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TO: Potential Offerors

FROM: *June Dwyer*
Procurement Officer

RE: **ADDENDUM 1**
TORFP R00B7400027 CCATS Maintenance and Enhancements

DATE: December 14, 2016

Thank you to all who attended the Pre-Proposal Conference yesterday. Your attendance is greatly appreciated and heartening. Please do not hesitate to submit questions in writing to my attention. All correspondence should be sent to june.dwyer@maryland.gov.

This addendum contains:

- Revised Table of Contents
- Revised Attachments with corrected numbers in Word
- Revised Attachments with corrected numbers in PDF format
- Pre-Proposal overview of TORFP (Power Point presentation)

Please replace the original attachments with the revised documents prior to submitting your response.

For those who asked yesterday: To request public information please contact our Public Information Officer William Reinhard in writing at William.reinhard@maryland.gov. Please allow time for our response.

Thank you.

You must acknowledge all addenda with your proposal. Please submit page 2 with your proposal.

NOTE: We will publish Pre-Proposal Information as Addendum 2 shortly. Thank you.

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Maryland State Department of Education

Child Care Systems Maintenance and Enhancement
TORFP # R00B7400027

December 13, 2016

Office of Child Care Services

SFY 2016 Data

- Child Care Licensing:
 - 9,111 facilities, both homes and centers
- Child Care Subsidy
 - Benefits to 15,037 children, 7,980 families
 - Payments of \$73,911,597 last year
- Credentialing of Child Care Personnel
 - Over 6,000 last year
- Quality Incentive Programs



Child Care Systems

- Child Care Administrative Tracking System (CCATS)
 - Internal system for agency staff
 - MSDE, DHR and data entry contractors
- Child Care Portal (CCP)
 - External website for Providers, Parents, Trainers and Personnel
 - Future supplemental data entry applications
 - “Soft” release this month

Child Care Systems Interfaces

Partner System	Type, Frequency	Purpose
FMIS	Batch, Daily	Payments
DHR CIS	Real-time	Coordinate service delivery
Other DECD Systems	Batch, Daily	Distribute licensing data
MD Excels (Hopkins)	Batch, Daily	Receive quality data
Child Support Enforcement	Batch, Monthly	Send data for professional license suspension cross-match
Federal HHS	Batch, Monthly	Report on subsidy recipients
Service Employees International Union	Batch, Monthly	Exchange data regarding union memberships, dues withheld
League for People with Disabilities	Batch, Daily	Send pdf documents for printing and mailing

Child Care Systems Technology

□ CCATS – Internal

- Java SE 6.0
- Oracle Weblogic 11g
- SAP Business Objects 4.1 SP 5
- IBM DB2 10.5 FP 8.0

□ CCP - External

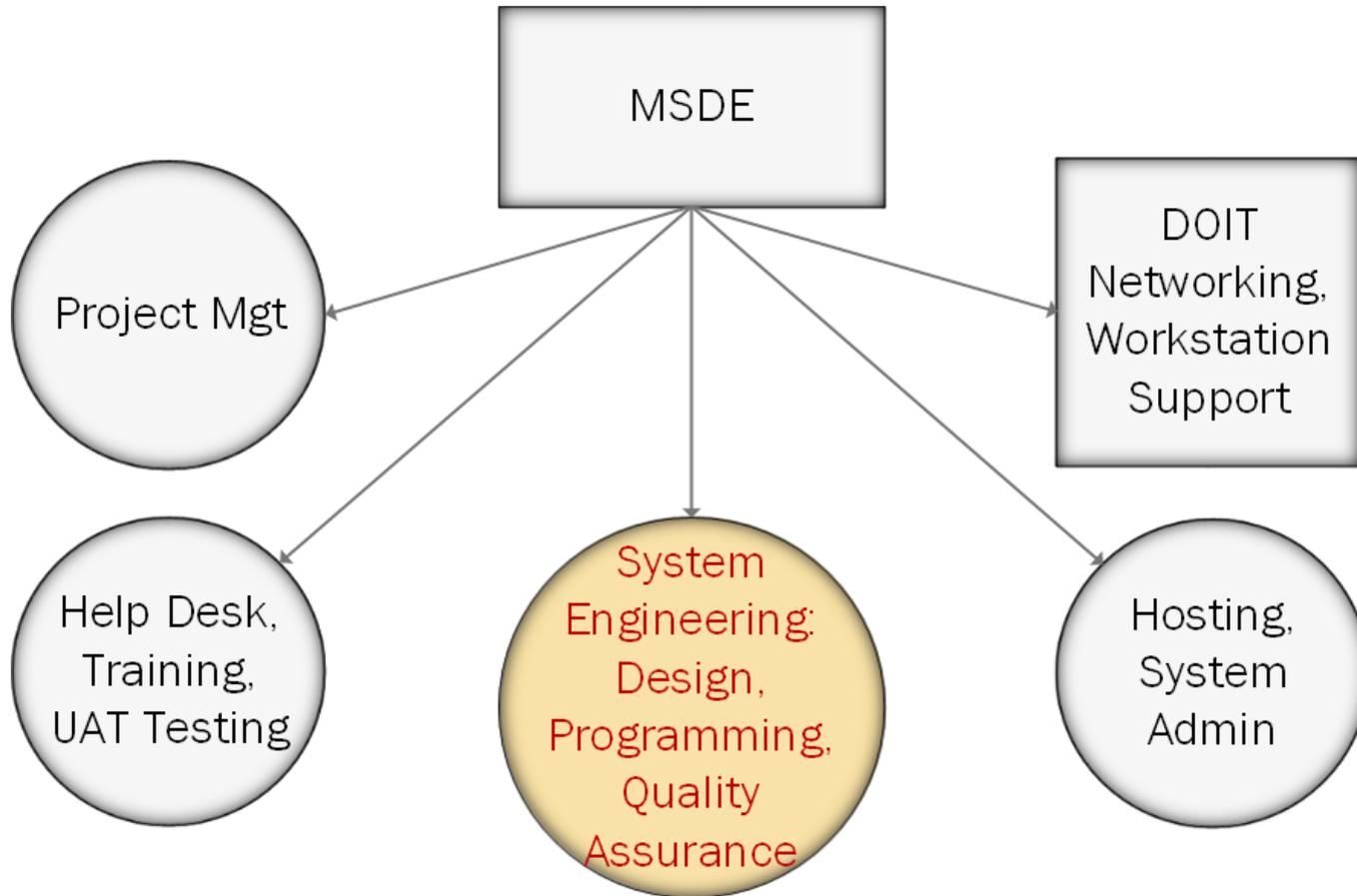
- Microsoft C# and .Net Framework 4.5
- Microsoft SQL Server Database 2012

Microsoft Windows Server 2008 R2 SP1

Vmware: Vcenter 5.5 and Vsphere 5.5

New: CommVault for Backups

Child Care Systems Team



Transition – One Time Fixed Price

- Transition In by 4/1/2017
 - Knowledge Transfer
 - IVR Replacement
 - Demonstrate system modification
- Transition Out

System Maintenance - Monthly Fixed Price

- ❑ Ongoing Operation
- ❑ System Upgrades, Code Deployments and Database Changes
- ❑ Prompt Remediation of Problems
- ❑ System Change Control
- ❑ Overall System Management
 - Monthly System Management Report
 - Team Foundation Server

System Modifications

- Service Requests
 - Time & Materials or Fixed Price
 - Not to exceed estimates for approval
 - Design proposal with estimate
- Major Service Requests
 - System Development Life Cycle
- Work Stoppage Problem Reports

Interactive Voice Response - Fixed Price

- Supports Portal Attendance Reporting
- Interfaces with CCATS and CCP

Service Level Agreements

- ❑ System Availability: > 98%
- ❑ System Response Time: <5 seconds on pages and <2 minutes on reports
- ❑ Batch jobs: all execute within one week
- ❑ Application errors: all corrected in 3 mos
- ❑ Work stoppage errors: fixed in 1 week
- ❑ IVR availability: >98%

Key Personnel and Staffing

- Key Personnel
 - Project Manager
 - Internet/Intranet Site Developer
 - Database Management Specialist Senior
 - Testing Specialist
- Ability to adjust staffing in response to workload



Questions?