job fails to complete or has incorrect data outputs, the contractor shall resolve the problem and rerun the job within 72 hours, taking care to maintain the integrity of the data.	3.8.4.5 Child Care Systems Monthly System Management Report
3.6.5.15	The TO Contractor shall ensure that files for external Child Care Systems interfaces are successfully generated. Note that the transfer of the file is the responsibility of the hosting contractor. If a file for an external interface fails to generate, the TO Contractor shall resolve the problem and rerun the job within 72 hours, taking care to maintain the integrity of the data.	3.8.4.5 Child Care Systems Monthly System Management Report
3.6.5.16	The TO Contractor shall immediately provide assistance if the Child Care Systems are down or inoperable for any reason. MSDE will notify the TO Contractor via email (or other mutually agreed method) describing the problem and requesting support in identifying the cause of the problem and restoring the Child Care Systems to normal operation.	3.8.4.5 Child Care Systems Monthly System Management Report

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	System Change Control	
3.6.5.17	The TO Contractor shall diligently exercise change control processes established by MSDE for PRs, SRs or any other change to application code and Child Care Systems data.	3.8.4.16 Deliver System Modifications
3.6.5.18	The TO Contractor shall only modify the Child Care Systems based on an approved PR, SR or other formal authorization from MSDE. All Child Care Systems changes must be traceable to an MSDE approval.	3.8.4.16 Deliver System Modifications
3.6.5.19	The TO Contractor shall ensure that application code deliverables are of good quality by testing release against requirements prior to submission to MSDE for User Acceptance. In addition TO Contractor shall develop and execute regression test plans to ensure the ongoing integrity of critical processes. See Appendix C for an example of a manual test plan to regression test payments.	3.8.4.16 Deliver System Modifications
3.6.5.20	The TO Contractor shall support MSDE in User Acceptance Testing with assistance in preparing test cases and demonstrating expected operation. All application changes will go through the TO Contractor's quality assurance testing and pass MSDE User Acceptance Testing prior to implementation in production. Except, in rare cases, if a problem cannot be replicated in the test environment MSDE may explicitly approve a change to be deployed directly to production.	3.8.4.16 Deliver System Modifications
3.6.5.21	The TO Contractor shall ensure that Child Care Systems design documents and manuals are updated based on PRs, SRs and other changes.	3.8.4.16 Deliver System Modifications
Overall System Management		
3.6.5.22	The TO Contractor shall identify at least one resource to be on call 24x7 with an escalation list and provide contact details to designated MSDE personnel An alternate shall designated in the event of vacation or illness.	3.8.4.3 Child Care Systems Management Procedures Manual
3.6.5.23	The TO Contractor Manager shall meet with MSDE's	3.8.2.9

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	designated project manager weekly to review progress and issues, plan resources and other joint management concerns in a Weekly PM Meeting. TO Contractor shall prepare an agenda of open issues and risks for the Weekly PM Meeting. The agenda document will be updated with actual status as a result of the meeting to serve as the meeting report.	Weekly PM Meeting
3.6.5.24	The TO Contractor shall meet in person at least quarterly with the Child Care Program Advisory Committee (PAC) to present the Child Care Systems status and any critical issues requiring executive attention. TO Contractor responsibilities include preparing an agenda, meeting materials, and documenting results of the meeting.	3.8.4.10 Quarterly PAC Meeting
3.6.5.25	The TO Contractor shall provide a Child Care Monthly System Management Report summarizing the Child Care Systems status, monthly activity and SLA performance. The report shall include: A) Production, UAT and Training Deployments completed during the month B) SRs and PRs in progress as of the end of the month C) Project status for major modifications against the project schedule approved for the SR. D) SLA Status and Identification of any SLA measures breached E) Risk Assessment to identify any issues that may impact Child Care Systems operation or critical SRs; recommended mitigation of likely risks. F) Other observations and recommendations to maintain efficient operation of the system.	3.8.4.5 Child Care Systems Monthly System Management Report
3.6.5.26	The TO Contractor shall participate in weekly operations calls hosted by MSDE with the hosting contractor and other stakeholders to coordinate overall Child Care Systems support.	3.8.4.12 Participate in Weekly Operations Call
3.6.5.27	The TO Contractor shall prepare the Child Care Systems Weekly Team Agenda containing active problems, work	3.8.4.11 Host Weekly

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	orders, and issues. The Child Care Systems Weekly Team Agenda is a required report. The TO Contractor shall host a weekly team status conference call for the TO Contractor's team and designated Department representatives to review the Child Care Systems Weekly Team Agenda The agenda shall be updated with actual attendance and status to serve as the meeting report.	Team Status Conference Call
3.6.5.28	The TO Contractor shall maintain the Child Care Systems Management Procedures Manual to reflect changes implemented by the TO Contractor or requested by MSDE. The Child Care Systems Management Procedures Manual will be subject to version control and stored in Team Foundation Server/Sharepoint. Updates will be submitted to MSDE for approval.	3.8.4.3 Child Care Systems Management Procedures Manual
3.6.5.29	When requested by MSDE, the TO Contractor shall provide information to support MSDE in understanding the Child Care Systems design and operation. Examples include data queries and sections of code logic in order to identify potential problems or to plan future work. MSDE will provide an IR to define the specific details needed.	3.8.4.15 System Research and Analysis
3.6.5.30	The TO Contractor shall work with MSDE personnel and other child care contractors to identify, flag and/or rectify data anomalies to improve the integrity of child care data on an on-going basis.	3.8.4.15 System Research and Analysis
3.6.5.31	When requested by the Department, the TO Contractor shall provide general guidance on technical alternatives and emerging technologies that may better meet business needs for the Child Care Systems.	3.8.4.15 System Research and Analysis
3.6.5.32	The TO Contractor shall fully cooperate with any audits undertaken by the State or federal government related to the management and operation of the Child Care Systems.	3.8.4.15 System Research and Analysis
3.6.5.33	A) The TO Contractor shall maintain the Team Foundation	3.8.4.14

ID #	System Maintenance Requirements – Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	Server and Sharepoint site to provide: 1) configuration management 2) code repository 3) approval documentation for data fixes, PRs, and SRs 4) item tracking for reporting and task management 5) requirements management and traceability 6) testing and defect tracking 7) document repository B) Team Foundation Server and Sharepoint shall be maintained in a server location designated by MSDE and that is accessible by MSDE. MSDE will provide the server licenses and CALS for MSDE personnel (if needed). The TO Contractor shall provide CALS for TO Contractor Personnel. C) TO Contractor shall ensure that: 1) Code repository is consistently updated prior to deployment, as affirmed in deployment requests. 2) Work item tracking is current and consistent with status reports. 3) Documentation is current per the TO Contractor's Child Care Systems Management Procedures Manual as approved by MSDE. D) MSDE personnel shall always have access to the content stored in the repositories. E) The Team Foundation Server is in progress in the fall of 2016. If the installation is not complete for the transition, and TO Contractor support is needed to complete the installation, MSDE will issue a SR so that installation costs are tracked separately from Team Foundation Server maintenance.	Team Foundation Server

3.6.6 SYSTEM MODIFICATION REQUIREMENTS

ID #	System Modification and Enhancement Requirements – Time and Materials or Fixed Price as documented in a Service Request	Associated Deliverable ID # from Section 3.8.4 below as applicable
3.6.6.1	The TO Contractor shall respond to SRs, which may include any activity or technical support needed to plan, design and execute modifications and enhancements to meet the Department needs, such as but not limited to: A) System engineering and application development B) Consulting in network and infrastructure design C) Analysis of performance, security and other standards to support improvements in system capabilities. D) Develop and implement video tutorials to support public use of the CCP, utilizing professional caliber scripting, editing and voice E) Business Analysis related to system enhancements F) Assistance in restoring the system to full operation, for example as part of disaster recovery, by advising on installation procedures or troubleshooting. SRs authorize work within the scope of the Task Order. If essential work will exceed the TO amount, a change order will be required to change the TO Agreement or Work Order not to exceed amount.	3.8.4.16 Deliver System Modifications
3.6.6.2	Following receipt of a SR, the TO Contractor shall provide an estimate and a design proposal for Child Care Systems modifications for MSDE approval. Work for all types of SRs must be approved for development prior to implementing changes except when the SR is pre-approved for a specific amount. The estimate will be a “Not to Exceed” amount. If changes or unforeseen issues impact the approved estimate, a revised estimate and explanation will be submitted to MSDE for approval prior to over expenditure. Actual Costs will be tracked against the estimate and reported monthly in the “Service Requests: Estimated vs. Actual Costs”.	3.8.4.7 Service Request: Estimated vs. Actual Cost
3.6.6.3	The TO Contractor shall promptly address any application errors, including regressive errors, arising as a result of a SR deployment, that are documented in a PR within the first three (3) months following the deployment. Post deployment application errors shall be fixed under the approved estimate for the SR. Application errors will be corrected within an additional three (3) months following the PR. Subsequent defects, including regressive errors, shall be corrected as part of fixed price system maintenance.	3.8.4.16 Deliver System Modifications
	Service Requests	
3.6.6.4	The TO Contractor shall develop and implement Service Requests (SRs)	3.8.4.16

ID #	System Modification and Enhancement Requirements – Time and Materials or Fixed Price as documented in a Service Request	Associated Deliverable ID # from Section 3.8.4 below as applicable
	submitted by MSDE.	Deliver System Modifications
3.6.6.5	The State will provide functional requirements for a SR, except when MSDE requests assistance from the TO Contractor in preparing formal functional requirements.	3.8.4.16 Deliver System Modifications
3.6.6.6	Examples of SRs are: A) Adding new fields and edits to meet modified federal reporting guidelines. B) Issuing bulk payments automatically through the "checkwriter" functionality in response to a state quality initiative. C) Modifying edits on interfaces with external specialized Child Care Systems (Inspections, EXCELS) to improve accuracy in processing. D) Modifying calculation logic for staff qualifications and credentialing to improve consistency with business practices or to accommodate regulatory changes.	3.8.4.16 Deliver System Modifications
	Major Service Requests	
3.6.6.7	The TO Contractor shall develop and implement major Child Care Systems enhancements based on a SR approved by MSDE.	3.8.4.16 Deliver System Modifications
3.6.6.8	The scope of work will be described in the Major SR. Functional requirements will be elicited and documented by the TO Contractor for MSDE acceptance. Generally, major enhancements will be a major design change, affecting critical processes or multiple processes. MSDE will determine whether a service request is to be classified as a Major SR. Examples of past and potential major service requests are: A) Add new processes to deduct union dues from provider subsidy payments. B) Modify subsidy vouchers rules to use a set duration of one year and include provisions for a graduated phase out when clients are no longer eligible. C) Design and develop new interfaces with external systems. D) Develop an archiving feature where archived records are removed from the operating system but can still be viewed when needed by the Office of Attorney General or Program Staff. E) Migrate the internal CCATS operating database from DB2 to	3.8.4.17 SDLC Deliverables

ID #	System Modification and Enhancement Requirements – Time and Materials or Fixed Price as documented in a Service Request	Associated Deliverable ID # from Section 3.8.4 below as applicable
	Microsoft SQL Server, based upon a pre-assessment of Database Management System (DBMS) requirements and capabilities.	
3.6.6.9	The TO Contractor shall utilize the Maryland System Development Lifecycle for major modifications unless an alternate methodology is approved by MSDE in the TO Contractors Child Care Systems Management Procedures Manual. Alternate methods must provide a level of Department control and documentation that is comparable to the Maryland SDLC.	3.8.4.17 SDLC Deliverables
3.6.6.10	When SDLC requirements apply, the TO Contractor shall provide a WBS and schedule for the Major SR. Project schedules shall be updated weekly to reflect current status. Project schedules shall be organized hierarchically by SDLC phase and define the tasks needed to complete each phase. The TO Contractor shall use Microsoft Project for schedule management unless an alternative is approved by MSDE. Following acceptance by the Department, the project management plan and baseline will be controlled documents. Changes to the plan and baseline will be made through the project change control process.	3.8.4.17 SDLC Deliverables
3.6.6.11	At the request of MSDE, the TO Contractor shall present deliverables in a meeting with MSDE to demonstrate that the deliverable meets the requirements of the assignment. Deliverable presentations may be requested for any phase of the lifecycle of a Major SR.	3.8.4.17 SDLC Deliverables 3.8.4.18 Deliverable Presentation
3.6.6.12	The TO Contractor shall elicit and document requirements to satisfy the modification, which shall be submitted for Department approval and to update documentation.	3.8.4.17 SDLC Deliverables
3.6.6.13	The Contractor shall provide design documentation, including updated data models, program descriptions, interface descriptions, report descriptions, and generated document descriptions, for Department approval and to update system documentation.	3.8.4.17 SDLC Deliverables
3.6.6.14	The TO Contractor shall provide updated manuals, including system administration manual, interface manual and user manual.	3.8.4.17 SDLC Deliverables

ID #	System Modification and Enhancement Requirements – Time and Materials or Fixed Price as documented in a Service Request	Associated Deliverable ID # from Section 3.8.4 below as applicable
	Work Stoppage Problem Reports	
3.6.6.15	A PR categorized as a work stoppage shall be automatically handled as an urgent priority issue, unless otherwise indicated by MSDE. The TO Contractor shall address "Work Stoppage" PRs immediately.	3.8.4.5 Monthly System Management Report
3.6.6.16	When the Department sends a PR indicating a work stoppage, the TO Contractor shall correct the problem so that the business operations can continue to deliver the service to the affected customer(s). Work stoppages must be corrected within 1 week. A) A work stoppage is an application or data error that prevents the Child Care Systems from completing a process with correct data. Examples include defects that block processing a payment through to the Comptroller's office, approving and issuing a license or registration, determining subsidy eligibility, calculating staff qualifications and calculating credentialing levels. B) Causes of work stoppage errors may include, but are not limited to, user data entry error, historic bad data, or errors in the application code. In some cases, solutions will consist of correcting erroneous data on the customer record that cannot be processed so that the system transaction can be completed or redone.	3.8.4.5 Monthly System Management Report
3.6.6.17	The TO Contractor shall recommend modifications to MSDE to correct recurring problems. If approved, MSDE will submit a SR to implement the correction. For infrequent problems, the Department may opt not to implement the recommendation based on the cost and benefit of the change.	3.8.4.5 Monthly System Management Report

3.6.7 INTERACTIVE VOICE RESPONSE SYSTEM REQUIREMENTS

ID #	Interactive Voice Response System Requirements- Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
3.6.7.1	The TO Contractor shall provide an Attendance Reporting Interactive	3.8.4.19

ID #	Interactive Voice Response System Requirements- Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	Voice Response (IVR) System (Fixed Price)	Development of IVR system
3.6.7.2	The TO Contractor shall develop, host, implement and operate an IVR system for the purpose of collecting attendance reports for subsidy invoicing. A. The IVR licensing terms will be provided to MSDE for review as part of the TORFP proposal, including identification of any COTS, Proprietary or Open Source components to be used for the system. B. MSDE will prefer solutions that have the potential for transfer to MSDE or another vendor for implementation at the conclusion of the TO, however this is not required.	3.8.4.19 Development of IVR system
3.6.7.3	The TO Contractor shall include a report on Monthly IVR Operations in the Monthly System Maintenance Report. IVR Reporting will include at least the following: A) IVR Usage Cumulative Time, B) Call Duration: Shortest, Average, Longest, Counts and Percentages in 30 second categories C) Call Time of Day: Number of Calls, Average Duration of Calls and Percentage of Total Calls for each hour of the day D) Call Termination Type: Handled Calls, Hangups, Transfers, Abandons E) Timeout Summary: Total Menu Hits, Average Menu Hits per Call; Menu Timeouts, Prompt Timeouts, Session Timeouts, Host Errors F) IVR Availability: Actual IVR availability compared to scheduled IVR availability.	3.8.4.20 Monthly IVR Operations Report
3.6.7.4	The TO Contractor shall have the capability to report IVR usage by menu categories and sub-categories when requested by MSDE.	3.8.4.19 Development of IVR system
3.6.7.5	The IVR shall be hosted and managed in a secure environment to protect the confidentiality of provider attendance reports which are the basis for payments.	3.8.4.19 Development of IVR system
3.6.7.6	The TO Contractor shall implement the system utilizing the IVR scripts provided in Appendix E, as may be amended during the implementation process. The TO Contractor shall provide MSDE the opportunity to review, make final amendments, and confirm the scripts prior to development. The scripts are designed to be consistent with other IVR systems offered to the provider community and with the Child Care	3.8.4.19 Development of IVR system

ID #	Interactive Voice Response System Requirements- Fixed Price	Associated Deliverable ID # from Section 3.8.4 below as applicable
	Systems. Modifications to scripts must have the prior approval of MSDE.	
3.6.7.7	Data collected by the IVR shall be interfaced with the CCP and CCATS Payment processes via web services which are included in the CCP .Net application code base.	3.8.4.19 Development of IVR system
3.6.7.8	The IVR Development, Hosting and Operation will be fixed price with payments defined for: A) One Time Payment for IVR Development, Testing and Deployment for Production Use B) IVR Hosting and Operations, including troubleshooting and correcting problems, will be included in the Monthly System Maintenance Payment.	3.8.4.19 Development of IVR system 3.8.4.20 Operation of IVR system
3.6.7.9	The IVR must be tested by MSDE UAT and implemented for public use no later than March 31, 2017. Allow a minimum of 3 weeks for UAT.	3.8.4.19 Development of IVR system
3.6.7.10	IVR modifications will be made via a SR on either a “time and materials” or “fixed price” basis. Following deployment the modifications will be maintained and operated with the IVR system.	3.8.4.19 Development of IVR system

3.6.8 SERVICE LEVEL AGREEMENT (SLA)

3.6.8.1 Service Level Agreement Liquidated Damages

Time is an essential element of the TO and it is important that the work be vigorously prosecuted until completion. For work that is not completed within the time(s) specified in the performance measurements below, the TO Contractor shall be liable for liquidated damages in the amount(s) provided for in this TO Agreement, provided, however, that due account shall be taken of any adjustment of specified completion time(s) for completion of work as granted by approved change orders and/or Work Orders.

The parties agree that any assessment of liquidated damages shall be construed and treated by the parties not as imposing a penalty upon the TO Contractor, but as liquidated damages to compensate the State for the TO Contractor’s failure to timely complete TO Agreement work, including remediation of critical problems and Work Orders.

For purposes of SLA credit calculation, Monthly Charges are defined as the charges invoiced during the month of the breach for the Monthly System Maintenance Payment as set forth in Attachment 1, Price Sheet.

3.6.8.2 SLA Effective Date (SLA Activation Date)

SLAs set forth herein shall be in effect beginning with the commencement of monthly services as of the completion of the Transition-In Period. The TO Contractor shall be responsible for complying with all performance measurements, and shall also ensure compliance by all Subcontractors.

Beginning on the SLA Activation Date, for any performance measurement not met during the monthly reporting period, the SLA credit for that individual measurement shall be applied to the Monthly Charges.

3.6.8.3 Service Level Reporting

The TO Contractor shall provide detailed monthly reports evidencing the attained level for each SLA set forth herein. See Section 3.6.11 Reports. The TO Manager or designee will monitor and review TO Contractor performance standards on a monthly basis, based on TO Contractor-provided reports for this Task Order. The TO Contractor shall provide a Monthly System Management Report summarizing SLA performance via e-mail to the TO Manager.

If any of the performance measurements are not met during the monthly reporting period, the TO Manager or designee will notify the TO Contractor of the standard that is not in compliance.

3.6.8.4 Credit for failure to meet SLA

TO Contractor's failure to meet an SLA will result in a credit, as liquidated damages and not as a penalty, to the Monthly System Management Payment payable by the State during the month of the breach. The reductions will be cumulative for each missed service requirement. The State, at its option for amount due the State as liquidated damages, may deduct such from any money payable to the TO Contractor or may bill the TO Contractor as a separate item. The reductions will be cumulative for each missed service requirement. In the result of a catastrophic failure affecting the entire Child Care Systems, all affected SLAs shall be credited to the State. In no event shall the aggregate of all SLA credits paid to the State in any calendar month exceed 15% of the Monthly System Management Payment.

Example: If the Monthly System Management Payment was $100,000 and one SLA were missed, with an applicable 4% credit, the credit to the monthly invoice would be $4,000, and the State would pay a net Monthly Charge of $96,000.

From time to time, MSDE may establish critical priorities for compelling reasons such as essential customer service, child welfare, compliance with new legal and regulatory mandates or other reasons. If these priorities are determined to divert resources from compliance with an SLA, the MSDE TO Manager may waive the SLA requirement for a limited period of time. Such waivers must be in writing and document the timeframe and the reasons for the waiver of the SLA requirement.

3.6.8.5 Root Cause Analysis

If the same SLA measurement yields an SLA credit more than once, the TO Contractor shall conduct a root cause analysis. Such root cause analysis shall be provided within 30 days of the second breach, and every breach thereafter.

3.6.8.6 Service Level Measurements Table (System performance)

The TO Contractor shall comply with the service level measurements in the following table:

No.	Service Requirement	Measurement	Service Level Agreement	SLA Credit per Month
1	System Availability	Actual availability compared to scheduled availability as described in requirement 3.6.5.4, excluding disruptions caused by hosting or network issues.	> 98%	1%
2	System Response Time	Response time standards as described in requirement 3.6.5.5. . A) Excluding pre-determined reports that are unusually complex and known to require longer run times. B) Excluding network or workstation performance issues. C) To be assessed at the discretion of MSDE based on Help Desk reports of slowness. Assessment may be based on analysis of web server logs or measured at two user locations over 10 transactions or reports.	< 5 seconds for pages; < 2 minutes for reports	1%
3	Batch Processing	Batch jobs that fail to complete are corrected and run within 1 week. The batch run is successful when all submitted records are processed.	100% execute successfully within 1 week of schedule.	1%
4	Application Errors	Post-deployment application errors identified within 3 months of deployment are corrected within 3 months of the date the problem was reported, including 3 weeks for User Acceptance Testing of the correction.	100% of post-deployment errors are corrected within 3 months.	1%
5	Work Stoppage PR	Work stoppage PRs are addressed within 1 week by data correction or recommendation for a change. Count the work stoppage problems, not the number of records impacted.	100% of work stoppages are addressed within one week.	1%
6	IVR Availability	Actual IVR availability compared to scheduled IVR availability.	> 98%	1%

*Business hours for Department are 8-5pm Monday-Friday.

3.6.9 BACKUP / DISASTER RECOVERY

The TO Contractor shall provide backup and disaster recovery services for the IVR components hosted by the TO Contractor as follows:

A. The TO Contractor shall perform backups of IVR specific web, application, and database servers on a regular basis.

B. TO Contractor shall perform daily incremental backups and full weekly backups of all volumes of servers.

C. Daily and full backups shall be retained for one month. All backups of Sensitive Data shall be encrypted.

D. Daily backups shall be stored off-site by the TO Contractor.

E. The TO Contractor shall describe its IVR backup procedures.

F. The TO Contractor shall describe its IVR Disaster Recovery Procedures.

G. The TO Contractor shall perform an IVR Disaster Recovery Test once per year and send the results to the TO Manager.

3.6.10 REQUIREMENTS FOR HARDWARE, SOFTWARE, AND MATERIALS

See requirements in 3.6.5.33 for software licenses required.

Generally, the Department will procure hardware, software, and materials directly. The Department must be identified in ownership documentation as the owner of any hardware, software, services or materials purchased on behalf of the Department.

Material costs shall be passed through with no mark-up by the TO Contractor.

3.6.11 REPORTS

The TO Contractor shall submit the following reports in the form required and at the frequency specified below as part of satisfactory performance under the Contract. Templates for required reports are provided in Appendix D. Changes to report formats require prior approval by the TO Manager.

3.6.11.1 "Child Care Systems Weekly Team Agenda", as required by paragraph 3.6.5.27, will be due the day before the team meeting each week. Currently team meetings are held via conference call, currently on Thursdays from 10:00 to 11:00. The purpose of this report is to organize active work and issues for the team and MSDE to ensure that work is proceeding, that issues are identified for action and MSDE is informed of the status of work in progress:

(1) Active PRs in TFS

(2) Active SRs in TFS

(3) SLA measures under corrective action plans

(4) Project schedule for major SRs

(5) Deployment schedule

(6) Other issues requiring attention by the team and MSDE.

3.6.11.2 "Child Care Monthly System Management Report", as required by paragraph 3.6.5.25, which is due by the 10th Business Day of the month to report on the previous month. The Child Care Monthly System Management Report is intended for the MSDE Management and Executive staff to provide clear information on work accomplished during the report month and issues impacting the system. The report is the document supporting the Child Care Monthly System Management Payment therefore formal acceptance is required. The report includes:

(1) Production, UAT and Training Deployments completed during the month

(2) SRs in progress as of the end of the month

(3) Project status for major modifications against the project schedule approved for the service request.

(4) SLA Status and Identification of any SLA measures breached

(5) Risk Assessment to identify any issues that may impact Child Care Systems operation or critical service requests; recommended mitigation of likely risks.

(6) Other observations and recommendations to maintain efficient operation of the Child Care Systems.

(7) IVR Operations as required by paragraph 3.6.7.3 including:

(a) IVR Usage Cumulative Time,

(b) Call Duration: Shortest, Average, Longest, Counts and Percentages in 30 second categories

(c) Call Time of Day: Number of Calls, Average Duration of Calls and Percentage of Total Calls for each hour of the day

(d) Call Termination Type: Handled Calls, Hangups, Transfers, Abandons

(e) Timeout Summary: Total Menu Hits, Average Menu Hits per Call; Menu Timeouts, Prompt Timeouts, Session Timeouts, Host Errors

(f) IVR Availability: Actual IVR availability compared to scheduled IVR availability.

3.6.11.3 "Service Request: Estimate versus Actual Cost" report, as required by paragraph 3.6.6.2, to enable MSDE and the TO Contractor to track actual costs against approved estimates and manage the maintenance budget. The report is due by the 10th Business Day of the month to report on the previous month.

3.7 PERFORMANCE AND PERSONNEL

3.7.1 WORK HOURS

A. Business Hours Support: The TO Contractor's collective assigned personnel shall support core business hours (8:00 AM to 5:00 PM), Monday through Friday except for State holidays, Service Reduction days, and Furlough days observed by MSDE. TO Contractor Personnel may also be required to provide occasional support outside of core business hours, including evenings, overnight, and weekends, to support specific efforts and emergencies to resolve system repair or restoration. As described in 3.6.5.22, TO Contractor shall provide on-call support.

B. Non-Business Hours Support: After hours support may be necessary to respond to IT Security emergency situations. Additionally, services may also involve some evening and/or weekend hours performing planned activities in addition to core business hours. Hours performing system upgrades would be billed on actual time worked at the rates proposed.

C. State-Mandated Service Reduction Days: TO Contractor Personnel shall be required to participate in the State-mandated Service Reduction Days as well as State Furlough Days. In this event, the TO Contractor will be notified in writing by the TO Manager of these details.

D. Minimum and Maximum Hours: Full-time TO Contractor Personnel shall work 40 hours per week with starting and ending times as approved by the TO Manager. A flexible work schedule may be used with TO Manager approval, including time to support any efforts outside core business hours. TO Contractor Personnel may also be requested to restrict the number of hours TO Contractor Personnel can work within a given period of time that may result in less than an eight hour day or less than a 40 hour work week.

E. Vacation Hours: Requests for leave shall be submitted to the TO Manager at least two weeks in advance. The TO Manager reserves the right to request a temporary replacement if leave extends longer than one consecutive week. In cases where there is insufficient coverage, a leave request may be denied.

3.7.2 DIRECTED PERSONNEL REPLACEMENT

A. The TO Manager may direct the TO Contractor to replace any TO Contractor Personnel who, in the sole discretion of the TO Manager, are perceived as being unqualified, non-productive, unable to fully perform the job duties, disruptive, or known, or reasonably believed, to have committed a major infraction(s) of law or Department, Contract, or Task Order requirement.

B. If deemed appropriate in the discretion of the TO Manager, the TO Manager shall give written notice of any TO Contractor Personnel performance issues to the TO Contractor, describing the problem and delineating the remediation requirement(s). The TO Contractor shall provide a written Remediation Plan within three (3) days of the date of the notice. If the TO Manager rejects the Remediation Plan, the TO Contractor shall revise and resubmit the plan to the TO Manager within five (5) days of the rejection, or in the timeframe set forth by the TO Manager in writing. Once a Remediation Plan has been accepted in writing by the TO Manager, the TO Contractor shall immediately implement the Remediation Plan.

C. Should performance issues persist despite the approved Remediation Plan, the TO Manager will give written notice of the continuing performance issues and either request a new

Remediation Plan within a specified time limit or direct the removal and replacement of the TO Contractor Personnel whose performance is at issue. A request for a new Remediation Plan will follow the procedure described in Section 3.7.2B.

D. In circumstances of directed removal, the TO Contractor shall provide a suitable replacement for TO Manager approval within fifteen (15) days of the date of the notification of directed removal, or the actual removal, whichever occurs first, or such earlier time as directed by the TO Manager in the event of a removal on less than fifteen days notice.

E. Normally, a directed personnel replacement will occur only after prior notification of problems with requested remediation, as described above. However, the TO Manager reserves the right to direct immediate personnel replacement without utilizing the remediation procedure described above.

F. Replacement or substitution of TO Contractor Personnel under this section shall be in addition to, and not in lieu of, the State's remedies under the Task Order or which otherwise may be available at law or in equity.

3.7.3 SUBSTITUTION OF PERSONNEL

3.7.3.1 PRIOR TO AND 30 DAYS AFTER TASK ORDER EXECUTION

Prior to Task Order Execution or within thirty (30) days after Task Order Execution, the Offeror may substitute proposed Key Personnel only under the following circumstances: vacancy occurs due to the sudden termination, resignation, or approved leave of absence due to an Extraordinary Personnel Event, or death of such personnel. To qualify for such substitution, the Offeror must describe to the State's satisfaction the event necessitating substitution and must demonstrate that the originally proposed personnel are actual full-time direct employees with the Offeror (subcontractors, temporary staff or 1099 contractors do not qualify). Proposed substitutions shall be of equal caliber or higher, in the State's sole discretion. Proposed substitutes deemed by the State to be less qualified than the originally proposed individual may be grounds for pre-award disqualification or post-award termination.

An **Extraordinary Personnel Event –** means Leave under the Family Medical Leave Act; an incapacitating injury or incapacitating illness; or other circumstances that in the sole discretion of the State warrant an extended leave of absence, such as extended jury duty or extended military service.

3.7.3.2 SUBSTITUTION POST 30 DAYS AFTER TASK ORDER EXECUTION

The procedure for substituting personnel after Task Order execution is as follows:

A) The TO Contractor may not substitute personnel without the prior approval of the TO Manager.

B) To replace any personnel, the TO Contractor shall submit resumes of the proposed individual specifying the intended approved labor category. Any proposed substitute personnel shall have qualifications equal to or better than those of the replaced personnel.

C) Proposed substitute individual shall be approved by the TO Manager. The TO Manager shall have the option to interview the proposed substitute personnel and may require that such interviews be in person. After the interview, the TO Manager shall notify the TO Contractor of acceptance or denial of the requested substitution. If no acceptable substitute personnel is proposed within the time frame established by the TO Manager, the TO Agreement may be cancelled.

3.7.4 PREMISES AND OPERATIONAL SECURITY

A) Within forty five (45) days after NTP, TO Contractor Personnel to be assigned to perform work under the resulting Task Order shall be required to submit background check certification to MSDE from recognized Law Enforcement Agencies, including the FBI. TO Contractor shall be responsible for ensuring that TO Contractor Personnel background check certifications are renewed annually, and at the sole expense to the TO Contractor. MSDE reserves the right to disqualify any TO Contractor employees or subcontractors whose background checks suggest conduct, involvements, and/or associations that MSDE determines, in its sole discretion, may be inconsistent with the performance and/or security requirements set forth in this TORFP. MSDE reserves the right to perform additional background checks on TO Contractor Personnel.

B) Further, TO Contractor Personnel may be subject to random security checks during entry and exit of State secured areas. The State reserves the right to require TO Contractor Personnel to be accompanied while on secured premises.

C) TO Contractor Personnel shall, while on State premises, display their State issued identification cards without exception.

D) TO Contractor Personnel shall follow the State of Maryland IT Security Policy and Standards throughout the term of the TO Agreement.

E) The State reserves the right to request that the TO Contractor submit proof of employment authorization for non-United States citizens, prior to commencement of TO Contractor Personnel work under the Task Order.

F) TO Contractor shall remove any TO Contractor Personnel from working on the resulting TO Agreement where the State of Maryland determines that said TO Contractor Personnel has not adhered to the security requirements specified herein.

G) The cost of complying with all security requirements specified herein are the sole responsibility and obligation of the TO Contractor and its subcontractors and no such costs shall be passed through to or reimbursed by the State or any of its agencies or units.

TO Contractor shall complete a criminal background check prior to any individual TO Contractor Personnel being assigned work on the project. TO Contractor shall provide a Criminal Background Check Affidavit (Attachment 17) within 45 days of notice to proceed.

3.7.5 WORK SPACE, WORKSTATIONS, NETWORK CONNECTIVITY AND SOFTWARE

The TO Contractor will provide all necessary office space, network connectivity and required workstation hardware/software necessary to complete the requirements of this Task Order.

3.8 DELIVERABLES

3.8.1 DELIVERABLE SUBMISSION

For every deliverable, the TO Contractor shall request that the TO Manager confirm receipt of that deliverable by sending an e-mail identifying the deliverable name and date of receipt.

For every deliverable that supports a fixed price payment the TO Contractor shall submit by e-mail an Agency Deliverable Product Acceptance Form (DPAF), provided as Attachment 8, to the TO Manager in MS Word (2007 or greater). Deliverable Descriptions and Acceptance Criteria clearly indicate when a DPAF is required.

Unless specified otherwise, written deliverables shall be compatible with Microsoft Office, Microsoft Project and/or Microsoft Visio versions 2010. At the TO Manager's discretion, the TO Manager may request one hard copy of a written deliverable.

A standard deliverable review cycle will be elaborated and agreed-upon between the State and the TO Contractor. This review process is entered into when the TO Contractor completes a deliverable.

For any written deliverable, the TO Manager may request a draft version of the deliverable, to comply with the minimum deliverable quality criteria listed in Section 3.8.3. Drafts of each final deliverable, except status reports, are required at least two weeks in advance of when the final deliverables are due (with the exception of deliverables due at the beginning of the project where this lead time is not possible, or where draft delivery date is explicitly specified). Draft versions of a deliverable shall comply with the minimum deliverable quality criteria listed in Section 3.8.3.

3.8.2 DELIVERABLE ACCEPTANCE

A final deliverable shall satisfy the scope and requirements of this TORFP for that deliverable, including the quality and acceptance criteria for a final deliverable as defined in Section 3.8.4 Deliverable Descriptions/Acceptance Criteria.

The TO Manager shall review a final deliverable to determine compliance with the acceptance criteria as defined for that deliverable. The TO Manager is responsible for coordinating comments and input from various team members and stakeholders. The TO Manager is responsible for providing clear guidance and direction to the TO Contractor in the event of divergent feedback from various team members.

The TO Manager will issue to the TO Contractor a notice of acceptance or rejection of the deliverable in the DPAF (Attachment 8). Following the return of the DPAF indicating "Accepted" and signed by the TO Manager, the TO Contractor shall submit a proper invoice in accordance with the procedures in Section 3.10 Invoicing.

In the event of rejection of a deliverable, the TO Manager will formally communicate in writing any deliverable deficiencies or non-conformities to the TO Contractor, describing in those deficiencies what shall be corrected prior to acceptance of the deliverable in sufficient detail for the TO Contractor to address the deficiencies. The TO Contractor shall correct deficiencies and resubmit the corrected deliverable for acceptance within the agreed-upon time period for correction.

At the TO Manager's discretion, subsequent project tasks may not continue until deliverable deficiencies are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks.

3.8.3 MINIMUM DELIVERABLE QUALITY

The TO Contractor shall subject each deliverable to its internal quality-control process prior to submitting the deliverable to the State.

Each deliverable shall meet the following minimum acceptance criteria:

A) Be presented in a format appropriate for the subject matter and depth of discussion.

B) Be organized in a manner that presents a logical flow of the deliverable's content.

C) Represent factual information reasonably expected to have been known at the time of submittal.

D) In each section of the deliverable, include only information relevant to that section of the deliverable.

E) Contain content and presentation consistent with industry best practices in terms of deliverable completeness, clarity, and quality.

F) Meets the acceptance criteria applicable to that deliverable, including any State policies, functional or non-functional requirements, or industry standards.

G) Contains no structural errors such as poor grammar, misspellings or incorrect punctuation.

A draft written deliverable may contain limited structural errors such as incorrect punctuation, and shall represent a significant level of completeness toward the associated final written deliverable. The draft written deliverable shall otherwise comply with minimum deliverable quality criteria above.

3.8.4 DELIVERABLE DESCRIPTIONS / ACCEPTANCE CRITERIA

The TO Contractor may suggest other subtasks, artifacts, or deliverables to improve the quality and success of the assigned tasks.

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
3.8.4.1	Transition-In Management Plan and Schedule	The Transition-In Management Plan and Schedule is clear and realistic, addressing the items listed in paragraph 3.6.1.1. DPAF is required.	A.Initial Delivery: NTP+ 15 Business Days B.Initial Delivery: NTP+ 15 Business Days Updates: Weekly
3.8.4.2	Completion of Transition-In	The Transition-In Management Plan and Schedule has been executed and tasks identified in section 3.6.1.5 have been accomplished. DPAF is required.	March 31, 2017
3.8.4.3	Child Care Systems	Documents the process and methods to be used by the TO Contractor team as described in	March 31, 2017 Frequency:

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
	Management Procedures Manual	paragraph 3.6.1.5. DPAF is required.	Updated as needed and at least annually.
3.8.4.4	End of TO Agreement Transition-Out Management Plan DPAF is required.	The End of TO Agreement Transition-Out Management Plan is clear and realistic, and addresses the requirements in paragraph 3.6.2.1 DPAF is required.	
3.8.4.5	Child Care Monthly System Management Report	Report is in the format and provides the information described in paragraph 3.6.5.25. DPAF is required.	Due the 10th Business Day of the month following the month being reported upon.
3.8.4.6	Child Care Systems Weekly Team Agenda	Agenda is in the format and provides the information described in paragraph 3.6.5.27.	Due the day before the weekly team conference call.
3.8.4.7	Service Request: Estimated Cost vs. Actual Report	For each SR with an approved estimate, provide the cost to date and balance; provide the cost to date of completed work to determine the total amount of approved maintenance work.	Due the 10th Business Day of the month following the month being reported on.
3.8.4.8	Deployments to Production, UAT and Training Environment	Deployment is packaged per MSDE procedures as described in paragraph 3.6.5.4.	As needed
3.8.4.9	Weekly PM Meeting	TO Contractor management representative has authority to act on Department concerns. TO Contractor documents the meeting as described in paragraph 3.6.5.23.	Weekly
3.8.4.10	Quarterly PAC	TO Contractor management representative is	Quarterly

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
	Meeting	prepared to present Child Care Systems status and has authority to act on Department concerns and docments the meeting as required in paragraph 3.6.5.24.	
3.8.4.11	Host Weekly Team Status Conference Call	TO Contractor representative is prepared to review action items, using the Child Care Systems Weekly Team Agenda.	Weekly
3.8.4.12	Participate in Weekly Operations Conference Call	TO Contractor representative is prepared to discuss deployments and operations issues.	Weekly
3.8.4.13	Child Care Systems Upgrades	Upgrade process meets the requirements of paragraph 3.6.5.8. The upgrade does not result in disruption in operation of the system.	Variable
3.8.4.14	Team Foundation Server	A) Team Foundation Server (TFS) and Sharepoint are configured and accessible to the MSDE CCATS Team, including other MSDE contractors, while being secured from public access. B) TFS content is current per the TO Contractor's Child Care Systems Management Procedures Manual as approved by MSDE and the requirements of paragraph 3.6.5.33.	Ongoing
3.8.4.15	System Research and Analysis	When requested by MSDE: A) Queries are accurate and complete B) Requested code logic sections are complete, annotated for clarity, and supported with analysis, if needed C) Data anomalies are identified, analyzed for impact on the Child Care Systems and supported with recommendations to rectify D) Technical alternatives and emerging technologies are identified, described and implications explained. E) Auditor requests are addressed promptly and correctly	Upon request by MSDE
3.8.4.16	System Modifications	A) Modifications conform to approved requirements B) Do not adversely impact Child Care Systems operation and performance	Ongoing

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
		C) Code is maintained in the TFS version control system and delivered via approved deployment procedures D) Code is annotated appropriately to inform future programming E) Modification is tested against requirements F) Modification is regression tested for related functions G) Documentation is updated as appropriate H) Modifications are only deployed following MSDE approval	
3.8.4.17	SDLC Deliverables	A) SDLC Deliverables are provided for Major Service Requests, which may be Fixed Price and Time and Materials. Deliverables are consistent with the SDLC templates and process described in the TO Contractor's Child Care Systems Management Procedures Manual as approved by MSDE. B) DPAF is required for each deliverable.	Variable
3.8.4.18	Deliverable Presentation	Deliverable presentations must: A) Specify the requirements to be satisfied by the work being demonstrated, including any changes recommended or approved. B) Be organized to give MSDE a clear understanding of the work that has been completed or is proposed. C) Be supported with relevant handouts or documentation. D) Be recorded in a meeting report that identifies decisions made and assigned tasks.	Upon request by MSDE
3.8.4.19	IVR Development (IVR Development Fixed Price Payment)	A) IVR Design document describes the architecture of the TO Contractor system, interface with the CCP, and Backup and Disaster Recovery procedures. B) IVR messages and flow conform to the approved IVR script C) Recordings are distinct and clear, with appropriate pauses.	March 31, 2017

ID #	Deliverable Description	Acceptance Criteria	Due Date / Frequency
		D) Script problems such as dead ends or circular logic are identified and resolved with MSDE prior to delivery. E) IVR System has the capability to report usage by menu category and subcategory. F) DPAF is required.	
3.8.4.20	IVR Operation and Monthly Report (IVR Monthly Hosting and Operation)	IVR is available 24x7x365 except for scheduled maintenance, with 1 week of advance notice to MSDE. Monthly report provides the information required in paragraph 3.6.7.3 . DPAF is required.	Due the 10th Business Day of the month following the month being reported upon.

3.9 WORK ORDER PROCESS

A) Additional services will be provided via a Work Order process. A Work Order may be issued for either fixed price or time and materials (T&M) pricing. T&M Work Orders will be issued in accordance with pre-approved Labor Categories with the fully loaded rates proposed in Attachment 1.

B) The TO Manager shall e-mail a Work Order Request (See Attachment 16) to the TO Contractor to provide services or resources that are within the scope of this TORFP. The Work Order Request will include:

1) Technical requirements and description of the service or resources needed
2) Performance objectives and/or deliverables, as applicable
3) Due date and time for submitting a response to the request
4) Required place(s) where work must be performed

C) The TO Contractor shall e-mail a response to the TO Manager within the specified time and include at a minimum:

1) A response that details the TO Contractor's understanding of the work;
2) A price to complete the Work Order Request using the format provided in Attachment 16;
3) A description of proposed resources required to perform the requested tasks, with CATS+ labor categories listed in accordance with Attachment 1;
4) An explanation of how tasks shall be completed. This description shall include proposed subcontractors and related tasks;
5) State-furnished information, work site, and/or access to equipment, facilities, or personnel; and

6) The proposed personnel resources, including any subcontractor personnel, to complete the task.

D) For a T&M Work Order, the TO Manager will review the response and will confirm the proposed labor rates are consistent with this TORFP. For a fixed price Work Order, the TO Manager will review the response and will confirm the proposed prices are acceptable.

E) The TO Manager may contact the TO Contractor to obtain additional information, clarification or revision to the Work Order, and will provide the Work Order to the TO Procurement Officer for a determination of compliance with the TO and a determination whether a change order is appropriate. Written TO Procurement Officer approval is required before Work Order execution by the State.

F) Proposed personnel on any type of Work Order shall be approved by the TO Manager. The TO Contractor shall furnish resumes of proposed personnel specifying the labor category from the CATS+ Labor Categories proposed in the TO Proposal. The TO Manager shall have the option to interview the proposed personnel and, in the event of an interview or not, shall notify the TO Contractor of acceptance or denial of the personnel.

G) Performance of services under a Work Order shall commence consistent with an NTP issued by the TO Manager for such Work Order.

3.10 INVOICING

Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS+ Master Contract.

Proper invoices for payment shall be submitted to the TO Manager for payment approval as described below. Invoices shall be submitted monthly.

3.10.1 INVOICE SUBMISSION PROCEDURE

A) Proper invoices for payment shall contain the TO Contractor's Federal Tax Identification Number, “MSDE” as the recipient, date of invoice, TO Agreement number, invoiced item description, invoiced item number (e.g.,“2.7.4.1.”), period of performance covered by the invoice, a total invoice amount, and a TO Contractor point of contact with telephone number.

B) All invoices submitted for payment shall be accompanied by signed notice(s) of acceptance as described below. Payment of invoices will be withheld if the appropriate signed acceptance form documentation is not submitted.

1) To be considered a proper T&M invoice (for Task Order requirements and for T&M Work Orders issued under this Task Order) the TO Contractor shall include with the signed invoice a signed timesheet as described in 3.10.3. Include for each person covered by the invoice the following, individually listed per person: name, hours worked, hourly labor rate, invoice amount and a copy of each person’s timesheet for the period signed by the TO Manager.

2) To be considered a proper Fixed Price invoice (for Task Order requirements and for fixed price Work Orders issued under this Task Order) the TO Contractor shall include with the signed invoice a signed DPAF (Attachment 8) for each deliverable invoiced. Payment will only be made upon completion and acceptance of the deliverables as defined in Section 3.8.

C) The TO Contractor shall e-mail the original of each invoice and signed notice(s) of acceptance to the TO Requesting Department at e-mail address: carol.walter@maryland.gov, with a copy to the TO Manager.

D) Invoices for final payment shall be clearly marked as "FINAL" and submitted when all work requirements have been completed and no further charges are to be incurred under the TO Agreement. In no event shall any invoice be submitted later than 60 calendar days from the TO Agreement termination date.

3.10.2 For the purposes of this Task Order an amount will not be deemed due and payable if:

A) The amount invoiced is inconsistent with the Task Order Agreement.

B) The proper invoice has not been received by the party or office specified in the Task Order Agreement.

C) The invoice or performance under the contract is in dispute or the TO Contractor has failed to otherwise comply with the provisions of the Task Order Agreement

D) The item or services have not been accepted.

E) The quantity of items delivered is less than the quantity ordered.

F) The items or services do not meet the quality requirements of the Task Order

G) If the Contract provides for progress payments, the proper invoice for the progress payment has not been submitted pursuant to the schedule contained in the agreement

H) If the Contract provides for withholding a retainage and the invoice is for the retainage, all stipulated conditions for release of the retainage have not been met.

I) The Contractor has not submitted satisfactory documentation or other evidence reasonably required by the TO Procurement Officer or by the contract concerning performance under the Task Order Agreement and compliance with its provisions.

3.10.3 TIME SHEET SUBMISSION AND ACCEPTANCE

Time sheets shall be submitted to the TO Manager prior to invoicing. The TO Manager shall sign the timesheet to indicate authorization to invoice.

Within three (3) Business Days after the last day of the month, the TO Contractor shall submit a monthly timesheet for the preceding month providing data for all resources provided under the TO.

At a minimum, each monthly timesheet shall show:

A) Title: "Time Sheet for Child Care Systems Maintenance and Enhancement"
B) Issuing company name, address, and telephone number and be submitted on corporate letterhead
C) For each employee /resource:
  a) Employee / resource name
  b) For each Period ending date, e.g., "Period Ending: mm/dd/yyyy"
    (1) Tasks completed that week and the associated deliverable names and ID#s
    (2) Number of hours worked each day
    (3) Total number of hours worked that Period
    (4) Number of hours worked on each approved modification request or work order
    (5) Weekly variance above or below 40 hours

(6) Annual number of hours planned under the TO
(7) Annual number of hours worked to date
(8) Balance of hours remaining
(9) Annual variance to date (Sum of periodic variances)

ii) Employee signature
iii) TO Contractor supervisor/manager signature

D) Signature and date lines for the TO Manager

In addition, the TO Contractor shall provide a detailed work log to support timesheets for Time and Materials position hours. The work log shall document the time spent on each activity and SR.

3.11 RETAINAGE

THIS SECTION IS NOT APPLICABLE TO THIS TORFP.

3.12 SOC 2 TYPE II AUDIT

3.12.1 This clause applies to the Contractor and Subcontractors who host the implemented Child Care Systems Attendance IVR for the State. Also, Contractor and/or Subcontractors who provide services that handle Sensitive Data (see Handle definition in 1.20) for the Child Care Systems must comply with this clause, assuming the Contractor and/or Subcontractor receives copies of any data for use in or in association with providing services, including any system and/or user acceptance testing of the new System and any provided data that contains Sensitive Data.

3.12.2 The TO Contractor shall have an annual audit performed by an independent audit firm of the TO Contractor and/or Subcontractors' handling of Sensitive Data and/or the Department's critical functions, which are identified as the Child Care Systems, and shall address all areas relating to information technology security and operational processes. These services provided by the TO Contractor and/or Subcontractors that shall be covered by the audit will collectively be referred to as the "Information Functions and/or Processes." Such audits shall be performed in accordance with audit guidance: Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2) as published by the American Institute of Certified Public Accountants (AICPA) and as updated from time to time, or according to the most current audit guidance promulgated by the AICPA or similarly-recognized professional organization, as agreed to by the Department, to assess the security of outsourced client functions or data (collectively, the "Guidance") as follows:

3.12.2.1 The type of audit to be performed in accordance with the Guidance is a SOC 2 Type 2 Audit (referred to as the "SOC 2 Report"). The initial SOC 2 Report audit shall be scheduled and completed within a timeframe to be specified by the State and submitted to the TO Agreement Manager. All subsequent SOC 2 audits that are arranged after this initial audit shall be performed on an annual basis and shall be submitted to the TO Manager by September 1 for the preceding calendar year.

3.12.2.2 The SOC 2 Report shall report on the description of the TO Contractor and/or Subcontractors' system and controls and the suitability of the design and operating effectiveness of controls over the Information Functions and/or Processes relevant to the trust principles for Security, and Confidentiality as defined in the aforementioned Guidance. The SOC 2 Report should also report on the suitability of the design and operating effectiveness of controls of the Information Functions and/or Processes to meet the requirements of the TO Agreement, specifically the security requirements identified in Section 3.14.

The audit scope of each year's SOC 2 Report may need to be adjusted (including the inclusion or omission of the relevant trust services principles of Confidentiality and Privacy) to accommodate any changes to the TO Contractor's and/or Subcontractors' environment since the last SOC 2 Report. Such changes may include but are not limited to the addition of Information Functions and/or Processes through change orders or Work Orders under the TO Agreement; or, due to changes in information technology or operational infrastructure implemented by the TO Contractor and/or Subcontractors. The TO Contractor and/or Subcontractors shall ensure that the audit scope of each year's SOC 2 Report engagement shall accommodate these changes by including in SOC 2 Report all appropriate controls related to the current environment supporting the Information Functions and/or Processes, including those controls required by the TO Agreement.

3.12.2.3 The scope of the SOC 2 Report shall include work performed by any Subcontractors that provide essential support to the TO Contractor and/or essential support to the Information Functions and/or Processes provided to the Department under the TO Agreement. The TO Contractor shall ensure the audit includes all of these Subcontractor(s) in the performance of the SOC 2 Report.

3.12.2.4 All SOC 2 Reports, including those of the TO Contractor and/or Subcontractor, shall be performed at no additional expense to the Department.

3.12.2.5 The TO Contractor and/or Subcontractors shall promptly provide a complete copy of the final SOC 2 Report to the TO Manager upon completion of each annual SOC 2 Report engagement.

3.12.2.6 The TO Contractor shall provide to the TO Manager, within 30 calendar days of the issuance of each annual final SOC 2 Report, a documented corrective action plan which addresses each audit finding or exception contained in the SOC 2 Report. The corrective action plan shall identify in detail the remedial action to be taken by the TO Contractor and/or Subcontractors along with the date(s) when each remedial action is to be implemented.

3.12.2.7 If the TO Contractor and/or Subcontractors currently have an annual information security assessment performed that includes the operations, systems, and repositories of the products/services being provided to the Department under the TO Agreement, and if that assessment generally conforms to the content and objective of the Guidance, the Department will determine in consultation with appropriate State government technology and audit authorities whether the TO Contractor and/or Subcontractors' current information security assessments are acceptable in lieu of the SOC 2 Report.

3.12.2.8 If the TO Contractor and/or Subcontractors fail during the TO Agreement term to obtain an annual SOC 2 Report by the date specified in 3.12.2.1, the Department shall have the right to retain an independent audit firm to perform an audit engagement of a SOC 2 Report of the Information Functions and/or Processes being provided by the TO Contractor and/or Subcontractors. The TO Contractor and/or Subcontractors agree to allow the independent audit firm to access its facility/ies for purposes of conducting this audit engagement(s), and will provide the support and cooperation to the independent audit firm that is required to perform the SOC 2 Report. The Department will invoice the TO Contractor for the expense of the SOC 2 Report(s), or deduct the cost from future payments to the TO Contractor.

3.13 INSURANCE

Offeror shall confirm that, as of the date of its proposal, the insurance policies incorporated into its Master Contract are still current and effective at the required levels (See Master Contract Section 2.7).

The Offeror shall also confirm that any insurance policies intended to satisfy the requirements of this TORFP are issued by a company that is licensed to do business in the State of Maryland. The recommended awardee must provide a certificate(s) of insurance with the prescribed coverages, limits and requirements set forth in this Section 3.13 "Insurance" within five (5) Business Days from notice of recommended award. During the period of performance for multi-year contracts the TO Contractor shall update certificates of insurance annually, or as otherwise directed by the TO Manager.

3.13.1 CYBER SECURITY / DATA BREACH INSURANCE

In addition to the insurance specified in the Master Contract Section 2.7, TO Contractor shall maintain Cyber Security / Data Breach Insurance in the amount of ten million dollars ($10,000,000) per occurrence. The coverage must be valid in at all locations where work is performed or data or other information concerning the State's claimants and/or employers is processed or stored. Coverage shall include damages resulting from data breaches, business interruption, and/or network damage.

3.14 SECURITY REQUIREMENTS

Note to Offerors: If you follow a more stringent standard(s) than those specified in this TORFP, map the standard you follow to NIST to show how you comply with those requirements.

3.14.1 Additional security requirements may be established in a Work Order.

3.14.2 Information Technology

3.14.2.1 The TO Contractor agrees that it and TO Contractor Personnel shall (i) abide by all applicable federal, State and local laws, rules and regulations concerning Security of Information Systems and Information Technology security and (ii) comply with and adhere to the State IT Security Policy and Standards as each may be amended or revised from time to time. Updated and revised versions of the State IT Policy and Standards are available online at: www.doit.maryland.gov – keyword: Security Policy.

3.14.3 The State shall, at its discretion, have the right to review and assess the TO Contractor's compliance to the security requirements and standards defined in the TO Agreement.

3.14.4 TO Contractor Personnel

3.14.4.1 TO Contractor Personnel shall display his or her company ID badge in a visual location at all times while on State premises. Upon request of authorized State personnel, each such TO Contractor Personnel shall provide additional photo identification.

3.14.4.2 At all times at any facility, the TO Contractor Personnel shall cooperate with State site requirements that include but are not limited to being prepared to be escorted at all times and providing information for State badge issuance.

3.14.4.3 TO Contractor shall remove any TO Contractor Personnel from working on the TO Agreement where the State determines, at its sole discretion, that said TO Contractor Personnel has not adhered to the Security requirements specified herein.

3.14.4.4 The State reserves the right to request that the TO Contractor submit proof of employment authorization of non-United States Citizens, prior to commencement of work under the TO Agreement.

3.14.5 Security Clearance / Criminal Background Check

A. A criminal background check for any TO Contractor Personnel providing for any TO Contractor Personnel providing programming or database management services shall be completed within four (4) months of TO Agreement award or approval for the individual to work on the Child Care Systems.

B. The TO Contractor shall obtain at its own expense a Criminal Justice Information System (CJIS) State and federal criminal background check, including fingerprinting, for all TO Contractor Personnel listed in sub-paragraph A. This check may be performed by a public or private entity.

C. The TO Contractor shall provide certification to the Department that the TO Contractor has completed the required criminal background check described in this TORFP for each required TO Contractor Personnel prior to assignment, and that the TO Contractor Personnel have successfully passed this check.

D. The TO Contractor may not assign an employee with a criminal record unless prior written approval is obtained from the TO Manager. The TO Manager reserves the right to reject any individual based upon the results of the background check. Decisions of the TO Manager as to acceptability of a candidate are final. The State reserves the right to refuse any individual TO Contractor Personnel to work on State premises or State systems, based upon certain specified criminal convictions, as specified by the State.

E. The CJIS criminal record check of each TO Contractor Personnel who will work on State premises or systems shall be reviewed by the TO Contractor for convictions of any of the following crimes described in the Annotated Code of Maryland, Criminal Law Article:

1. §§ 6-101 through 6-104, 6-201 through 6-205, 6-409 (various crimes against property);
2. any crime within Title 7, Subtitle 1 (various crimes involving theft);
3. §§ 7-301 through 7-303, 7-313 through 7-317 (various crimes involving telecommunications and electronics);
4. §§ 8-201 through 8-302, 8-501 through 8-523 (various crimes involving fraud);
5. §§9-101 through 9-417, 9-601 through 9-604, 9-701 through 9-706.1 (various crimes against public administration); or
6. a crime of violence as defined in CL § 14-101(a).

3.14.6 On-site Security Requirement(s)

3.14.6.1 TO Contractor Personnel may be barred from entrance or leaving any site until such time that the State's conditions and queries are satisfied.

TO Contractor Personnel may be subject to random security checks when entering and leaving State secured areas, including hosting facilities under contract to the State. The State reserves the right to require TO Contractor Personnel to be accompanied while in secured premises.

3.14.6.2 Any TO Contractor Personnel who enters the premises of a facility under the jurisdiction of the Department may be searched, fingerprinted (for the purpose of a criminal history background check), photographed and required to wear an identification card issued by the Department.

3.14.6.3 Further, TO Contractor Personnel shall not violate Md. Code Ann., Criminal Law Art. Section 9-410 through 9-417 and such other security policies of the Department that controls the facility to which the TO Contractor Personnel seeks access. The failure of any of the TO Contractor Personnel to comply with any provision of the TO Agreement is sufficient grounds for the State to immediately terminate the TO for default.

3.14.7 Data Protection and Controls

TO Contractor shall ensure satisfaction of the following requirements:

3.14.7.1 Administrative, physical and technical safeguards shall be implemented to protect State data that are no less rigorous than accepted industry practices for information security such as those listed below (see 3.14.7.2), and all such safeguards, including the manner in which State data is collected, accessed, used, stored, processed, disposed of and disclosed shall comply with applicable data protection and privacy laws as well as the terms and conditions of this TO Agreement.

3.14.7.2 To ensure appropriate data protection safeguards are in place, at minimum, the TO Contractor shall implement and maintain the following controls at all times throughout the term of the TO Agreement (the TO Contractor may augment this list with additional controls):

1. Establish separate production, test, and training environments for Child Care Systems supporting the services provided under this TO Agreement and ensure that production data is not replicated in test and/or training environment(s) unless it has been previously anonymized or otherwise modified to protect the confidentiality of Sensitive Data elements.
2. Support the CCATS hosting contractor in applying hardware and software hardening procedures as recommended by the manufacturer and according to industry best practices to reduce the surface of vulnerability, eliminating as many security risks as possible and document what is not feasible and/or not performed according to best practices. Any hardening practices not implemented shall be documented with a plan of action and/or compensating control. These procedures may include but are not limited to removal of unnecessary software, disabling or removing unnecessary services, removal of unnecessary usernames or logins, and the deactivation of unneeded features in the Child Care Systems configuration files.

3. Ensure that State data is not comingled with any other data through the proper application of compartmentalization security measures.
4. Apply data encryption to protect State data, especially personal identifiable information (PII), from improper disclosure or alteration. For State data the TO Contractor manages or controls, data encryption should be applied to State data in transit over networks and, where possible, at rest; as well as to State data when archived for backup purposes. Encryption algorithms which are utilized for this purpose must comply with current Federal Information Processing Standards (FIPS), "Security Requirements for Cryptographic Modules", FIPS PUB 140-2.

   http://csrc.nist.gov/publications/fips/fips140-2/fips1402.pdf
   http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/1401vend.htm
5. Enable appropriate logging parameters on systems to monitor user access activities, authorized and failed access attempts, system exceptions, and critical information security events as recommended by the operating system and application manufacturers and information security standards, including State of Maryland Department of Information Security Policy.
6. Retain the aforementioned logs and review them at least daily to identify suspicious or questionable activity for investigation and documentation as to their cause and remediation, if required. The Department shall have the right to inspect these policies and procedures and the TO Contractor's performance to confirm the effectiveness of these measures for the services being provided under this TO Agreement.
7. Ensure Child Care Systems and network environments are separated by properly configured and updated firewalls to preserve the protection and isolation of State data from unauthorized access as well as the separation of production and non-production environments.
8. Restrict network connections between trusted and untrusted networks by physically and/or logically isolating systems supporting the Child Care Systems from unsolicited and unauthenticated network traffic.
9. Review at regular intervals the aforementioned network connections, documenting and confirming the business justification for the use of all service, protocols, and ports allowed, including the rationale or compensating controls implemented for those protocols considered insecure but necessary.
10. Establish policies and procedures to implement and maintain mechanisms for regular vulnerability testing of operating system, application, and network devices. Such testing is intended to identify outdated software versions; missing software patches; device or software misconfigurations; and to validate compliance with or deviations from the TO Contractor's security policy. TO Contractor shall evaluate all identified vulnerabilities for potential adverse effect on security and integrity and remediate the vulnerability promptly or document why remediation action is unnecessary or unsuitable. The Department shall have the right to inspect these policies and procedures and the performance of vulnerability testing to confirm the effectiveness of these measures for the services being provided under this TO Agreement.

11. Enforce strong user authentication and password control measures to minimize the opportunity for unauthorized access through compromise of the user access controls. At a minimum, the implemented measures should be consistent with the most current State of Maryland Department of Information Technology's Information Security Policy (http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx), , including specific requirements for password length, complexity, history, and account lockout.
12. Ensure Sensitive Data under this service is not processed, transferred, or stored outside of the United States.
13. Ensure TO Contractor's Personnel shall not connect any of its own equipment to a State LAN/WAN without prior written approval by the State, which may be revoked at any time for any reason. The TO Contractor shall complete any necessary paperwork as directed and coordinated with the Contract Manager to obtain approval by the State to connect TO Contractor-owned equipment to a State LAN/WAN.
14. Ensure that anti-virus and anti-malware software is installed and maintained on all systems supporting the services provided under this TO Agreement; that the anti-virus and anti-malware software is automatically updated; and that the software is configured to actively scan and detect threats to the Child Care Systems for remediation.
15. Where website hosting or Internet access is the service provided or part of the service provided, the TO Contractor and/or Subcontractor shall conduct regular external vulnerability testing. External vulnerability testing is an assessment designed to examine the TO Contractor and/or Subcontractor's security profile from the Internet without benefit of access to internal systems and networks behind the external security perimeter. The TO Contractor and/or Subcontractor shall evaluate all identified vulnerabilities on Internet-facing devices for potential adverse effect on the system's security and/or integrity and remediate the vulnerability promptly or document why remediation action is unnecessary or unsuitable. The Department shall have the right to inspect these policies and procedures and the performance of vulnerability testing to confirm the effectiveness of these measures for the services being provided under this TO Agreement.

3.14.7.3 Access to Security Logs and Reports

The TO Contractor shall provide reports to the State in a mutually agreeable format.

Reports shall include latency statistics, user access, user access IP address, user access history and security logs for all State files related to this TO Agreement.

3.15 RIGHT TO AUDIT

A. The State reserves the right, at its sole discretion and at any time, to perform an audit of the TO Contractor's and/or Subcontractors' performance under the TO Agreement resulting from this TORFP. An audit is defined as a planned and documented independent activity performed by qualified personnel, including but not limited to State and federal auditors, to determine by investigation, examination, or evaluation of objective evidence from data, statements, records, operations and performance practices (financial or otherwise) the TO Contractor's compliance with the agreement, including but not limited to the adequacy and compliance with established procedures and internal controls over the services being performed for the State.

B. Upon three (3) Business Days' notice, the TO Contractor and/or Subcontractors shall provide the State reasonable access to their records during normal business hours to verify conformance to the terms of the TO Agreement. The Department shall be permitted to conduct these audits with any or all of its own internal resources or by securing the services of a third party accounting/audit firm, solely at the Department's election. The Department shall have the right to copy, at its own expense, any record related to the services performed pursuant to this agreement.

C. TO Contractor and/or Subcontractors shall cooperate with Department or Department's designated auditor and shall provide the necessary assistance for Department or Department's designated auditor to conduct the audit.

The right to audit shall include subcontractors in which goods or services are subcontracted by TO Contractor and/or Subcontractors and that provide essential support to the services provided to Department. TO Contractor and/or Subcontractors shall insure Department has the right to audit with subcontractor(s).

3.16 INCIDENT RESPONSE

The TO Contractor shall immediately file an incident report at the first indication that there is a breach of the Child Care Systems. The incident report shall be submitted in the form and manner defined by the Maryland State Security Policy at http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx.

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SECTION 4 - TO PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

4.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS+ TORFP shall respond no later than the submission due date and time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of two possible responses: 1) a TO Proposal; or 2) a completed Master Contractor Feedback Form. The feedback form helps the State understand for future contract development why Master Contractors did not submit proposals. The form is accessible via the CATS+ Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu.

A TO Proposal shall conform to the requirements of this CATS+ TORFP.

4.2 SUBMISSION

4.2.1 E-MAIL SUBMISSION

MSDE strongly prefers TO Proposal submissions be made via e-mail. For TO Proposals submitted via email, the TO Technical Proposal shall be submitted in one or more unencrypted e-mails separate from the TO Financial Proposal. This e-mail shall include

A. Subject line “CATS+ TORFP # R00B7400027 Technical” plus the Master Contractor Name
B. One attachment labeled “TORFP #R00B7400027 Technical - Attachments” containing all Technical Proposal Attachments (see Section 4.3 below), signed and in searchable PDF format.
C. One attachment labeled “TORFP #R00B7400027 Technical – Proposal” in Microsoft Word format (2010 or later).
D. MSDE can only accept e-mails that are less than or equal to 8 MB. If a submission exceeds this size, split the submission into two or more parts and include the appropriate part number in the subject (e.g., part 1 of 2) after the subject line information.

The TO Financial Proposal shall be contained in one e-mail containing as attachments all submission documents detailed in section 4.4.2, with password protection.

MSDE will contact Offerors for the password to open each file. Each file shall be encrypted with the same password. The TO Procurement Officer will only contact those Offerors with TO Proposals that are reasonably susceptible for award. Offerors that are unable to provide a password that opens the TO Financial Proposal documents will be deemed not susceptible for award. Subsequent submissions of financial content will not be allowed. This e-mail shall include:

A. Subject line “CATS+ TORFP # R00B7400027 Financial” plus the Master Contractor Name
B. One attachment labeled “TORFP # R00B7400027 Financial” containing the TO Financial Proposal contents, signed and in searchable PDF format.

4.2.2 PAPER SUBMISSION

MSDE strongly desires TO Proposal submissions in e-mail format. An Offeror wishing to deliver a hard copy (paper) TO Proposal shall contact the TO Procurement Officer for instructions.

4.3 SUMMARY OF ATTACHMENTS

No attachment forms shall be altered. Signatures shall be clearly visible.

The following signed attachments shall be included with the TO Technical Proposal in PDF format (for e-mail delivery). For paper submissions, submit two (2) copies of each with original signatures.

A. Attachment 2 - MBE forms 1A
B. Attachment 4 – Conflict of Interest Affidavit and Disclosure
C. Attachment 5A and 5B- Attachment 5A Minimum Qualifications Summary and Attachment 5B Personnel Resume Form
D. Attachment 12 – Living Wage Affidavit of Agreement
E. Attachment 14-VSBE forms
F. Attachment 15 - Certification Regarding Investments in Iran

The following attachments shall be included with the TO Financial Proposal (with password protection if emailed):

A. Attachment 1 Price Sheet – Signed PDF

4.4 PROPOSAL FORMAT

A TO Proposal shall contain the following sections in order:

4.4.1 TO TECHNICAL PROPOSAL

Important: A TO Technical Proposal shall include NO pricing information.

A) Proposed Services

1) Executive Summary: A one-page summary describing the Offeror's understanding of the TORFP scope of work (Section 3) and proposed solution.

2) Proposed Solution: A more detailed description of the Offeror's understanding of the TORFP scope of work, proposed methodology and solution. The proposed solution shall be organized to exactly match the requirements outlined in Section 3, utilizing the same sequence and section headings. The proposed solution should clearly describe how the TO Contractor will deliver the requirements for each section, not merely restate the requirement.

3) Draft Work Breakdown Structure (WBS) for Transition-In Requirements: A matrix or table that shows a breakdown of the tasks required to complete the requirements and deliverables in Section 3 - Scope of Work. The WBS should reflect the chronology of tasks without assigning specific time frames or start / completion dates. The WBS may include tasks to be performed by the State or third parties, for example, independent quality assurance tasks. If the WBS appears as a deliverable in Section 3 – Scope of Work, the deliverable version will be a final version. Any subsequent versions shall be approved through a formal configuration or change management process.

4) Draft Project or Work Schedule for Transition-In Requirements: A Gantt or similar chart containing tasks and estimated time frames for completing the requirements and deliverables in Section 3 - Scope of Work. The final schedule should come later as a deliverable under the TO after the TO Contractor has had an opportunity to develop

realistic estimates. The Project or Work Schedule may include tasks to be performed by the State or third parties.

5) Draft Risk Assessment: Identification and prioritization of risks inherent in meeting the requirements in Section 3 - Scope of Work with particular attention to the Transition-In period. Includes a description of strategies to mitigate risks. Risk Assessment will be conducted regularly through the duration of the task order. Subsequent versions will be approved through a formal configuration or change management process.

6) Assumptions: A description of any assumptions formed by the Offeror in developing the TO Technical Proposal.

7) Tools the Master Contractor owns and proposes for use to meet any requirements in Section 3.

B) Compliance with Offeror's Company Minimum Qualifications

Offerors will complete the following table to demonstrate compliance with the Offeror's Company Minimum Requirements in Section 2.1.1.

Reference	**Offeror Company Minimum Requirement**	**Evidence of Compliance**
2.1.1.1	At least five (5) years of experience in maintaining a major information system that provided critical public services such as payments or other high value benefits.	Offeror evidence of compliance here.
2.1.1.2	At least five (5) years of experience in architecting, developing and delivering applications utilizing J2EE, IBM DB2, SAP Business Objects, Microsoft .NET, and Microsoft SQL Server.	Offeror evidence of compliance here.
2.1.1.3	Experience in performance tuning and optimization at all levels of web-based application architecture.	Offeror evidence of compliance here.
2.1.1.4	Experience in architecting and operating secure web-based systems, consistent with the Maryland Information Security Policy and the referenced NIST standards.	Offeror evidence of compliance here.

C) Proposed Personnel and TORFP Staffing
Offeror shall propose exactly four (4) Key Personnel in response to this TORFP. Offeror shall:

1) Complete and provide for each proposed resource Attachment 5A Minimum Qualifications Summary and Attachment 5B Personnel Resume Form.

2) Provide evidence proposed personnel possess the required certifications in accordance with Section 2.1.2 Offeror's Personnel Minimum Qualifications.

3) Provide three (3) references per proposed Key Personnel containing the information listed in Attachment 5B.

4) Provide a Staffing Management Plan that demonstrates how the Offeror will provide resources in addition to the personnel requested in this TORFP, and how the TO Contractor Personnel shall be managed. Include:

   a) Planned team composition by role (**Important! Identify specific names and provide history only for the proposed resources required for evaluation of this TORFP**).
   b) Process and proposed lead time for locating and bringing on board resources that meet TO needs
   c) Supporting descriptions for all labor categories proposed in response to this TORFP
   d) Description of approach for quickly substituting qualified personnel after start of TO.

5) Provide the names and titles of the Offeror's management staff who will supervise the personnel and quality of services rendered under this TO Agreement.

D) MBE, SBE Participation and VSBE Participation

Submit completed MBE documents 2-1A

E) Subcontractors

Identify all proposed subcontractors, including MBEs, and their roles in the performance of Section 3 - Scope of Work.

F) Overall Offeror team organizational chart

Provide an overall team organizational chart with all team resources available to fulfill the TO scope of work.

G) Master Contractor and Subcontractor Experience and Capabilities

1) Provide up to three examples of engagements or contracts the Master Contractor or subcontractor, if applicable, has completed that were similar to Section 3 - Scope of Work. Include contact information for each client organization complete with the following:

   a) Name of organization.

   b) Point of contact name, title, e-mail and telephone number (point of contact shall be accessible and knowledgeable regarding experience)

   c) Services provided as they relate to Section 3 - Scope of Work.

   d) Start and end dates for each example engagement or contract.

   e) Current Master Contractor team personnel who participated on the engagement.

   f) If the Master Contractor is no longer providing the services, explain why not.

2) State of Maryland Experience: If applicable, the Master Contractor shall submit a list of all contracts it currently holds or has held within the past five years with any entity of the State of Maryland.

   For each identified contract, the Master Contractor shall provide the following (if not already provided in sub paragraph 1 above):

   a) Contract or task order name
   b) Name of organization.
   c) Point of contact name, title, e-mail, and telephone number (point of contact shall be accessible and knowledgeable regarding experience)
   d) Start and end dates for each engagement or contract. If the Master Contractor is no longer providing the services, explain why not.
   e) Dollar value of the contract.
   f) Indicate if the contract was terminated before the original expiration date.
   g) Indicate if any renewal options were not exercised.

Note - State of Maryland experience can be included as part of Section 2 above as engagement or contract experience. State of Maryland experience is neither required nor given more weight in proposal evaluations.

H) State Assistance

Provide an estimate of expectation concerning participation by State personnel.

I) Confidentiality

A Master Contractor should give specific attention to the identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 4, of the General Provisions Article of the Annotated Code of Maryland. Master Contractors are advised that, upon request for this information from a third party, the TO Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

Offeror shall furnish a list that identifies each section of the TO Technical Proposal where, in the Offeror's opinion, the Offeror's response should not be disclosed by the State under the Public Information Act.

J) Proposed Facility

Identify Master Contractor's facilities, including address, from which any work will be performed.

K) Copy of any software licensing agreement for any software proposed to be licensed to the State under this Task Order (e.g., EULA, Enterprise License Agreements). **A link to manufacturer's site is NOT acceptable.**

4.4.2 TO FINANCIAL PROPOSAL

A) A description of any assumptions on which the Master Contractor's TO Financial Proposal is based (Assumptions shall not constitute conditions, contingencies, or exceptions to the Price Sheet);

B) Attachment 1– Price Sheet, with all proposed labor categories including all rates fully loaded. Master Contractors shall list all key resources by approved CATS+ labor categories in the price proposal.

C) To be responsive to this TORFP, the Price Sheet (Attachment 1) shall provide labor rates for all labor categories anticipated for this TORFP. Proposed rates shall not exceed the rates defined in the Master Contract for the Master Contract year(s) in effect at the time of the TO Proposal due date.

Note: Failure to specify a CATS+ labor category in the completed Price Sheet for each proposed resource will make the TO proposal non-responsive to this TORFP.

D) Attachment 1 – Price Sheet shall include fixed price quotes for services listed and consistent with the requirements of Section 3.

Prices shall be valid for 120 days.

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SECTION 5 - TASK ORDER AWARD PROCESS

5.1 OVERVIEW

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate Functional Area responding to the CATS+ TORFP. In making the TO Agreement award determination, the TO Requesting Department will consider all information submitted in accordance with Section 4.

5.2 TO PROPOSAL EVALUATION CRITERIA

The following are technical criteria for evaluating a TO Proposal in descending order of importance. Failure to meet the minimum qualifications shall render a TO Proposal not reasonably susceptible for award:

A) The overall experience, capability and references for the Master Contractoras described in the Master Contractor's TO Technical Proposal.

B) The Master Contractor's overall understanding of the TORFP Scope of Work – Section 3. Level of understanding will be determined by the quality and accuracy of the technical proposal in adherence with Section 4.4.

C) The capability of the proposed resources to perform the required tasks and produce the required deliverables in the TORFP Scope of Work – Section 3. Capability will be determined from each proposed individual's resume, reference checks, and oral presentation (See Section 1.5 Oral Presentations/Interviews).

D) The ability for the Master Contractor to meet staffing expectations relative to supplying additional personnel for this TORFP meeting qualifications in Section 2.1 and 2.2.

E) MSDE will prefer solutions with the potential to transfer the IVR software to either MSDE or another Contractor at the end of this contract. r

5.3 SELECTION PROCEDURES

A) TO Proposals will be assessed throughout the evaluation process for compliance with the minimum qualifications listed in Section 2 of this TORFP, and quality of responses to Section 4.4.1 TO Technical Proposal.

B) For all TO Proposals deemed technically qualified, Oral Presentations and interviews of proposed personnel will be performed.

   As described in Section 1.5, in the event that more than ten (10) responsive proposals, the TO Procurement Officer may perform a down select. The TO Procurement Officer will notify the Offeror at time of scheduling initial oral presentations whether subsequent rounds of oral presentations are required. When used, the down select procedures to be followed by the TO Procurement Officer are as follows:

   a) An initial oral presentation will be performed for all proposals meeting minimum requirements.

b) A technical ranking will be performed for all proposals based on the oral presentation. Proposals will be ranked from highest to lowest for technical merit based on the quality of the proposals submitted and oral presentation results.

c) The top ten (10) proposals identified by the technical ranking will be notified of additional oral presentations. All other Offerors will be notified of non-selection for this TORFP.

C) For TO Proposals deemed technically qualified, the associated TO Financial Proposal will be opened. All others will be deemed not reasonably susceptible for award and the TO Procurement Officer will notify the Master Contractor it has not been selected to perform the work.

D) Qualified TO Financial Proposal responses will be reviewed and ranked from lowest to highest price proposed.

E) The most advantageous TO Proposal considering both the technical and financial submissions shall be selected for TO award. In making this selection, technical merit has greater weight.

F) All Master Contractors submitting a TO Proposal shall receive written notice from the TO Procurement Officer identifying the awardee.

5.4 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

Commencement of work in response to a TO Agreement shall be initiated only upon:

a. Issuance of a fully executed TO Agreement,

b. Non-Disclosure Agreement (TO Contractor),

c. Purchase Order

d. a Notice to Proceed authorized by the TO Procurement Officer. See Attachment 7 - Notice to Proceed (sample), and

e. Submission of proof of insurance (see Section 3.13.1).

And furthermore,

f. Subsequent Submission of Criminal Background Check Affidavit for TO Contractor Personnel within 45 days of the NTP.

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LIST OF ATTACHMENTS

Attachment Label	**Attachment Name**	**Applicable to this TORFP?**	**Submit with Proposal?* (Submit, Do Not Submit, N/A)**
Attachment 1	Price Sheet	Applicable	Submit with TO Financial Proposal with password protection
Attachment 2	Minority Business Enterprise Participation (Attachments 1A – 5)	Applicable	Submit D1 with TO Technical Proposal
Attachment 3	Task Order Agreement (TO Agreement)	Applicable	Do Not Submit with Proposal
Attachment 4	Conflict of Interest Affidavit and Disclosure	Applicable	Submit with TO Technical Proposal
Attachment 5A and 5B	Minimum Qualifications Summary and Labor Classification Personnel Resume Summary	Applicable	Submit with TO Technical Proposal
Attachment 6	Pre-Proposal Conference Directions	Applicable	Do Not Submit with Proposal
Attachment 7	Notice to Proceed (Sample)	Applicable	Do Not Submit with Proposal
Attachment 8	Agency Deliverable Product Acceptance Form (DPAF)	Applicable	Do Not Submit with Proposal
Attachment 9	Non-Disclosure Agreement (Offeror)	Applicable	Do Not Submit with Proposal
Attachment 10	Non-Disclosure Agreement (TO Contractor)	Applicable	Do Not Submit with Proposal
Attachment 11	TO Contractor Self-Reporting Checklist	Applicable	Do Not Submit with Proposal
Attachment 12	Living Wage Affidavit of Agreement	Applicable	Submit with TO Technical Proposal
Attachment 13	Mercury Affidavit	*Not Applicable*	N/A
Attachment 14	Veteran Owned Small Business Enterprise Utilization Affidavit	Applicable	Submit V1 with TO Technical Proposal
Attachment 15	Certification Regarding Investments in Iran	Applicable	Submit with TO Technical Proposal
Attachment 16	Sample Work Order	Applicable	Do Not Submit with Proposal
Attachment 17	Criminal Background Check Affidavit	Applicable	Do Not Submit with Proposal

*if not specified in submission instructions, any attachment submitted with response shall be in PDF format and signed

ATTACHMENT 1 PRICE SHEET

SEE ATTACHMENT 1 FOR THE PRICE SHEET IN MICROSOFT EXCEL
FOR CATS+ TORFP # R00B7400027

ATTACHMENT 2 MINORITY BUSINESS ENTERPRISE FORMS

TO CONTRACTOR MINORITY BUSINESS ENTERPRISE REPORTING REQUIREMENTS

CATS+ TORFP # R00B7400027

If after reading these instructions you have additional questions or need further clarification, please contact the TO Manager immediately.

1) As the TO Contractor, you have entered into a TO Agreement with the State of Maryland. As such, your company/firm is responsible for successful completion of all deliverables under the contract, including your commitment to making a good faith effort to meet the MBE participation goal(s) established for TORFP. Part of that effort, as outlined in the TORFP, includes submission of monthly reports to the State regarding the previous month's MBE payment activity. Reporting forms 2-4A (Prime Contractor Paid/Unpaid MBE Invoice Report), 2-4B (MBE Prime Contractor Report) and 2-5 (Subcontractor Paid/Unpaid MBE Invoice Report) are attached for your use and convenience.
2) The TO Contractor must complete a separate Form 2-4A for each MBE subcontractor for each month of the contract and submit one copy to each of the locations indicated at the bottom of the form. The report is due no later than the 15th of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15th of February. With the approval of the TO Manager, the report may be submitted electronically. Note: Reports are required to be submitted each month, regardless whether there was any MBE payment activity for the reporting month.
3) The TO Contractor is responsible for ensuring that each subcontractor receives a copy of Form 2-5 (e-copy of and/or hard copy). The TO Contractor should make sure that the subcontractor receives all the information necessary to complete the form properly, including all of the information located in the upper right corner of the form. It may be wise to customize Form 2-5 (upper right corner of the form) for the subcontractor. This will help to minimize any confusion for those who receive and review the reports.
4) It is the responsibility of the TO Contractor to make sure that all subcontractors submit reports no later than the 15th of each month**, including reports showing zero MBE payment activity**. Actual payment data is verified and entered into the State's financial management tracking system from the **subcontractor's 2-5 report only**. Therefore, if the subcontractor(s) do not submit 2-5 payment reports, the TO Contractor cannot and will not be given credit for subcontractor payments, regardless of the TO Contractor's proper submission of Form 2-4A. The TO Manager will contact the TO Contractor if reports are not received each month from either the prime contractor or any of the identified subcontractors.
5) The TO Contractor must promptly notify the TO Manager if, during the course of the contract, a new MBE subcontractor is utilized. Failure to comply with the MBE contract provisions and reporting requirements may result in sanctions, as provided by COMAR 21.11.03.13.

ATTACHMENT 2 -1A MBE UTILIZATION AND FAIR SOLICITATION AFFIDAVIT & MBE PARTICIPATION SCHEDULE

INSTRUCTIONS

PLEASE READ BEFORE COMPLETING THIS FORM

This form includes Instructions and the MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule which must be submitted with the bid/proposal. <u>If the bidder/offeror fails to accurately complete and submit this Affidavit and Schedule with the bid or proposal as required, the Procurement Officer shall deem the bid non-responsive or shall determine that the proposal is not reasonably susceptible of being selected for award.</u>

1. Contractor shall structure its procedures for the performance of the work required in this Contract to attempt to achieve the minority business enterprise (MBE) subcontractor participation goal stated in the Invitation for Bids or Request for Proposals. Contractor agrees to exercise good faith efforts to carry out the requirements set forth in these Instructions, as authorized by the Code of Maryland Regulations (COMAR) 21.11.03.

2. MBE Goals and Subgoals: Please review the solicitation for information regarding the Contract's MBE overall participation goals and subgoals. After satisfying the requirements for any established subgoals, the Contractor is encouraged to use a diverse group of subcontractors and suppliers from any/all of the various MBE classifications to meet the remainder of the overall MBE participation goal.

3. MBE means a minority business enterprise that is certified by the Maryland Department of Transportation ("MDOT"). <u>Only entities certified by MDOT may be counted for purposes of achieving the MBE participation goals</u>. In order to be counted for purposes of achieving the MBE participation goals, the MBE firm, including a MBE prime, must be MDOT-certified for the services, materials or supplies that it is committed to perform on the MBE Participation Schedule.

4. Please refer to the MDOT MBE Directory at www.mdot.state.md.us to determine if a firm is certified with the appropriate North American Industry Classification System ("NAICS") Code **<u>and</u>** the product/services description (specific product that a firm is certified to provide or specific areas of work that a firm is certified to perform). For more general information about NAICS, please visit www.naics.com. Only those specific products and/or services for which a firm is certified in the MDOT Directory can be used for purposes of achieving the MBE participation goals. **WARNING:** If the firm's NAICS Code is in graduated status, such services/products **<u>may not be counted</u>** for purposes of achieving the MBE participation goals. A NAICS Code is in the graduated status if the term "Graduated" follows the Code in the MDOT MBE Directory.

5. **NOTE: New Guidelines Regarding MBE Prime Self-Performance.** Please note that when a certified MBE firm participates as a prime contractor on a contract, a procurement agency may count the distinct, clearly defined portion of the work of the contract that the certified MBE firm performs with its own forces toward fulfilling up to fifty-percent (50%) of the MBE participation goal (overall) and up to one hundred percent (100%) of not more than one of the MBE participation subgoals, if any, established for the contract. In order to receive credit for self-performance, an MBE prime must list its firm in Section 4A of the MBE Participation Schedule, including the certification category under which the MBE prime is self-performing and include information regarding the work it will self-perform. For the remaining portion of the overall goal and the subgoals, the MBE prime must also

identify other certified MBE subcontractors (see Section 4B of the MBE Participation Schedule) used to meet those goals or request a waiver. For example, for a construction contract that has a 27% MBE overall participation goal and subgoals of 7% for African American firms and 4% for Asian American firms, subject to Section 4 above and this Section 5, a certified African American MBE prime can self-perform (a) up to 13.5 % of the overall goal and (b) up to 7% of the African American subgoal. The remainder of the overall goal and subgoals would have to be met with other certified MBE firms or a waiver request.

For a services contract with a 30% percent MBE participation goal (overall) and subgoals of 7% for African-American firms, 4% for Asian American firms and 12% for women-owned firms, subject to Sections 4 above and this Section 5, a dually-certified Asian American/Woman MBE prime can self-perform (a) up to 15% of the overall goal and (b) up to four percent (4%) of the Asian American subgoal OR up to twelve percent (12%) of the women subgoal. Because it is dually-certified, the company can be designated as only ONE of the MBE classifications (Asian American or women) but can self-perform up to one hundred percent (100%) of the stated subgoal for the single classification it selects.

6. Subject to the restrictions stated in Section 5 above, when a certified MBE that performs as a participant in a joint venture, a procurement agency may count a portion of the total dollar value of the contract equal to the distinct, clearly-defined portion of the work of the contract that the certified MBE performs with its own forces toward fulfilling the contract goal, and not more than one of the contract subgoals, if any. For example, if a MBE firm is a joint venture partner and the State determines that it is performing with its own forces 35 percent of the work in the contract, it can use this portion of the work towards fulfilling up to fifty percent (50%) of the overall goal and up to one hundred percent (100%) of one of the stated subgoals, if applicable.

7. As set forth in COMAR 21.11.03.12-1, once the Contract work begins, the work performed by a certified MBE firm, including an MBE prime, can only be counted towards the MBE participation goal(s) if the MBE firm is performing a commercially useful function on the Contract. Please refer to COMAR 21.11.03.12-1 for more information regarding these requirements.

8. If you have any questions as to whether a firm is certified to perform the specific services or provide specific products, please contact MDOT's Office of Minority Business Enterprise at 1-800-544-6056 or via email to mbe@mdot.state.md.us sufficiently prior to the submission due date.

9. Worksheet: The percentage of MBE participation, calculated using the percentage amounts for all of the MBE firms listed on the Participation Schedule MUST at least equal the MBE participation goal **and** subgoals (if applicable) set forth in the solicitation. If a bidder/offeror is unable to achieve the MBE participation goal and/or any subgoals (if applicable), the bidder/offeror must request a waiver in Item 1 of the MBE Utilization and Fair Solicitation Affidavit (Attachment 2-1A) or the bid will be deemed not responsive, or the proposal determined to be not susceptible of being selected for award. You may wish to use the Subgoal summary below to assist in calculating the percentages and confirm that you have met the applicable MBE participation goal and subgoals, if any.

Subgoals (if applicable)

Total African American MBE Participation: _____________%

Total Asian American MBE Participation: _____________%

Total Hispanic American MBE Participation: _____________%

Total Women-Owned MBE Participation: _____________%

Overall Goal

Total MBE Participation (include all categories): ____________%

ATTACHMENT 2 -1A MBE UTILIZATION AND FAIR SOLICITATION AFFIDAVIT & MBE PARTICIPATION SCHEDULE

This MBE Utilization and Fair Solicitation Affidavit and MBE Participation Schedule **MUST BE** included with the bid/proposal for any solicitation with an MBE goal greater than 0%. If the Bidder/offeror fails to accurately complete and submit this Affidavit and Schedule with the bid or offer as required, the TO Procurement Officer shall deem the bid non-responsive or shall determine that the offer is not reasonably susceptible of being selected for award.

In conjunction with the bid or offer submitted in response to Solicitation No. R00B7400027, I affirm the following:

1. MBE Participation (PLEASE CHECK ONLY ONE)

☐ I acknowledge and intend to meet the overall certified Minority Business Enterprise (MBE) participation goal of 16 percent.

Therefore, I am not seeking a waiver pursuant to COMAR 21.11.03.11.

Notwithstanding any subgoals established above, the Contractor is encouraged to use a diverse group of subcontractors and suppliers from any/all of the various MBE classifications to meet the remainder of the overall MBE participation goal.

OR

☐ I conclude that I am unable to achieve the MBE participation goal and/or subgoals. I hereby request a waiver, in whole or in part, of the overall goal and/or subgoals. Within 10 working days of receiving notice that our firm is the apparent awardee, I will submit completed Good Faith Efforts Documentation to Support Waiver Request (Attachment 2-1C) and all required waiver documentation in accordance with COMAR 21.11.03.

2. Additional MBE Documentation

I understand that if I am notified that I am the apparent awardee or as requested by the Procurement Officer, I must submit the following documentation within 10 Business Days of receiving notice of the potential award or from the date of conditional award (per COMAR 21.11.03.10), whichever is earlier:

(a) Outreach Efforts Compliance Statement (Attachment 2-2);

(b) MBE Subcontractor Project Participation Statement (Attachment 2-3);

(c) Any other documentation, including waiver documentation if applicable, required by the Procurement Officer to ascertain bidder or offeror responsibility in connection with the certified MBE participation goal and subgoals, if any.

I understand that if I fail to return each completed document within the required time, the Procurement Officer may determine that I am not responsible and therefore not eligible for contract award. If the contract has already been awarded, the award is voidable.

3. Information Provided to MBE firms

In the solicitation of subcontract quotations or offers, MBE firms were provided not less than the same information and amount of time to respond as were non-MBE firms.

4. MBE Participation Schedule

Set forth below are the (i) certified MBEs I intend to use, (ii) the percentage of the total Contract amount allocated to each MBE for this project and, (iii) the items of work each MBE will provide under the Contract. I have confirmed with the MDOT database that the MBE firms identified below are performing work activities for which they are MDOT certified.

Prime Contractor: (Firm Name, Address, Phone)	Project Description:
Project Number:	

LIST INFORMATION FOR EACH CERTIFIED MBE FIRM YOU AGREE TO USE TO ACHIEVE THE MBE PARTICIPATION GOAL AND SUBGOALS, IF ANY.

MBE PRIMES: PLEASE COMPLETE BOTH SECTIONS A AND B BELOW.

SECTION A: For MBE Prime Contractors ONLY (including MBE Primes in a Joint Venture)

MBE Prime Firm Name:_______________________ MBE Certification Number: ____________________ (If dually certified, check only one box.) ☐ African American-Owned ☐ Hispanic American- Owned ☐ Asian American-Owned ☐ Women-Owned ☐ Other MBE Classification	Percentage of total Contract Value to be performed with own forces and counted towards the MBE overall participation goal (up to 50% of the overall goal): _______% Percentage of total Contract Value to be performed with own forces and counted towards the subgoal, if any, for my MBE classification (up to 100% of not more than one subgoal): _______% Description of the Work to be performed with MBE prime's own forces: ____________________________________ ____________________________________

SECTION B: For all Contractors (including MBE Primes in a Joint Venture)

MBE Prime Firm Name:_______________________ MBE Certification Number: ____________________ (If dually certified, check only one box.) ☐ African American-Owned ☐ Hispanic American- Owned ☐ Asian American-Owned ☐ Women-Owned ☐ Other MBE Classification	Percentage of Total Contract to be performed by this MBE: ________% Description of the Work to be Performed: ________________________________ ________________________________ ________________________________ ________________________________
MBE Prime Firm Name:_______________________ MBE Certification Number: ____________________ (If dually certified, check only one box.) ☐ African American-Owned ☐ Hispanic American- Owned ☐ Asian American-Owned ☐ Women-Owned ☐ Other MBE Classification	Percentage of Total Contract to be performed by this MBE: ________% Description of the Work to be Performed: ________________________________ ________________________________ ________________________________ ________________________________
MBE Prime Firm Name:_______________________ MBE Certification Number: ____________________ (If dually certified, check only one box.) ☐ African American-Owned ☐ Hispanic American- Owned ☐ Asian American-Owned ☐ Women-Owned ☐ Other MBE Classification	Percentage of Total Contract to be performed by this MBE: ________% Description of the Work to be Performed: ________________________________ ________________________________ ________________________________ ________________________________
MBE Prime Firm Name:_______________________ MBE Certification Number: ____________________ (If dually certified, check only one box.) ☐ African American-Owned ☐ Hispanic American- Owned ☐ Asian American-Owned ☐ Women-Owned ☐ Other MBE Classification	Percentage of Total Contract to be performed by this MBE: ________% Description of the Work to be Performed: ________________________________ ________________________________ ________________________________ ________________________________

CONTINUE ON SEPARATE PAGE IF NEEDED

I solemnly affirm under the penalties of perjury that I have reviewed the instructions for the MBE MBE Utilization & Fair Solicitation Affidavit and MBE Schedule and that the information included in the Schedule is true to the best of my knowledge, information and belief.

___________________________ ___________________________

Bidder/Offeror Name Signature of Authorized Representative

(PLEASE PRINT OR TYPE)

___________________________ ___________________________

Address Printed Name and Title

___________________________ ___________________________

City, State and Zip Code Date

SUBMIT AS INSTRUCTED IN TORFP

ATTACHMENT 2 -1B WAIVER GUIDANCE

GUIDANCE FOR DOCUMENTING GOOD FAITH EFFORTS TO MEET MBE PARTICIPATION GOALS

In order to show that it has made good faith efforts to meet the Minority Business Enterprise (MBE) participation goal (including any MBE subgoals) on a contract, the bidder/offeror must either (1) meet the MBE Goal(s) and document its commitments for participation of MBE Firms, or (2) when it does not meet the MBE Goal(s), document its Good Faith Efforts to meet the goal(s).

I. Definitions

MBE Goal(s) – "MBE Goal(s)" refers to the MBE participation goal and MBE participation subgoal(s).

Good Faith Efforts – The "Good Faith Efforts" requirement means that when requesting a waiver, the bidder/offeror must demonstrate that it took all necessary and reasonable steps to achieve the MBE Goal(s), which, by their scope, intensity, and appropriateness to the objective, could reasonably be expected to obtain sufficient MBE participation, even if those steps were not fully successful. Whether a bidder/offeror that requests a waiver made adequate good faith efforts will be determined by considering the quality, quantity, and intensity of the different kinds of efforts that the bidder/offeror has made. The efforts employed by the bidder/offeror should be those that one could reasonably expect a bidder/offeror to take if the bidder/offeror were actively and aggressively trying to obtain MBE participation sufficient to meet the MBE contract goal and subgoals. Mere *pro forma* efforts are not good faith efforts to meet the MBE contract requirements. The determination concerning the sufficiency of the bidder's/offeror's good faith efforts is a judgment call; meeting quantitative formulas is not required.

Identified Firms – "Identified Firms" means a list of the MBEs identified by the procuring agency during the goal setting process and listed in the procurement as available to perform the Identified Items of Work. It also may include additional MBEs identified by the bidder/offeror as available to perform the Identified Items of Work, such as MBEs certified or granted an expansion of services after the procurement was issued. If the procurement does not include a list of Identified Firms, this term refers to all of the MBE Firms (if State-funded) the bidder/offeror identified as available to perform the Identified Items of Work and should include all appropriately certified firms that are reasonably identifiable.

Identified Items of Work – "Identified Items of Work" means the bid items identified by the procuring agency during the goal setting process and listed in the procurement as possible items of work for performance by MBE Firms. It also may include additional portions of items of work the bidder/offeror identified for performance by MBE Firms to increase the likelihood that the MBE Goal(s) will be achieved. If the procurement does not include a list of Identified Items of Work, this term refers to all of the items of work the bidder/offeror identified as possible items of work for performance by MBE Firms and should include all reasonably identifiable work opportunities.

MBE Firms – "MBE Firms" refers to a firm certified by the Maryland Department of Transportation ("MDOT") under COMAR 21.11.03. Only MDOT-certified MBE Firms can participate in the State's MBE Program.

II. Types of Actions Agency will Consider

The bidder/offeror is responsible for making relevant portions of the work available to MBE subcontractors and suppliers and to select those portions of the work or material needs consistent with the available MBE subcontractors and suppliers, so as to facilitate MBE participation. The following is a list of types of actions the procuring agency will consider as part of the bidder's/offeror's Good Faith Efforts when the bidder/offeror fails to meet the MBE Goal(s). This list is not intended to be a mandatory checklist, nor is it intended to be exclusive or exhaustive. Other factors or types of efforts may be relevant in appropriate cases.

A. Identify Bid Items as Work for MBE Firms

1. Identified Items of Work in Procurements

(a) Certain procurements will include a list of bid items identified during the goal setting process as possible work for performance by MBE Firms. If the procurement provides a list of Identified Items of Work, the bidder/offeror shall make all reasonable efforts to solicit quotes from MBE Firms to perform that work.

(b) Bidders/Offerors may, and are encouraged to, select additional items of work to be performed by MBE Firms to increase the likelihood that the MBE Goal(s) will be achieved.

2. Identified Items of Work by Bidders/Offerors

(a) When the procurement does not include a list of Identified Items of Work or for additional Identified Items of Work, bidders/offerors should reasonably identify sufficient items of work to be performed by MBE Firms.

(b) Where appropriate, bidders/offerors should break out contract work items into economically feasible units to facilitate MBE participation, rather than perform these work items with their own forces. The ability or desire of a prime contractor to perform the work of a contract with its own organization does not relieve the bidder/offeror of the responsibility to make Good Faith Efforts.

B. Identify MBE Firms to Solicit

1. MBE Firms Identified in Procurements

(a) Certain procurements will include a list of the MBE Firms identified during the goal setting process as available to perform the items of work. If the procurement provides a list of Identified MBE Firms, the bidder/offeror shall make all reasonable efforts to solicit those MBE firms.

(b) Bidders/offerors may, and are encouraged to, search the MBE Directory to identify additional MBEs who may be available to perform the items of work, such as MBEs certified or granted an expansion of services after the solicitation was issued.

2. MBE Firms Identified by Bidders/Offerors

(a) When the procurement does not include a list of Identified MBE Firms, bidders/offerors should reasonably identify the MBE Firms that are available to perform the Identified Items of Work.

(b) Any MBE Firms identified as available by the bidder/offeror should be certified to perform the Identified Items of Work.

C. Solicit MBEs

1. Solicit all Identified Firms for all Identified Items of Work by providing written notice. The bidder/offeror should:

(a) provide the written solicitation at least 10 days prior to bid opening to allow sufficient time for the MBE Firms to respond;

(b) send the written solicitation by first-class mail, facsimile, or email using contact information in the MBE Directory, unless the bidder/offeror has a valid basis for using different contact information; and

(c) provide adequate information about the plans, specifications, anticipated time schedule for portions of the work to be performed by the MBE, and other requirements of the contract to assist MBE Firms in responding. (This information may be provided by including hard copies in the written solicitation or by electronic means as described in C.3 below.)

2. "All" Identified Firms includes the MBEs listed in the procurement and any MBE Firms you identify as potentially available to perform the Identified Items of Work, but it does not include MBE Firms who are no longer certified to perform the work as of the date the bidder/offeror provides written solicitations.

3. "Electronic Means" includes, for example, information provided via a website or file transfer protocol (FTP) site containing the plans, specifications, and other requirements of the contract. If an interested MBE cannot access the information provided by electronic means, the bidder/offeror must make the information available in a manner that is accessible to the interested MBE.

4. Follow up on initial written solicitations by contacting MBEs to determine if they are interested. The follow up contact may be made:

(a) by telephone using the contact information in the MBE Directory, unless the bidder/offeror has a valid basis for using different contact information; or

(b) in writing *via* a method that differs from the method used for the initial written solicitation.

5. In addition to the written solicitation set forth in C.1 and the follow up required in C.4, use all other reasonable and available means to solicit the interest of MBE Firms certified to perform the work of the contract. Examples of other means include:

(a) attending any pre-bid meetings at which MBE Firms could be informed of contracting and subcontracting opportunities; and

(b) if recommended by the procurement, advertising with or effectively using the services of at least two minority focused entities or media, including trade associations, minority/women community organizations, minority/women contractors' groups, and local, state, and federal minority/women business assistance offices listed on the MDOT Office of Minority Business Enterprise website.

D. Negotiate With Interested MBE Firms

Bidders/Offerors must negotiate in good faith with interested MBE Firms.

1. Evidence of negotiation includes, without limitation, the following:

(a) the names, addresses, and telephone numbers of MBE Firms that were considered;

(b) a description of the information provided regarding the plans and specifications for the work selected for subcontracting and the means used to provide that information; and

(c) evidence as to why additional agreements could not be reached for MBE Firms to perform the work.

2. A bidder/offeror using good business judgment would consider a number of factors in negotiating with subcontractors, including MBE subcontractors, and would take a firm's price and capabilities as well as contract goals into consideration.

3. The fact that there may be some additional costs involved in finding and using MBE Firms is not in itself sufficient reason for a bidder's/offeror's failure to meet the contract MBE goal(s), as long as such costs are reasonable. Factors to take into consideration when determining whether a MBE Firm's quote is excessive or unreasonable include, without limitation, the following:

   (a) the dollar difference between the MBE subcontractor's quote and the average of the other subcontractors' quotes received by the bidder/offeror;

   (b) the percentage difference between the MBE subcontractor's quote and the average of the other subcontractors' quotes received by the bidder/offeror;

   (c) the percentage that the MBE subcontractor's quote represents of the overall contract amount;

   (d) the number of MBE firms that the bidder/offeror solicited for that portion of the work;

   (e) whether the work described in the MBE and Non-MBE subcontractor quotes (or portions thereof) submitted for review is the same or comparable; and

   (f) the number of quotes received by the bidder/offeror for that portion of the work.

4. The above factors are not intended to be mandatory, exclusive, or exhaustive, and other evidence of an excessive or unreasonable price may be relevant.

5. The bidder/offeror may not use its price for self-performing work as a basis for rejecting a MBE Firm's quote as excessive or unreasonable.

6. The "average of the other subcontractors' quotes received" by the bidder/offeror refers to the average of the quotes received from all subcontractors. Bidder/offeror should attempt to receive quotes from at least three subcontractors, including one quote from a MBE and one quote from a Non-MBE.

7. A bidder/offeror shall not reject a MBE Firm as unqualified without sound reasons based on a thorough investigation of the firm's capabilities. For each certified MBE that is rejected as unqualified or that placed a subcontract quotation or offer that the bidder/offeror concludes is not acceptable, the bidder/offeror must provide a written detailed statement listing the reasons for this conclusion. The bidder/offeror also must document the steps taken to verify the capabilities of the MBE and Non-MBE Firms quoting similar work.

   (a) The factors to take into consideration when assessing the capabilities of a MBE Firm, include, but are not limited to the following: financial capability, physical capacity to perform, available personnel and equipment, existing workload, experience performing the type of work, conduct and performance in previous contracts, and ability to meet reasonable contract requirements.

(b) The MBE Firm's standing within its industry, membership in specific groups, organizations, or associations and political or social affiliations (for example union vs. non-union employee status) are not legitimate causes for the rejection or non-solicitation of bids in the efforts to meet the project goal.

E. Assisting Interested MBE Firms

When appropriate under the circumstances, the decision-maker will consider whether the bidder/offeror:

1. made reasonable efforts to assist interested MBE Firms in obtaining the bonding, lines of credit, or insurance required by the procuring department or the bidder/offeror; and

2. made reasonable efforts to assist interested MBE Firms in obtaining necessary equipment, supplies, materials, or related assistance or services.

III. Other Considerations

In making a determination of Good Faith Efforts the decision-maker may consider engineering estimates, catalogue prices, general market availability and availability of certified MBE Firms in the area in which the work is to be performed, other bids or offers and subcontract bids or offers substantiating significant variances between certified MBE and Non-MBE costs of participation, and their impact on the overall cost of the contract to the State and any other relevant factors.

The decision-maker may take into account whether a bidder/offeror decided to self-perform subcontract work with its own forces, especially where the self-performed work is Identified Items of Work in the procurement. The decision-maker also may take into account the performance of other bidders/offerors in meeting the contract. For example, when the apparent successful bidder/offeror fails to meet the contract goal, but others meet it, this reasonably raises the question of whether, with additional reasonable efforts, the apparent successful bidder/offeror could have met the goal. If the apparent successful bidder/offeror fails to meet the goal, but meets or exceeds the average MBE participation obtained by other bidders/offerors, this, when viewed in conjunction with other factors, could be evidence of the apparent successful bidder/offeror having made Good Faith Efforts.

IV. Documenting Good Faith Efforts

At a minimum, a bidder/offeror seeking a waiver of the MBE Goal(s) or a portion thereof must provide written documentation of its Good Faith Efforts, in accordance with COMAR 21.11.03.11, within 10 Business Days after receiving notice that it is the apparent awardee. The written documentation shall include the following:

A. Items of Work (Complete Good Faith Efforts Documentation Attachment 2-1C, Part 1)

A detailed statement of the efforts made to select portions of the work proposed to be performed by certified MBE Firms in order to increase the likelihood of achieving the stated MBE Goal(s).

B. Outreach/Solicitation/Negotiation

1. The record of the bidder's/offeror's compliance with the outreach efforts prescribed by COMAR 21.11.03.09C(2)(a). (Complete Outreach Efforts Compliance Statement – Attachment 2-2).

2. A detailed statement of the efforts made to contact and negotiate with MBE Firms including:

(a) the names, addresses, and telephone numbers of the MBE Firms who were contacted, with the dates and manner of contacts (letter, fax, email, telephone, etc.) **(Complete Good Faith Efforts**

Attachment 2-1C Part 2, and submit letters, fax cover sheets, emails, etc. documenting solicitations); and

(b) a description of the information provided to MBE Firms regarding the plans, specifications, and anticipated time schedule for portions of the work to be performed and the means used to provide that information.

C. Rejected MBE Firms (Complete Good Faith Efforts Attachment 2-1C, Part 3)

1. For each MBE Firm that the bidder/offeror concludes is not acceptable or qualified, a detailed statement of the reasons for the bidder's/offeror's conclusion, including the steps taken to verify the capabilities of the MBE and Non-MBE Firms quoting similar work.

2. For each certified MBE Firm that the bidder/offeror concludes has provided an excessive or unreasonable price, a detailed statement of the reasons for the bidder's/offeror's conclusion, including the quotes received from all MBE and Non-MBE firms bidding on the same or comparable work. **(Include copies of all quotes received.)**

3. A list of MBE Firms contacted but found to be unavailable. This list should be accompanied by a MBE Unavailability Certificate (see Exhibit A to this Part 1) signed by the MBE contractor or a statement from the bidder/offeror that the MBE contractor refused to sign the MBE Unavailability Certificate.

D. Other Documentation

1. Submit any other documentation requested by the Procurement Officer to ascertain the bidder's/offeror's Good Faith Efforts.

2. Submit any other documentation the bidder/offeror believes will help the Procurement Officer ascertain its Good Faith Efforts.

Exhibit A
MBE Subcontractor Unavailability Certificate

1. It is hereby certified that the firm of ____

(Name of Minority firm)

located at ____

(Number) (Street)

____

(City) (State) (Zip)

was offered an opportunity to bid on Solicitation No. ____________________________

in _____________________ County by_______________________________________

(Name of Prime Contractor's Firm)

****

2. ____ (Minority Firm), is either unavailable for the work/service or unable to prepare a bid for this project for the following reason(s):

____

____

____

____________________________________ ___________________ _________

Signature of Minority Firm's MBE Representative **Title** **Date**

____________________________________ __________________________________

MDOT Certification # Telephone #

****

3. To be completed by the prime contractor if Section 2 of this form is not completed by the minority firm.

To the best of my knowledge and belief, said Certified Minority Business Enterprise is either unavailable for the work/service for this project, is unable to prepare a bid, or did not respond to a request for a price proposal and has not completed the above portion of this submittal.

____________________________________ ___________________ _________

Signature of Prime Contractor **Title** **Date**

ATTACHMENT 2 -1C MBE ATTACHMENT
GOOD FAITH EFFORTS DOCUMENTATION TO SUPPORT WAIVER REQUEST

Page __ of ___

Prime Contractor:	Project Description:
R00B7400027	

Parts 1, 2, and 3 must be included with this certificate along with all documents supporting your waiver request.

I affirm that I have reviewed Attachment 2-1B, Waiver Guidance. I further affirm under penalties of perjury that the contents of Parts 1, 2, and 3 of this Attachment 2-1C Good Faith Efforts Documentation Form are true to the best of my knowledge, information, and belief.

Company Name	Signature of Representative
Address	Printed Name and Title
City, State and Zip Code	Date

GOOD FAITH EFFORTS DOCUMENTATION TO SUPPORT WAIVER REQUEST

Part 1 – Identified items of work bidder/offeror made available to MBE firms

Page __ of ___

Prime Contractor:	Project Description:
R00B7400027:	

Identify those items of work that the bidder/offeror made available to MBE Firms. This includes, where appropriate, those items the bidder/offeror identified and determined to subdivide into economically feasible units to facilitate the MBE participation. For each item listed, show the anticipated percentage of the total contract amount. It is the bidder's/offeror's responsibility to demonstrate that sufficient work to meet the goal was made available to MBE Firms, and the total percentage of the items of work identified for MBE participation equals or exceeds the percentage MBE goal set for the procurement. Note: If the procurement includes a list of bid items identified during the goal setting process as possible items of work for performance by MBE Firms, the bidder/offeror should make all of those items of work available to MBE Firms or explain why that item was not made available. If the bidder/offeror selects additional items of work to make available to MBE Firms, those additional items should also be included below.

Identified Items of Work	Was this work listed in the procurement?	Does bidder/ offeror normally self-perform this work?	Was this work made available to MBE Firms? If no, explain why?
	□ Yes □ No	□ Yes □ No	□ Yes □ No
	□ Yes □ No	□ Yes □ No	□ Yes □ No
	□ Yes □ No	□ Yes □ No	□ Yes □ No
	□ Yes □ No	□ Yes □ No	□ Yes □ No
	□ Yes □ No	□ Yes □ No	□ Yes □ No
	□ Yes □ No	□ Yes □ No	□ Yes □ No
	□ Yes □ No	□ Yes □ No	□ Yes □ No
	□ Yes □ No	□ Yes No	□ Yes □ No

□ Please check if Additional Sheets are attached.

GOOD FAITH EFFORTS DOCUMENTATION TO SUPPORT WAIVER REQUEST

Part 2 – identified MBE firms and record of solicitations

Page __ of ___

Prime Contractor:	Project Description:
R00B7400027:	

Identify the MBE Firms solicited to provide quotes for the Identified Items of Work made available for MBE participation. Include the name of the MBE Firm solicited, items of work for which bids/quotes were solicited, date and manner of initial and follow-up solicitations, whether the MBE provided a quote, and whether the MBE is being used to meet the MBE participation goal. MBE Firms used to meet the participation goal must be included on the MBE Participation Schedule. Note: If the procurement includes a list of the MBE Firms identified during the goal setting process as potentially available to perform the items of work, the bidder/offeror should solicit all of those MBE Firms or explain why a specific MBE was not solicited. If the bidder/offeror identifies additional MBE Firms who may be available to perform Identified Items of Work, those additional MBE Firms should also be included below. Copies of all written solicitations and documentation of follow-up calls to MBE Firms must be attached to this form. This list should be accompanied by a Minority Contractor Unavailability Certificate signed by the MBE contractor or a statement from the bidder/offeror that the MBE contractor refused to sign the Minority Contractor Unavailability Certificate (see Exhibit A to MBE Attachment 2-1B). If the bidder/offeror used a Non-MBE or is self-performing the identified items of work, Part 4 must be completed.

Name of Identified MBE Firm & MBE Classification	**Describe Item of Work Solicited**	**Initial Solicitation Date & Method**	**Follow-up Solicitation Date & Method**	**Details for Follow-up Calls**	**Quote Rec'd**	**Quote Used**	**Reason Quote Rejected**
Firm Name: **MBE Classification (Check only if requesting waiver of MBE subgoal.)** ☐ African American-Owned ☐ Hispanic American- Owned ☐ Asian American-Owned ☐ Women-Owned ☐ Other MBE Classification ________		Date: □ Mail □ Facsimile □ Email	Date: □ Phone □ Mail □ Facsimile □ Email	Time of Call: Spoke With: □ Left Message	□ Yes □ No	□ Yes □ No	□ Used Other MBE □ Used Non-MBE □ Self-performing
Firm Name: **MBE Classification (Check only if requesting waiver of MBE subgoal.)** ☐ African American-Owned ☐ Hispanic American- Owned ☐ Asian American-Owned ☐ Women-Owned ☐ Other MBE Classification ________		Date: □ Mail □ Facsimile □ Email	Date: □ Phone □ Mail □ Facsimile □ Email	Time of Call: Spoke With: □ Left Message	□ Yes □ No	□ Yes □ No	□ Used Other MBE □ Used Non-MBE □ Self-performing

☐ Please check if Additional Sheets are attached.

GOOD FAITH EFFORTS DOCUMENTATION TO SUPPORT WAIVER REQUEST

Part 3 – additional information regarding rejected MBE quotes

Page __ of ___

Prime Contractor:	Project Description:
R00B7400027:	

This form must be completed if Part 1 indicates that a MBE quote was rejected because the bidder/offeror is using a Non-MBE or is self-performing the Identified Items of Work. Provide the Identified Items Work, indicate whether the work will be self-performed or performed by a Non-MBE, and if applicable, state the name of the Non-MBE. Also include the names of all MBE and Non-MBE Firms that provided a quote and the amount of each quote.

Describe Identified Items of Work Not Being Performed by MBE (Include spec/ section number from bid)	Self-performing or Using Non-MBE (Provide name)	Amount of Non-MBE Quote	Name of Other Firms who Provided Quotes & Whether MBE or Non-MBE	Amount Quoted	Indicate Reason Why MBE Quote Rejected & Briefly Explain
	□ Self-performing □ Using Non-MBE ________________	$_______	________________ □ MBE □ Non-MBE	$_______	□ Price □ Capabilities □ Other
	□ Self-performing □ Using Non-MBE ________________	$_______	________________ □ MBE □ Non-MBE	$_______	□ Price □ Capabilities □ Other
	□ Self-performing □ Using Non-MBE ________________	$_______	________________ □ MBE □ Non-MBE	$_______	□ Price □ Capabilities □ Other
	□ Self-performing □ Using Non-MBE ________________	$_______	________________ □ MBE □ Non-MBE	$_______	□ Price □ Capabilities □ Other
	□ Self-performing □ Using Non-MBE ________________	$_______	________________ □ MBE □ Non-MBE	$_______	□ Price □ Capabilities □ Other
	□ Self-performing □ Using Non-MBE ________________	$_______	________________ □ MBE □ Non-MBE	$_______	□ Price □ Capabilities □ Other

□ Please check if Additional Sheets are attached.

ATTACHMENT 2 -2 MBE ATTACHMENT
OUTREACH EFFORTS COMPLIANCE STATEMENT

Complete and submit this form within 10 working days of notification of apparent award or actual award, whichever is earlier.

In conjunction with the bid/proposal submitted in response to Solicitation No. R00B7400027, I state the following:

1. Bidder/Offeror identified subcontracting opportunities in these specific work categories: ______
____
____
____

2. Attached to this form are copies of written solicitations (with bidding/proposal instructions) used to solicit certified MBE firms for these subcontract opportunities.

3. Bidder/Offeror made the following attempts to personally contact the solicited MDOT-certified MBE firms: ____
____
____

4. **Please Check One:**

□ This project does not involve bonding requirements.
□ Bidder/Offeror assisted MDOT-certified MBE firms to fulfill or seek waiver of bonding requirements. (DESCRIBE EFFORTS): ________________________________
____
____

5. **Please Check One:**

□ Bidder/Offeror did attend the pre-bid/pre-proposal conference.
□ No pre-bid/pre-proposal meeting/conference was held.
□ Bidder/Offeror did not attend the pre-bid/pre-proposal conference.

______________________	______________________
Company Name	Signature of Representative
______________________	______________________
Address	Printed Name and Title
______________________	______________________
City, State and Zip Code	Date

ATTACHMENT 2 -3A MBE ATTACHMENT
MBE SUBCONTRACTOR PROJECT PARTICIPATION CERTIFICATION

Please complete and submit one form for each certified MBE firm listed on the MBE Participation Schedule (Attachment 2-1A) within 10 Working Days of notification of apparent award. If the Bidder/Offeror fails to return this affidavit within the required time, the Procurement Officer may determine that the Bidder/Offeror is not responsible and therefore not eligible for Contract award.

Provided that ____ (Prime Contractor's Name) is awarded the State contract in conjunction with Solicitation No. ________________________, such Prime Contractor intends to enter into a subcontract with ___________________(Subcontractor's Name) committing to participation by the MBE firm __________________ (MBE Name) with MDOT Certification Number ______________ which will receive at least $__________ which equals to___% of the Total Contract Amount for performing the following products/services for the Contract:

NAICS CODE	WORK ITEM, SPECIFICATION NUMBER, LINE ITEMS OR WORK CATEGORIES (IF APPLICABLE)	DESCRIPTION OF SPECIFIC PRODUCTS AND/OR SERVICES

Each of the Contractor and Subcontractor acknowledges that, for purposes of determining the accuracy of the information provided herein, the Procurement Officer may request additional information, including, without limitation, copies of the subcontract agreements and quotes. Each of the Contractor and Subcontractor solemnly affirms under the penalties of perjury that: (i) the information provided in this MBE Subcontractor Project Participation Affidavit is true to the best of its knowledge, information and belief, and (ii) has fully complied with the State Minority Business Enterprise law, State Finance and Procurement Article §14-308(a)(2), Annotated Code of Maryland which provides that, except as otherwise provided by law, a contractor may not identify a certified minority business enterprise in a Bid/Proposal and:

(1) fail to request, receive, or otherwise obtain authorization from the certified minority business enterprise to identify the certified Minority Business Enterprise in its Bid/Proposal;

(2) fail to notify the certified Minority Business Enterprise before execution of the Contract of its inclusion of the Bid/Proposal;

(3) fail to use the certified Minority Business Enterprise in the performance of the Contract; or

(4) pay the certified Minority Business Enterprise solely for the use of its name in the Bid/Proposal.

PRIME CONTRACTOR	SUBCONTRACTOR
Signature of Representative: ____________________________________	Signature of Representative: ____________________________________
Printed Name and Title: ____________________________________	Printed Name and Title: ____________________________________
Firm's Name: ____________________________________	Firm's Name: ____________________________________
Federal Identification Number: ____________________________________	Federal Identification Number: ____________________________________
Address: ____________________________________ ____________________________________	Address: ____________________________________ ____________________________________
Telephone: ____________________________________	Telephone: ____________________________________
Date: ____________________________________	Date: ____________________________________

ATTACHMENT 2 -3B MBE ATTACHMENT

MBE PRIME PROJECT PARTICIPATION CERTIFICATION

Please complete and submit this form to attest each specific item of work that your MBE firm has listed on the MBE participation schedule (Attachment 2-1A) for purposes of meeting the MBE participation goals. This form must be submitted within 10 Working Days of notification of apparent award. If the Bidder/offeror fails to return this affidavit within the required time, the Procurement Officer may determine that the Bidder/offeror is not responsible and therefore not eligible for Contract award.

Provided that ____ (Prime Contractor's Name) with Certification Number ___________ is awarded the State contract in conjunction with Solicitation No. ______________________, such MBE Prime Contractor intends to perform with its own forces at least $___________ which equals to___% of the Total Contract Amount for performing the following products/services for the Contract:

NAICS CODE	WORK ITEM, SPECIFICATION NUMBER, LINE ITEMS OR WORK CATEGORIES (IF APPLICABLE) For Construction Projects, General Conditions must be listed separately.	DESCRIPTION OF SPECIFIC PRODUCTS AND/OR SERVICES	VALUE OF THE WORK

MBE PRIME CONTRACTOR

Signature of Representative:

____

Printed Name and Title:

____

Firm's Name:

____

Federal Identification Number:

____

Address:

____

____

Telephone:

____

Date:

This form must be completed monthly by the prime contractor.

ATTACHMENT 2 -4A MBE PRIME CONTRACTOR PAID/UNPAID MBE INVOICE REPORT

Maryland State Department of Education
Minority Business Enterprise Participation

Prime Contractor Paid/Unpaid MBE Invoice Report

Report #: ________ Reporting Period (Month/Year): _____________ **Report is due to the MBE Officer by the 15th of the month following the month the services were provided.** **Note: Please number reports in sequence**	Contract #: ____________________________ Contracting Unit: ________________________ Contract Amount: _______________________ MBE Subcontract Amt: ___________________ Project Begin Date: ______________________ Project End Date: _______________________ Services Provided: _______________________

Prime Contractor:		Contact Person:	
Address:			
City:		State:	ZIP:
Phone:	FAX: Email:		
MBE Subcontractor Name:		Contact Person:	
Phone:	FAX:		
Subcontractor Services Provided:			
List all payments made to MBE subcontractor named above during this reporting period: Invoice# Amount 1. 2. 3. 4. Total Dollars Paid: $____________________________		List dates and amounts of any outstanding invoices: Invoice # Amount 1. 2. 3. 4. Total Dollars Unpaid: $__________________________	
****If more than one MBE subcontractor is used for this contract, you must use separate 2-4A forms. Information regarding payments that the MBE prime will use for purposes of meeting the MBE participation goals must be reported separately in Attachment 2-4B.** ****Return one copy (hard or electronic) of this form to the following addresses (electronic copy with signature and date is preferred):**			
___________________________Contract Manager ____________________________Contracting Unit (Department) ___________________________________ ___________________________________ mailto: Reginaa.jackson@maryland.gov			

Signature:____ Date:_____________________

(Required)

This form must be completed monthly by MBE subcontractor

ATTACHMENT 2 *SAMPLE* MBE 2-5 SUBCONTRACTOR PAID/UNPAID MBE INVOICE REPORT

Minority Business Enterprise Participation

Subcontractor Paid/Unpaid MBE Invoice Report

Report#: ____ Reporting Period (Month/Year): _______________ **Report is due by the 15th of the month following the month the services were performed.**	Contract # Contracting Unit: MBE Subcontract Amount: Project Begin Date: Project End Date: Services Provided:

MBE Subcontractor Name:		
MDOT Certification #:		
Contact Person:	Email:	
Address:		
City:	State:	ZIP:
Phone:	FAX:	
Subcontractor Services Provided:		
List all payments received from Prime Contractor during reporting period indicated above. Invoice Amount Date 1. 2. 3. 4. Total Dollars Paid: $__________________________	List dates and amounts of any unpaid invoices over 30 days old. Invoice Amount Date 1. 2. 3. 4. Total Dollars Unpaid: $______________________	
Prime Contractor:	Contact Person:	
**Return one copy of this form to the following address (electronic copy with signature & date is preferred):		
____________________________Contract Manager _____________________________Contracting Unit Maryland State Department of Education ____________________________________ ____________________________________ mailto: Reginaa.jackson@maryland.gov		

Signature:____ Date:______________________

(Required)

ATTACHMENT 2 -4B MBE PRIME CONTRACTOR REPORT

Maryland State Department of Education
Minority Business Enterprise Participation

MBE Prime Contractor Report

MBE Prime Contractor: Certification Number: Report #: ________ Reporting Period (Month/Year): _____________ **Report is due to the MBE Officer by the 15th of the month following the month the services were provided.** **Note: Please number reports in sequence**	Contract #: ____________________________ Contracting Unit: _________________________ Contract Amount: _________________________ Total Value of the Work to the Self-Performed for purposes of Meeting the MBE participation goal/subgoals: ___________________________ Project Begin Date: _______________________ Project End Date: _______________________

Contact Person:			
Address:			
City:		State:	ZIP:
Phone:	Fax:	E-mail:	

INVOICE NUMBER	VALUE OF THE WORK	NAICS CODE	DESCRIPTION OF SPECIFIC PRODUCTS AND/OR SERVICES

Return one copy (hard or electronic) of this form to the following addresses (electronic copy with signature and date is preferred):

____________________________Contract Monitor _____________________________Contracting Unit mailto: Reginaa.jackson@maryland.gov

Signature:____ Date:______________________

(Required)

This form must be completed monthly by MBE subcontractor

ATTACHMENT 2 -5 SUBCONTRACTOR PAID/UNPAID MBE INVOICE REPORT

Minority Business Enterprise Participation

Subcontractor Paid/Unpaid MBE Invoice Report

Report#: ____ Reporting Period (Month/Year): ________________ **Report is due by the 15th of the month following the month the services were performed.**	Contract # Contracting Unit: MBE Subcontract Amount: Project Begin Date: Project End Date: Services Provided:

MBE Subcontractor Name:		
MDOT Certification #:		
Contact Person:	Email:	
Address:		
City:	State:	ZIP:
Phone:	FAX:	
Subcontractor Services Provided:		
List all payments received from Prime Contractor during reporting period indicated above. Invoice Amount Date 1. 2. 3. 4. Total Dollars Paid: $_________________________	List dates and amounts of any unpaid invoices over 30 days old. Invoice Amount Date 1. 2. 3. 4. Total Dollars Unpaid: $_____________________	
Prime Contractor:	Contact Person:	
**Return one copy of this form to the following address (electronic copy with signature & date is preferred):		
___________________________Contract Manager ____________________________Contracting Unit Maryland State Department of Education ___________________________________ ___________________________________ mailto: Reginaa.jackson@maryland.gov		

Signature:____ Date:_____________________

(Required)

ATTACHMENT 3 TASK ORDER AGREEMENT

CATS+ TORFP# R00B7400027 OF MASTER CONTRACT #060B2490023

This Task Order Agreement ("TO Agreement") is made this _____of _________, 2016 by and between _________________________________(TO Contractor) and the STATE OF MARYLAND, Maryland State Department of Education (MSDE).

IN CONSIDERATION of the mutual promises and the covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions. In this TO Agreement, the following words have the meanings indicated:

   a) "Department" means Maryland State Department of Education, as identified in the CATS+ TORFP # R00B7400027.

   b) "CATS+ TORFP" means the Task Order Request for Proposals # R00B7400027, dated MONTH DAY, YEAR, including any addenda and amendments.

   c) "Master Contract" means the CATS+ Master Contract between the Maryland Department of Information Technology and TO Contractor dated April 22, 2013.

   d) "TO Procurement Officer" means June Dwyer. The Department may change the TO Procurement Officer at any time by written notice.

   e) "TO Agreement" means this signed TO Agreement between MSDE and TO Contractor.

   f) "TO Contractor" means the CATS+ Master Contractor awarded this TO Agreement, whose principal business address is ____.

   g) "TO Manager" means Antonio Herrera. The Department may change the TO Manager at any time by written notice to the TO Contractor.

   h) "TO Technical Proposal" means the TO Contractor's technical response to the CATS+ TORFP dated date of TO Technical Proposal.

   i) "TO Financial Proposal" means the TO Contractor's financial response to the CATS+ TORFP dated date of TO Financial Proposal.

   j) "TO Proposal" collectively refers to the TO Technical Proposal and TO Financial Proposal.

2. Scope of Work

2.1 This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or supersede the Master Contract.

2.2 The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 3 of the CATS+ TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:

   a) The TO Agreement,

   b) Exhibit A – CATS+ TORFP

   c) Exhibit B – TO Technical Proposal

   d) Exhibit C – TO Financial Proposal

2.3 The TO Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the TO Agreement. No other order, statement or conduct of the TO Procurement Officer or any other person shall be treated as a change or entitle the TO Contractor to an equitable adjustment under this Section. Except as otherwise provided in this TO Agreement, if any change under this Section causes an increase or decrease in the TO Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the TO Agreement price shall be made and the TO Agreement modified in writing accordingly. The TO Contractor must assert in writing its right to an adjustment under this Section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this Section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this Section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3. Time for Performance

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS+ TORFP on receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period of three (3) base years commencing on the date the TO Agreement is fully executed and terminating on _________. At the sole option of the State, this TO Agreement may be extended for one (1) additional, two (2) year period for a total TO Agreement period ending on _____________.

4. Consideration and Payment

4.1 The consideration to be paid the TO Contractor shall not exceed $___________. Any work performed by the TO Contractor in excess of the not-to-exceed ceiling amount of the TO Agreement without the prior written approval of the TO Manager is at the TO Contractor's risk of non-payment.

4.2 Payments to the TO Contractor shall be made as outlined Section 3 of the CATS+ TORFP, but no later than thirty (30) days after the Department's receipt of a proper invoice for services provided by the TO Contractor, acceptance by the Department of services provided by the TO Contractor, and pursuant to the conditions outlined in Section 4 of this Agreement.

4.3 Each invoice for services rendered must include the TO Contractor's Federal Tax Identification Number which is _____________. Charges for late payment of invoices other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time-to-time amended, are prohibited. Invoices must be submitted to the Department TO Manager unless otherwise specified herein.

4.4 In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the TO Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

IN WITNESS THEREOF, the parties have executed this TO Agreement as of the date hereinabove set forth.

TO Contractor Name

____________________________________ ____________________________

By: Type or Print TO Contractor POC Date

Witness: _______________________

STATE OF MARYLAND, MSDE

____ ____________________________

By: Teresa Dantzler, Chief, Administrative Services Branch Date

Witness: _______________________

ATTACHMENT 4 CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

A) "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.

B) "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, offeror, contractor, consultant, or subcontractor or subconsultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.

C) The bidder or offeror warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.

D) The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):

E) The bidder or offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or offeror shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date:____________________ By:______________________________________

(Authorized Representative and Affiant)

ATTACHMENT 5 LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY (INSTRUCTIONS)

1) For this TORFP,
   a) Master Contractors shall comply with all personnel requirements defined under the Master Contract RFP 060B2490023.
   b) Master Contractors shall propose the CATS+ Labor Category that best fits each proposed resource for Key Personnel. A Master Contractor <u>may only</u> propose against labor categories in the Master Contractor's CATS+ Master Contract Financial Proposal.
   c) A Master Contractor's entire TO Technical Proposal will be deemed not susceptible for award if any of the following occurs:
      i) Failure to follow these instructions.
      ii) Failure to propose a resource for each job title or labor category identified in the TORFP as a required submission.
      iii) Failure of any proposed resource to meet minimum requirements as listed in this TORFP and in the CATS+ Master Contract.
      iv) Placing content on the Minimum Qualifications Summary that is not also on the Personnel Resume Form. *The function of the Minimum Qualifications Summary is to aid the Department to make a minimum qualification determination. Information on the Minimum Qualification Summary must correspond with information on the Personnel Resume form and shall not contain additional content not found on the other form.*
   d) Complete and sign the **Minimum Qualifications Summary** (Attachment 5A) and the **Personnel Resume Form** (Attachment 5B) for each resource proposed. Alternate resume formats are not allowed.
      i) The **Minimum Qualifications Summary** demonstrates the proposed resource meets minimum qualifications for the labor category, as defined in the CATS+ Master Contract RFP Section 2.10, and any additional minimum requirements stated in this TORFP. For each minimum qualification, indicate the location on the Personnel Resume Form (5B) demonstrating meeting this requirement.

         Only include the experience relevant to meeting a particular minimum qualification. Every skill <u>must be</u> linked to specific work experience and/or education. *The Minimum Qualification Summary shall not contain content that cannot be correlated to the Personnel Resume form.*

         Every experience listed on the Minimum Qualifications Resume Summary <u>must be</u> explicitly listed with start and stop dates. Where there is a time requirement such as three months' experience, you must provide the dates from and to showing an amount of time that equals or exceeds the mandatory time requirement; in this case, three months. Note: Overlapping time periods shall only count once against a specific minimum qualification (i.e., a minimum qualification may not be met by listing two examples occurring during the same time period.).

ii) The **Personnel Resume Form** provides resumes in a standard format. Additional information may be attached to each Personnel Resume Summary if it aids a full and complete understanding of the individual proposed.

ATTACHMENT 5 5A – MINIMUM QUALIFICATIONS SUMMARY

CATS+ TORFP # R00B7400027

All content on this form must also be on the Personnel Resume Form.
ONLY include information on this summary that supports meeting a minimum qualification.

<table>
<tr><td>Proposed Individual’s Name and Company/Sub-Contractor:</td><td>List how the proposed individual meets each requirement by including a reference to relevant entries in Form 5B</td></tr>
<tr><td colspan="2">LABOR CATEGORY TITLE – (INSERT CATS+ LABOR CATEGORY NAME)</td></tr>
<tr><td>Education:

Insert the education description from the CATS+ Master Contract RFP from Section 2.10 for the applicable labor category</td><td>(Identify school or institution Name; Address; Degree obtained and dates attended.)</td></tr>
<tr><td>Generalized Experience:

Insert the generalized experience description from the CATS+ Master Contract RFP from Section 2.10 for the applicable labor category

Provide dates in the format of MM/YY to MM/YY</td><td>(Identify specific work experiences from the resume that illustrate compliance with the Master Contract RFP Labor Category requirements for Generalized Experience.)<table><tr><td>FROM</td><td>TO</td><td>Job Title and Company</td></tr><tr><td></td><td></td><td></td></tr><tr><td colspan="2">Match to Form 5B:</td><td><insert cross-reference(s) to the full description on Form 5B></td></tr></table></td></tr>
<tr><td>Specialized Experience:

Insert the specialized experience description from the CATS+ Master Contract RFP from Section 2.10 for the applicable labor category

Provide dates in the format of MM/YY to MM/YY</td><td>(Identify specific work experiences from the resume that illustrate compliance with the Master Contract RFP Labor Category requirements for Specialized Experience.)<table><tr><td>FROM</td><td>TO</td><td>Job Title and Company</td></tr><tr><td></td><td></td><td></td></tr><tr><td colspan="2">Match to Form 5B:</td><td><insert cross-reference to the full description on Form 5B></td></tr></table></td></tr>
<tr><td>TORFP Additional Requirements
Minimum qualifications and required certifications as defined in Section 2.1 of this TORFP.

Provide dates in the format of MM/YY to MM/YY</td><td></td></tr>
</table>

The information provided on this form for this labor class is true and correct to the best of my knowledge (Signatures must be included):

Master Contractor Representative:

______________________________ ______________

Signature Date

Proposed Individual:

______________________________ ______________

Signature Date

ATTACHMENT 5 5B – PERSONNEL RESUME FORM

CATS+ TORFP # R00B7400027

Instructions: Submit one resume form for each resource proposed. Do not submit other resume formats. Fill out each box as instructed. Failure to follow the instructions on the instructions page and in TORFP may result in the TO Proposal being considered not susceptible for award.

Resource Name:		
Master Contractor:	<insert Master Contractor name>	Sub-Contractor (if applicable):
Proposed CATS+ Labor Category:	<proposed by Master Contractor >	
Job Title (As listed in TORFP):	<as described in this TORFP>	

Education / Training (start with most recent degree / certificate)

Institution Name / City / State	Degree / Certification	Year Completed	Field Of Study
<add lines as needed>			

Relevant Work Experience*

Describe work experience relevant to the Duties / Responsibilities and Minimum Qualifications described in Section 3 of the TORFP. Start with the most recent experience first; do not include experience not relevant to the scope of this TORFP; use Employment History below for full employment history. Enter dates as MM/YY – MM/YY. Add lines as needed.

[Organization] [Title / Role] [Period of Employment / Work (MM/YY – MM/YY)] [Location] [Contact Person (Optional if current employer)] [Technologies Used]	Description of Work (recommended: organize work descriptions to address minimum qualifications and other requirements)
[Organization] [Title / Role] [Period of Employment / Work MM/YY – MM/YY] [Location] [Contact Person] [Technologies Used]	Description of Work (recommended: organize work descriptions to address minimum qualifications and other requirements)

*Fill out each box. Do not enter “see resume” as a response.

A) References for Proposed Resource (if requested in the TORFP)

List persons the State may contact as employment references. Add lines as needed.

Reference Number:	1
Date From:	<mm/yy>
Date To:	<mm/yy>
Organization Name:	<insert organization name>

Contact Name:	<insert contact>
Contact Phone:	<insert phone>
Contact e-mail:	<insert e-mail>
Details:	<insert details>

The information provided on this form for this labor class is true and correct to the best of my knowledge (Signatures must be included):

Master Contractor Representative:

______________________________ ______________
Signature Date

Proposed Individual:

______________________________ ______________
Signature Date

Instruction: Sign each form.

ATTACHMENT 6 PRE-PROPOSAL CONFERENCE DIRECTIONS

Maryland State Department of Education
Nancy S Grasmick State Education Building
200 West Baltimore Street
Baltimore, MD 21201

From Interstate 95 (Washington, D. C.)
95 to Exit 53 – "Route 395 North/Downtown". On 395, take exit "Downtown/Inner Harbor", which is the left lane. Stay in left lane. "Downtown/Inner Harbor" exit becomes Howard Street. Cross Conway, Camden, and Pratt Streets. After Pratt, get in the right lane. Cross Lombard Street, turn right at next light which is Baltimore Street. You can turn right from both lanes, but the left lane of Howard Street puts you into the left lane of Baltimore Street and gives easy access to the parking lot, and directly across from the Royal Farms Arena (Formerly First Mariners Arena) From Interstate 95 (North of Baltimore—Philadelphia/New York)

95 South to Baltimore. Pass the exits to 695 – Baltimore Beltway. As soon as you pass the 695 exits, get in the right two lanes. Stay to the right and follow signs to 95 South/Ft. McHenry Tunnel. (The left two lanes go to 895 and the "old" Harbor Tunnel.) When you exit the Ft. McHenry tunnel stay on the right and take the first exit – 395/Baltimore/Downtown. On the exit ramp you should begin to move to the left and continue to follow the signs that say "Downtown/Inner Harbor". Downtown/Inner Harbor" exit becomes Howard Street. Cross Conway, Camden, and Pratt Streets. After Pratt, get in the right lane. Cross Lombard Street, turn right at next light which is Baltimore Street. You can turn right from both lanes, but the left lane of Howard Street puts you into the left lane of Baltimore Street and gives easy access to the parking lot next to the building. MSDE is in the middle of the block, on the left, right next to the parking lot, and directly across from the Royal Farms Arena (Formerly First Mariners Arena)

From Annapolis – Route 50
Route 50 West to Route 97 North to Baltimore to exit "695 (Baltimore Beltway) West" to Baltimore. Exit 7B from the Beltway to Baltimore-Washington Parkway "295 North to Baltimore". Follow directions below for 295 North to Baltimore.

From the Baltimore-Washington Parkway (Route 295)
295 North to Baltimore – all the way into Baltimore City. The name of the road/street changes from BW Parkway to Russell Street to Paca Street. As you come into the city you will pass the site of the new Camden Yards (Oriole Ballpark) on the right, you will cross Pratt Street, Lombard Street, and Redwood Street. At Baltimore Street turn right. Cross Eutaw Street and Howard Street. MSDE is in the middle of the block, on the left, right next to the parking lot, and directly across from the Royal Farms Arena (Formerly First Mariners Arena).

ATTACHMENT 7 NOTICE TO PROCEED (SAMPLE)

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS+ 060B2490023 (TORFP #): R00B7400027

Dear TO Contractor Contact:

This letter is your official Notice to Proceed as of ____________, for the above-referenced Task Order Agreement. Mr. Antonio Herrera of Maryland State Department of Education will serve as the TO Manager and your contact person on this Task Order. He can be reached at telephone 410-767-8108.

Enclosed is an original, fully executed Task Order Agreement.

Sincerely,

June Dwyer

Task Order Procurement Officer

Enclosures (2)

cc: Antonio Herrera, TO Manager

Procurement Liaison Office, Department of Information Technology

Project Oversight Office, Department of Information Technology

ATTACHMENT 8 AGENCY DELIVERABLE PRODUCT ACCEPTANCE FORM

Department Name: MSDE

Solicitation Title: Child Care Systems Maintenance and Enhancement

TO Manager: Antonio Herrera, 410-767-8108

To: TO Contractor Name

The following deliverable, as required by Solicitation Number (TORFP #): R00B7400027 has been received and reviewed in accordance with the TORFP.

Title of deliverable: ____

TORFP Contract Reference Number: Section # __________

Deliverable Reference ID # _________________________

This deliverable:

☐ Is accepted as delivered.

☐ Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

__________________________________ __________________________________

TO Manager Signature Date Signed

ATTACHMENT 9 NON-DISCLOSURE AGREEMENT (OFFEROR)

This Non-Disclosure Agreement (the “Agreement”) is made this ___ day of ________ 20__, by and between _________________________ (hereinafter referred to as "the OFFEROR”) and the State of Maryland (hereinafter referred to as "the State").

OFFEROR warrants and represents that it intends to submit a TO Proposal in response to CATS+ TORFP # R00B7400027 for Child Care Systems Maintenance and Enhancement. In order for the OFFEROR to submit a TO Proposal, it will be necessary for the State to provide the OFFEROR with access to certain confidential information including, but not limited, to, Child Care Client Personal information and/or subsidy data. All such information provided by the State shall be considered Confidential Information regardless of the form, format, or media upon which or in which such information is contained or provided, regardless of whether it is oral, written, electronic, or any other form, and regardless of whether the information is marked as “Confidential Information”. As a condition for its receipt and access to the Confidential Information described above, the OFFEROR agrees as follows:

1. OFFEROR will not copy, disclose, publish, release, transfer, disseminate or use for any purpose in any form any Confidential Information received, except in connection with the preparation of its TO Proposal.
2. Each employee or agent of the OFFEROR who receives or has access to the Confidential Information shall execute a copy of this Agreement and the OFFEROR shall provide originals of such executed Agreements to the State. Each employee or agent of the OFFEROR who signs this Agreement shall be subject to the same terms, conditions, requirements and liabilities set forth herein that are applicable to the OFFEROR.
3. OFFEROR shall return the Confidential Information to the State within five business days of the State’s Notice of recommended award. If the OFFEROR does not submit a Proposal, the OFFEROR shall return the Confidential Information to June Dwyer, MSDE on or before the due date for Proposals.
4. OFFEROR acknowledges that the disclosure of the Confidential Information may cause irreparable harm to the State and agrees that the State may obtain an injunction to prevent the disclosure, copying, or other impermissible use of the Confidential Information. The State’s rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages for the OFFEROR’S failure to comply with the requirements of this Agreement. The OFFEROR consents to personal jurisdiction in the Maryland State Courts.
5. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys’ fees and disbursements) that are attributable, in whole or in part to any failure by the OFFEROR or any employee or agent of the OFFEROR to comply with the requirements of this Agreement, OFFEROR and such employees and agents of OFFEROR shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
6. This Agreement shall be governed by the laws of the State of Maryland.
7. OFFEROR acknowledges that pursuant to Section 11-205.1 of the State Finance and Procurement Article of the Annotated Code of Maryland, a person may not willfully make a false or fraudulent statement or representation of a material fact in connection with a procurement contract. Persons making such statements are guilty of a felony and on conviction subject to a fine of not more than $20,000 and/or imprisonment not exceeding 5 years or both. OFFEROR further acknowledges that this Agreement is a statement made in connection with a procurement contract.
8. The individual signing below warrants and represents that they are fully authorized to bind the OFFEROR to the terms and conditions specified in this Agreement. If signed below by an individual employee or agent of the OFFEROR under Section 2 of this Agreement, such individual acknowledges that a failure to comply with the requirements specified in this Agreement may result in personal liability.

OFFEROR: ___________________________ BY: _______________________________

NAME: ______________________________ TITLE: _______________________________

ADDRESS:____

ATTACHMENT 10 NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT ("Agreement") is made as of this ___ day of ______________, 20__, by and between the State of Maryland ("the State"), acting by and through its Maryland State Department of Education, MSDE, (the "Department"), and ____________________ ("TO Contractor"), a corporation with its principal business office located at _________________________________ and its principal office in Maryland located at _____________________________.

RECITALS

WHEREAS, the TO Contractor has been awarded a Task Order Agreement (the "TO Agreement") for Child Care Systems Maintenance and Enhancements TORFP No. R00B7400027dated ______________, (the "TORFP") issued under the Consulting and Technical Services procurement issued by the Department, Project Number 060B2490023; and

WHEREAS, in order for the TO Contractor to perform the work required under the TO Agreement, it will be necessary for the State to provide the TO Contractor and the TO Contractor's employees and agents (collectively the "TO Contractor's Personnel") with access to certain confidential information regarding ________________________________ (the "Confidential Information").

NOW, THEREFORE, in consideration of being given access to the Confidential Information in connection with the TORFP and the TO Agreement, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such, Confidential Information means (1) any and all information provided by or made available by the State to the TO Contractor in connection with the TO Agreement and (2) any and all personally identifiable information (PII) (including but not limited to personal information as defined in Md. Ann. Code, State Govt. § 10-1301(c)) and protected health information (PHI) that is provided by a person or entity to the TO Contractor in connection with this TO Agreement. Confidential Information includes, by way of example only, information that the TO Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the TO Agreement.

2. TO Contractor shall not, without the State's prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information except for the sole and exclusive purpose of performing under the TO Agreement. TO Contractor shall limit access to the Confidential Information to the TO Contractor's Personnel who have a demonstrable need to know such Confidential Information in order to perform under the TO Agreement and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the TO Contractor's Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the TO Contractor. TO Contractor shall update Exhibit A by adding additional names as needed, from time to time.

3. If the TO Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the TO Contractor's performance of the TORFP or who will otherwise have a role in performing any aspect of the TORFP, the TO Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.

4. TO Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.

5. TO Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the TO Contractor's Personnel or the TO Contractor's former

Personnel. TO Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).

6. TO Contractor shall, at its own expense, return to the Department, all Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the TO Agreement.

7. A breach of this Agreement by the TO Contractor or by the TO Contractor's Personnel shall constitute a breach of the Master Contract Agreement between the TO Contractor and the State.

8. TO Contractor acknowledges that any failure by the TO Contractor or the TO Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the TO Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The TO Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages from the TO Contractor and the TO Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the TO Contractor or any of the TO Contractor's Personnel to comply with the requirements of this Agreement, the TO Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.

9. TO Contractor and each of the TO Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the TO Contractor shall provide originals of such executed Agreements to the State.

10. The parties further agree that:

    a) This Agreement shall be governed by the laws of the State of Maryland;

    b) The rights and obligations of the TO Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;

    c) The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;

    d) The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;

    e) Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and

    f) The Recitals are not merely prefatory but are an integral part hereof.

TO Contractor/TO Contractor's Personnel: ________________________________	**MSDE:** ____________________
Name:___________________________	Name: Teresa Dantzler
Title:____________________________	Title: Chief, Administrative Services Branch
Date: ____________________________	Date: ________________________________

EXHIBIT A – FOR THE NONDISCLOSURE AGREEMENT (TO CONTRACTOR)

TO CONTRACTOR'S EMPLOYEES AND AGENTS WHO WILL BE GIVEN ACCESS TO THE CONFIDENTIAL INFORMATION

Printed Name and Address of Employee or Agent	Signature	Date

ATTACHMENT 11 TO CONTRACTOR SELF-REPORTING CHECKLIST

The purpose of this checklist is for CATS+ Master Contractors to self-report on adherence to procedures for task orders (TO) awarded under the CATS+ Master Contract. Requirements for TO management can be found in the CATS+ Master Contract RFP and at the TORFP level. The Master Contractor is requested to complete and return this form by the Checklist Due Date below. Master Contractors may attach supporting documentation as needed. Please send the completed checklist and direct any related questions to contractoversight.doit@maryland.gov with the TO number in the subject line.

Master Contractor:	
Master Contractor Contact / Phone:	
Procuring State Department Name:	
TO Title:	
TO Number:	
TO Type (Fixed Price, T&M, or Both):	
Checklist Issue Date:	
Checklist Due Date:	
Section 1 – Task Orders with Invoices Linked to Deliverables	
A) Was the original TORFP (Task Order Request for Proposals) structured to link invoice payments to distinct deliverables with specific acceptance criteria? Yes ☐ No ☐ (If no, skip to Section 2.)	
B) Do TO invoices match corresponding deliverable prices shown in the accepted Financial Proposal? Yes ☐ No ☐ (If no, explain why)	
C) Is the deliverable acceptance process being adhered to as defined in the TORFP? Yes ☐ No ☐ (If no, explain why)	
Section 2 – Task Orders with Invoices Linked to Time, Labor Rates and Materials	
A) If the TO involves material costs, are material costs passed to the Department without markup by the Master Contractor? Yes ☐ No ☐ (If no, explain why)	
B) Are labor rates the same or less than the rates proposed in the accepted Financial Proposal? Yes ☐ No ☐ (If no, explain why)	
C) Is the Master Contractor providing timesheets or other appropriate documentation to support invoices? Yes ☐ No ☐ (If no, explain why)	
Section 3 – Substitution of Personnel	
A) Has there been any substitution of personnel? Yes ☐ No ☐ (If no, skip to Section 4.)	
B) Did the Master Contractor request each personnel substitution in writing? Yes ☐ No ☐ (If no, explain why)	

C) Does each accepted substitution possess equivalent or better education, experience and qualifications than incumbent personnel? Yes ☐ No ☐ (If no, explain why)
Was the substitute approved by the Department in writing? Yes ☐ No ☐ (If no, explain why)
Section 4 – MBE Participation
A) What is the MBE goal as a percentage of the TO value? % (If there is no MBE goal, skip to Section 5)
B) Are MBE reports 2-4A, 2-4B, and 2-5 submitted monthly? Yes ☐ No ☐ (If no, explain why)
C) What is the actual MBE percentage to date? (divide the dollar amount paid to date to the MBE by the total amount paid to date on the TO) % (Example - $3,000 was paid to date to the MBE subcontractor; $10,000 was paid to date on the TO; the MBE percentage is 30% (3,000 ÷ 10,000 = 0.30))
Is this consistent with the planned MBE percentage at this stage of the project? Yes ☐ No ☐ (If no, explain why)
Has the Master Contractor expressed difficulty with meeting the MBE goal? Yes ☐ No ☐ (If yes, explain the circumstances and any planned corrective actions)
Section 5 – TO Change Management
A) Is there a written change management procedure applicable to this TO? Yes ☐ No ☐ (If no, explain why)
B) Does the change management procedure include the following? Yes ☐ No ☐ Sections for change description, justification, and sign-off Yes ☐ No ☐ Sections for impact on cost, scope, schedule, risk and quality (i.e., the impact of change on satisfying TO requirements) Yes ☐ No ☐ A formal group charged with reviewing / approving / declining changes (e.g., change control board, steering committee, or management team)
C) Have any change orders been executed? Yes ☐ No ☐ (If yes, explain expected or actual impact on TO cost, scope, schedule, risk and quality)
D) Is the change management procedure being followed? Yes ☐ No ☐ (If no, explain why)

SUBMIT AS INSTRUCTED IN TORFP.

ATTACHMENT 12 LIVING WAGE AFFIDAVIT OF AGREEMENT

Contract No. ____
Name of Contractor ____
Address____
City_________________________________ State________ Zip Code_______________

If the Contract is Exempt from the Living Wage Law
The Undersigned, being an authorized representative of the above named Contractor, hereby affirms that the Contract is exempt from Maryland's Living Wage Law for the following reasons: (check all that apply)

__ Bidder/Offeror is a nonprofit organization

__ Bidder/Offeror is a public service company

__ Bidder/Offeror employs 10 or fewer employees and the proposed contract value is less than $500,000

__ Bidder/Offeror employs more than 10 employees and the proposed contract value is less than $100,000

If the Contract is a Living Wage Contract

A. The Undersigned, being an authorized representative of the above named Contractor, hereby affirms our commitment to comply with Title 18, State Finance and Procurement Article, Annotated Code of Maryland and, if required, to submit all payroll reports to the Commissioner of Labor and Industry with regard to the above stated contract. The Bidder/Offeror agrees to pay covered employees who are subject to living wage at least the living wage rate in effect at the time service is provided for hours spent on State contract activities, and to ensure that its Subcontractors who are not exempt also pay the required living wage rate to their covered employees who are subject to the living wage for hours spent on a State contract for services. The Contractor agrees to comply with, and ensure its Subcontractors comply with, the rate requirements during the initial term of the contract and all subsequent renewal periods, including any increases in the wage rate established by the Commissioner of Labor and Industry, automatically upon the effective date of the revised wage rate.

B. ______________________(initial here if applicable) The Bidder/Offeror affirms it has no covered employees for the following reasons (check all that apply):

__ All employee(s) proposed to work on the State contract will spend less than one-half of the employee's time during every work week on the State contract;

__ All employee(s) proposed to work on the State contract will be 17 years of age or younger during the duration of the State contract; or

__ All employee(s) proposed to work on the State contract will work less than 13 consecutive weeks on the State contract.

The Commissioner of Labor and Industry reserves the right to request payroll records and other data that the Commissioner deems sufficient to confirm these affirmations at any time.

Name of Authorized Representative: ____

Signature of Authorized Representative ____

Date: _____________ Title: ____

Witness Name (Typed or Printed): ____

Witness Signature and Date: ____

ATTACHMENT 13 MERCURY AFFIDAVIT

THIS ATTACHMENT DOES NOT APPLY TO THIS TORFP.

ATTACHMENT 14 VETERAN SMALL BUSINESS ENTERPRISE PARTICIPATION (VSBE) FOR STATE OF MARYLAND

These instructions provide guidance on the VSBE reporting requirements. If, after reading these instructions, you have additional questions or need further clarification, please contact the TO Manager immediately.

PURPOSE

The TO Contractor shall structure its procedures for the performance of the work required in this TO to attempt to achieve the VSBE participation goal stated in this solicitation. VSBE performance must be in accordance with this TORFP, as authorized by COMAR 21.11.13. The TO Contractor agrees to exercise all good faith efforts to carry out the requirements set forth in Section 1.13 and Attachment 14.

In order to be counted for purposes of achieving VSBE participation goals, VSBEs must be verified by the Center for Veterans Enterprise of the United States Department of Veterans Affairs. The listing of verified VSBEs may be found at http://www.vetbiz.gov.

GUIDELINES FOR VSBE SELF-PERFORMANCE

When a certified VSBE firm participates as a prime contractor on a contract, a procurement agency may count the distinct, clearly defined portion of the contract work that the certified VSBE prime performs with its own forces toward fulfilling up to one hundred percent (100%) of the VSBE participation goal. **In order to receive credit for self-performance, a VSBE prime must list its firm in Section 2A of the VSBE Participation Schedule (Attachment 14 Form V-1)**.

If a VSBE prime cannot fulfill the overall goal through its own work force, it must identify other certified VSBE subcontractors for the remaining portion of the goal. Those VSBE certified subcontractors should be listed in Section 2B of the VSBE Participation Schedule.

SUMMARY OF REPORTS

A. **Must be submitted with offer**
   a. Form V-1A Offeror Acknowledgement of Task Order VSBE Requirements
   b. Form V-1 (Parts 1 and 2) Veteran-Owned Small Business Enterprise Utilization Affidavit and VSBE Participation Schedule

B. Must be submitted within 10 working days of notification of apparent award or actual award (whichever is earlier)
   a. Form V-2A VSBE Subcontractor Project Participation Statement
   b. Form V-2B VSBE Prime Contractor Project Participation Statement

C. **After Award – must be submitted monthly**
   a. Form V-3 VSBE Prime Contractor Unpaid Invoice Report (Submitted monthly)
   b. Form V-4 VSBE Subcontractor Unpaid Invoice Report (Submitted monthly)

SOLICITATION AND TO FORMATION

Offeror shall include with its TO Proposal a completed VSBE Utilization Affidavit and Subcontractor Participation Schedule (Attachment 14 form V-1A and Attachment 14 form V-1) whereby:

1. Offeror acknowledges it: a) intends to meet the VSBE participation goal; or b) requests a full or partial waiver of the VSBE participation goal. If Offeror commits to the full VSBE goal or requests a partial waiver, it shall commit to making a good faith effort to achieve the stated goal.
2. Offeror responds to the expected degree of VSBE participation as stated in the TORFP, by identifying the specific commitment of VSBEs at the time of TO Proposal submission. Offeror shall specify the percentage of TO value associated with each VSBE identified on the VSBE Participation Schedule.

If Offeror fails to submit Attachment 14-V-1A and Attachment 14-V-1 with the TO Proposal as required, the TO Procurement Officer may determine that the offer is non-responsive or that the TO Proposal is not reasonably susceptible to be selected for award.

Within 10 Working Days from notification that it is the apparent awardee, the awardee shall provide the following documentation to the TO Procurement Officer.

1. VSBE Subcontractor Project Participation Statement (Attachment 14 form V-2A);
2. VSBE Prime Contractor Project Participation Statement (Attachment 14 form V-2B)
3. If the apparent awardee believes a full or partial waiver of the overall VSBE goal is necessary, it must submit a fully-documented waiver request that complies with COMAR 21.11.13.07; and
4. Any other documentation required by the TO Procurement Officer to ascertain Offeror's responsibility in connection with the VSBE subcontractor participation goal.

If the apparent awardee fails to return each completed document within the required time, the Procurement Officer may determine that the apparent awardee is not responsible and therefore not eligible for TO award.

TO ADMINISTRATION REQUIREMENTS

The TO Contractor, once awarded the TO shall:

1. Submit monthly to DOIT a report listing any unpaid invoices, over 45 days old, received from any VSBE subcontractor, the amount of each invoice, and the reason payment has not been made (Attachment 14 form V-3).
2. Include in its agreements with any VSBE subcontractors a requirement that those subcontractors submit monthly to DOIT a report that identifies the prime contract and lists all payments received from TO Contractor in the preceding 30 days, as well as any outstanding invoices, and the amount of those invoices (Attachment 14 form V-4).
3. Maintain such records as are necessary to confirm compliance with its VSBE participation obligations. These records shall indicate the identity of VSBE and non-VSBE subcontractors employed on the TO, the type of work performed by each, and the actual dollar value of work performed. Any subcontract agreement documenting work performed by VSBE participants must be retained by the TO Contractor and furnished to the TO Procurement Officer on request.
4. Consent to provide such documentation as reasonably requested and to provide right-of-entry at reasonable times for purposes of the State's representatives verifying compliance with the VSBE participation obligations. TO Contractor shall retain all records concerning VSBE participation and make them available for State inspection for three years after final completion of the TO.

At the option of DOIT, upon completion of the TO and before final payment and/or release of retainage, submit a final report in affidavit form and under penalty of perjury, of all payments made to, or withheld from VSBE subcontractors.

ATTACHMENT 14 VETERAN SMALL BUSINESS ENTERPRISE REPORTING REQUIREMENTS

1) As the TO Contractor, you have entered into a TO Agreement with the State of Maryland. As such, your company/firm is responsible for successful completion of all deliverables under the contract, including your commitment to making a good faith effort to meet the VSBE participation goal established for this TORFP. Part of that effort, as outlined in the TORFP, includes submission of monthly reports to the State regarding the previous month's VSBE payment activity. Reporting forms V-3 (VSBE Prime Contractor Unpaid Invoice Report) and V-4 (VSBE Subcontractor Unpaid Invoice Report) are attached for your use and convenience.
2) The TO Contractor must complete a separate Form V-3 for each VSBE subcontractor for each month of the contract and submit one copy to each of the locations indicated at the bottom of the form. The report is due no later than the 15th of the month following the month that is being reported. For example, the report for January's activity is due no later than the 15th of February. With the approval of the TO Manager, the report may be submitted electronically. Note: Reports are required to be submitted each month, regardless of whether there was any VSBE payment activity for the reporting month.
3) The TO Contractor is responsible for ensuring that each subcontractor receives a copy (e-copy and/or hard copy) of Form V-4. The TO Contractor should make sure that the subcontractor receives all the information necessary to complete the form properly, i.e., all of the information located in the upper right corner of the form. It may be wise to customize Form V- for the subcontractor the same as the Form V-3 to minimize any confusion for those who receive and review the reports.
4) It is the responsibility of the TO Contractor to make sure that all subcontractors submit reports no later than the 15th of each month, regardless of whether there was any VSBE payment activity for the reporting month. Actual payment data is verified and entered into the State's financial management tracking system from the subcontractor's V-4 report only. Therefore, if the subcontractor(s) do not submit their V-4 payment reports, the TO Contractor cannot and will not be given credit for subcontractor payments, regardless of the TO Contractor's proper submission of Form V-4. The TO Manager will contact the TO Contractor if reports are not received each month from either the TO Contractor or any of the identified subcontractors.
5) The TO Contractor must promptly notify the TO Manager if, during the course of the TO, a new VSBE subcontractor is utilized.

ATTACHMENT 14 V-1A
OFFEROR ACKNOWLEDGEMENT OF TASK ORDER VSBE REQUIREMENTS

This document shall be included with the submittal of the Offeror's response to the TORFP when the VSBE goal is greater than 0%. If Offeror fails to complete and submit this form with its response to the TORFP, the TO Procurement Officer shall determine that the Offeror's response to the TORFP is not reasonably susceptible of being selected for award.

In conjunction with the offer submitted in response to TO Number ____________________, I affirm the following:

1. If I am awarded a TO in response to this TORFP, I commit to making a good faith effort to achieve the VSBE goal established for this TORFP.

I solemnly affirm under the penalties of perjury that the contents of this paper are true to the best of my knowledge, information, and belief.

________________________________	____
Offeror Name	Signature of Affiant
________________________________	____
________________________________	Printed Name, Title
________________________________	
Address	
________________________________	
Date	

ATTACHMENT 14 V-1 VETERAN-OWNED SMALL BUSINESS ENTERPRISE UTILIZATION AFFIDAVIT AND VSBE PARTICIPATION SCHEDULE

This form and Form V-1A **MUST BE** included with the bid or offer for any TORFP with aVSBE goal greater than 0%. If Offeror fails to complete and submit this form (Parts 1 and 2) with the offer, the procurement officer may determine that the offer is non-responsive or that the proposal is not reasonably susceptible of being selected for award.

Part 1 - Affidavit

In conjunction with the bid or proposal submitted in response to TO Number R00B7400027, I affirm the following:

1. ☐ I acknowledge and intend to meet the overall verified VSBE participation goal of 7%. Therefore, I will not be seeking a waiver.

OR

☐ I conclude that I am unable to achieve the VSBE participation goal. I hereby request a waiver, in whole or in part, of the overall goal. Within 10 business days of receiving notice that our firm is the apparent awardee, I will submit all required waiver documentation in accordance with COMAR 21.11.13.07.

2. I understand that if I am notified that I am the apparent awardee, I must submit the following additional documentation within 10 working days of receiving notice of the apparent award or from the date of conditional award (per COMAR 21.11.13.06), whichever is earlier.

(a) Subcontractor Project Participation Statement (Attachment 14 Form V-2A)

(b) Prime Contractor Project Participation Statement (Attachment 14 Form V-2B)

(c) Any other documentation, including waiver documentation, if applicable, required by the Procurement Officer to ascertain bidder or offeror responsibility in connection with the VSBE participation goal.

I understand that if I fail to return each completed document within the required time, the Procurement Officer may determine that I am not responsible and therefore not eligible for contract award.

3. In the solicitation of subcontract quotations or offers, VSBE subcontractors were provided not less than the same information and amount of time to respond as were non-VSBE subcontractors.

4. Set forth below are the (i) verified VSBEs I intend to use and (ii) the percentage of the total contract amount allocated to each VSBE for this project. I hereby affirm that the VSBE firms are only providing those products and services for which they are verified.

ATTACHMENT 14 V-1 VETERAN-OWNED SMALL BUSINESS ENTERPRISE UTILIZATION AFFIDAVIT AND VSBE PARTICIPATION SCHEDULE (CONT'D)

Part 2 - VSBE Participation Schedule

Prime Contractor: (Firm Name, Address, Phone)	Project Description:
Project Number:	

List information for each verified VSBE that you agree to use to achieve the VSBE participation goal on this project.

SECTION A: To be completed by VSBE Prime Bidders/Offerors for self-performance ONLY

Name of VSBE Prime Firm	DUNS Number
Percentage of Total Contract Value to be performed using VSBE's own forces and counted toward the VSBE overall participation goal: % Description of work to be performed by VSBE Prime's own forces:	

SECTION B: To be completed by all Bidders/Offerors using VSBE Subcontractors

Name of VSBE Subcontractor	DUNS Number
Percentage of Total Contract: % Description of work to be performed:	
Name of VSBE Subcontractor	DUNS Number
Percentage of Total Contract: % Description of work to be performed:	
Name of VSBE Subcontractor	DUNS Number
Percentage of Total Contract: % Description of work to be performed:	
Name of VSBE Subcontractor	DUNS Number
Percentage of Total Contract: % Description of work to be performed:	

Continue on a separate page, if needed

Total VSBE Participation _______%

I solemnly affirm under the penalties of perjury that the contents of this Affidavit are true to the best of my knowledge, information, and belief.

Bidder/ Offeror Name (PLEASE PRINT OR TYPE)	Signature of Affiant Name:________________________________ Title:_________________________________ Date:_________________________________

SUBMIT AS INSTRUCTED IN TORFP

ATTACHMENT 14 V-2A VSBE SUBCONTRACTOR PROJECT PARTICIPATION STATEMENT

Please complete and submit one form for each verified VSBE subcontractor listed on Attachment V-1 within 10 working days of notification of apparent award.

_________________________ (prime contractor) has entered into a contract with _________________________ (subcontractor) to provide services in connection with the solicitation described below.

Prime Contractor Address and Phone	Project Description
Project Number	Total Contract Amount
Name of Veteran-Owned Firm	
Work to be Performed	
Percentage of Total Contract	

The undersigned Prime Contractor and Subcontractor hereby certify and agree that they have fully complied with the State Veteran-Owned Small Business Enterprise law, State Finance and Procurement Article, Title 14, Subtitle 6, Annotated Code of Maryland.

PRIME CONTRACTOR SIGNATURE

By: ___________________________________

Name, Title

____

Date

SUBCONTRACTOR SIGNATURE

By: ___________________________________

Name, Title

____

Date

ATTACHMENT 14 V-2B VSBE PRIME CONTRACTOR PROJECT PARTICIPATION STATEMENT

Please complete and submit this form to certify work that your VSBE firm will perform with its own forces for the purposes of meeting the VSBE participation goal, as listed on the VSBE Participation Schedule (Attachment V-1).

This form must be submitted within 10 working days of notification of apparent award. If the form is not returned within the required time, the Procurement Officer may determine that the Bidder/Offeror is not responsible and therefore not eligible for Contract award.

Provided that ____ (Prime Contractor) is awarded the State contract in conjunction with Solicitation No. ____________________________, such VSBE Prime Contractor intends to perform work with its own forces to be counted toward the VSBE participation goal as described below:

VSBE Prime Contractor Name, Address, and Phone	Project Description
Project Number	Total Contract Amount
Description of Work to be Performed With VSBE's Own Forces:	
Percentage of Total Contract	Value of the Work

By:

____
Signature of VSBE Prime Representative

____
Printed Name and Title of VSBE Prime Representative

____
Date

ATTACHMENT 14 V-3 VSBE PRIME CONTRACTOR UNPAID INVOICE REPORT

In accordance with COMAR 21.11.13.09 and Section 1.13 of the TORFP, TO Contractors of Task Orders with VSBE requirements are required to monthly submit to the TO Manager a report of all unpaid invoices received from VSBE subcontractors that are older than 45 days. Submit one report for each VSBE subcontractor working on the Task Order.

Date: ____________________

Task Order Title: ____________________ Task Order Number: ____________________

Prime Contractor Name: ____________________ Subcontractor Name: ____________________

Invoice Number	Invoice Date	Invoice Amount	Reason for Non-Payment

Prime Contractor Signature ____

Date ____

Submit to:
REGINA JACKSON reginaa.jackson@maryland.gov

ATTACHMENT 14 V-4 VSBE SUBCONTRACTOR UNPAID INVOICE REPORT

In accordance with COMAR 21.11.13.09 and Section 1.13 of the RFP, subcontractors of Task Orders with VSBE requirements are required to monthly submit to the TO Manager a report of all payments received from the prime contractor within 30 days as well as all outstanding invoices.

Date: ____________________

Task Order Title: ____________________ Task Order Number: ____________________

Subcontractor Name: ____________________ Prime Contractor Name: ____________________

Payments:

Invoice Number	Payment Date	Payment Amount	Comments

Outstanding Invoices:

Invoice Number	Invoice Date	Invoice Amount	Comments

Subcontractor Signature ________________________________

Date ______________

Submit to:
Regina Jackson reginaa.jackson@maryland.gov

ATTACHMENT 14 CERTIFICATION REGARDING INVESTMENTS IN IRAN

Authority: State Finance & Procurement, §§17-701 – 17-707, Annotated Code of Maryland [Chapter 447, Laws of 2012.]

List: The Investment Activities in Iran list identifies companies that the Board of Public Works has found to engage in investment activities in Iran; those companies may not participate in procurements with a public body in the State. "Engaging in investment activities in Iran" means:

A. Providing goods or services of at least $20 million in the energy sector of Iran; or
B. For financial institutions, extending credit of at least $20 million to another person for at least 45 days if the person is on the Investment Activities In Iran list and will use the credit to provide goods or services in the energy of Iran.

The Investment Activities in Iran list is located at: www.bpw.state.md.us

Rule: A company listed on the Investment Activities In Iran list is ineligible to bid on, submit a proposal for, or renew a contract for goods and services with a State Agency or any public body of the State. Also ineligible are any parent, successor, subunit, direct or indirect subsidiary of, or any entity under common ownership or control of, any listed company.

NOTE: This law applies only to new contracts and to contract renewals. The law does not require an Agency to terminate an existing contract with a listed company.

CERTIFICATION REGARDING INVESTMENTS IN IRAN

The undersigned certifies that, in accordance with State Finance & Procurement Article, §17-705:

(i) it is not identified on the list created by the Board of Public Works as a person engaging in investment activities in Iran as described in §17-702 of State Finance & Procurement; and

(ii) it is not engaging in investment activities in Iran as described in State Finance & Procurement Article, §17-702.

The undersigned is unable make the above certification regarding its investment activities in Iran due to the following activities:

Name of Authorized Representative: ____

Signature of Authorized Representative: ____

Date: _____________ Title: ____

Witness Name (Typed or Printed): ____

Witness Signature and Date: ____

ATTACHMENT 15 SAMPLE WORK ORDER

WORK ORDER	Work Order #	Contract #

This Work Order is issued under the provisions of the Task Order. The services authorized are within the scope of services set forth in the *Purpose* of the Work Order.

Purpose

Statement of Work

Requirements *(Uniquely number each requirement):*

Deliverable(s), Acceptance Criteria and Due Date(s) *(Uniquely number each Deliverable):*

Deliverables are subject to review and approval by MSDE prior to payment.

(Attach additional sheets if necessary)

Start Date		End Date	

Cost

	Description for Task / Deliverables	Quantity (if applicable)	Labor Hours (Hrs.)	Labor Rate	Estimate Total
1.				$	$
2.				$	$
*Include WBS, schedule and response to requirements.		MSDE shall pay an amount not to exceed			**$**

Contractor		Department Approval	
(Signature) Contractor Authorized Representative (Date)		(Signature) TO Manager (Date)	
POC	(Print Name)	TO Manager	(Print Name)
Telephone No.		Telephone No.	
E-mail:		E-mail:	

ATTACHMENT 16 CRIMINAL BACKGROUND CHECK AFFIDAVIT

AUTHORIZED REPRESENTATIVE

I HEREBY AFFIRM THAT:

I am the __________(Title)__________________ and the duly authorized representative of ___(Master Contractor)_______ and that I possess the legal authority to make this Affidavit on behalf of myself and the business for which I am acting.

I hereby affirm that ____(Master Contractor)_________ has complied with Section 2.4, Security Requirements of the Department of Information Technology's Consulting Technical Services Master Contract Number 060B2490023 (CATS+) hereto as Exhibit A.

I hereby affirm that the ____(Master Contractor)_________ has provided Maryland State Department of Education with a summary of the security clearance results for all of the candidates that will be working on Task Order Child Care Systems Maintenance and Enhancements R00B7400027 and all of these candidates have successfully passed all of the background checks required under Section 2.4.3.2 of the CATS + Master Contract. Master Contractors hereby agrees to provide security clearance results for any additional candidates at least seven (7) days prior to the date the candidate commences work on this Task Order.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

____
Master Contractor

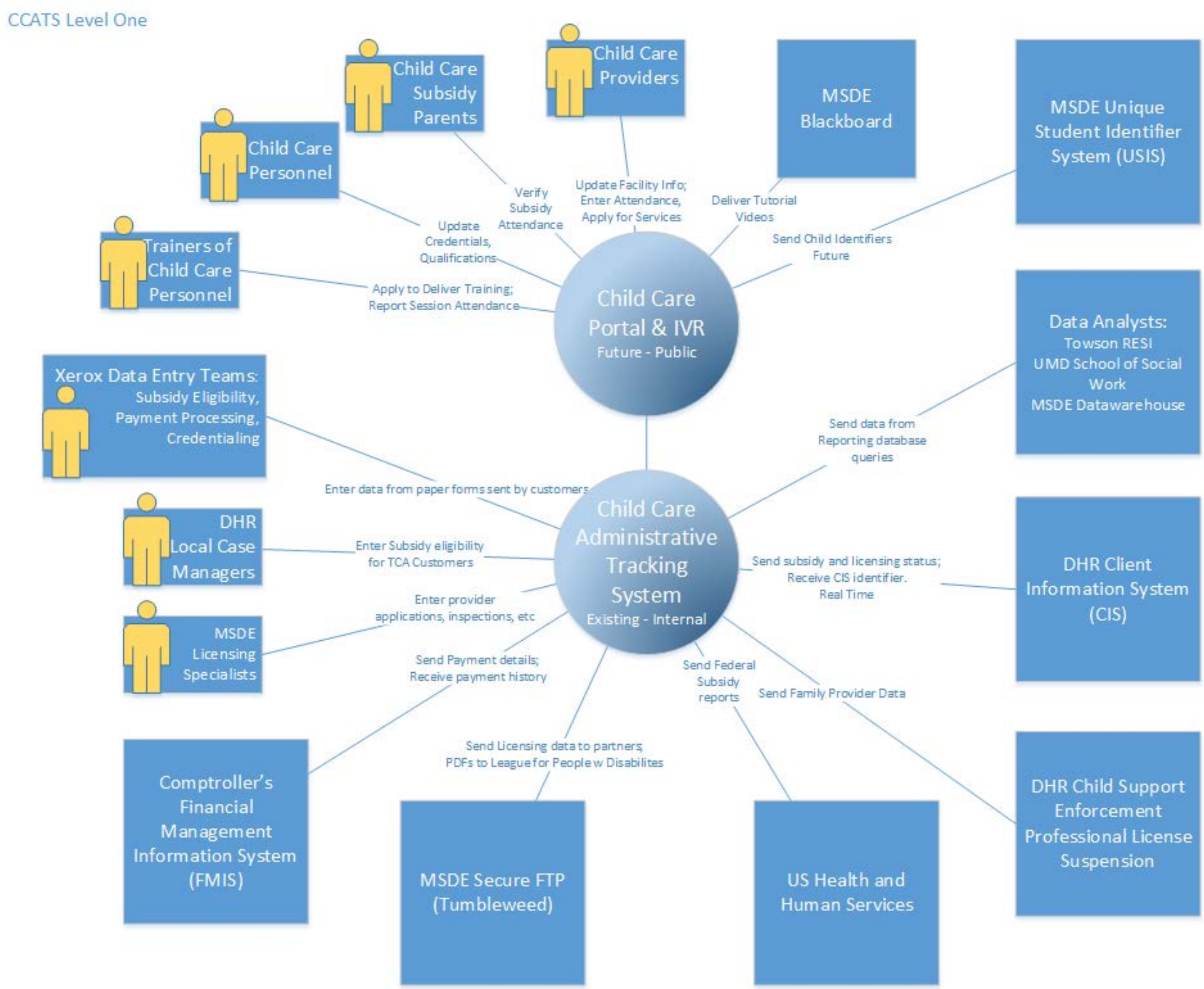
____
Typed Name

____
Signature

____
Date

Submit within 45 days of NTP

APPENDIX A. CONTEXT DIAGRAM FOR CHILD CARE SYSTEMS



APPENDIX B. CHILD CARE SYSTEMS LIST OF MAJOR FUNCTIONS

This appendix lists major features. There are additional supporting and related functions that are not listed here.

CHILD CARE ADMINISTRATIVE TRACKING SYSTEM

Note: Functions referencing "Portal" refer to the CCP.

Work Management

Worklist: View items in your worklist by various work item parameters, including date due, created or completed.

Notices: View notices, including important case events and activities requiring review.

Case List: View a list of cases that have been assigned to you.

Create Notice: Create and send a notice to a case manager.

Public Portal Request Inquiry: View the details of a request submitted via the public portals by request number.

Tracking Log: This page is used to view the tracking records.

Work Management Administration Tools

Work Management Administration Tools: Manage Workload

Edit worklist/notices subject and subject details.: Notices and Worklist Administration

View, manage, and transfer case workload for workers.: Child Care Subsidy

Child Care Subsidy

Application for Child Care Subsidy: Enter new child care CCS application information into the system.

Search CCS Cases: Find, view and manage CCS case information including case status, application status, vouchers, and payments.

Search Wait List: Find, view and manage CCS cases that have been placed on a waiting list.

Informal Providers: Set up a new informal provider or search for an existing informal provider.

Military Center: Create a new Military Center provider or search for an existing Military Center.

Summer Camp: Create a new Summer Camp provider or search for an existing Summer Camp.

Tracking Log: This page is used to view the tracking records.

Child Care Subsidy Administration Tools

Income Eligibility Scale: View, update, and input income ranges based on family size and copayment level.

CCS Assignment Master: Identify the CCS worker responsible for each district.

Waitlist Status Administration: View and configure the waitlist status of various subsidy levels by priority level.

Union Rates Maintenance: View and maintain union rate data

Union Member Maintenance: View and maintain union member data

Charity Contribution Maintenance: View and maintain Charity Contribution data

Comprehensive Program Reviews Report: Generate CPR Review Report

Update Comprehensive Program Findings Text: View, update Findings Text used in CPR Findings Report

CPRS Finding Report Documents: This page is used to view the generated CPRS Reports

Provider Management

All Provider Search: Find, view and manage all types of provider information.

Search Informal, Military Center and Summer Camp Providers: Find, view and manage provider information for Informal, Military Center and Summer Camp providers.

EXCELS Provider Search: Find, view and manage EXCELS provider information including provider EXCELS details and licensing information.

Create Licensed Child Care Provider: Create a new licensed child care provider in the system.

Create Registered Family Child Care Provider: Create a new family child care provider in the system.

Create Large Family Child Care Home Provider: Create a new large family child care home provider in the system.

Create Letter of Compliance Provider: Create a new letter of compliance provider in the system.

Create Unregistered/Unlicensed Provider Record: Create a new unregistered/unlicensed provider record in the system.

Informal Providers: Set up a new informal provider or search for an existing informal provider.

Military Center: Create a new Military Center provider or search for an existing Military Center.

Summer Camp: Create a new Summer Camp provider or search for an existing Summer Camp.

License Action Approval: Supervisor review and approval of license actions.

Enforcement Action Queue: Supervisor review and approval of enforcement actions.

Tracking Log: This page is used to view the tracking records.

Search Complaints: Find and view information on complaints by specific criteria such as date and complainant.

Provider Management Administrative Tools

Regulation Administration: Input and maintain child care program regulations.

Missing Agreement Documentation Tracker: Search by due date for providers and individuals with missing documentation associated with grants and contracts.

Maintain Inspection Type: Maintain Inspection Type as per regulations.

Quality & Credentialing

Staff Evaluations

Find Existing Child Care Staff : Search for existing Child Care personnel and submit staff evaluations.

Credential Management

Find Existing Participants: Search for existing participants in the credentialing program, submit applications to change level, and maintain renewal information.

Credential Level Review Queue: Review credential level and allow supervisor to override and correct the credential level.

Training Management

Enter a New Trainer: Create a new trainer organization or individual and enter new trainer information.

Trainer Search: Search for trainers within the system by name and approval.

Trainer Search by Knowledge Area: Search for trainers by knowledge areas.

Trainer Search on Public Portal: Search trainers by parameters available on the public portal.

Training Search: Search training by course ID, title, trainer, and status.

Training Search on Public Portal: Search training by parameters available on the public portal.

Search Conference/Workshops: Search conference/workshops by title.

Financial Payments

Provider Accreditation Support: Review and approve provider accreditation support requests.

Grant Management

Search Grant Applications: Find, view and input review information for grant applications.

Grant Application Entry: Input new grant application information into the system.

Grant Application Approval: Supervisor review approval of grant applications

Missing Agreement Documentation Tracker: Search by due date for providers and individuals with missing documentation associated with grants and contracts.

Notice and Correspondence: Search for Grant Recipient of Product Requestors.

Notice of Product Availability: Search for Grant Recipient of Product Requestors.

Grant Vendor Search: Find information about grant vendor

Grant Request Summary: Search for product request record.

Payment & Fiscal Management

Invoices: Invoice Signoff: View and signoff on invoices ready for approval within the system.

Invoices: Process Invoices for Payment: Process an approved invoice for payment.

State Payment Rate Tables: View/update rates used in the computation of child care attendance payment.

Transaction Search: Search and view transaction information, including date, amount, type, reason, and funding source.

Federal Obligations : Search and update a group of overpayment records

Credential and Grant Invoices: Process Invoices for Payment: Process an approved Credential and Grant invoice for payment.

Process Portal Invoice Submissions: View and sign-off on invoices submitted through the Portal.

Review Portal Invoice Exceptions: Review invoices submitted through the Portal that require special attention.

Fund Administration

Search Funds: Manage existing funds, including updating the status of a fund, viewing fund/payment history, and making a fund transfer.

Fund Accounts Update History: Admin to search fund accounts update history.

Update Federal Obligation : Adminstrative screen to view add or edit Federal Obligation

Approve Updates To Federal Obligation : Approve additions or changes to Federal Obligation

Search PCA Codes: Manage existing PCA Codes

New PCA Code Entry: Create New PCA Code

Grant Administration

Create new Grant Funds.: Create new Grant Funds.

Grant Fund Search: Search and view for existing Grant Funds.

Search Grant Program: Search and Create Grant Programs.

New Grant Category Fund Entry: Create a new grant category fund by specifying the grant program, fiscal year, fund code, and allocation.

Grant Agreement Expenditure Projections: Search and View Grant Agreement Expenditure Projections.

Search Agency Object Codes: Manage existing Agency Object Codes

New Agency Object Code Entry: Create New Agency Object Code

EXCELS Administration

EXCELS Administration: EXCELS Administration History.

EXCELS Bonus Request: Administer EXCELS Bonus Request.

EXCELS Bonus Approval: Process EXCELS Bonuses for Payment.

EXCELS Bonus Under Review: Process EXCELS Bonuses Under Review.

EXCELS Bonus History: Display EXCELS Bonus History.

Search EXCELS Letters / Certificates: Display EXCELS Letters and Certificates.

System Search

Party Search: Find and view information on an organization or individual within the system.

Reverse Lookup: Lookup an individual or organization in the system by address or phone number.

Voucher Inquiry: Find and view information on a voucher.

Attendance Inquiry: View attendance status for providers for the specified service period or due date.

Invoice Inquiry: Find and view information on an invoice, or multiple invoices, including payment status.

Provider Search / All Provider Search: Find, view and manage provider information including provider licensing and registration information.

Informal, Military Center and Summer Camp Provider Search: Find, view and manage provider information for Informal, Military Center and Summer Camp providers.

Search CCS Cases: Find, view and manage CCS case information including case status, application status, vouchers, and payments.

Portal Invoice Submission Search: Find and View Information of invoice(s)

FMIS Invoice Errors: Display list of all the invoice which has FMIS error messages.

FMIS Transaction History Search: Displays Transaction History imported from FMIS history.

Overpayment Action List : Enables assigned units to find and work with their overpayments.

Credential Voucher Inquiry: Find and view information on a credential voucher.

Tools & Resources

CCATS-ACF800 Report Management: View and manage ACF800 report information.

CCATS-ACF801 Report Management: View and manage ACF801 report

information.
FMIS 1099 Management: View/update the date range for yearly SEIU 1099 processing
Contact Log Entry: Document new contact activity related to a party.
Contact Log Search: Find contact log entries by category, status, case ID, or worker.
On-line Reports: Create and view on-line reports.

Administration Tools

County to District Mapping: Maintain the relationship between counties and work districts.
Licensing Assignment Master: View and maintain the assignment of licensing specialists to licensing districts (regions).
CCS Assignment Master: View and maintain the assignment of case workers to CCS districts (DSS).
Invoicing Region Assignment Master: View and maintain the assignment of workers to invoicing districts (invoicing regions).
Update Message-of-the-Day: Regulation Administration
Regulation Administration: Input and maintain child care program regulations.
Maintaining Staff Qualification Requirements: Input and maintaining staff positiion requirements.
Party Search to Merge Duplicate Parties : Find and Merge information on an organization or individual within the system.
Record State Holiday : Record,View,Update,Delete State Holidays

Administration Tools for Public Portal

Process Public Portal Registration Accounts: Process public portal registration accounts.
Process Public Portal Voucher Notifications: Process Public Portal Voucher Notifications
Process Public Portal Associated Party: Add / End an Associated Party to a Center
Process Public Portal Voucher Terminations: Process Public Portal Voucher Terminations
Process Public Portal Add New Party: Add New Party
Process Public Portal Trainer's Orientation: Trainer's orientation.
Process Updates Public Portal Party Address: Process Public Party Address.
Process Updates Public Portal Party Alias Names: Process Public Portal Party Alias Names
Process Public Portal Incident Report: Process Public Portal Incident Reports
Process Public Portal Training Session : Add Training Session.
Process Public Portal Training Roster: Training roster details.

Process Public Portal Credential Participant Experience: Credential participant details.
Process Public Portal Documents: View Public Portal Documents
Process Public Portal Subsidy Application Approval Queue: Process Public Portal Subsidy Application.
Process Public Portal Data Correction Queue: Process Public Portal Data Correction on SSN, EIN and Addresses.
Process Public Portal Provider Closed Days Approval : View Public Portal Provider Closed Day(s) as Payment Processor
Process Public Portal Provider Closed Days Customer Service: View Public Portal Provider Closed Day(s) as Customer Service
Process Public Variance Requests: Displays public portal variance requests
Process Training Feedback Request: Displays Training Feedback Request

CHILD CARE PORTAL (CCP) MAJOR FUNCTIONS

Subsidy Attendance Reporting
Provider Accepts Voucher
Parent Verifies Voucher Assignment via Portal
Provider Enters Attendance
Parent Approves Attendance via Portal
Provider Submits Invoice via Portal
Provider Terminates Voucher via Portal
Provider Views Invoice Payments via Portal
Provider Views Subsidy Child Information (Voucher)
Mobile Functions
Licensing Attendance Reporting Requirements
Manage Children
View Child Enrollment Roster
Dis-enroll Child
Maintain Child Program Information
Enroll a New Child
Manage Staff
View Staff Roster
Remove a Staff Member
Manage Staff Assignments
Report: Attendance by Service Period
Report: Staffing Patterns
Provider Accepts Voucher Via IVR
Parent Verifies Voucher Assignment via IVR
Provider Enters Attendance via IVR

Parent Approves Attendance via IVR
Provider Submits Invoice via IVR
Provider Hears Invoice Status via IVR
Provider Terminates Voucher via IVR
Parent Terminates Voucher via IVR
Messaging
Find a provider
Family Menu
File a Complaint
Facility menu
Expanded Facility Account Summary
Incident Report
View Facility Credentialing Status
Individual Credentialing Summary
Experience Details
Individual Education Detail
Individual Training Summary
Individual Training History
Individual Training Details
Individual PAU Summary
Individual PAU History
Personnel – My Profile and Menu
Account Summary for Personnel
Personnel Qualification Evaluation Form
Trainer Account Summary
Trainer Approval Details
Trainer Current Courses Under Training Approval
Course Detail
Record Training Attendance
View Trainer Payments
Request for Variance
Staff Professional Development Plan
Family Provider Training Plan
New Child Care Center/LOC Facility License Application
New Family Child Care Registration Application
Family Child Care Application to Resume Service
Apply for Child Care Professional Development Fund
Apply for Accreditation Support
Apply for Approval to Deliver Training
Training Feedback
Apply for Curriculum Fund
Apply for Family Child Care Provider Grant
Application for Subsidized Child Care

Interim Changes to Subsidy Application
Redetermination Applications
Request for Provider Closed Days
Update Provider Profile

SUPPORTING DATA COLLECTION

Attendance Reporting Interactive Voice Response
Quick Entry System
Enrollment and Attendance Reporting Data Import

APPENDIX C. SUBSIDY REGRESSION TESTING SAMPLE FOR EXISTING RFCC WHO IS PARTICIPATING BUT HAS NO LEVEL

This sample regression test plan is a high-level regression checklist with subsidy payments. A similar one is done for EXCELS levels (1 – 5 to ensure level 1 excels tier is not giving the provider any additional money). A similar one is created to a NEWLY Created RFCC with and without EXCELS levels to ensure that the behavior is the same.
These functions are examples. Regression testing should be considered for any critical process impacted by a system modification.

Program	Description	Pass/Fail
Invoicing	Identify Existing RFCC Provider with existing vouchers who are participating but no level	
Invoicing	Identify service periods prior to summer rates and perform payments on the RFCC provider	
Invoicing	Identify service periods during summer rates and perform payments on the RFCC provider	
Invoicing	Identify service periods after summer rates and perform payments on the RFCC provider	
Invoicing	Validate the payment files to ensure the data matches what is on the payment interface report	
Invoicing	Run Payment interface report and validate that the provider amounts, mail codes, address, and index information is the same.	
Invoicing	Perform an invoice adjustments on service period to ensure system pays for new children added to a service period that was already paid on	
Invoicing	Perform an invoice adjustments on service period to ensure the system does not pay double for previous children on service period they were already paid on	
Invoicing	Perform an existing invoice adjustments on service period to ensure system pays for existing children who were ignored on the previous service period	
Invoicing	Enter "A" for absent into the attendance for existing RFCC provider to ensure the Absence Tracking is picking up the voucher(s) for which the absence occurred on the invoice.	
Invoicing	Identify child(ren) that have close to 60 absences in a year and give them 61 absences to ensure that the system does not pay for the child(ren) on the 61st or more abscences	
Invoicing	Perform an existing invoice adjustments on service period to ensure system does pay for existing children who are close to their 60 absences on the previous service period	
Invoicing	Perform an existing invoice adjustments on service period to ensure system does not pay for existing children who have exceeded to their 60 absences on the previous service period	
Invoicing	Perform approved voluntary closure on existing RFCC provider to ensure that the system is paying the provider the appropriate money on the invoice for the service period the closure falls within	
Invoicing	Perform unapproved voluntary closure on existing RFCC provider to ensure that the system is not paying the provider on the invoice for the service period the closure falls within	

Program	Description	Pass/Fail
Invoicing	Suspend a voucher(s) by voucher type to ensure that the existing RFCC provider is not paid for the time period of the suspension	
Invoicing	Resume a voucher(s) by voucher type to ensure that the existing RFCC provider is paid for the time period after the resumption of the voucher for the existing RFCC provider	
Invoicing	Perform system recoupment on RFCC Provider for an invoice in Approved for Payment Status	
Invoicing	Perform system recoupment on RFCC Provider for an invoice in Sent to FMIS Status	
Invoicing	Perform system recoupment on RFCC Provider for an invoice in Paid Status	
Invoicing	Change recoupment status on existing system generated to “Remittance” from “Deduct from future payments”	
Invoicing	Ensure that existing system generated recoupment defaults to “Deduct from future payments”	
Invoicing	Ensure that the 15 day system business rule triggers which deducts from the invoice payments associated with system generated recoupment in “Deduct from future payments” status.	
Invoicing	Ensure that the suspend functionality works on the system generated recoupment when the suspend button is clicked on. Business rule indicates that this triggers the next service period after the suspend button has been selected on the system generated recoupment.	
Invoicing	Record a payment on a system recoupment to ensure that the system puts the money back into the correct PCA code and reduces the provider’s recoupment amount.	
Invoicing	Perform multiple system generated recoupments from different counties to ensure that the business rule which states that it should reduce from the first established recoupment first then the next established recoupment next and so on	
Invoicing	Change the percentage(s) on system generated recoupments to ensure that the system is following the system business rule based on the percentage change. This takes place in the next service period per business rules.	
Invoicing	Use the default setting for an existing system generated recoupment to ensure the system is taking the correct percentage per service period. 10% (5% per service period)	
Invoicing	Create a fraud entry on an existing provider with an existing system generated recoupment. To ensure that the fraud percentage triggers based on the existing system business rules.	
Invoicing	Enter the Sanction end date on the fraud entry to ensure that the system generated recoupment drops from 20% (10% per service period) to 10% (5% per service period) . This occurs on the next new service period per the requirements.	
Invoicing	Perform Manual recoupment on RFCC Provider for an invoice in Approved for Payment Status	
Invoicing	Perform Manual recoupment on RFCC Provider for an invoice in Sent to FMIS Status	
Invoicing	Perform Manual recoupment on RFCC Provider for an invoice in Paid Status	
Invoicing	Change manual recoupment status on existing system generated to “Deduct from future payments” from “Remittance”	

Program	Description	Pass/Fail
Invoicing	Ensure that manual recoupment defaults to "Remittance"	
Invoicing	Ensure that the 15 day system business rule triggers which deducts from the invoice payments associated with manual recoupment in "Deduct from future payments" status.	
Invoicing	Ensure that the suspend functionality works on the manual recoupment in "deduct from future payments" status when the suspend button is clicked on. Business rule indicates that this triggers the next service period after the suspend button has been selected on the manual recoupment.	
Invoicing	Record a payment on a manual recoupment to ensure that the system puts the money back into the correct PCA code and reduces the provider's recoupment amount.	
Invoicing	Perform multiple manual recoupments from different counties to ensure that the business rule which states that it should reduce from the first established recoupment first then the next established recoupment next and so on	
Invoicing	Perform multiple manual and system generated recoupments from different counties to ensure that the business rule which states that it should reduce from the first established recoupment first then the next established recoupment next and so on	
Invoicing	Change the percentage(s) on manual generated recoupments to ensure that the system is following the system business rule based on the percentage change. This takes place in the next service period per business rules.	
Invoicing	Use the default setting for an existing manual recoupment to ensure the system is taking the correct percentage per service period. 10% (5% per service period)	
Invoicing	Create a fraud entry on an existing provider with an existing manual recoupment. To ensure that the fraud percentage triggers based on the existing system business rules.	
Invoicing	Enter the Sanction end date on the fraud entry to ensure that the manual recoupment drops from 20% (10% per service period) to 10% (5% per service period) . This occurs on the next new service period per the requirements.	
Invoicing	Perform checkwriter on existing RFCC Provider who is participating but no level to ensure the checkwriter amounts are correct	
Invoicing	Create a checkwriter on an existing RFCC provider who is participating with no level and make the amount above the 5000 threshold to ensure you receive the edit	
Invoicing	Add cents to your checkwriter to ensure the edits are appearing for rounding to the nearest dollar	
Invoicing	Perform Second sign off to ensure that the supervisor security permissions do not allow the same person to create and approve an invoice.	
Invoicing	Ensure that system provides an edit if the PCA has not funds	
Invoicing	Create a checkwriter on an existing RFCC provider who is participating with no level and select the recoupment button to ensure the amount from the checkwriter is deducted from the invoice and applied to the system generated recoupment.	

Program	Description	Pass/Fail
Invoicing	Create a checkwriter on an existing RFCC provider who is participating with no level and select the recoupment button to ensure the amount from the checkwriter is deducted from the invoice and applied to the manual recoupment.	
Invoicing	Change the licensing status from Initial –Full to Suspended Emergency to ensure that the existing RFCC provider who is participating with no EXCELS level is not paid during the time their license status is suspended but to ensure they can be paid for the dates prior to their suspension.	
Invoicing	Change the licensing status from Initial –Full to Suspended NON-Emergency to ensure that the existing RFCC provider who is participating with no EXCELS level is not paid during the time their license status is suspended but to ensure they can be paid for the dates prior to their suspension.	
Invoicing	Change the licensing status from Initial –Full to Revoked to ensure that the existing RFCC provider who is participating with no EXCELS level is not paid during the time their license status is suspended but to ensure they can be paid for the dates prior to their suspension.	
Invoicing	Change the licensing status from Initial –Full to Provisional to ensure that the existing RFCC provider who is participating with no EXCELS level is still paid during the time their license status is in provisional	
Invoicing	Change the license status from continuing –fill to Suspended Emergency to ensure that the existing RFCC provider who is participating with no EXCELS level is not paid during the time their license status is suspended but to ensure they can be paid for the dates prior to their suspension.	
Invoicing	Change the license status from continuing –fill to Suspended Non-Emergency to ensure that the existing RFCC provider who is participating with no EXCELS level is not paid during the time their license status is suspended but to ensure they can be paid for the dates prior to their suspension.	
Invoicing	Change the licensing status from Continuing –Full to Revoked to ensure that the existing RFCC provider who is participating with no EXCELS level is not paid during the time their license status is suspended but to ensure they can be paid for the dates prior to their suspension.	
Invoicing	Change the licensing status from Continuing –Full to Conditional to ensure that the existing RFCC provider who is participating with no EXCELS level is still paid during the time their license status is in provisional	

APPENDIX D. REQUIRED REPORTS

Child Care Systems Weekly Team Agenda

Week Ending Date:	Prepared By:

Active Problem Reports in TFS

Item No.	Item Name	Phase	Environ-ment	Deployed Date	Expected Production Release	Issues

Active Service Requests in TFS

Item No.	Item Name	Phase	Environ-ment	Deployed Date	Expected Production Release	Issues

Active SLA Issues

Add a row for each occurrence. Remove corrected issues from subsequent reports.

SLA	Event Reported Date	Event Description	Corrected in Production Date	Root Cause Analysis Needed?
System Availability				
System Response Time				
Batch Job Processing				
Post Deployment Application Error				
Work Stoppage				

Major Service Requests: Project Tasks In Progress or Due in the Next Two Weeks

SR # - Title _________________________

Task	% Complete	Start Date	Finish Date	Baseline Start Date	Baseline Finish Date	Resources

Deployments and Server Maintenance Scheduled in the Next Week

Date	Environment	Contents of Deployment or Maintenance	Resource(s)

Other issues requiring attention:

Child Care Systems Monthly System Management Report

Report Month:	Prepared By:

1. Production, UAT and Training Deployments completed during the month

Date	Environment	Contents of Deployment or Maintenance	

2. Service Requests in progress as of the end of the month

Item No.	Item Name	Phase	Environ-ment	Deployed Date	Expected Production Release	Issues

3. Project status for major system modifications against the project schedule approved for the SR.

For each project, provide the schedule for current activity to baseline that displays: Task, % Complete, Start Date, Finish Date, Baseline Start, Baseline Finish, Resources.

Identify issues that may affect scheduled delivery.

Service Request # - Title ________________________

Task	% Complete	Start Date	Finish Date	Baseline Start Date	Baseline Finish Date	Issues

4. SLA Status, Identification of any SLA measures breached, Root Cause Analysis.

Identify SLA measures breached

Describe Root Cause Analysis and recommendations for corrective action (if any)

5. Risk Assessment

Identify any issues that may impact system operation or critical SRs; recommend mitigation of likely risks.

Risk	Likelihood	Impact	Score	Mitigation

6. Outstanding deliverables, including documentation required by the approved SDLC.

7. Other observations and recommendations to maintain efficient operation of the system.

Child Care Systems Monthly Management Report

8. IVR Monthly Operations

A. IVR Usage Summary	
Cumulative Count of Calls:	
Cumulative Time:	
Shortest Usage:	
Average Usage:	
Longest Usage	

B. Time of Day Summary			
Time Period	**Usages**	**Avg Dur (Mins)**	**Percentage**
12:00 am			
1:00 am			
2:00 am			
3:00 am			
4:00 am			
5:00 am			
6:00 am			
7:00 am			
8:00 am			
9:00 am			
10:00 am			
11:00 am			
12:00 pm			
1:00 pm			
2:00 pm			
3:00 pm			
4:00 pm			
5:00 pm			
6:00 pm			
7:00 pm			
8:00 pm			
9:00 pm			
10:00 pm			
11:00 pm			
Total			**100%**

C. Terminations		
Termination Type	**Occurrences**	**Percentages**
IVR Handled:		
Hangups:		
Transfers:		
Abandons:		
Total:		

D. Timeout Summary	
Events	**Calls**
Total Menu Hits:	
Average Menu Hits:	
Menu Timeouts:	
Prompt Timeouts:	
Session Timeouts:	
Host Errors:	

E. Duration Summary		
Durations	**Occurrences**	**Percentages**
0 – 30 seconds		
31 – 60 seconds		
61 – 90 seconds		
91 – 120 seconds		
121 – 180 seconds		
181 – 240 seconds		
241 – 300 seconds		
301 – 420 seconds		
421 – 600 seconds		
Over 600 seconds		
Total		**100%**

F. IVR Availability		
Actual Hours IVR Available	**Scheduled Hours IVR Available**	**Percent Available**

Service Requests: Estimated vs Actual Costs

Report Month:	**Prepared By:**

List all open estimates (work approved but not completed)

Estimates may be itemized by labor category but not required

SR Item Number	**SR Title**	**Approved Estimate**	**Cost to Date**	**Balance**	**Complete?**
		$	$	$	
Sum of Open Estimates		**$**	**$**	**$**	

Cost of Work Completed in Prior Months		**$**		
Total Projected Cost of Approved Work *(Sum of Prior and Current Cost to Date + Balance of Open Estimates)*		**$**	**$**	**Total:** **$**

MARYLAND STATE DEPARTMENT OF EDUCATION

PREPARING WORLD CLASS STUDENTS

APPENDIX E. ATTENDANCE REPORTING IVR INTERFACE SPECIFICATION

March 25, 2016

Contents

Revision History

Version Number	Date	Description	Author
1.0	*2/2/2015*	*Initial Draft*	*Lorraine Selleck*
1.1	*4/06/2015*	*MSDE Review Revisions*	*Lorraine Selleck*
1.2	*5/5/2015*	*MSDE Review Revisions*	*Lorraine Selleck*
1.3	*5/12/2015*	*Developer Review Revisions*	*Lorraine Selleck*
1.4	*6/12/2015*	*Final Draft for MSDE Submission*	*Mandy Drake*
1.5	*6/24/2015*	*Includes MSDE and Xerox requested updates*	*Mandy Drake*
1.6	*9/17/2015*	*Update to all Provider CaseID instances for redirecting where a provider has >1 CaseID associated to their UN and PW.* *Updated Initial Log In dialog script removing "9 digit…" caller ID requirement*	*Lorraine Selleck*
1.7	*11/11/2015*	*Pg 14: Multiple Children Found on DOB – updated the word "child's" to "parent's".* *Pg 18: Accept Voucher Legal Terms Dialog:* *a). Yes = Accept: added start and end date validation dialog.* *b). Start date validation = Fail: added retry dialog* *c). 2nd Start date validation = Fail: added failure, redirect dialog.*	*Lorraine Selleck*
1.8	*3/25/2016*	*Pg 8: removed 9 digit from call script for failed user ID entry.* *Pg. 13: updated fail script where no voucher number or DOB/Zip Code single child match can be found.*	*Lorraine Selleck*

This document is under revision control.

Introduction

The Department is implementing electronic means of managing its subsidy functions. To provide a viable alternative to technologies that require a smart phone or internet access, the Department also wishes to offer the ability to access the functions via a telephone.

Purpose of document

The following interface specifications provide a supplement to the use cases presented in the main Functional Requirements Document. These specifications provide a means by which to visualize the interactions of a user and the system.

Assumptions

None

Global Standards for Requirements Document
This section describes the global standards for this document and its contents. These standards are presented to reduce redundant instructions to the programmer(s) and tester(s), and to accommodate a quick review of the contents herein for all reviewers and those who will read this document for clearer system understanding.

Font Conventions
Italic Text indicates recorded script by the service contracted but does not include the parameters that follow this standard which are; < > or ( ) statements.

< > indicates a field value that is read by the attendant to the caller. The content of that field is read from the field as indicated in the design document, separate from this document. These are not names or scripting spoken verbatim in the recording of the attendant dialog.

( ) indicates a general comment or instruction and is not spoken verbatim in the recording of the attendant dialog.

Global Prompts for All Flows
The following call flow attributes are available for all workflows throughout the system.

Re-prompt for Caller Input
Where the caller is prompted for input at any point in any workflow and a response is not detected or is incomplete, the IVR will re-prompt the caller. By default the caller is prompted for information three total times. After the third prompt, the IVR will default to Universal CSR Dialog and disconnected.

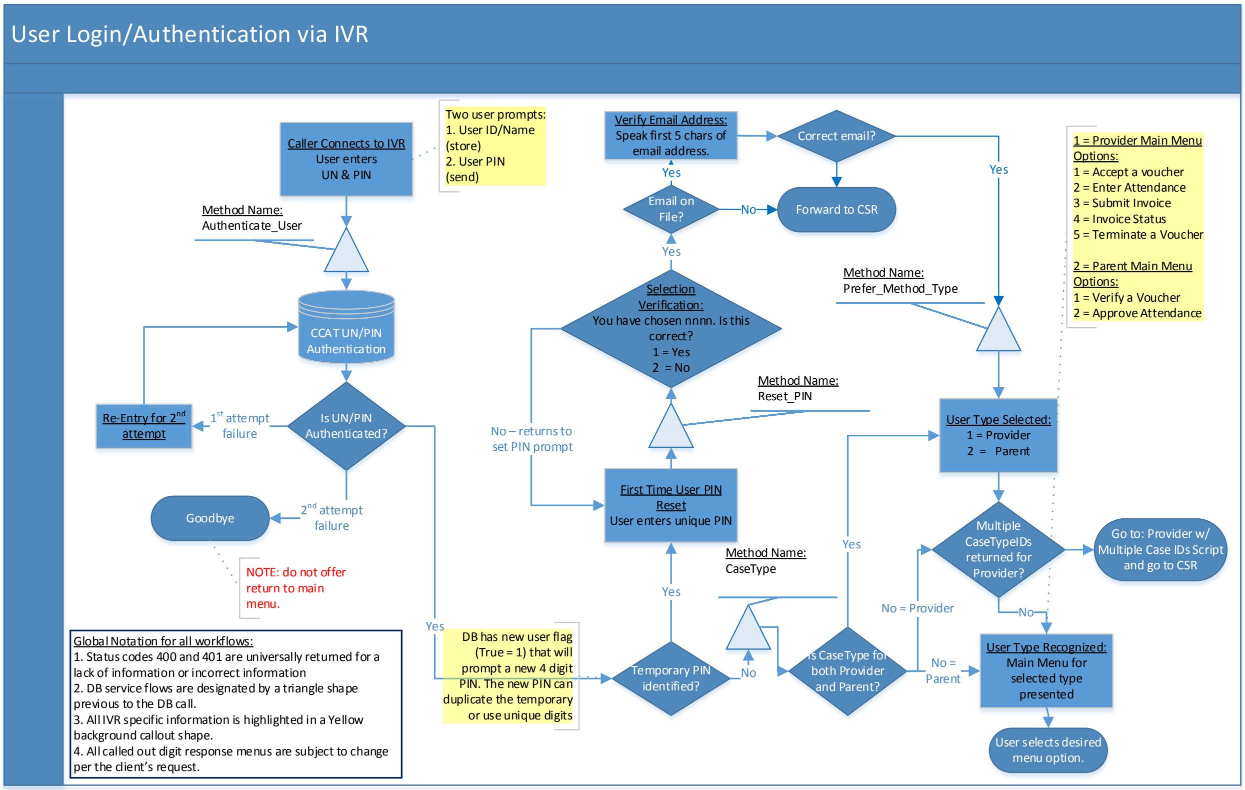
Re-prompt Interval
After each request for information, the caller is given 5 seconds to begin the digit push response. At 6 seconds, the request for information is replayed.

CSR Help
All prompt request options will end with the option to be forwarded into the customer service queue by pressing 0. The prompt is only permitted after the dialog (options, data read back, instructions, etc…) are completed.

Repeat Last Dialog
For each system response that is prompted by the user, the option to hear that information again is presented an option of all menu selection prompts designated button 8.

Return to Main Menu
For each system prompt the option to return to the Main Menu using the designated button 9.

Login/Authentication



		Login Dialog
Purpose: Login/Authentication		
Entering from		
Origination of call. Includes first time users as well as repeat users.		
Prompts		
All calls upon connection		
Type	**Wording**	**Status Codes**
Initial	*Welcome to the Maryland Child Care Subsidy Automated Phone System. Please enter your User ID, then press the pound key.*	
PIN	*Please enter your 4 digit PIN, then press the pound key.*	
Success for returning caller	Go to: Scenario 1: Main Menu based on CaseType of caller Scenario 2: Which Caller Type based on Dual CaseType of caller	0, 1, 4, 5

Returned error response.	*Your User ID and PIN did not match our records. Please verify your User ID and PIN and try again.*	401
Second Try	*Please enter your User ID then press the pound key.*	
PIN (Second Try)	*Please enter your 4 digit PIN then press the pound key.*	
No username or PIN match	*We are sorry, but we are unable to find an account for that User ID and PIN.* Go to: Failed Authentication	401

First time User with Temporary PIN		
Type	**Wording**	**Status Code**
First time user flag response	*I see you are using the CCATS automated phone system for the first time. Now is when you will set a unique 4 digit PIN for all future calls, and verify the email address on file to receive messages and confirmations regarding your account.*	1
Set Unique PIN	*Please enter a new 4 digit PIN then press the pound key.*	
PIN Set Verification	*You have selected NNNN as your 4 digit PIN. Is this correct?*	
Accept/Correct new PIN	*Press 1 for Yes* *Press 2 to reenter a new 4 digit PIN.*	2
Reset Pin Successful	*Your PIN has been reset. Please keep this number confidential at all times to prevent subsidy fraud.*	2

Contact Email Address Verification for First Time Users		
Type	**Wording**	**Status Code**
Email address on file	*We will now verify the email address on file. The email address we have begins with* <first five chars of authenticated user's profile email address>. *To verify that this is correct, press 1.* *To indicate that this is not a correct email, press 2.* Return scenarios: Verified = Yes: Scenario 1: Caller is one single case type; proceed to case type Main Menu. Scenario 2: Caller is both case types; proceed to Select Type. Incorrect = No: All: Forward call to Customer Service Center and play: *Your call is being forwarded to our customer service center where a representative will update your profile with a correct email address. Please hold for the next available representative.*	3
1 = Email; no email address on file	*You have chosen to receive notification via email. Unfortunately we do not have an email address on file for you. Your call is being forwarded to our customer service center where a representative will update your profile with a correct email address. Please hold for the next available representative.*	6

Login Database Query	
Purpose: Database call to see if there's a match with the username and PIN	
Entering from	
Login Dialog	
Input	**Description**
Username	<9 digits>
PIN	<4 digits>
Preferred Method of Contact	Email

User Type	1 – Provider 2 – Parent
Returned Data	
Data returned when matches found	Scenario 1: First Time User – reset PIN and select communication option Scenario 2: Returning User with a single CaseType returned, present Main Menu = casetype Scenario 3: Returning User with a dual CaseType returned, present Caller Type, Provider vs. Parent.

Select User Type

Purpose: To select the main menu to be played where the user profile results in >1 CaseType.

Entering from

User Authentication Successful & CaseType of User Identified

Prompts

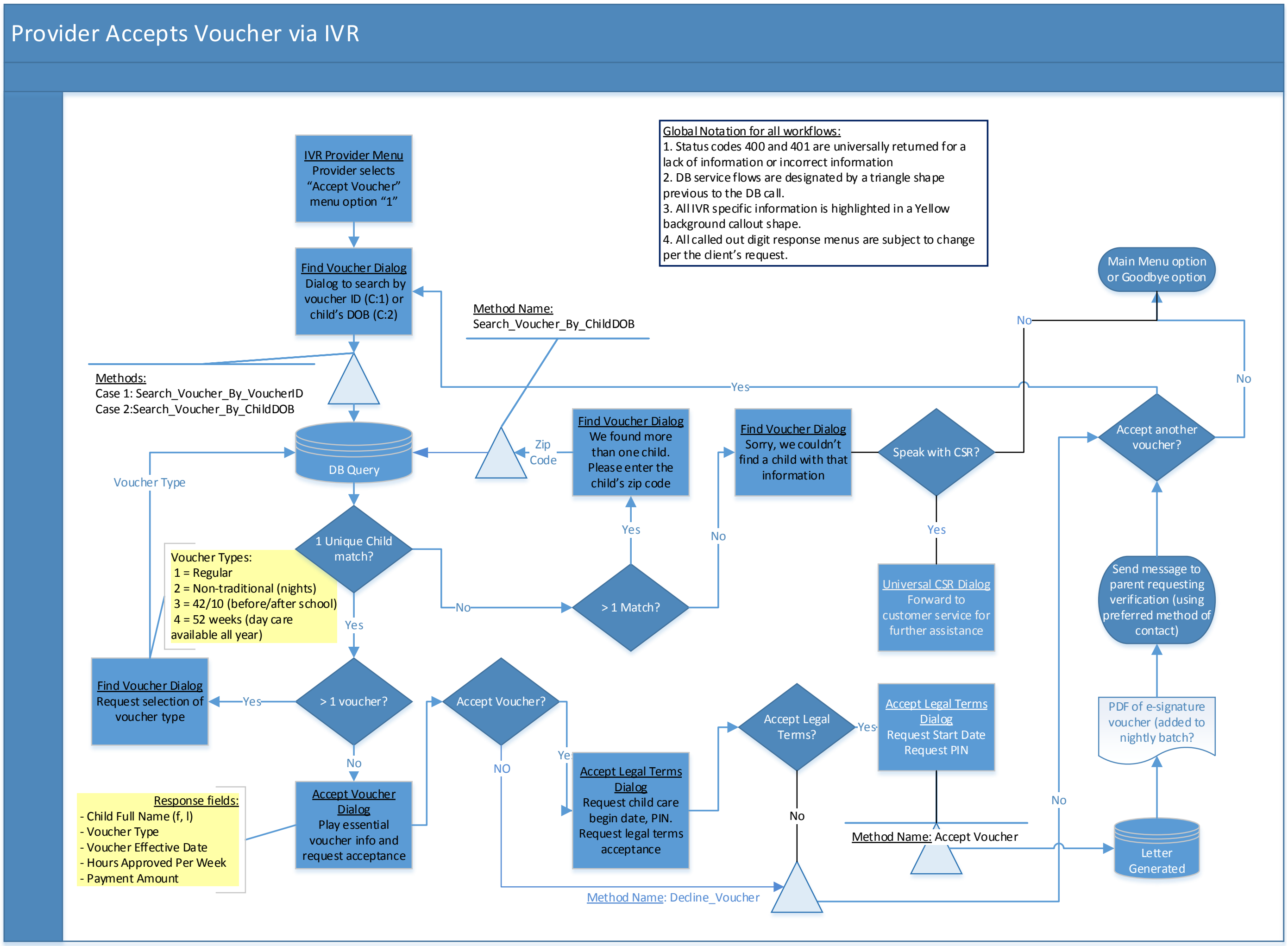
All calls upon successful authentication of UID and PIN

Type	**Wording**	**Status Code**
User CaseType Select Menu Options for user who has two accounts for Provider and Parent	*Using the following options, please indicate that you are calling as a:* *Child care provider, press 1.* *Child care subsidy parent or guardian, press 2.*	5
Menu Prompts for 1 – Provider	*As a Child Care Provider you can accept or end a child's voucher, enter attendance, submit invoices, hear payment status or end a voucher. Please select from the following main menu options:* • *To accept a voucher press 1.* • *To enter attendance press 2.* • *To submit an invoice press 3.* • *To check payment status press 4.* • *To end a voucher press 5.* • *To repeat the information retrieved at any time, press 8.* • *To be forwarded to a customer service representative press zero.*	4

Menu Prompts for 2 – Parent	*As the parent or guardian of a child who receives this subsidy you can verify a provider's acceptance of a voucher, or hear and approve submitted attendance. Please select from the following main menu options:* • *To verify a provider's acceptance of a voucher press 1.* • *To approve the attendance entered by a provider press 2.* • *To repeat the information retrieved at any time, press 8.* • *To be forwarded to a customer service representative press zero.*	4
Redirect for Provider with Multiple Case IDs	*Your user id indicates that you are a Provider associated to more than one single facility. To better address your specific needs we recommend using the CCATS Portal at http://www.childcare.msde.maryland.gov to complete your task, or stay on the line to speak with a CSR.* (Go to: transfer call to CSR center)	

Status Codes	Status Message
0	Login Successful, first time user login flag is false and user associated with only one Case id.
1	Login Successful and first time user login Flag is True
2	Reset Pin was Successful
3	Email Address found in the System
4	Login Successful, first time user login flag is false and user associated with Multiple Case id's.
5	Login Successful, first time user login flag is false and user associated with both provider and parent.
6	No email attached with login user account.
400	Missing Information(User id or Passcode or New Passcode or preferred Method Type or Preferred Method Value)
401	Incorrect username or password

Provider Accepts Voucher via IVR



		no
Purpose: Provider Accepts Voucher		
Entering from		
Provider Menu Selection – Main Menu 1#		
Prompts		
Type	**Wording**	**Status Codes**
Initial	*You have selected to accept a voucher. Please have the voucher with you to complete this action.*	

Enter Voucher Number	*Please enter the voucher number then press the pound key.*	
First entry error message	*We're sorry, the voucher number entered could not be found.*	0
Second try	*Please enter the voucher number press the pound key.*	
Second entry error message	*We're sorry, the voucher number entered could not be found.*	0
Second try alt data entry	*As an alternative to the voucher number a date of birth can be searched by entering a 2-digit month, 2-digit day, then the 4-digit year, then press the pound key.*	
Multiple Children Found on DOB	*We need a little more information. Please key in the 5 digit zip code in the parent's address, the press the pound key.*	2
Multiple Vouchers for a Single Child	*This child has more than one open voucher. A <voucher type> and a <voucher type>...* *<voucher type> Press 1* *<voucher type> Press 2* (Voucher Types) (Regular) (Non-traditional (nights)) (42/10 (before/after school)) (52 weeks (day care available all year)) Continue listing all open voucher types for the found child match. (Go to: InitialVoucherAcceptance: Begin by reading first returned Voucher)	7
No data DOB or Zip Code match	*The voucher number or Date of Birth and Zip Code entered could not be found or matched to a single child. Please verify the voucher number and try again by pressing 9 to return to the main menu, or calling at a later time. To speak with a customer service representative, press zero.* (pause 5 seconds) (If 0, go to Universal CSR Dialog) (If 9, go to Main Menu) (If no activity, hard disconnect)	8

Option	Vocabulary	DTMF Equivalent	Action
Voucher number	<digits>	<####>	First try: Go to Voucher Database Query Set to: voucher number

Date of Birth	<#####>	<#####>	Alternative data second try: Set Date of Birth Go to: Voucher Database Query Set to: Date of Birth
Customer Service	Customer Service	0	Play Universal CSR Dialog

Voucher Database Query	
Purpose: Database call to see if there's a match with the voucher number or date of birth the caller has entered where >1 child match is found	
Entering from	
Find Child Dialog	
Input	**Description**
Voucher Number	x-digit string
Caller Provider Type	<Provider Type>
Zip Code	<5 digits>
Returned Data	
Data returned when matches found	For each voucher type: Child's First name, Last name DOB Zip Code Voucher Number(s) Voucher type(s)

Accept Voucher Dialogue
Purpose: Indicate voucher acceptance
Entering from
Voucher Database Query Voucher(s) Found this Parent to Approve

Prompts				
Type	**Wording**			**Status Codes**
Multiple Voucher Types Returned for this Child	(Where >1 voucher type and no duplicate voucher types are returned, begin by reading the vouchers in order until all vouchers have been read.) *The first 5 characters of the child's name associated with voucher <voucher number> are <first 5 chars First, Last> with a birthdate of <DOB>. The voucher is for <voucher type> and is effective <voucher effective date>. The weekly estimated subsidy payment is <DSS subsidy amount> per week. Do you wish to accept this child into care by accepting this voucher?* *Press 1 for Yes* *Press 2 for No* (Voucher Types) (1 = Regular) (2 = Non-traditional (nights)) (3 = 42/10 (before/after school)) (4 = 52 weeks (day care available all year))			7
Multiple vouchers of the same type found, send call to CSR	*We're sorry. Due to multiple vouchers of the same type for this child it is necessary to speak with a customer service representative. Your call is being forwarded to our customer service center. Please hold for the next available representative.*			6
Option	**Vocabulary**	**DTMF Equivalent**	**Action**	
Yes		1	Go to Accept Voucher Terms Dialog	
No		2	If 1 pressed go to: Find Voucher Dialog If 9 pressed go to: Main Menu	
Help		0	Play Universal CSR Dialog	

Accept Voucher Legal Terms Dialog

Purpose: Indicate voucher acceptance

Entering from

Accept/Deny Voucher Dialog

Prompts

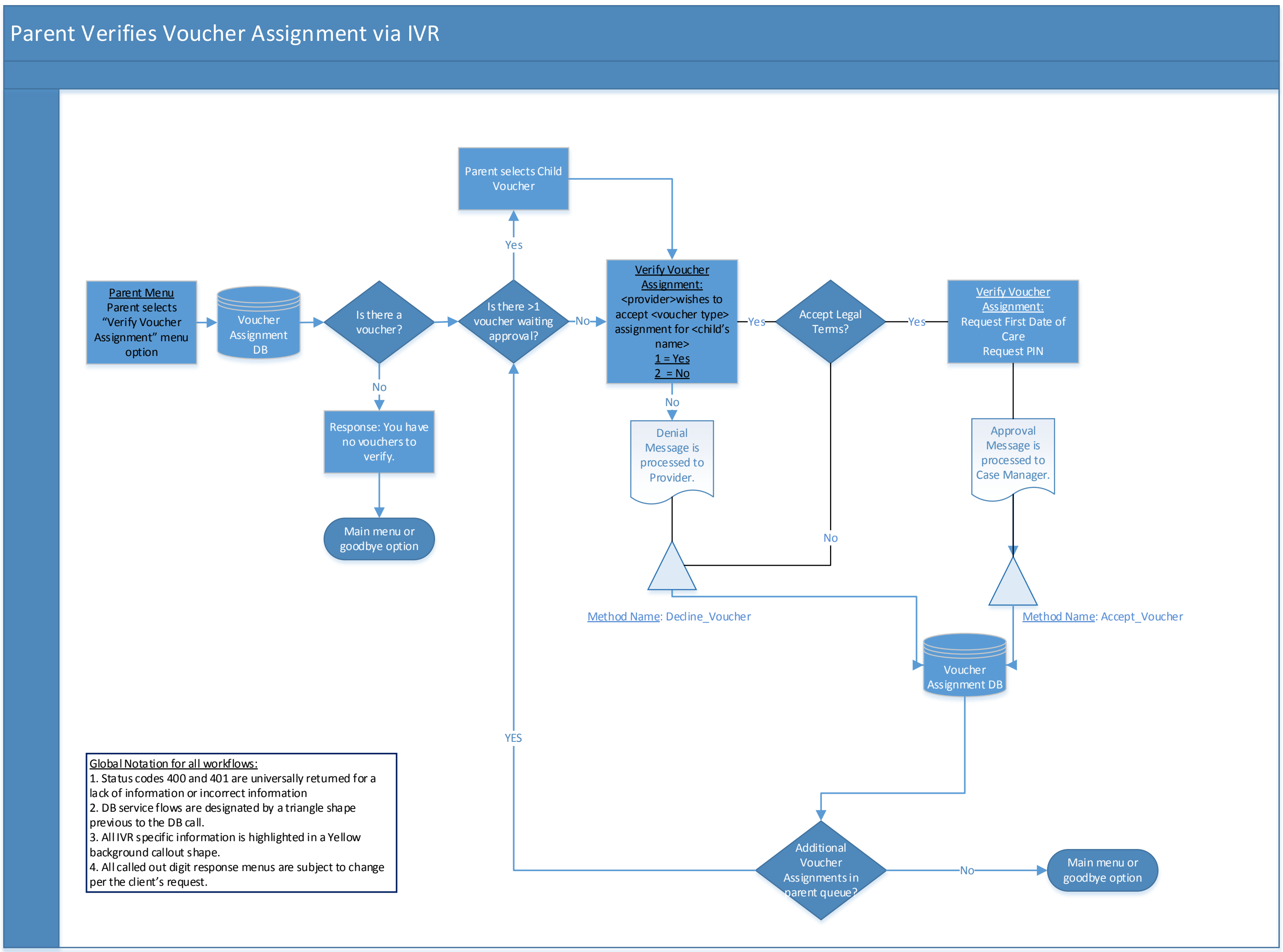
Type	Wording	Status Code
Initial	*By accepting this voucher, you agree that the information submitted to obtain the voucher is true and accurate in every material aspect and is subject to verification by MSDE. If you submit false information, you are subject to penalties as outlined in Section 8-503 of the Criminal Law Article of the Maryland Annotated Code and COMAR 13A.14.06* *Do you accept these terms?* *Press 1 for Yes* *Press 2 for No*	
Yes = Accept	*The start date of care must fall between <voucher start date> and <voucher end date>. Please enter this child's first date of care using a format of a 2-digit month, 2-digit day, then the 4-digit year, then press the pound key.*	
Start Date Verification	*The start date you entered is <MM/DD/YYYY>.* *Is this correct?* *Press 1 for Yes* *Press 2 for No*	
No = *incorrect* start date	*Please enter a new start date, then press the pound key.* Go to: StartDateVerify	
Start Date Verification = Failed	*The start date you entered is outside the voucher start and end date. Please reenter a start date between <voucher start date> and <voucher end date>.* (Date Accepted, Go to: Enter PIN) (Date Not Accepted, Go to: 2nd Start Date Verification = Failed)	
2nd Start Date Verification = Failed	*The start date entered does not meet the voucher requirements. In order to help process this child's voucher, we are transferring you to a CSR for further assistance.* (Transfer call to CSR)	
Enter PIN	*Now enter your PIN and press the pound key.*	4
Correct PIN	*This voucher has been assigned to the care provider.*	

Type	Wording			Status Code
Incorrect PIN Second Try	*We are sorry. Without a matching PIN we are unable to complete the voucher assignment approval.* *To return to the main menu press 9.* *To speak with a Customer Service Representative press 0.* (Wait 5 seconds) (Go to: Failed Authentication)			401
No = Declined	*You have declined this voucher. If you would like to search again press 1.* *Or* *Press 9 to go to the Main Menu.* *To be forwarded to a customer service representative press zero.*			5
Option	***Vocabulary***	***DTMF Equivalent***	***Dialog***	
Yes = Accept Voucher		1	Go to AcceptVoucher	
No = Decline Voucher		2	If press 1, Go to Find Voucher Dialogue If press 9, Go to Main Menu If press 0, go to Universal CSR Dialog	
Yes = Start Date Correct		1	Go to CorrectStartDate	
No = Incorrect Start Date		2	Go to IncorrectDateFormat	
Help		0	Play Universal CSR Dialog	

Status Codes	Status Message
0	No records found.
1	We found one voucher with the search criteria.
2	We found more than one child. Please enter the child's Zip code.
3	Voucher details
4	Your voucher request has been sent to parent.
5	Your decline voucher request has been sent to the parent.
6	We found more than one voucher with same voucher type. Please

	forward call to CSR.
7	We found more than one voucher. Please enter voucher type.
8	Mulitple children with the same DOB and Zip Code
401	Incorrect username or password.
400	Missing Information(Voucher ID or ProviderCaseId or DateofBirth or CareBeginDate)

Parent Verifies Voucher Assignment via IVR



<table>
<tr><th colspan="3">Parent Verifies Voucher Assignment Dialog</th></tr>
<tr><td colspan="3">Purpose: Parent to verify voucher assignment</td></tr>
<tr><td colspan="3">Entering from</td></tr>
<tr><td colspan="3">Parent Main Menu</td></tr>
<tr><td colspan="3">Find Voucher Assignments for a Child</td></tr>
<tr><td>Prompts</td><td>Wording</td><td>Status Codes</td></tr>
<tr><td>Initial – No Vouchers found</td><td>There are no vouchers waiting for your approval. If you were expecting to have one or more vouchers to verify, please contact the provider and confirm that they have accepted the voucher assignment.</td><td>0</td></tr>
<tr><td>Prompts</td><td>Wording</td><td>Status Codes</td></tr>
<tr><td>Initial – Single Voucher found</td><td>A <voucher type> for a child who’s name starts with <first 5 chars First, Last> with a birth date of <DOB> is available for verification. The child care provider with a name that starts with <provider name first 5 chars> needs your verification that this is correct.
To verify that this is the correct provider, press 1.
To indicate that this is the incorrect provider, press 2.

(Voucher Types)
(1 = Regular)
(2 = Non-traditional (nights))
(3 = 42/10 (before/after school))
(4 = 52 weeks (day care available all year))</td><td>1</td></tr>
<tr><td>Initial – Multiple Vouchers</td><td>There are <count of voucher IDs waiting for approval>. Do you wish to approve these vouchers at this time?
For Yes, press 1.
For No, press 2.

(Begin reading the first voucher to be verified.)
(Return to Initial – Single Voucher Found after each voucher that is Approved with a validated PIN until all vouchers are read and decided.)

(Where the user denies a voucher;
Go to: 2 = Decline)</td><td>2</td></tr>
<tr><td colspan="3">Accept/Deny Child Voucher Assignments with Legal Terms</td></tr>
<tr><td>Prompt</td><td>Wording</td><td>Status Codes</td></tr>
</table>

1 = Verified	*By accepting this voucher, you agree that the information submitted to obtain the voucher is true and accurate in every material aspect and is subject to verification by MSDE. If you submit false information, you are subject to penalties as outlined in Section 8-503 of the Criminal Law Article of the Maryland Annotated Code and COMAR 13A.14.06* *Do you accept these terms?* *Press 1 for Yes.* *Press 2 for No.* (see exception option: Yes w/Multiple Waiting Vouchers)	4

Prompt	Wording	Status Codes
2 = Decline	*You have chosen to decline the provider assignment for <voucherID>. A message will be sent to the provider indicating that you have denied this voucher assignment.* *Press 1 to verify another voucher.* *Press 9 to return to the Main Menu.* *Press 0 to speak with a Customer Service Representative.*	5
Yes = Accept	*Using a format of a 2-digit month, 2-digit day, then the 4-digit year, enter this child's first date of care, then press the pound key.*	
Start Date Verification	*The start date you entered is <MM/DD/YYYY>.* *Is this correct?* *Press 1 for Yes* *Press 2 for No*	4
No = *incorrect* start date	*Please enter a new start date.* (Go to: StartDateVerify)	
Enter PIN	*Now enter your PIN and press the pound key.*	
Correct PIN	*This voucher has been assigned to the care provider.*	
Incorrect PIN for logged in user	*Your PIN does not match. Please verify your PIN and try again.*	401
Incorrect PIN Second Try	*We are sorry. Without a matching PIN we are unable to complete the voucher assignment approval.* *To return to the main menu press 9.* *To speak with a Customer Service Representative press 0.* (Wait 5 seconds) (Go to: Failed Authentication)	401
No = Declined	*You have declined this voucher. If you would like to search again press 1.* *Or* *Press 9 to go to the Main Menu.* *To be forwarded to a customer service representative press zero.*	5

Option	***Vocabulary***	***2***	***Dialog***
Yes		1	Go to Completed Task Dialog
Yes w/Multiple Waiting Vouchers		1	Return to beginning of flow and read next voucher using Initial – Single Voucher found.

No		2	If press 1, Go to Find Voucher Dialogue If press 9, Go to Main Menu If press 0, go to Universal CSR Dialog
Help		0	Play Universal CSR Dialog

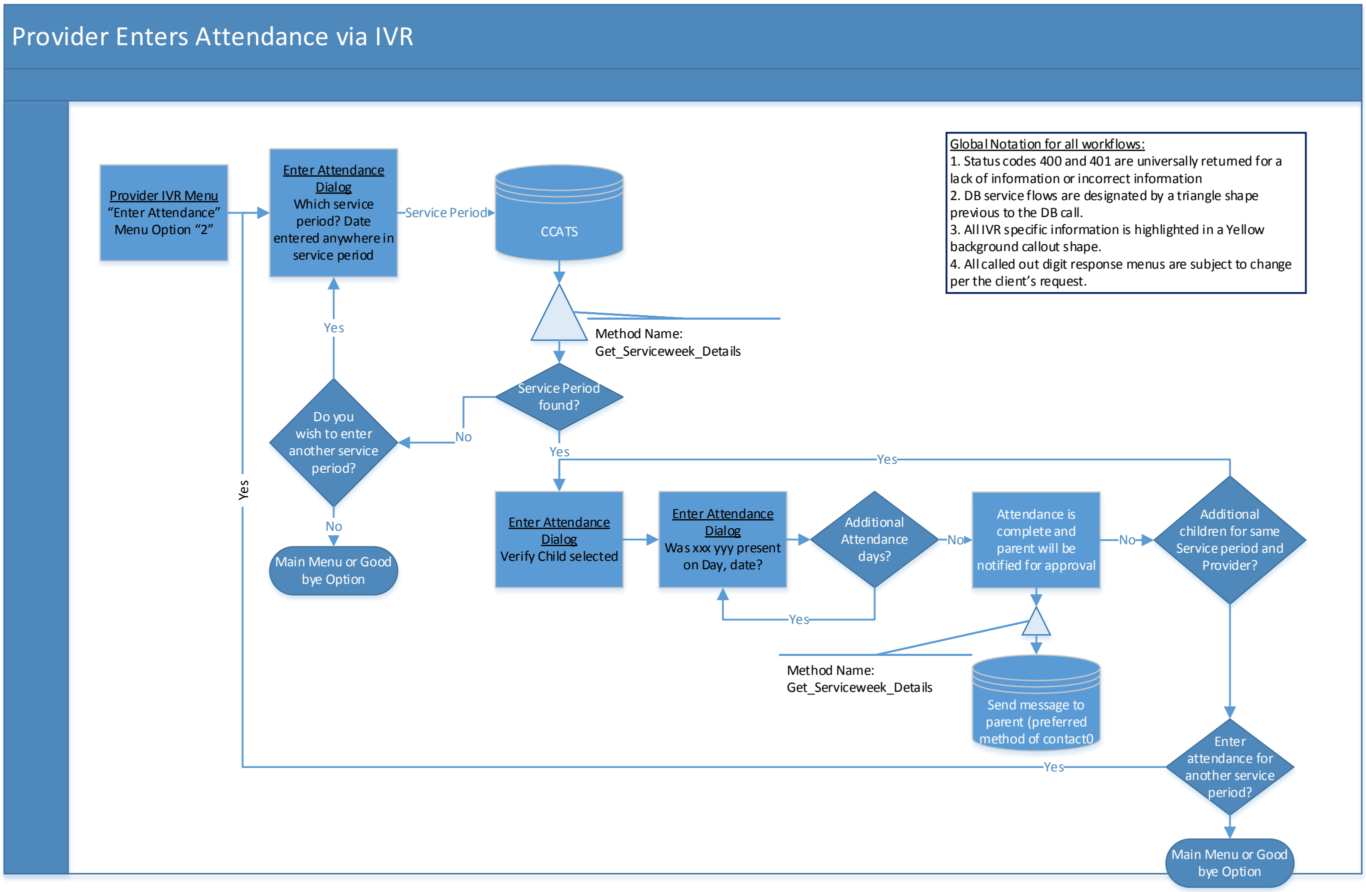
Voucher Database Query	
Purpose: Database call to see if there's a voucher waiting for verification by this parent	
Entering from	
Parent Main Menu selection	
Input	**Description**
Parent PIN ID	Parent identifier from log in
Returned Data	
Match condition for parent identifier	0 – No vouchers awaiting this approval. 1 – One unverified vouchers exist. 2 – Multiple voucher awaiting approval.
Data returned for matches	For each voucher awaiting verification: Provider Name Child First Name Child Last Name DOB Voucher Number Voucher type Voucher Hours Voucher Subsidy Estimate
Data Store for Verification & Acceptance	Parent PIN at log on must match Parent PIN at verification.
Return Condition	
0 – No vouchers awaiting this approval	Go to: Initial – No Vouchers found
1 – One unverified vouchers exist	Request for verification is played. Prompt to verify that response is Yes AND PIN matches logged in user. If more vouchers are unverified, go to condition 2. Store response.
2 – Multiple vouchers awaiting approval	Go to Condition 1 – unverified vouchers exist

PIN for logged in user and PIN entered to accept verification and legal terms are a mismatch	Go to: Failed Authentication

Status Codes

Status Codes	Status Message
0	No vouchers awaiting this approval.
1	One unverified vouchers exist.
2	Multiple voucher awaiting approval.
3	Voucher details
4	Your voucher request has been sent to MSDE for review.
5	Your decline voucher request has been sent to the Provider.
400	Missing Information(Voucher ID or ParentCaseId)

Provider Enters Attendance via IVR



Find Service Period Dialog
Purpose: Provider Selects Service Period
Entering from
Provider Menu Selection

Prompts		
Type	**Wording**	**Status Code**
Initial	*You have selected to enter attendance.* *In order to complete this task, you must have 14 days of attendance for a single service period. You cannot save part of a service period's attendance, then complete the entry at a later time. If you do not have a complete 14 days of attendance at this time to enter today, please choose a different option from the main menu, or utilize the public internet portal to enter a partial service period.* *Please note that the most efficient way to enter attendance is through our Public Portal. Log into the CCATS portal at http://www.childcare.msde.maryland.gov*	
Enter Service Period	*To enter attendance for one or more children in your care, enter a date within the service period. Dates must be entered in a 2-digit month number, a 2-digit day followed by 4-digit year, then press the pound key.*	
Error – date older than 60 days	*Attendance cannot be entered for the desired service period. This service period has been closed. It is more than 60 days previous to the current service period. Please enter a date within a different service period to enter attendance. Dates must be entered as a 2-digit month number, a 2-digit day followed by a 4-digit year, then press the pound key.* (Return to Enter Service Period)	*0*
Error in date format	*Dates must be entered as a 2-digit month number, a 2-digit day followed by a 4-digit year. Please enter a date, then press the pound key.*	*1*
No open attendance for entered service period	*The service period entered has no open attendance days or may have been submitted for approval.* *Press 3 to enter a new service period date.* *Press 9 to return to the main menu.* *Press 0 to speak with a customer service representative.*	*2*
Service Period Voucher Variant	**Requirement**	
Service Period vs. Voucher Start Date	Where the Voucher Start Date is later than the start date of the Service Period entered for valid Attendance Entry Dates, populate the dates prior to the Voucher Start Date with the character "X" to fill the unsubsidized dates.	
Service Period vs. Voucher End Date	Where the Voucher End Date is earlier than the end date of the Service Period entered for valid Attendance Entry Dates, populate the dates following the Voucher End Date with the character "X" to fill the unsubsidized dates.	

Option	Vocabulary	DTMF Equivalent	Action
Date		<## ## ####>	Set date Go to Service Period Database Query
Option	**Vocabulary**	**DTMF Equivalent**	**Action**
Return to Initial Entry		3	Go to Initial
Return to Main Menu		9	Go to Main Menu for logged in user's Type
Speak with CSR		0	Forward call to Customer Service Queue

Service Period Database Query	
Purpose: Database call to determine the service period for attendance entry	
Entering from	
Find Service Period Dialog	
Input	**Description**
Calendar Date	Calendar Date
Returned Data	
Return conditions	0 – valid date outside of 60 days 1 – not a valid date 2 – no unapproved attendance periods 3 – Matched valid date within a service period within 60 days 400 – Missing Information (voucher ID or Parent Case ID or Service Period ID)
Data returned for match	<service period> <Last Name>, <First Name> <DOB> <Voucher Start Date> <Voucher End Date> of all children in attendance for the service period for the logged in provider.
Return Condition	**Action**
0 – valid date outside of 60 days	Go to ServicePeriodOld
1 – not a valid date	Go to: DateFormatError

2 – no unapproved attendance periods	Go to: NoAttendance
3 – valid date within a service period within 60 days	Go to: ServicePeriodFound

<table>
<tr><th colspan="4" align="right">Service Period Found with Unapproved Attendance</th></tr>
<tr><td colspan="4">Purpose: Provider Enters Attendance</td></tr>
<tr><td colspan="4">Entering from</td></tr>
<tr><td colspan="4">Provider Service Period Selection</td></tr>
<tr><td colspan="4">Prompts</td></tr>
<tr><td>Type</td><td colspan="2">Wording</td><td>Status Code</td></tr>
<tr><td>Service Period found with a child who has open attendance date(s)</td><td colspan="2">The service period found is <beginning date> through <ending date>.

(Read first/only child information.)

Do you want to enter attendance for a child whose last name starts with <first 5 chars First, Last> with a birthdate of <DOB>?
Press 1 to enter attendance for this child.
Press 2 to…
(Scenario 1: Where only one child or the last child where >1 child values returned, request to enter a new service period or main menu or CSR call forwarding.)

…enter a new service period.

(Scenario 2: Where more than one child, go to: Multiple Children Attendance Entry)</td><td>3</td></tr>
<tr><td>Multiple Children Attendance Entry</td><td colspan="2">…not enter attendance for the child whose name starts with <read first 5 chars First, Last >. This voucher will not be submitted for approval until 14 days of attendance have been entered.
(read next child in attendance list)
Do you want to enter attendance for a child whose last name starts with <first 5 chars First, Last> with a birthdate of <DOB>?

Repeat Press 1, Press 2 dialog.

Press 3 to enter a new Service Period.</td><td></td></tr>
<tr><th>Option</th><th>Vocabulary</th><th>DTMF Equivalent</th><th>Action</th></tr>
<tr><td>Yes</td><td></td><td>1</td><td>Go to: Attendance Database Query
Mark child as heard</td></tr>
</table>

No		2	Go to: NoAttendance Mark child as unheard
Return to Initial Entry		3	Go to Initial
Option	**Vocabulary**	**DTMF Equivalent**	**Action**
Return to Main Menu		9	Go to Main Menu for logged in user's Type
Speak with CSR		0	Forward call to Customer Service Queue

Attendance Database Query	
Purpose: Database call to get the attendance days for the active child	
Entering from	
Get attendance days for the child	
Input	**Description**
Next Child Name in service period for this provider	<child last name>, <child first name> <DOB>
Voucher Detail	<voucher start date> <voucher end date> <BirthDate> <ChildName> <ServicePeriodStartDate> <ServicePeriodEndDate>
Returned Data	
Condition	2 – no day in service period that needs entry for this child 3 – there are days in service period that need entry for this child
Data	All dates in service period for this child that are not holidays or pre-planned closures.
Return Condition	**Action**
2 – no day in service period that need entry for this child	Go to: No Open Attendance
3 – there are days in service period that need approval	Go to: Attendance Dialog

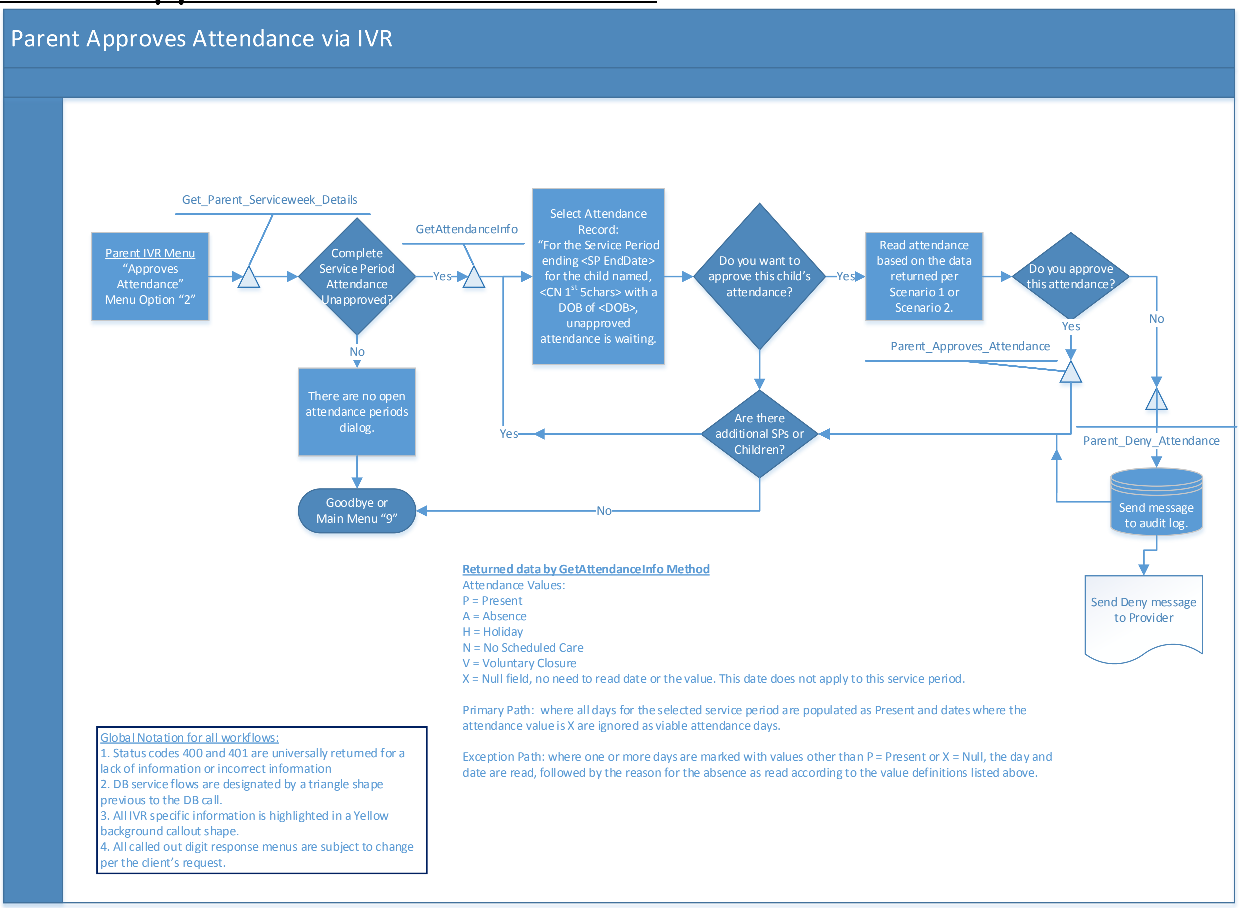
Enter Attendance By Date	
Purpose: Provider Enters Attendance for an individual date	
Entering from	
Provider Selects Child	
Prompts	
Type	**Wording**
Enter Attendance	*For the date, <Month, Date>, this child was:* *Press 1 for Present* *Press 2 for Absent* *Press 3 for Holiday* *Press 4 for No Care Scheduled* *Press 5 for Voluntary Closure* (read next null date and repeat entry options until all null dates are populated)
Attendance entry complete, approval request sent	(where attendance is completed with the last date in the service period populated with a corresponding character per the requirements) *You have completed the attendance entry for this service period. A message requesting parent approval will be sent in the next 24 hours.* (where another child's attendance requires entry for the same service period for this provider, go to MultiChildrenAttendEntry)
Task closure options	*To enter a new service period, press 1.* *To return to the Main Menu, press 9.* *To speak with a Customer Service Representative, press 0.*

Service Period-Voucher Variant	Requirement
Service Period vs. Voucher Start Date	Where the Voucher Start Date is later than the start date of the Service Period entered for valid Attendance Entry Dates, populate the dates prior to the Voucher Start Date with the character "X" to fill the unsubsidized dates.
Service Period vs. Voucher End Date	Where the Voucher End Date is earlier than the end date of the Service Period entered for valid Attendance Entry Dates, populate the dates following the Voucher End Date with the character "X" to fill the unsubsidized dates.

Vocabulary	Database Entry	DTMF Equivalent	Action
Present	P	1	Mark date as entered for this child Mark date as present for this child Go to: Attendance Dialog

Absent	A	2	Mark date as entered for this child Mark date as absent for this child Go to: Attendance Dialog
Holiday	H	3	Mark date as entered for this child Mark child as absent due to holiday Go to: Attendance Dialog
No Care Scheduled	N	4	Mark date as entered for this child Mark child as absent due to no care scheduled Go to: Attendance Dialog
Voluntary Closure	C	5	Mark date as entered for this child Mark child as absent due to voluntary closure Go to: Attendance Dialog

Parent Approves Attendance via IVR



Parent Approves Attendance Dialog		
Purpose: Parent Approves Attendance		
Entering from		
Parent Main Menu		
Prompts		
Type	**Wording**	**Status Code**
Initial	*You have selected the Approve Attendance menu option. Attendance must be approved by you within 10 days of the provider submission in order to receive the subsidy.*	
Attendance Waiting	*For the service period ending on* <SP End Date> *for the child whose name starts with* <first 5 chars First, Last > *born on* <DOB> *there is unapproved attendance pending your approval.*	1

Type	Wording	Status Code
No Attendance Waiting Approval	*There are no service periods waiting for attendance approval by you.* *Press 9 for the Main Menu.* *Press 0 to speak with a customer service representative.* *Or hang up to end this call.* *Thank you*	0
Validate Listen to Attendance	*Do you want to review this attendance service period?* *Press 1 for Yes* (Go to: Full or Partial Attendance dialog for first SP and/or Child) *Press 2 for No* (Go to: Next child/SP in returned service periods for this parent, or Completed Task Dialog)	2
Full Present Attendance Service Period	*This child was present for all scheduled attendance days. Do you agree?* *Press 1 for Yes* *Press 2 for No*	
Attendance Service Period with Absences	*There are absences to report. Dates not heard are marked as present for the service period. The absences reported are:* *<Day/Date>* (for each value read the corresponding dialog) (A =) *was Absent.* (H =) *was a State approved paid holiday for licensed providers.* (N =) *had no scheduled care.* (V =) *was preapproved to be closed for the day.* (read the Date followed by the full label for the type of absence. Go to Absence Definitions in Attendance Database Query) (Read all dates with absence values) *If you are an informal provider who provided care on a holiday, please press 0 to speak with a customer service representative.* *Do you agree with these absences?* *Press 1 for Yes* *Press 2 for No*	
Pressing No to Deny Approval for Full or Partial Attendance	*You have indicated that the entered attendance is incorrect. This service period will be marked as denied and a message will be sent to the Provider.* (Where no more entries require approval go to: Completed Task Dialog) (Where additional records are returned and require approval, go to Additional Attendance for different child or service period)	5

Additional Attendance for different child or service period	*There are other children or service periods to be approved.* *Press 1 to go to the next service period or child.* *Press 9 to return to the Main Menu.* *Press 0 to speak with a customer service representative.*	
Type	**Wording**	**Status Code**
Approve Attendance	*You have chosen to approve this service period and the attendance entered.* (check for additional children or service periods) (No additional Service Periods or children: Go to Completed Task Dialog) (Additional Children or Service Periods: Go to Additional Attendance for different child or service period)	4
No to Service Period Review	*You have indicated that you do not want to review the service period ending <SP end date> for this child.* (Where additional Service Periods or Children, go to: Attendance Waiting) (Where no additional Service Periods or Children, go to: Completed Task Dialog)	

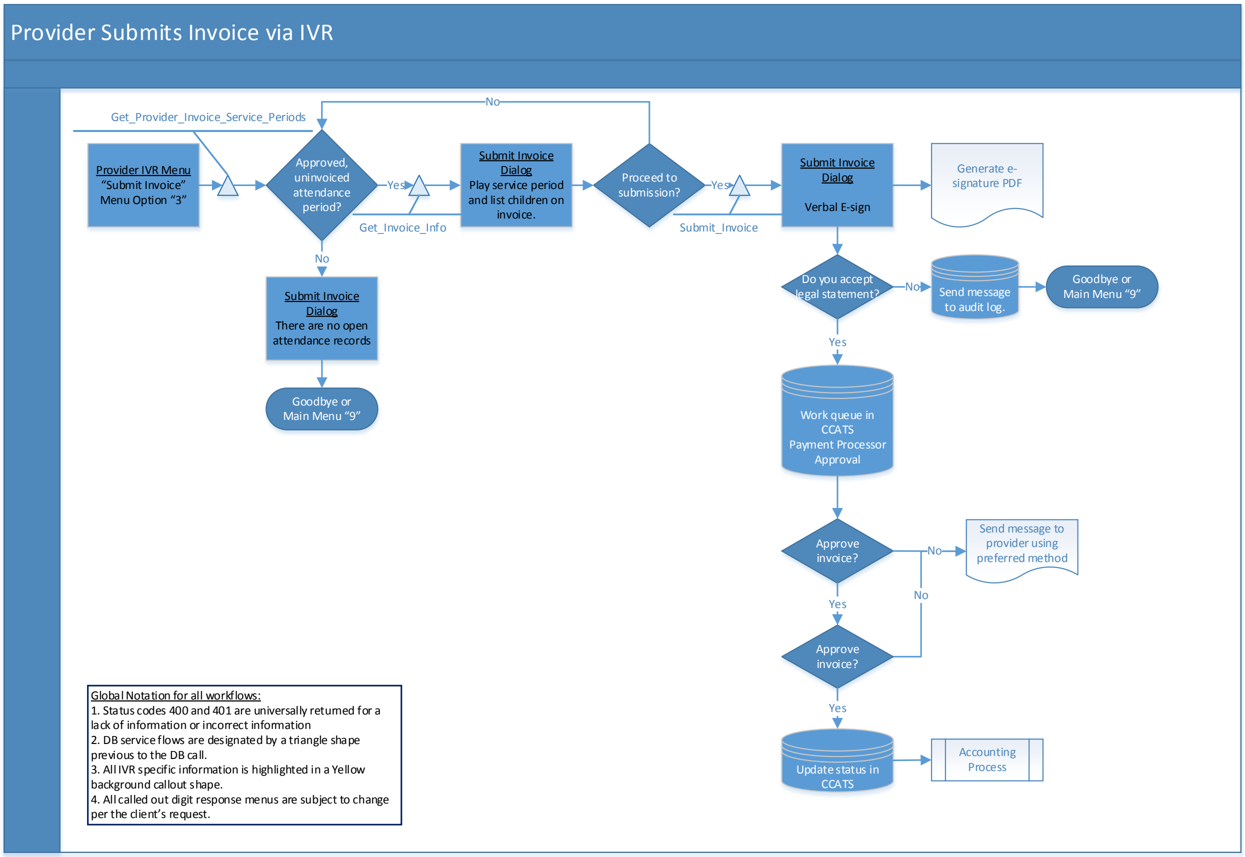
Vocabulary	Returned Value	Action
Present	P	Child is Present for this day Go to: Attendance Dialog
Absent	A	Child is Absent for this day Go to: Attendance Dialog
Holiday	H	Child is absent due to Holiday Go to: Attendance Dialog
No Care Scheduled	N	Child is absent due to No Care Scheduled Go to: Attendance Dialog
Voluntary Closure	V	Child is absent due to Voluntary Closure Go to: Attendance Dialog
Null Value Days	X	Days that do not require attendance entry due to: • Outside the voucher approved start or end dates • Subsidy not approved for these days of care (not scheduled) Days/Dates with this value are not to be considered days waiting for approval. Do not read days/dates where this value is present.

Service Period Database Query	
Purpose: Database call to determine the service period for attendance approval	
Entering from	
Attendance Approval Dialog	
Method Name	**Returned Data**
Get_Parent_Serviceweek_Details	<ParentCaseId> Vouchers waiting for approval with 14 attendance days submitted.
Method Name	**Returned Data**
GetAttendanceInfo	<ParentCaseId> <SerevicePeriodid> <VoucherId> <First Name> <Last Name> <DOB> <Day/Date/AttendanceValue>
Return Condition	**Action**
0 – no service period with un-approved attendance	Go to: Completed Task Dialogue
2 – a child exists that needs attendance approval for this service period	Go to: Initial Attendance Approval Dialog

Parent Approves Attendance Database Query
Purpose: Present the unapproved attendance for Service Periods in Queue for parent approval
Entering from
Main Menu selected option: Parent Main Menu - Approve Attendance

Status Code	Message
0	Unapproved attendance records not found.
1	Unapproved service period records found.
2	Attendance Info.
3	Attendance Information not found.
4	Your approval request sent to Provider.
5	Your decline request has been sent to Provider.
400	Missing Information(ServicePeriodid or Voucherid, ParentCaseId).

Provider Submits Invoice via IVR



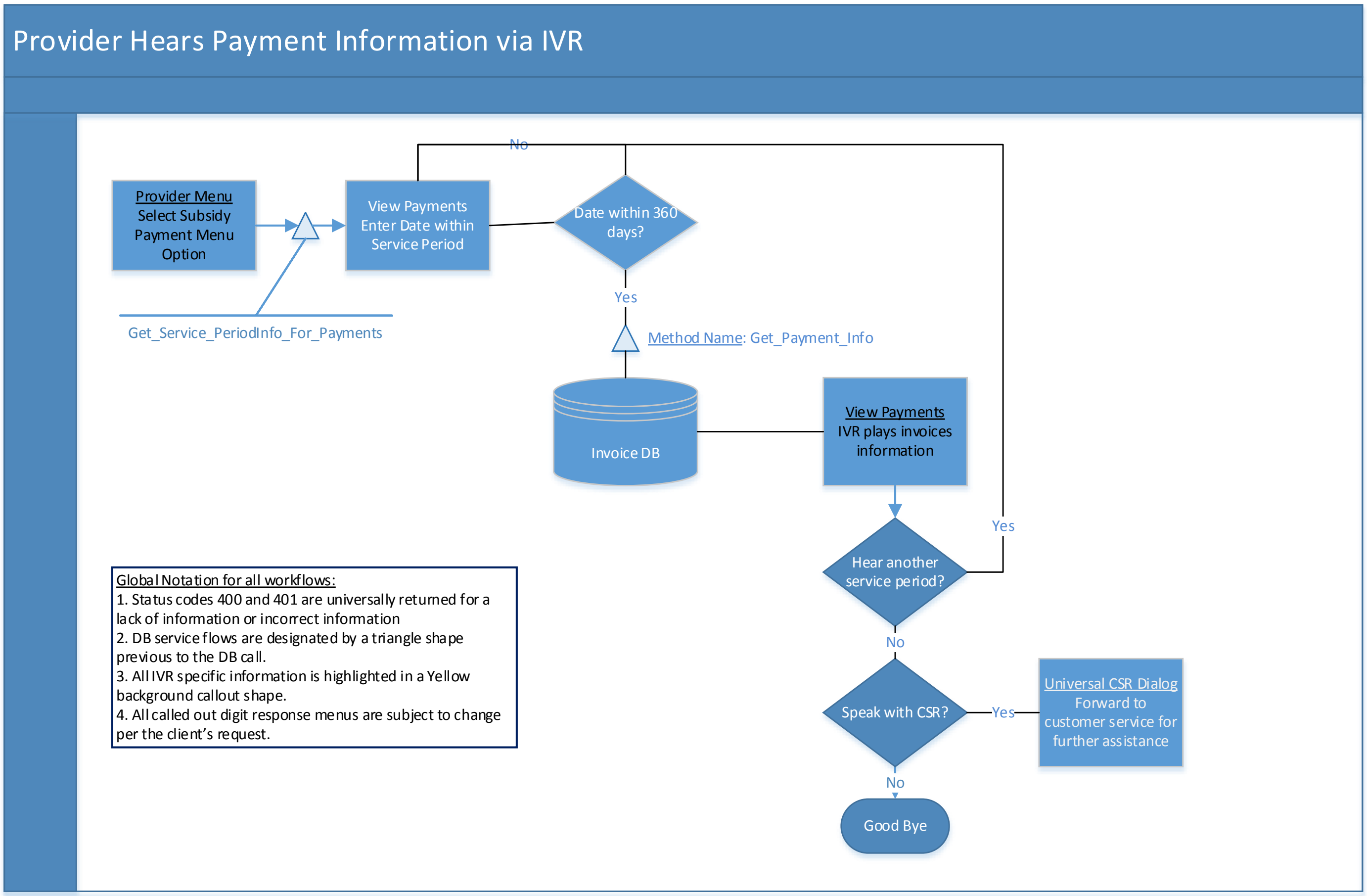
Find Invoice Dialog		
Purpose: Provider Submits Invoice		
Entering from		
Provider Main Menu Selection		
Prompts		
Type	***Wording***	***Status Code***
Initial	*This is the Submit an Invoice menu option.* Go to: Un-invoiced Service Period Database Query	
No Approved Attendance Pending Invoicing	*There are no approved attendance service periods for you to submit at this time.* *Press 9 to return to the Main Menu* *Press 0 to speak with a customer service representative.* *Or hang up to end this call.* *Thank you.*	0

Type	***Wording***	***Status Code***
Approved Attendance Pending Invoicing	*There are* <n = count of Approved Attendance Vouchers returned> *approved attendance records to be invoiced.* *Service Period* <start date of oldest approved attendance> *through* <end date of oldest approved attendance> *has un-invoiced attendance.* *The following children's names and voucher id's are included in this Service Period:* Read: *<first 5 chars First, Last>for voucher* <voucher ID>, (Read in same format until all children and their vouchers have been listed) *Do you want to submit this service period for payment?* *Press 1 for Yes* *Press 2 for No* *Press 8 to repeat the service period details.*	1
Yes = invoice service period	*You have indicated that you would like to invoice the last Service Period.* *By submitting this invoice, you agree that the information submitted to obtain the voucher is true and accurate in every material aspect and is subject to verification by MSDE. If you submit false information, you are subject to penalties as outlined in Section 8-503 of the Criminal Law Article of the Maryland Annotated Code and COMAR 13A.14.06* *Do you accept these terms?* *Press 1 for Yes* *Press 2 for No* *Please enter your four digit PIN, then press pound.* (Correct PIN with no more service periods pending) *This service period has been submitted for invoice approval.* Go to: Completed Task Dialog (Correct PIN with additional service periods pending) *This service period has been submitted for invoice approval. To hear the next service period with approved attendance press 4.* *For the Main Menu, press 9* *To speak with a customer service representative, press 0* (Create PDF of verbal e-signed document) (Send invoice to Invoicing work queue in CCATS)	3

No = Do not submit this invoice	*You have indicated that you do not wish to invoice this service period at this time.* (Where additional service periods are waiting) *To listen to the next Service Period, press 4.* *For the Main Menu, press 9* *To speak with a customer service representative, press 0* *Or hang up to end this call.* (Send message to provider)	
Type	***Wording***	***Status Code***
Incorrect PIN Entry on Legal Terms acceptance	(2nd try) *The PIN entered does not match our files. Please reenter your PIN and press the pound key.* (2nd Failure) *The PIN entered does not match our files. You are being forwarded to a customer service representative. Please hold.* (forward to customer service center)	401

Status Codes	Status Message
0	There are no open attendance records
1	Open attendance records found.
2	Invoice attendance records information.
3	Your invoice request has been sent to MSDE for review
401	Incorrect username or password

Provider Hears Payment Information via IVR



		Find Payment Dialog
Purpose: Determine service period for hearing payments		
Entering from		
Provider Menu Selection		
Prompts		
Type	**Wording**	**Status Codes**
Initial	*You have selected to hear payments within the past years' service periods. To see more detailed information on your payments, please go online to the Public Portal at https://www.childcare.msde.maryland.gov*	
Search for Service Period entry	*Please enter a date as a 2-digit month, 2-digit day and 4-digit year within 1 year of today, then press the pound key.* *Press * to hear the most recent service period.*	

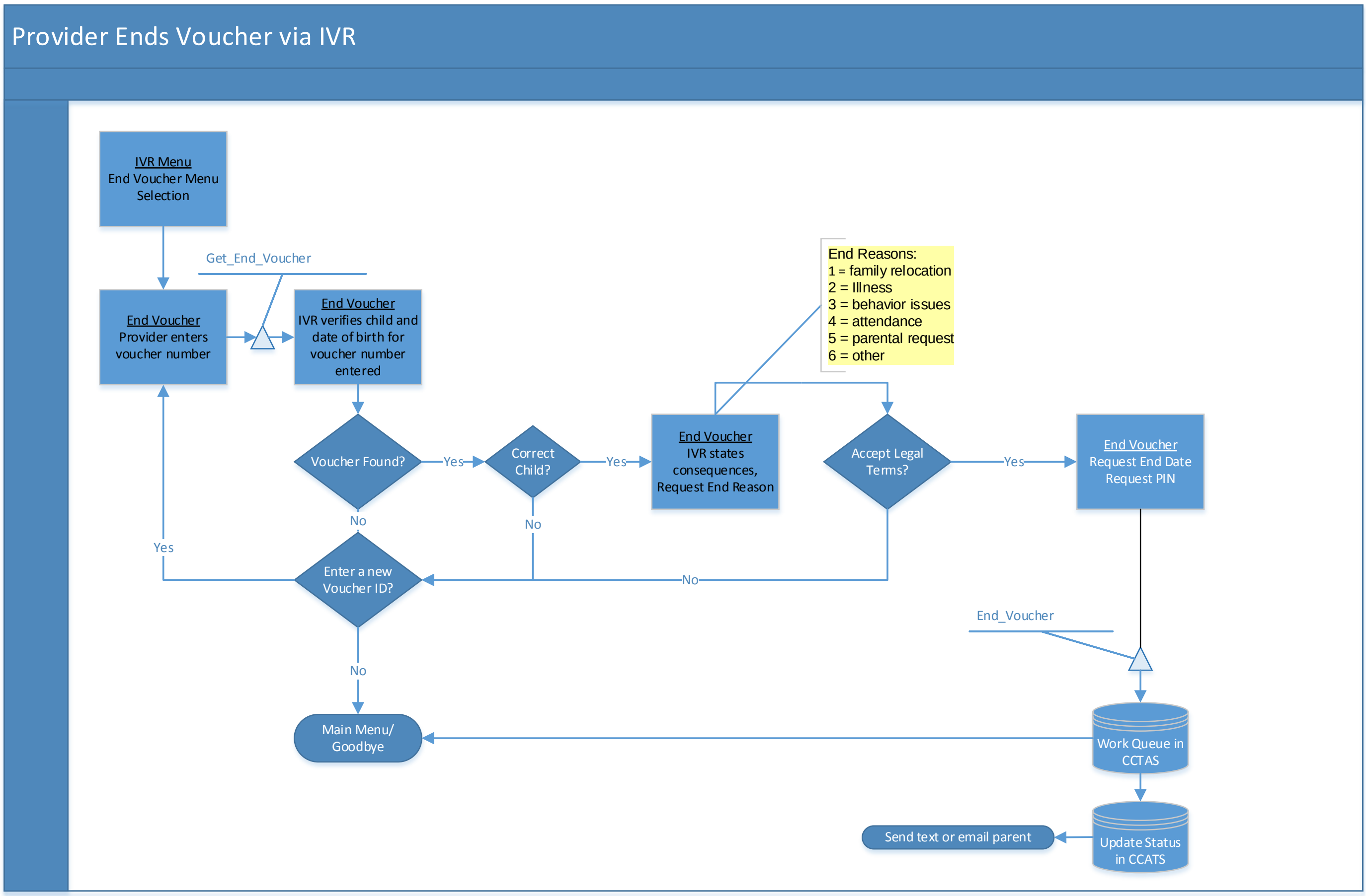
Type	Wording	Status Codes
Incorrect date format used	*The date entered is not in the correct format. Please enter a 2-digit month, 2-digit day and 4-digit year within 1 year of today, then press the pound key.*	1
Date (Service Period) Older than 360 days	*The date entered is older than 1 years' worth of Service Periods. Please enter a 2-digit month, 2-digit day and 4-digit year within 1 year of today, then press the pound key.*	0
Service Period Found	*For the Service Period ending on* <service period end date> *a total of* <n = count of invoice id's returned> *have been paid. The total of all invoices paid for this service period is* <Sum of all invoice totals>. *To repeat this information press 8.* *To hear another service periods total, enter a new date within the desired service period.* *To speak with a Customer Service Representative press 0* *Or, to end this call, hang up.*	4
No Records for Service Period Found	*For the Service Period ending on* <service period end date> *no records were found.* *To repeat this information press 8.* *To hear another service periods total, enter a new date within the desired service period.* *To speak with a Customer Service Representative press 0* *Or, to end this call, hang up.*	3

Payment Database Query	
Purpose: Database call to find payments	
Entering from	
Hear Payments Menu Option	
Input	**Description**
<Most recent whole service period> <date within a service period>	The service period immediately preceding the current service period A date within a service period
Returned Data	
Match Condition	0 – valid date outside of 360 days 1 – Not a valid date 2 – Service period info 3 – No records found for service period 4 – Payment details information
Return Condition	**Action**
0 – Date old	Go to: ServicePeriodOld
1 – Not a valid date	Go to: IncorrectDateFormat

Return Condition	Action
2 – the most recent whole service period	Go to: ServicePeriodFound
3 – No records found for service period	Go to: No Records Found for Service Period
4 – Payment Details	Go to: ServicePeriodFound

Status Codes	Status Message
0	valid date outside of 360 days
1	Not a valid date
2	Service period info
3	No records found for the selected Service period.
4	Payment details information.

Provider Ends Voucher via IVR



Request End Voucher Dialog		
Purpose: Request to End Voucher		
Entering from		
Provider Menu Selection		
Prompts		
Type	**Wording**	**Status Codes**
Initial	*You have selected the End a Voucher menu option. You must have the voucher number in order to complete this task. Please enter the voucher number you wish to end followed by the pound key.*	

Type	Wording	Status Codes
Voucher Found	*Voucher <Voucher ID> for <voucher type> is for a child whose name begins with <first 5 chars first, last> with a birth date of <DOB>. Is this correct voucher to end?* *Press 1 for Yes* *Press 2 for No* (Voucher Types) (1 = Regular) (2 = Non-traditional (nights)) (3 = 42/10 (before/after school)) (4 = 52 weeks (day care available all year))	1
Voucher Not Found	*The voucher number entered was not found. Please enter the voucher number followed by the pound key.* *Press 9 to return to the main menu* *Press 0 to speak with a customer service representative*	0

voucher number		<######>	Set to: <voucher number> Go to End Voucher Database Query
Customer Service		0	Go to: Universal CSR Dialog

End Voucher Dialog
Purpose: End Voucher
Entering from
End Voucher Database Query

Prompts		
Type	**Wording**	**Status Codes**
Voucher Found	*Voucher <Voucher ID> for <voucher type> is for a child whose name begins with <first 5 chars first, last> with a birth date of <DOB>. Is this correct voucher to end?* *Press 1 for Yes* *Press 2 for No* (Voucher Types) (1 = Regular) (2 = Non-traditional (nights)) (3 = 42/10 (before/after school)) (4 = 52 weeks (day care available all year))	1
Type	**Wording**	**Status Codes**
Yes	*Ending this voucher means that your facility will no longer receive subsidy payments for this child. Please select one of the following reasons for ending this voucher:* *For family relocation, press 1* *For an Illness, press 2* *For behavior issues, press 3* *For attendance, press 4* *For parental request, press 5* *For some other reason, press 6*	
No	*You have canceled this task and the voucher will not be ended.* *To enter another voucher ID, press 1* *To return to the main menu, press 9* *To speak with a CSR, press 0* *To end this call hang up. Thanks you.*	
Yes	*By ending this voucher, you agree that the information submitted to obtain the payment is true and accurate in every material aspect and is subject to verification by MSDE. If you submit false information, you are subject to penalties as outlined in Section 8-503 of the Criminal Law Article of the Maryland Annotated Code and COMAR 13A.14.06* *Press 1 to accept these terms.* *Press 2 to decline these terms.*	

End of Care - Validate Acceptance of Terms	*Using a date format of a 2-digit month number, 2-digit day and 4-digit year, enter the end date of care for this voucher and press the pound key.*	
End Date Verification	*The end date you entered is <MM/DD/YYYY>.* *Is this correct?* *Press 1 for Yes* *Press 2 for No*	
No = *incorrect* end date	*Please enter a new end date.* Go to: StartDateVerify	
Bad Date Format for End of Care date	(Go to: Invalid Date Dialogue) (NOTE: return to Accept Legal Terms, not start of workflow)	
PIN entry – Validate Acceptance of Terms	*Please enter your four digit PIN, then press the pound key.*	0
Yes = correct end date	*This voucher has been ended. The end date of the subsidy is <read date entered>.* *To return to the main menu, press 9.* *To end this call hang up. Thank you.*	3
Type	***Wording***	**Status Codes**
Bad PIN number	*The PIN entered does not match your user ID. Please reenter the PIN then press pound.* (Second failure on PIN Match: Go to: Failed Authentication)	401

End Voucher Database Query

Purpose: Database call to find voucher to End

Entering from	
Hear Payment Dialog	
Input	**Description**
<voucher number> <party ID of the caller> <facility ID of the caller>	The voucher number entered by the caller The party ID from login The facility ID from login

Returned Data	
Match Condition	0 – no match to a voucher number 1 – match to a voucher number and authorization at facility 2 - voucher match but no match to facility or no authority
Data returned	<voucher number> Child <first name> <last name> <DOB> <Voucher Type> <Voucher start Date> <Voucher end Date>
End Voucher Codes	1 = Family relocation 2 = Illness 3 = Behavior issue 4 = Attendance 5 = Parental Request 6 = Other

Status Codes	**Status Message**
0	No match to a voucher number
1	Match to a voucher number and authorization
2	Not a valid date
3	Your end voucher request has been sent to MSDE for review
401	Incorrect username or password

Universal Dialogs

System Unavailable Dialogue	
Purpose: System Unavailable	
Entering from	
Any connected call where the system is not available for any interaction	
Prompts	**Dialog**
Where the IVR system is unavailable due to any reason, a universal system outage script will be played and the call disconnected immediately without a pause for caller response. This flag is set by the system administrator and reasons can include: • Portal system outage • Internal CCATS system outage • Database disconnection • Communications line non-operational • IVR Server non-operational • During any system maintenance or release implementation window	*Thank you for calling the Maryland Child Care Subsidy Attendance Reporting* system. The system is currently unavailable to assist you. Please call back later. There is no estimated outage time. Thank you again for using the Maryland Child Care Subsidy Attendance Reporting system. Good-bye.* *The title Subsidy Attendance Tracking system" is an acceptable alternative for use in the scripts.

Main Menu Dialogue
Purpose: Universal Main Menu
Entering from
Login User Type Identification or Press 9 to return the Main Menu actions

Prompt	Wording
1 = Provider Main Menu	*Welcome to the main menu:* • *To accept a voucher press 1.* • *To enter attendance press 2.* • *To submit an invoice press 3.* • *To check payment status press 4.* • *To end a voucher press 5.* • *To repeat the information retrieved at any time, press 8.* • *To be forwarded to a customer service representative press zero.* Store response
2 = Parent Main Menu	*Welcome to the main menu:* • *To verify a provider's acceptance of a voucher press 1.* • *To approve the attendance entered by a provider press 2.* • *To repeat the information retrieved at any time, press 8.* • *To be forwarded to a customer service representative press zero.* Store response

Failed Authentication	
Purpose: Failed Authentication Good bye then Disconnect.	
Entering from	
Second Try Failure of: Login/Authentication, Acceptance of Terms	
Prompts	**Wording**
All	*Your Username or PIN entry has failed. You can call our customer service line at <enter DID number> for further assistance with your account. Again, you can reach customer service at 866.. Good bye.* (hard disconnect)

Completed Task Dialogue	
Purpose: Completed task, Return to Main or Disconnect	
Entering from	
A completed workflow resulting in the acceptance of legal terms using a PIN.	
Prompts	**Wording**
Legal Terms Accepted with validated PIN	*Your last action has been completed. Please press 9 to return to the Main Menu, Otherwise please hang up to end this call and log out of the system. Good bye.* Pause 5 seconds Hard disconnect

Invalid Date Dialogue	
Purpose: Universal Invalid date	
Entering from	
Anywhere	
Prompts	**Wording**
All	*Dates must be entered in a 2-digit month number, a 2-digit day followed by a 4-digit year. Please try again* Go to: Previously requested date entry dialog

Universal CSR Dialog	
Purpose: Customer Service Contact information response	
Entering from	
User selects 0 from the key pad. All errors with no more attempts to try, or where returned criteria cannot be presented to allow continued call flow.	
Prompts	**Wording**
All	*You are being transferred to our Customer Service Center. Your call will be answered in the order received. Please hold.* <pause 5 seconds> *To return to the main menu, press 9.* (forward to csr center queue)

Web Services Specifications

The following section reflects the Web Service specifications required for this automated attendant system. The web services are specific to a system workflow as described in sections two through nine. There is a web services specification for each of the workflows listed.

Methods

1. AuthenticateUser

Purpose: logging in with login credentials

Request

Method	Params	Value Type
Authenticate_User	UserId Passcode	string string
Reset_PIN	UserId NewPassCode	string string
Prefer_Method_Type	UserId	string

Status Codes

Status Codes	Status Message
0	Login Successful, first time user login flag is false and user associated with on one Case id.
1	Login Successful and first time user login Flag is True
2	Reset Pin was Successful
3	Email Address found in the System
4	Login Successful, first time user login flag is false and user associated with Multiple Case id's.

5	Login Successful, first time user login flag is false and user associated with both provider and parent.
6	No email attached with login user account.
400	Missing Information(User id or Passcode or New Passcode or preferred Method Type or Preferred Method Value)
401	Incorrect username or password

SOAP UI Request

Request

```
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:tem="http://tempuri.org/">
   <soapenv:Header/>
   <soapenv:Body>
      <tem:Authenticate_User>
         <!--Optional:-->
         <tem:UserId>1234</tem:UserId>
         <!--Optional:-->
         <tem:PassCode>4567</tem:PassCode>
      </tem:Authenticate_User>
   </soapenv:Body>
</soapenv:Envelope>
```

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Header>
    <Action                                    s:mustUnderstand="1
xmlns="http://schemas.microsoft.com/ws/2005/05/addressing/none">http
://tempuri.org/IIVRService/Prefer_Method_Type</Action>
  </s:Header>
  <s:Body>
    <Prefer_Method_Type xmlns="http://tempuri.org/">
      <UserId>1111</UserId>
      <PreferredMethodType>1</PreferredMethodType>
    </Prefer_Method_Type>
  </s:Body>
</s:Envelope>
```

Response

Status	Response
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Authenticate_UserResponse xmlns="http://tempuri.org/"> <Authenticate_UserResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRUserDetails> <a:CaseType>Provider</a:CaseType> <a:Caseid>1544</a:Caseid> <a:Casename>Miss Ann's Day Care LLC</a:Casename> <a:Newlogin>true</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Login Successful and first time user login Flag True.</a:StatusMessage> <a:UserId>1235</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> </Authenticate_UserResult> </Authenticate_UserResponse> </s:Body> </s:Envelope>
401	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Authenticate_UserResponse xmlns="http://tempuri.org/"> <Authenticate_UserResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRUserDetails> <a:CaseType i:nil="true"/> <a:Caseid>0</a:Caseid> <a:Casename i:nil="true"/> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>401</a:StatusCode> <a:StatusMessage>Incorrect username or password.</a:StatusMessage> <a:UserId>1235</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>false</a:Validateuser> </a:IVRUserDetails> </Authenticate_UserResult> </Authenticate_UserResponse> </s:Body>

	</s:Envelope>
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Authenticate_UserResponse xmlns="http://tempuri.org/"> <Authenticate_UserResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRUserDetails> <a:CaseType>Provider</a:CaseType> <a:Caseid>1544</a:Caseid> <a:Casename>Miss Ann's Day Care LLC</a:Casename> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>0</a:StatusCode> <a:StatusMessage>first time user login flag is false and user associated with on one Case id.</a:StatusMessage> <a:UserId>1235</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> </Authenticate_UserResult> </Authenticate_UserResponse> </s:Body> </s:Envelope>
4	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Authenticate_UserResponse xmlns="http://tempuri.org/"> <Authenticate_UserResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRUserDetails> <a:CaseType>Provider</a:CaseType> <a:Caseid>801</a:Caseid> <a:Casename>Childtime Children's Center #824</a:Casename> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Login Successful and first time user login flag is false ar user has attached to the Multiple Case id’s.</a:StatusMessage> <a:UserId>1236</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> <a:IVRUserDetails> <a:CaseType>Provider</a:CaseType>

	<a:Caseid>1193</a:Caseid> <a:Casename>Allegany College Child Care</a:Casename> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Login Successful and first time user login flag is false ar user has attached to the Multiple Case id's.</a:StatusMessage> <a:UserId>1236</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> <a:IVRUserDetails> <a:CaseType>Provider</a:CaseType> <a:Caseid>8284</a:Caseid> <a:Casename>Aguilar, Deborah</a:Casename> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Login Successful and first time user login flag is false ar user has attached to the Multiple Case id's.</a:StatusMessage> <a:UserId>1236</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> <a:IVRUserDetails> <a:CaseType>Provider</a:CaseType> <a:Caseid>253995</a:Caseid> <a:Casename>Buckler, Judy</a:Casename> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Login Successful and first time user login flag is false ar user has attached to the Multiple Case id's.</a:StatusMessage> <a:UserId>1236</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> </Authenticate_UserResult> </Authenticate_UserResponse> </s:Body> </s:Envelope>
5	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Authenticate_UserResponse xmlns="http://tempuri.org/"> <Authenticate_UserResult

	xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRUserDetails> <a:CaseType>Provider</a:CaseType> <a:Caseid>291486</a:Caseid> <a:Casename>Hagelin, Susan</a:Casename> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>5</a:StatusCode> <a:StatusMessage>Login Successful, first time user login flag is false and us associated with both provider and parent.</a:StatusMessage> <a:UserId>1234</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> <a:IVRUserDetails> <a:CaseType>Parent</a:CaseType> <a:Caseid>322775</a:Caseid> <a:Casename>Hagelin, Heather</a:Casename> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>5</a:StatusCode> <a:StatusMessage>Login Successful, first time user login flag is false and us associated with both provider and parent.</a:StatusMessage> <a:UserId>1234</a:UserId> <a:UserName i:nil="true"/> <a:Validateuser>true</a:Validateuser> </a:IVRUserDetails> </Authenticate_UserResult> </Authenticate_UserResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Reset_PINResponse xmlns="http://tempuri.org/"> <Reset_PINResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:CaseType i:nil="true"/> <a:Caseid>0</a:Caseid> <a:Casename i:nil="true"/> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Reset Pin was Successful.</a:StatusMessage>

	<a:UserId i:nil="true"/> <a:UserName i:nil="true"/> <a:Validateuser>false</a:Validateuser> </Reset_PINResult> </Reset_PINResponse> </s:Body> </s:Envelope>
3	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Header /> <s:Body> <Prefer_Method_TypeResponse xmlns="http://tempuri.org/"> <Prefer_Method_TypeResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ContactNo i:nil="true" /> <a:Email>Staffuser@text.com</a:Email> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>Email Address found in the System</a:StatusMessage> </Prefer_Method_TypeResult> </Prefer_Method_TypeResponse> </s:Body> </s:Envelope>
400	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Authenticate_UserResponse xmlns="http://tempuri.org/"> <Authenticate_UserResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRUserDetails> <a:CaseType i:nil="true"/> <a:Caseid>0</a:Caseid> <a:Newlogin>false</a:Newlogin> <a:Password i:nil="true"/> <a:StatusCode>400</a:StatusCode> <a:StatusMessage>Please provide userId.</a:StatusMessage> <a:UserId i:nil="true"/> <a:UserName i:nil="true"/> <a:Validateuser>false</a:Validateuser> </a:IVRUserDetails> </Authenticate_UserResult> </Authenticate_UserResponse> </s:Body> </s:Envelope>

6	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Header /> <s:Body> <Prefer_Method_TypeResponse xmlns="http://tempuri.org/"> <Prefer_Method_TypeResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ContactNo i:nil="true" /> <a:Email i:nil="true" /> <a:StatusCode>6</a:StatusCode> <a:StatusMessage>No email attached with login user account.</a:StatusMessage> </Prefer_Method_TypeResult> </Prefer_Method_TypeResponse> </s:Body> </s:Envelope>
7	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Header /> <s:Body> <Prefer_Method_TypeResponse xmlns="http://tempuri.org/"> <Prefer_Method_TypeResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ContactNo>3012714929</a:ContactNo> <a:Email i:nil="true" /> <a:StatusCode>7</a:StatusCode> <a:StatusMessage>Phone number found in the System</a:StatusMessage> </Prefer_Method_TypeResult> </Prefer_Method_TypeResponse> </s:Body> </s:Envelope>
8	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Header /> <s:Body> <Prefer_Method_TypeResponse xmlns="http://tempuri.org/"> <Prefer_Method_TypeResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ContactNo i:nil="true" /> <a:Email i:nil="true" /> <a:StatusCode>8</a:StatusCode> <a:StatusMessage>Phone number not attached with login us account.</a:StatusMessage> </Prefer_Method_TypeResult> </Prefer_Method_TypeResponse> </s:Body>

	</s:Envelope>

2. Provider Accepts Voucher via IVR

Request

Method	Params	Value Type
Search_Voucher_By_Voucheri	VoucherID ProviderCaseId	long long
Search_Voucher_By_ChildDOB	DateofBirth Zipcode VoucherType ProviderCaseId	String string int long
Get_Voucher_Details	VoucherID ProviderCaseId	long long
Accept_Voucher	VoucherID ChildCareBeginDate ProviderCaseId Userid Passcode	Long string long string string
Decline_Voucher	VoucherID ProviderCaseId	Long long

Status Codes

Status Codes	Status Message
0	No records found.
1	We found one voucher with the search criteria.
2	We found more than one child. Please enter the child's Zip code.
3	Voucher details
4	Your voucher request has been sent to parent.
5	Your decline voucher request has been sent to the parent.

6	We found more than one voucher with same voucher type. Please forward call to CSR.
7	We found more than one voucher. Please enter voucher type.
8	Mulitple children with the same DOB and Zip Code
401	Incorrect username or password.
400	Missing Information(Voucher ID or ProviderCaseId or DateofBirth or CareBeginDate)

SOAP UI Request

Request

```
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:tem="http://tempuri.org/">
   <soapenv:Header/>
   <soapenv:Body>
      <tem:Search_Voucher_By_Voucherid>
         <!--Optional:-->
         <tem:VoucherID>2704011</tem:VoucherID>
         <!--Optional:-->
         <tem:ProviderCaseId>1544</tem:ProviderCaseId>
      </tem:Search_Voucher_By_Voucherid>
   </soapenv:Body>
</soapenv:Envelope>
```

Response

Status	Response
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Search_Voucher_By_VoucheridResponse xmlns="http://tempuri.org/"> <Search_Voucher_By_VoucheridResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildBirthDate>0001-01-01T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName i:nil="true"/> <a:ChildZipCode i:nil="true"/>

	<a:StatusCode>0</a:StatusCode> <a:StatusMessage>No records found.</a:StatusMessage> <a:VoucherType i:nil="true"/> <a:voucherNumber>0</a:voucherNumber> </Search_Voucher_By_VoucheridResult> </Search_Voucher_By_VoucheridResponse> </s:Body> </s:Envelope>
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Search_Voucher_By_VoucheridResponse xmlns="http://tempuri.org/"> <Search_Voucher_By_VoucheridResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildBirthDate>2013-02-02T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName>Arnold,Avery</a:ChildName> <a:ChildZipCode i:nil="true"/> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>We found one voucher with the searc criteria.</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherNumber>2704011</a:voucherNumber> </Search_Voucher_By_VoucheridResult> </Search_Voucher_By_VoucheridResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Search_Voucher_By_ChildDOBResponse xmlns="http://tempuri.org/"> <Search_Voucher_By_ChildDOBResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRVoucherSearchDetails> <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName>Davis, Milo</a:ChildName> <a:ChildPartyid>609348</a:ChildPartyid> <a:ChildZipCode i:nil="true"/> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>We found more than one child. Please enter the child's Z code.</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType>

<a:voucherNumber>2582105</a:voucherNumber>
</a:IVRVoucherSearchDetails>
<a:IVRVoucherSearchDetails>
<a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
<a:ChildFirstName i:nil="true"/>
<a:ChildLastName i:nil="true"/>
<a:ChildName>Jones, Iyana</a:ChildName>
<a:ChildPartyid>621735</a:ChildPartyid>
<a:ChildZipCode i:nil="true"/>
<a:StatusCode>2</a:StatusCode>
<a:StatusMessage>We found more than one child. Please enter the child's Z
code.</a:StatusMessage>
<a:VoucherType>Regular</a:VoucherType>
<a:voucherNumber>2611313</a:voucherNumber>
</a:IVRVoucherSearchDetails>
<a:IVRVoucherSearchDetails>
<a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
<a:ChildFirstName i:nil="true"/>
<a:ChildLastName i:nil="true"/>
<a:ChildName>Linares, Jaeden</a:ChildName>
<a:ChildPartyid>636624</a:ChildPartyid>
<a:ChildZipCode i:nil="true"/>
<a:StatusCode>2</a:StatusCode>
<a:StatusMessage>We found more than one child. Please enter the child's Z
code.</a:StatusMessage>
<a:VoucherType>Regular</a:VoucherType>
<a:voucherNumber>2640678</a:voucherNumber>
</a:IVRVoucherSearchDetails>
<a:IVRVoucherSearchDetails>
<a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
<a:ChildFirstName i:nil="true"/>
<a:ChildLastName i:nil="true"/>
<a:ChildName>Goodwin, Alia</a:ChildName>
<a:ChildPartyid>606463</a:ChildPartyid>
<a:ChildZipCode i:nil="true"/>
<a:StatusCode>2</a:StatusCode>
<a:StatusMessage>We found more than one child. Please enter the child's Z
code.</a:StatusMessage>
<a:VoucherType>Regular</a:VoucherType>
<a:voucherNumber>2673226</a:voucherNumber>
</a:IVRVoucherSearchDetails>
<a:IVRVoucherSearchDetails>
<a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
<a:ChildFirstName i:nil="true"/>
<a:ChildLastName i:nil="true"/>
<a:ChildName>Newman, Nehemiah</a:ChildName>

	<a:ChildPartyid>630152</a:ChildPartyid> <a:ChildZipCode i:nil="true"/> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>We found more than one child. Please enter the child's Z code.</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherNumber>2674457</a:voucherNumber> </a:IVRVoucherSearchDetails> <a:IVRVoucherSearchDetails> <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName>Melvin, D'mari</a:ChildName> <a:ChildPartyid>645845</a:ChildPartyid> <a:ChildZipCode i:nil="true"/> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>We found more than one child. Please enter the child's Z code.</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherNumber>2694196</a:voucherNumber> </a:IVRVoucherSearchDetails> <a:IVRVoucherSearchDetails> <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName>Graves, Christian</a:ChildName> <a:ChildPartyid>658649</a:ChildPartyid> <a:ChildZipCode i:nil="true"/> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>We found more than one child. Please enter the child's Z code.</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherNumber>2703971</a:voucherNumber> </a:IVRVoucherSearchDetails> </Search_Voucher_By_ChildDOBResult> </Search_Voucher_By_ChildDOBResponse> </s:Body> </s:Envelope>
3	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Voucher_DetailsResponse xmlns="http://tempuri.org/"> <Get_Voucher_DetailsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:AuthorizedHoursPerweek>40.00</a:AuthorizedHoursPerweek>

	<a:ChildLastName i:nil="true"/> <a:ChildName>Williams, Carter</a:ChildName> <a:DSSSubSidyAmount>128.19</a:DSSSubSidyAmount> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>Voucher details</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherEndDate>2016-06-05T23:59:59</a:voucherEndDate> <a:voucherNumber>2704521</a:voucherNumber> <a:voucherStartDate>2015-06-10T00:00:00</a:voucherStartDate> </Get_Voucher_DetailsResult> </Get_Voucher_DetailsResponse> </s:Body> </s:Envelope>
4	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Accept_VoucherResponse xmlns="http://tempuri.org/"> <Accept_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:AuthorizedHoursPerweek i:nil="true"/> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName i:nil="true"/> <a:DSSSubSidyAmount i:nil="true"/> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Your voucher request has been sent parent.</a:StatusMessage> <a:VoucherType i:nil="true"/> <a:voucherEffectiveDate>0001-01-01T00:00:00</a:voucherEffectiveDate> <a:voucherNumber>0</a:voucherNumber> </Accept_VoucherResult> </Accept_VoucherResponse> </s:Body> </s:Envelope>
5	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Decline_VoucherResponse xmlns="http://tempuri.org/"> <Decline_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:AuthorizedHoursPerweek i:nil="true"/> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName i:nil="true"/> <a:DSSSubSidyAmount i:nil="true"/>

	<a:StatusCode>5</a:StatusCode> <a:StatusMessage>Your decline voucher request has been sent to th parent.</a:StatusMessage> <a:VoucherType i:nil="true"/> <a:voucherEffectiveDate>0001-01-01T00:00:00</a:voucherEffectiveDate> <a:voucherNumber>0</a:voucherNumber> </Decline_VoucherResult> </Decline_VoucherResponse> </s:Body> </s:Envelope>
6	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Search_Voucher_By_ChildDOBResponse xmlns="http://tempuri.org/"> <Search_Voucher_By_ChildDOBResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRVoucherSearchDetails> <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName>Davis, Milo</a:ChildName> <a:ChildPartyid>609348</a:ChildPartyid> <a:ChildZipCode i:nil="true"/> <a:StatusCode>6</a:StatusCode> <a:StatusMessage>We found more than one voucher with same voucher typ Please forward call to CSR</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherNumber>2582105</a:voucherNumber> </a:IVRVoucherSearchDetails> <a:IVRVoucherSearchDetails> <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName>Jones, Iyana</a:ChildName> <a:ChildPartyid>621735</a:ChildPartyid> <a:ChildZipCode i:nil="true"/> <a:StatusCode>6</a:StatusCode> <a:StatusMessage>We found more than one voucher with same voucher typ Please forward call to CSR</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherNumber>2611313</a:voucherNumber> </a:IVRVoucherSearchDetails> <a:IVRVoucherSearchDetails> <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate> <a:ChildFirstName i:nil="true"/>

<a:ChildLastName i:nil="true"/>
<a:ChildName>Linares, Jaeden</a:ChildName>
<a:ChildPartyid>636624</a:ChildPartyid>
<a:ChildZipCode i:nil="true"/>
<a:StatusCode>6</a:StatusCode>
<a:StatusMessage>We found more than one voucher with same voucher typ
Please forward call to CSR</a:StatusMessage>
<a:VoucherType>Regular</a:VoucherType>
<a:voucherNumber>2640678</a:voucherNumber>
</a:IVRVoucherSearchDetails>
<a:IVRVoucherSearchDetails>
<a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
<a:ChildFirstName i:nil="true"/>
<a:ChildLastName i:nil="true"/>
<a:ChildName>Goodwin, Alia</a:ChildName>
<a:ChildPartyid>606463</a:ChildPartyid>
<a:ChildZipCode i:nil="true"/>
<a:StatusCode>6</a:StatusCode>
<a:StatusMessage>We found more than one voucher with same voucher typ
Please forward call to CSR</a:StatusMessage>
<a:VoucherType>Regular</a:VoucherType>
<a:voucherNumber>2673226</a:voucherNumber>
</a:IVRVoucherSearchDetails>
<a:IVRVoucherSearchDetails>
<a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
<a:ChildFirstName i:nil="true"/>
<a:ChildLastName i:nil="true"/>
<a:ChildName>Newman, Nehemiah</a:ChildName>
<a:ChildPartyid>630152</a:ChildPartyid>
<a:ChildZipCode i:nil="true"/>
<a:StatusCode>6</a:StatusCode>
<a:StatusMessage>We found more than one voucher with same voucher typ
Please forward call to CSR</a:StatusMessage>
<a:VoucherType>Regular</a:VoucherType>
<a:voucherNumber>2674457</a:voucherNumber>
</a:IVRVoucherSearchDetails>
<a:IVRVoucherSearchDetails>
<a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
<a:ChildFirstName i:nil="true"/>
<a:ChildLastName i:nil="true"/>
<a:ChildName>Melvin, D'mari</a:ChildName>
<a:ChildPartyid>645845</a:ChildPartyid>
<a:ChildZipCode i:nil="true"/>
<a:StatusCode>6</a:StatusCode>
<a:StatusMessage>We found more than one voucher with same voucher typ
Please forward call to CSR</a:StatusMessage>

```
          <a:VoucherType>Regular</a:VoucherType>
          <a:voucherNumber>2694196</a:voucherNumber>
        </a:IVRVoucherSearchDetails>
        <a:IVRVoucherSearchDetails>
          <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
          <a:ChildFirstName i:nil="true"/>
          <a:ChildLastName i:nil="true"/>
          <a:ChildName>Graves, Christian</a:ChildName>
          <a:ChildPartyid>658649</a:ChildPartyid>
          <a:ChildZipCode i:nil="true"/>
          <a:StatusCode>6</a:StatusCode>
          <a:StatusMessage>We found more than one voucher with same voucher typ
Please forward call to CSR</a:StatusMessage>
          <a:VoucherType>Regular</a:VoucherType>
          <a:voucherNumber>2703971</a:voucherNumber>
        </a:IVRVoucherSearchDetails>
      </Search_Voucher_By_ChildDOBResult>
    </Search_Voucher_By_ChildDOBResponse>
  </s:Body>
</s:Envelope>
```


7


```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Body>
    <Search_Voucher_By_ChildDOBResponse xmlns="http://tempuri.org/">
      <Search_Voucher_By_ChildDOBResult
xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
        <a:IVRVoucherSearchDetails>
          <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
          <a:ChildFirstName i:nil="true"/>
          <a:ChildLastName i:nil="true"/>
          <a:ChildName>Davis, Milo</a:ChildName>
          <a:ChildPartyid>609348</a:ChildPartyid>
          <a:ChildZipCode i:nil="true"/>
          <a:StatusCode>7</a:StatusCode>
          <a:StatusMessage>We found more than one voucher. Please enter vouch
type.</a:StatusMessage>
          <a:VoucherType>Regular</a:VoucherType>
          <a:voucherNumber>2582105</a:voucherNumber>
        </a:IVRVoucherSearchDetails>
        <a:IVRVoucherSearchDetails>
          <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
          <a:ChildFirstName i:nil="true"/>
          <a:ChildLastName i:nil="true"/>
          <a:ChildName>Jones, Iyana</a:ChildName>
          <a:ChildPartyid>621735</a:ChildPartyid>
```

```
            <a:ChildZipCode i:nil="true"/>
            <a:StatusCode>7</a:StatusCode>
            <a:StatusMessage>We found more than one voucher. Please enter vouch
type.</a:StatusMessage>
            <a:VoucherType>Regular</a:VoucherType>
            <a:voucherNumber>2611313</a:voucherNumber>
          </a:IVRVoucherSearchDetails>
          <a:IVRVoucherSearchDetails>
            <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
            <a:ChildFirstName i:nil="true"/>
            <a:ChildLastName i:nil="true"/>
            <a:ChildName>Linares, Jaeden</a:ChildName>
            <a:ChildPartyid>636624</a:ChildPartyid>
            <a:ChildZipCode i:nil="true"/>
            <a:StatusCode>7</a:StatusCode>
            <a:StatusMessage>We found more than one voucher. Please enter vouch
type.</a:StatusMessage>
            <a:VoucherType>Regular</a:VoucherType>
            <a:voucherNumber>2640678</a:voucherNumber>
          </a:IVRVoucherSearchDetails>
          <a:IVRVoucherSearchDetails>
            <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
            <a:ChildFirstName i:nil="true"/>
            <a:ChildLastName i:nil="true"/>
            <a:ChildName>Goodwin, Alia</a:ChildName>
            <a:ChildPartyid>606463</a:ChildPartyid>
            <a:ChildZipCode i:nil="true"/>
            <a:StatusCode>7</a:StatusCode>
            <a:StatusMessage>We found more than one voucher. Please enter vouch
type.</a:StatusMessage>
            <a:VoucherType>Regular</a:VoucherType>
            <a:voucherNumber>2673226</a:voucherNumber>
          </a:IVRVoucherSearchDetails>
          <a:IVRVoucherSearchDetails>
            <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
            <a:ChildFirstName i:nil="true"/>
            <a:ChildLastName i:nil="true"/>
            <a:ChildName>Newman, Nehemiah</a:ChildName>
            <a:ChildPartyid>630152</a:ChildPartyid>
            <a:ChildZipCode i:nil="true"/>
            <a:StatusCode>7</a:StatusCode>
            <a:StatusMessage>We found more than one voucher. Please enter vouch
type.</a:StatusMessage>
            <a:VoucherType>Regular</a:VoucherType>
            <a:voucherNumber>2674457</a:voucherNumber>
          </a:IVRVoucherSearchDetails>
```

```
            <a:IVRVoucherSearchDetails>
              <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
              <a:ChildFirstName i:nil="true"/>
              <a:ChildLastName i:nil="true"/>
              <a:ChildName>Melvin, D'mari</a:ChildName>
              <a:ChildPartyid>645845</a:ChildPartyid>
              <a:ChildZipCode i:nil="true"/>
              <a:StatusCode>7</a:StatusCode>
              <a:StatusMessage>We found more than one voucher. Please enter vouch
type.</a:StatusMessage>
              <a:VoucherType>Regular</a:VoucherType>
              <a:voucherNumber>2694196</a:voucherNumber>
            </a:IVRVoucherSearchDetails>
            <a:IVRVoucherSearchDetails>
              <a:ChildBirthDate>2012-02-02T00:00:00</a:ChildBirthDate>
              <a:ChildFirstName i:nil="true"/>
              <a:ChildLastName i:nil="true"/>
              <a:ChildName>Graves, Christian</a:ChildName>
              <a:ChildPartyid>658649</a:ChildPartyid>
              <a:ChildZipCode i:nil="true"/>
              <a:StatusCode>7</a:StatusCode>
              <a:StatusMessage>We found more than one voucher. Please enter vouch
type.</a:StatusMessage>
              <a:VoucherType>Regular</a:VoucherType>
              <a:voucherNumber>2703971</a:voucherNumber>
            </a:IVRVoucherSearchDetails>
          </Search_Voucher_By_ChildDOBResult>
        </Search_Voucher_By_ChildDOBResponse>
      </s:Body>
    </s:Envelope>
```


3. Parent Verifies Voucher Assignment via IVR

Methods

Method	Params	Value Type
Verify_Voucher_Assignment	ParentCaseId	long
Get_Voucher_Assignment_Detail	VoucherID ParentCaseId	Long long
Parent_Accept_Voucher	VoucherID ParentCaseId Userid Passcode	Long Long String Strin

Parent_Decline_Voucher	VoucherID ParentCaseId	Long long

Status Codes

Status Codes	Status Message
0	No vouchers awaiting th approval.
1	One unverified vouchers exis
2	Multiple voucher awaiti approval.
3	Voucher details
4	Your voucher request has be sent to MSDE for review.
5	Your decline voucher request has been sent to the Provider.
401	Incorrect username or password.
400	Missing Information(Voucher ID or ParentCaseId)

Request


```
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:tem="http://tempuri.org/">
   <soapenv:Header/>
   <soapenv:Body>
      <tem:Verify_Voucher_Assignment>
         <!--Optional:-->
         <tem:ParentCaseId>323630</tem:ParentCaseId>
      </tem:Verify_Voucher_Assignment>
   </soapenv:Body>
</soapenv:Envelope>
```


Response

Status	Response
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Verify_Voucher_AssignmentResponse xmlns="http://tempuri.org/"> <Verify_Voucher_AssignmentResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ProviderParentAcceptVoucher> <a:AcceptVoucherID>0</a:AcceptVoucherID> <a:BirthDate>0001-01-01T00:00:00</a:BirthDate> <a:ChildName i:nil="true"/> <a:ProviderCaseID>0</a:ProviderCaseID> <a:ProviderName i:nil="true"/> <a:StatusCode>0</a:StatusCode> <a:StatusMessage>No vouchers awaiting this approval.</a:StatusMessage> <a:VoucherID>0</a:VoucherID> <a:VoucherType i:nil="true"/> </a:ProviderParentAcceptVoucher> </Verify_Voucher_AssignmentResult> </Verify_Voucher_AssignmentResponse> </s:Body> </s:Envelope>
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Verify_Voucher_AssignmentResponse xmlns="http://tempuri.org/"> <Verify_Voucher_AssignmentResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">

	<a:ProviderParentAcceptVoucher> <a:AcceptVoucherID>149</a:AcceptVoucherID> <a:BirthDate>2013-09-09T00:00:00</a:BirthDate> <a:ChildName>Child, Two</a:ChildName> <a:ProviderCaseID>1544</a:ProviderCaseID> <a:ProviderName>Miss Ann's Day Care LLC</a:ProviderName> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>One unverified vouchers exist</a:StatusMessage> <a:VoucherID>2704052</a:VoucherID> <a:VoucherType>Regular</a:VoucherType> </a:ProviderParentAcceptVoucher> </Verify_Voucher_AssignmentResult> </Verify_Voucher_AssignmentResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Verify_Voucher_AssignmentResponse xmlns="http://tempuri.org/"> <Verify_Voucher_AssignmentResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ProviderParentAcceptVoucher> <a:AcceptVoucherID>150</a:AcceptVoucherID> <a:BirthDate>2010-08-05T00:00:00</a:BirthDate> <a:ChildName>Little, Allison</a:ChildName> <a:ProviderCaseID>1544</a:ProviderCaseID> <a:ProviderName>Miss Ann's Day Care LLC</a:ProviderName> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Multiple voucher awaiting approval.</a:StatusMessage> <a:VoucherID>2704051</a:VoucherID> <a:VoucherType>Regular</a:VoucherType> </a:ProviderParentAcceptVoucher> <a:ProviderParentAcceptVoucher> <a:AcceptVoucherID>149</a:AcceptVoucherID> <a:BirthDate>2013-09-09T00:00:00</a:BirthDate> <a:ChildName>Child, Two</a:ChildName> <a:ProviderCaseID>1544</a:ProviderCaseID> <a:ProviderName>Miss Ann's Day Care LLC</a:ProviderName> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Multiple voucher awaiting approval.</a:StatusMessage> <a:VoucherID>2704052</a:VoucherID> <a:VoucherType>Regular</a:VoucherType> </a:ProviderParentAcceptVoucher> </Verify_Voucher_AssignmentResult> </Verify_Voucher_AssignmentResponse>

	</s:Body> </s:Envelope>
3	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Voucher_Assignment_DetailsResponse xmlns="http://tempuri.org/"> <Get_Voucher_Assignment_DetailsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildDob>0001-01-01T00:00:00</a:ChildDob> <a:ChildName>Bell, Jim</a:ChildName> <a:ParentCaseid>322373</a:ParentCaseid> <a:ProviderCaseid>0</a:ProviderCaseid> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>Voucher details</a:StatusMessage> <a:VoucherId>2702751</a:VoucherId> <a:VoucherOrginalEndDate>0001-01- 01T00:00:00</a:VoucherOrginalEndDate> <a:VoucherType>Regular</a:VoucherType> </Get_Voucher_Assignment_DetailsResult> </Get_Voucher_Assignment_DetailsResponse> </s:Body> </s:Envelope>
4	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Parent_Accept_VoucherResponse xmlns="http://tempuri.org/"> <Parent_Accept_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:AuthorizedHoursPerweek i:nil="true"/> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName i:nil="true"/> <a:DSSSubSidyAmount i:nil="true"/> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Your voucher request has been sent to MSDE f review.</a:StatusMessage> <a:VoucherType i:nil="true"/> <a:voucherEffectiveDate>0001-01-01T00:00:00</a:voucherEffectiveDate> <a:voucherNumber>0</a:voucherNumber> </Parent_Accept_VoucherResult> </Parent_Accept_VoucherResponse> </s:Body> </s:Envelope>

5	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Parent_Decline_VoucherResponse xmlns="http://tempuri.org/"> <Parent_Decline_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/DataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:AuthorizedHoursPerweek i:nil="true"/> <a:ChildFirstName i:nil="true"/> <a:ChildLastName i:nil="true"/> <a:ChildName i:nil="true"/> <a:DSSSubSidyAmount i:nil="true"/> <a:StatusCode>5</a:StatusCode> <a:StatusMessage>Your decline voucher request has been sent to th Provider.</a:StatusMessage> <a:VoucherType i:nil="true"/> <a:voucherEffectiveDate>0001-01-01T00:00:00</a:voucherEffectiveDate> <a:voucherNumber>0</a:voucherNumber> </Parent_Decline_VoucherResult> </Parent_Decline_VoucherResponse> </s:Body> </s:Envelope>

4. Provider Enters Attendance via IVR

Methods

Method	Params	Value Type
Get_Serviceweek_Details	DateToSelectServicePeriod ProviderCaseId	String long
Save_Attendance	IVRAttendance	Class object

Status Codes

Status Codes	Status Message
0	Valid date outside of 60 days.
1	Not a valid date.
2	No unapproved attendance periods.
3	Unapproved attendance records found.
Status Codes	**Status Message**
4	Your attendance request has been sent to parent for review.

400	Missing Information(Voucher ID or ParentCaseId or ServicePeriodID)

SOAP UI Request

Request
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope xmlns:tem="http://tempuri.org/"> <soapenv:Header/> <soapenv:Body> <tem:Get_Serviceweek_Details> <!--Optional:--> <tem:DateToSelectServicePeriod>2142015</tem:DateToSelectServicePeriod> <!--Optional:--> <tem:ProviderCaseId>1989</tem:ProviderCaseId> </tem:Get_Serviceweek_Details> </soapenv:Body> </soapenv:Envelope>

Response

Status	**Response**
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Serviceweek_DetailsResponse xmlns="http://tempuri.org/"> <Get_Serviceweek_DetailsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRAttendance> <a:BirthDate>0001-01-01T00:00:00</a:BirthDate> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>0001-01-01T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>0</a:ServicePeriodID> <a:ServicePeriodStartDate>0001-01-01T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>0</a:StatusCode> <a:StatusMessage>valid date outside of 60 days</a:StatusMessage> <a:VoucherEndDate>0001-01-01T00:00:00</a:VoucherEndDate> <a:VoucherID>0</a:VoucherID> <a:VoucherStartDate>0001-01-01T00:00:00</a:VoucherStartDate> </a:IVRAttendance> </Get_Serviceweek_DetailsResult> </Get_Serviceweek_DetailsResponse> </s:Body> </s:Envelope>

1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Serviceweek_DetailsResponse xmlns="http://tempuri.org/"> <Get_Serviceweek_DetailsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRAttendance> <a:BirthDate>0001-01-01T00:00:00</a:BirthDate> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>0001-01-01T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>0</a:ServicePeriodID> <a:ServicePeriodStartDate>0001-01-01T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Not a valid date</a:StatusMessage> <a:VoucherEndDate>0001-01-01T00:00:00</a:VoucherEndDate> <a:VoucherID>0</a:VoucherID> <a:VoucherStartDate>0001-01-01T00:00:00</a:VoucherStartDate> </a:IVRAttendance> </Get_Serviceweek_DetailsResult> </Get_Serviceweek_DetailsResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Serviceweek_DetailsResponse xmlns="http://tempuri.org/"> <Get_Serviceweek_DetailsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRAttendance> <a:BirthDate>0001-01-01T00:00:00</a:BirthDate> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>0001-01-01T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>0</a:ServicePeriodID> <a:ServicePeriodStartDate>0001-01-01T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>no unapproved attendance periods</a:StatusMessage> <a:VoucherEndDate>0001-01-01T00:00:00</a:VoucherEndDate> <a:VoucherID>0</a:VoucherID> <a:VoucherStartDate>0001-01-01T00:00:00</a:VoucherStartDate> </a:IVRAttendance> </Get_Serviceweek_DetailsResult> </Get_Serviceweek_DetailsResponse> </s:Body> </s:Envelope>
3	s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">

```
  <s:Body>
    <Get_Serviceweek_DetailsResponse xmlns="http://tempuri.org/">
      <Get_Serviceweek_DetailsResult
xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
        <a:IVRAttendance>
          <a:BirthDate>2007-01-12T00:00:00</a:BirthDate>
          <a:ChildName>Danny, Janet</a:ChildName>
          <a:ServicePeriodEndDate>2015-02-22T00:00:00</a:ServicePeriodEndDate>
          <a:ServicePeriodID>1668</a:ServicePeriodID>
          <a:ServicePeriodStartDate>2015-02-09T00:00:00</a:ServicePeriodStartDate>
          <a:StatusCode>3</a:StatusCode>
          <a:StatusMessage>Unapproved attendance records found</a:StatusMessage>
          <a:VoucherEndDate>2015-02-28T00:00:00</a:VoucherEndDate>
          <a:VoucherID>2703191</a:VoucherID>
          <a:VoucherStartDate>2015-01-07T00:00:00</a:VoucherStartDate>
        </a:IVRAttendance>
        <a:IVRAttendance>
          <a:BirthDate>2013-05-12T00:00:00</a:BirthDate>
          <a:ChildName>Smith, Brown</a:ChildName>
          <a:ServicePeriodEndDate>2015-02-22T00:00:00</a:ServicePeriodEndDate>
          <a:ServicePeriodID>1668</a:ServicePeriodID>
          <a:ServicePeriodStartDate>2015-02-09T00:00:00</a:ServicePeriodStartDate>
          <a:StatusCode>3</a:StatusCode>
          <a:StatusMessage>Unapproved attendance records found</a:StatusMessage>
          <a:VoucherEndDate>2015-06-05T00:00:00</a:VoucherEndDate>
          <a:VoucherID>2703193</a:VoucherID>
          <a:VoucherStartDate>2015-01-13T00:00:00</a:VoucherStartDate>
        </a:IVRAttendance>
        <a:IVRAttendance>
          <a:BirthDate>2004-09-22T00:00:00</a:BirthDate>
          <a:ChildName>Chadwick, Ryan</a:ChildName>
          <a:ServicePeriodEndDate>2015-02-22T00:00:00</a:ServicePeriodEndDate>
          <a:ServicePeriodID>1668</a:ServicePeriodID>
          <a:ServicePeriodStartDate>2015-02-09T00:00:00</a:ServicePeriodStartDate>
          <a:StatusCode>3</a:StatusCode>
          <a:StatusMessage>Unapproved attendance records found</a:StatusMessage>
          <a:VoucherEndDate>2015-03-03T00:00:00</a:VoucherEndDate>
          <a:VoucherID>2703973</a:VoucherID>
          <a:VoucherStartDate>2014-12-15T00:00:00</a:VoucherStartDate>
        </a:IVRAttendance>
        <a:IVRAttendance>
          <a:BirthDate>2011-06-15T00:00:00</a:BirthDate>
          <a:ChildName>Li, Melissa</a:ChildName>
          <a:ServicePeriodEndDate>2015-02-22T00:00:00</a:ServicePeriodEndDate>
          <a:ServicePeriodID>1668</a:ServicePeriodID>
```

	<a:ServicePeriodStartDate>2015-02-09T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>Unapproved attendance records found</a:StatusMessage> <a:VoucherEndDate>2015-03-03T00:00:00</a:VoucherEndDate> <a:VoucherID>2703974</a:VoucherID> <a:VoucherStartDate>2014-12-15T00:00:00</a:VoucherStartDate> </a:IVRAttendance> <a:IVRAttendance> <a:BirthDate>2013-09-09T00:00:00</a:BirthDate> <a:ChildName>Child, Two</a:ChildName> <a:ServicePeriodEndDate>2015-02-22T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>1668</a:ServicePeriodID> <a:ServicePeriodStartDate>2015-02-09T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>Unapproved attendance records found</a:StatusMessage> <a:VoucherEndDate>2015-04-01T00:00:00</a:VoucherEndDate> <a:VoucherID>2704052</a:VoucherID> <a:VoucherStartDate>2015-01-13T00:00:00</a:VoucherStartDate> </a:IVRAttendance> </Get_Serviceweek_DetailsResult> </Get_Serviceweek_DetailsResponse> </s:Body> </s:Envelope>
4	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Save_AttendanceResponse xmlns="http://tempuri.org/"> <Save_AttendanceResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Your attendance request has been sent to parent f review.</a:StatusMessage> </Save_AttendanceResult> </Save_AttendanceResponse> </s:Body> </s:Envelope>

5. Parent Approves Attendance via IVR

Methods

Method	Params	Value Type
`Get_Parent_Serviceweek_Details`	`ParentCaseId`	`long`
`GetAttendanceInfo`	`ParentCaseId`	`long`

	ServicePeriodid VoucherID	long long
Parent_Approve_Attendance	ParentCaseId ServicePeriodid VoucherID	long long long
Parent_Deny_Attendance	ParentCaseId ServicePeriodid VoucherID	long long long

Status Codes

Status Codes	Status Message
0	Unapproved attendance records not found.
1	Unapproved service period records found.
2	Attendance Info.
3	Attendance Information not found.
4	Your approval request sent to Provider
5	Your decline request has been sent to Provider
400	Missing Information(ServicePeriodid or Voucherid, ParentCaseId)

SOAP UI Request

Request
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope xmlns:tem="http://tempuri.org/"> <soapenv:Header/> <soapenv:Body> <tem:Get_Parent_Serviceweek_Details> <!--Optional:--> <tem:ParentCaseId>323630</tem:ParentCaseId> </tem:Get_Parent_Serviceweek_Details> </soapenv:Body> </soapenv:Envelope>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope xmlns:tem="http://tempuri.org/"> <soapenv:Header/> <soapenv:Body>

```
    <tem:Get_Attendance_Info>
      <!--Optional:-->
      <tem:ParentCaseId>323630</tem:ParentCaseId>
      <!--Optional:-->
      <tem:ServicePeriodid>1611</tem:ServicePeriodid>
      <!--Optional:-->
      <tem:VoucherID>2704052</tem:VoucherID>
    </tem:Get_Attendance_Info>
  </soapenv:Body>
</soapenv:Envelope>
```

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
  <soapenv:Header/>
  <soapenv:Body>
    <tem:Parent_Approve_Attendance>
      <!--Optional:-->
      <tem:ParentCaseId>323630</tem:ParentCaseId>
      <!--Optional:-->
      <tem:ServicePeriodid>1611</tem:ServicePeriodid>
      <!--Optional:-->
      <tem:VoucherID>2704052</tem:VoucherID>
    </tem:Parent_Approve_Attendance>
  </soapenv:Body>
</soapenv:Envelope>
```

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
  <soapenv:Header/>
  <soapenv:Body>
    <tem:Parent_Deny_Attendance>
      <!--Optional:-->
      <tem:ParentCaseId>323630</tem:ParentCaseId>
      <!--Optional:-->
      <tem:ServicePeriodid>1609</tem:ServicePeriodid>
      <!--Optional:-->
      <tem:VoucherID>2704052</tem:VoucherID>
    </tem:Parent_Deny_Attendance>
  </soapenv:Body>
</soapenv:Envelope>
```

Response

Status	Response
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body>

	<Get_Parent_Serviceweek_DetailsResponse xmlns="http://tempuri.org/"> <Get_Parent_Serviceweek_DetailsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRApproveAttendance> <a:BirthDate>0001-01-01T00:00:00</a:BirthDate> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>0001-01-01T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>0</a:ServicePeriodID> <a:ServicePeriodStartDate>0001-01-01T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>0</a:StatusCode> <a:StatusMessage>no unapproved attendance records found</a:StatusMessage> <a:VoucherEndDate>0001-01-01T00:00:00</a:VoucherEndDate> <a:VoucherID>0</a:VoucherID> <a:VoucherStartDate>0001-01-01T00:00:00</a:VoucherStartDate> </a:IVRApproveAttendance> </Get_Parent_Serviceweek_DetailsResult> </Get_Parent_Serviceweek_DetailsResponse> </s:Body> </s:Envelope>
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Parent_Serviceweek_DetailsResponse xmlns="http://tempuri.org/"> <Get_Parent_Serviceweek_DetailsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRApproveAttendance> <a:BirthDate>2013-09-09T00:00:00</a:BirthDate> <a:ChildName>Child, Two</a:ChildName> <a:ServicePeriodEndDate>2015-01-25T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>1611</a:ServicePeriodID> <a:ServicePeriodStartDate>2015-01-12T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Unapproved service period records found</a:StatusMessage> <a:VoucherEndDate>0001-01-01T00:00:00</a:VoucherEndDate> <a:VoucherID>2704052</a:VoucherID> <a:VoucherStartDate>0001-01-01T00:00:00</a:VoucherStartDate> </a:IVRApproveAttendance> <a:IVRApproveAttendance> <a:BirthDate>2013-09-09T00:00:00</a:BirthDate> <a:ChildName>Child, Two</a:ChildName> <a:ServicePeriodEndDate>2015-02-22T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>1668</a:ServicePeriodID> <a:ServicePeriodStartDate>2015-02-09T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>1</a:StatusCode>

	<a:StatusMessage>Unapproved service period records found</a:StatusMessage> <a:VoucherEndDate>0001-01-01T00:00:00</a:VoucherEndDate> <a:VoucherID>2704052</a:VoucherID> <a:VoucherStartDate>0001-01-01T00:00:00</a:VoucherStartDate> </a:IVRApproveAttendance> </Get_Parent_Serviceweek_DetailsResult> </Get_Parent_Serviceweek_DetailsResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Attendance_InfoResponse xmlns="http://tempuri.org/"> <Get_Attendance_InfoResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRAttendanceInfo> <a:ChildName i:nil="true"/> <a:ServicePeriodID>1611</a:ServicePeriodID> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Attendance Info</a:StatusMessage> <a:VoucherID>2704052</a:VoucherID> <a:Week1Fri>Present</a:Week1Fri> <a:Week1Mon i:nil="true"/> <a:Week1Sat>Present</a:Week1Sat> <a:Week1Sun>Present</a:Week1Sun> <a:Week1Thu>Present</a:Week1Thu> <a:Week1Tue>Present</a:Week1Tue> <a:Week1Wed>Present</a:Week1Wed> <a:Week2Fri>Present</a:Week2Fri> <a:Week2Mon>Present</a:Week2Mon> <a:Week2Sat>Present</a:Week2Sat> <a:Week2Sun>Present</a:Week2Sun> <a:Week2Thu>Present</a:Week2Thu> <a:Week2Tue>Present</a:Week2Tue> <a:Week2Wed>Present</a:Week2Wed> </a:IVRAttendanceInfo> </Get_Attendance_InfoResult> </Get_Attendance_InfoResponse> </s:Body> </s:Envelope>
4	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Parent_Approve_AttendanceResponse xmlns="http://tempuri.org/"> <Parent_Approve_AttendanceResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts"

	xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Your approval request sent to Provider</a:StatusMessage> </Parent_Approve_AttendanceResult> </Parent_Approve_AttendanceResponse> </s:Body> </s:Envelope>
5	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Parent_Deny_AttendanceResponse xmlns="http://tempuri.org/"> <Parent_Deny_AttendanceResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>5</a:StatusCode> <a:StatusMessage>Your decline request has been sent t Provider</a:StatusMessage> </Parent_Deny_AttendanceResult> </Parent_Deny_AttendanceResponse> </s:Body> </s:Envelope>

6. Provider Submits Invoice via IVR

Methods

Method	Params	Value Type
Get_Provider_Invoice_Service_Periods	ProviderCaseId	long
Get_Invoice_Info	ProviderCaseId ServicePeriodid	long long
Submit_Invoice	ProviderCaseId ServicePeriodid UserId PassCode	long long string string

Status Codes

Status Codes	Status Message
0	There are no open attendance records
1	Open attendance records found.
2	Invoice attendance records information.
3	Your invoice request has been sent to MSDE for review
401	Incorrect username or password
400	Missing Information(userid or passcode or ServicePeriodid or ProviderCaseid)

SOAP UI Request

Request

```xml
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
   <soapenv:Header/>
   <soapenv:Body>
      <tem:Get_Provider_Invoice_Service_Periods>
         <!--Optional:-->
         <tem:ProviderCaseId>1544</tem:ProviderCaseId>
      </tem:Get_Provider_Invoice_Service_Periods>
   </soapenv:Body>
```

```
</soapenv:Envelope>
```

```
<soapenv:Envelope                    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
  <soapenv:Header/>
  <soapenv:Body>
    <tem:Get_Invoice_Info>
      <!--Optional:-->
      <tem:ProviderCaseId>1544</tem:ProviderCaseId>
      <!--Optional:-->
      <tem:ServicePeriodid>1610</tem:ServicePeriodid>
    </tem:Get_Invoice_Info>
  </soapenv:Body>
</soapenv:Envelope>
```

```
<soapenv:Envelope                    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
  <soapenv:Header/>
  <soapenv:Body>
    <tem:Submit_Invoice>
      <!--Optional:-->
      <tem:ProviderCaseId>1544</tem:ProviderCaseId>
      <!--Optional:-->
      <tem:ServicePeriodid>1609</tem:ServicePeriodid>
      <!--Optional:-->
      <tem:UserId>1235</tem:UserId>
      <!--Optional:-->
      <tem:PassCode>4569</tem:PassCode>
    </tem:Submit_Invoice>
  </soapenv:Body>
</soapenv:Envelope>
```

Response

Status	Response
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Provider_Invoice_Service_PeriodsResponse xmlns="http://tempuri.org/"> <Get_Provider_Invoice_Service_PeriodsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRInvoiceServicePeriodsList> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>0001-01-01T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>0</a:ServicePeriodID> <a:ServicePeriodStartDate>0001-01-01T00:00:00</a:ServicePeriodStartDate>

	<a:StatusCode>0</a:StatusCode> <a:StatusMessage>There are no open attendance records.</a:StatusMessage> </a:IVRInvoiceServicePeriodsList> </Get_Provider_Invoice_Service_PeriodsResult> </Get_Provider_Invoice_Service_PeriodsResponse> </s:Body> </s:Envelope>
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Provider_Invoice_Service_PeriodsResponse xmlns="http://tempuri.org/"> <Get_Provider_Invoice_Service_PeriodsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRInvoiceServicePeriodsList> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>2014-12-28T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>1609</a:ServicePeriodID> <a:ServicePeriodStartDate>2014-12-15T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Open attendance records found.</a:StatusMessage> </a:IVRInvoiceServicePeriodsList> <a:IVRInvoiceServicePeriodsList> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>2015-01-11T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>1610</a:ServicePeriodID> <a:ServicePeriodStartDate>2014-12-29T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Open attendance records found.</a:StatusMessage> </a:IVRInvoiceServicePeriodsList> <a:IVRInvoiceServicePeriodsList> <a:ChildName i:nil="true"/> <a:ServicePeriodEndDate>2015-01-25T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodID>1611</a:ServicePeriodID> <a:ServicePeriodStartDate>2015-01-12T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Open attendance records found.</a:StatusMessage> </a:IVRInvoiceServicePeriodsList> </Get_Provider_Invoice_Service_PeriodsResult> </Get_Provider_Invoice_Service_PeriodsResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Invoice_InfoResponse xmlns="http://tempuri.org/"> <Get_Invoice_InfoResult

	xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRInvoiceInfo> <a:ChildName>Chadwick, Ryan</a:ChildName> <a:ServicePeriodID>1610</a:ServicePeriodID> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Invoice attendance records information.</a:StatusMessage> <a:VoucherID>2703973</a:VoucherID> </a:IVRInvoiceInfo> <a:IVRInvoiceInfo> <a:ChildName>Li, Melissa</a:ChildName> <a:ServicePeriodID>1610</a:ServicePeriodID> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Invoice attendance records information.</a:StatusMessage> <a:VoucherID>2703974</a:VoucherID> </a:IVRInvoiceInfo> </Get_Invoice_InfoResult> </Get_Invoice_InfoResponse> </s:Body> </s:Envelope>
3	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Submit_InvoiceResponse xmlns="http://tempuri.org/"> <Submit_InvoiceResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>Your invoice request has been sent to MSDE f review.</a:StatusMessage> </Submit_InvoiceResult> </Submit_InvoiceResponse> </s:Body> </s:Envelope>
401	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Submit_InvoiceResponse xmlns="http://tempuri.org/"> <Submit_InvoiceResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>401</a:StatusCode> <a:StatusMessage>Incorrect username or password</a:StatusMessage> </Submit_InvoiceResult> </Submit_InvoiceResponse> </s:Body> </s:Envelope>

7. Provider Hears Payment Information via IVR

Methods

Method	Params	Value Type
Get_Service_PeriodInfo_For_Payments	DateToSelectServicePeriod ProviderCaseId	string long
Get_Payment_Info	ServicePeriodid ProviderCaseId	long long

Status Codes

Status Codes	Status Message
0	valid date outside of 360 days
1	Not a valid date
2	Service period info
3	No records found for the selected Service period.
4	Payment details information.

SOAP UI Request

Request

```
<soapenv:Envelope                    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
   <soapenv:Header/>
   <soapenv:Body>
      <tem:Get_Service_PeriodInfo_For_Payments>
         <!--Optional:-->
         <tem:DateToSelectServicePeriod>02152013</tem:DateToSelectServicePeriod>
         <!--Optional:-->
         <tem:ProviderCaseId>1544</tem:ProviderCaseId>
      </tem:Get_Service_PeriodInfo_For_Payments>
   </soapenv:Body>
</soapenv:Envelope>
```

```
<soapenv:Envelope                    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
   <soapenv:Header/>
```

```
  <soapenv:Body>
    <tem:Get_Invoice_Info>
      <!--Optional:-->
      <tem:ProviderCaseId>1544</tem:ProviderCaseId>
      <!--Optional:-->
      <tem:ServicePeriodid>1610</tem:ServicePeriodid>
    </tem:Get_Invoice_Info>
  </soapenv:Body>
</soapenv:Envelope>
```

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
  <soapenv:Header/>
  <soapenv:Body>
    <tem:Submit_Invoice>
      <!--Optional:-->
      <tem:ProviderCaseId>1544</tem:ProviderCaseId>
      <!--Optional:-->
      <tem:ServicePeriodid>1609</tem:ServicePeriodid>
      <!--Optional:-->
      <tem:UserId>1235</tem:UserId>
      <!--Optional:-->
      <tem:PassCode>4569</tem:PassCode>
    </tem:Submit_Invoice>
  </soapenv:Body>
</soapenv:Envelope>
```

Response

Status	**Response**
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Service_PeriodInfo_For_PaymentsResponse xmlns="http://tempuri.org/"> <Get_Service_PeriodInfo_For_PaymentsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildName i:nil="tru xmlns:b="http://schemas.microsoft.com/2003/10/Serialization/Arrays"/> <a:END_DT>0001-01-01T00:00:00</a:END_DT> <a:START_DT>0001-01-01T00:00:00</a:START_DT> <a:SVCPERIOD_ID>0</a:SVCPERIOD_ID> <a:SVCWEEK_ID>0</a:SVCWEEK_ID> <a:StatusCode>0</a:StatusCode> <a:StatusMessage>valid date outside of 360 days</a:StatusMessage> </Get_Service_PeriodInfo_For_PaymentsResult> </Get_Service_PeriodInfo_For_PaymentsResponse>

	</s:Body> </s:Envelope>
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Service_PeriodInfo_For_PaymentsResponse xmlns="http://tempuri.org/"> <Get_Service_PeriodInfo_For_PaymentsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildName i:nil="true xmlns:b="http://schemas.microsoft.com/2003/10/Serialization/Arrays"/> <a:END_DT>0001-01-01T00:00:00</a:END_DT> <a:START_DT>0001-01-01T00:00:00</a:START_DT> <a:SVCPERIOD_ID>0</a:SVCPERIOD_ID> <a:SVCWEEK_ID>0</a:SVCWEEK_ID> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Not a valid date</a:StatusMessage> </Get_Service_PeriodInfo_For_PaymentsResult> </Get_Service_PeriodInfo_For_PaymentsResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Service_PeriodInfo_For_PaymentsResponse xmlns="http://tempuri.org/"> <Get_Service_PeriodInfo_For_PaymentsResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildName i:nil="true xmlns:b="http://schemas.microsoft.com/2003/10/Serialization/Arrays"/> <a:END_DT>2014-04-20T00:00:00</a:END_DT> <a:START_DT>2014-04-07T00:00:00</a:START_DT> <a:SVCPERIOD_ID>1591</a:SVCPERIOD_ID> <a:SVCWEEK_ID>0</a:SVCWEEK_ID> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Service period info</a:StatusMessage> </Get_Service_PeriodInfo_For_PaymentsResult> </Get_Service_PeriodInfo_For_PaymentsResponse> </s:Body> </s:Envelope>
3	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Payment_InfoResponse xmlns="http://tempuri.org/"> <Get_Payment_InfoResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance">

	<a:IVRPaymentInfo> <a:InvoiceId>0</a:InvoiceId> <a:InvoicePaymentAmount>0</a:InvoicePaymentAmount> <a:InvoicePaymentDate>0001-01-01T00:00:00</a:InvoicePaymentDate> <a:ServicePeriodEndDate>0001-01-01T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodStartDate>0001-01-01T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>No records found for the selected Servic period</a:StatusMessage> </a:IVRPaymentInfo> </Get_Payment_InfoResult> </Get_Payment_InfoResponse> </s:Body> </s:Envelope>
4	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_Payment_InfoResponse xmlns="http://tempuri.org/"> <Get_Payment_InfoResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:IVRPaymentInfo> <a:InvoiceId>1389686</a:InvoiceId> <a:InvoicePaymentAmount>182.50</a:InvoicePaymentAmount> <a:InvoicePaymentDate>0001-01-01T00:00:00</a:InvoicePaymentDate> <a:ServicePeriodEndDate>2015-02-08T00:00:00</a:ServicePeriodEndDate> <a:ServicePeriodStartDate>2015-01-26T00:00:00</a:ServicePeriodStartDate> <a:StatusCode>4</a:StatusCode> <a:StatusMessage>Payment details information.</a:StatusMessage> </a:IVRPaymentInfo> </Get_Payment_InfoResult> </Get_Payment_InfoResponse> </s:Body> </s:Envelope>

8. Provider Terminates Voucher via IVR

Methods

Method	Params	Value Type
Get_End_Voucher	ProviderCaseId VoucherID	long long
End_Voucher	ProviderCaseid VoucherID UserId PassCode EndReason EndDate	long long string string int string

Status Codes

Status Codes	Status Message
0	No match to a voucher number
1	Match to a voucher number and authorization
2	Not a valid date
3	Your voucher termination request has been sent to MSDE for review
401	Incorrect username or password
400	Missing Information(userid or passcode or Voucher Number or ProviderCaseic

SOAP UI Request

Request

```
<soapenv:Envelope                    xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
   <soapenv:Header/>
   <soapenv:Body>
      <tem:Get_Terminate_Voucher>
         <!--Optional:-->
         <tem:ProviderCaseId>9109</tem:ProviderCaseId>
         <!--Optional:-->
         <tem:VoucherID>2704052</tem:VoucherID>
      </tem:Get_Terminate_Voucher>
   </soapenv:Body>
```

</soapenv:Envelope>

Response

Status	**Response**
0	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_End_VoucherResponse xmlns="http://tempuri.org/"> <Get_End_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildBirthDate>0001-01-01T00:00:00</a:ChildBirthDate> <a:ChildName i:nil="true"/> <a:StatusCode>0</a:StatusCode> <a:StatusMessage>No match to a voucher number</a:StatusMessage> <a:VoucherType i:nil="true"/> <a:voucherEffectiveDate>0001-01-01T00:00:00</a:voucherEffectiveDate> <a:voucherEffectiveEndDate>0001-01-01T00:00:00</a:voucherEffectiveEndDate> <a:voucherNumber>0</a:voucherNumber> </Get_End_VoucherResult> </Get_End_VoucherResponse> </s:Body> </s:Envelope>
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <Get_End_VoucherResponse xmlns="http://tempuri.org/"> <Get_End_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:ChildBirthDate>2013-09-09T00:00:00</a:ChildBirthDate> <a:ChildName>Child,Two</a:ChildName> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>Match to a voucher number and authorization facility</a:StatusMessage> <a:VoucherType>Regular</a:VoucherType> <a:voucherEffectiveDate>2015-01-01T00:00:00</a:voucherEffectiveDate> <a:voucherEffectiveEndDate>2015-04-01T23:59:59</a:voucherEffectiveEndDate> <a:voucherNumber>2704052</a:voucherNumber> </Get_End_VoucherResult> </Get_End_VoucherResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">

	<s:Body> <Get_End_VoucherResponse xmlns="http://tempuri.org/"> <Get_End_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Not a valid date</a:StatusMessage> </Get_End_VoucherResult> </Get_End_VoucherResponse> </s:Body> </s:Envelope>
3	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <End_VoucherResponse xmlns="http://tempuri.org/"> <End_VoucherResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>3</a:StatusCode> <a:StatusMessage>Your voucher termination request has been sent to MSDE fo review.</a:StatusMessage> </End_VoucherResult> </End_VoucherResponse> </s:Body> </s:Envelope>

9. Check system status

Methods

Method	Params	Value Type
CheckSystemStatus		

Status Codes

Status Codes	Status Message
1	CCATS System is up and running with no issues
2	Connection Failure. Unable to connect to the remote server.

SOAP UI Request

Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope
xmlns:tem="http://tempuri.org/">
  <soapenv:Header/>
  <soapenv:Body>
    <tem:CheckSystemStatus/>
  </soapenv:Body>
</soapenv:Envelope>
```

Response

Status	Response
1	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <CheckSystemStatusResponse xmlns="http://tempuri.org/"> <CheckSystemStatusResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>1</a:StatusCode> <a:StatusMessage>CCATS System is up and running with r issues</a:StatusMessage> </CheckSystemStatusResult> </CheckSystemStatusResponse> </s:Body> </s:Envelope>
2	<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/"> <s:Body> <CheckSystemStatusResponse xmlns="http://tempuri.org/"> <CheckSystemStatusResult xmlns:a="http://schemas.datacontract.org/2004/07/IVRDataContracts" xmlns:i="http://www.w3.org/2001/XMLSchema-instance"> <a:StatusCode>2</a:StatusCode> <a:StatusMessage>Connection Failure. Unable to connect to the remo server.</a:StatusMessage> </CheckSystemStatusResult> </CheckSystemStatusResponse> </s:Body> </s:Envelope>