

CRYSTAL STAIRS INC.

Child Care Subsidy System

Request For Proposal

2009

5110 W GOLDLEAF CIRCLE SUITE 150 LOS ANGELES, CA 90056



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April 30, 2009

Dear Vendor:

Crystal Stairs Inc. (herein known as the "Agency") cordially invites you to submit your response to this Request for Proposal (RFP) for consideration of a contract for development and implementation of a Child Care Subsidy System for our Agency.

As a Vendor being considered for this RFP, it is important that a **confidentiality agreement** be signed and returned with your response. The confidentiality agreement ensures both you and the Agency the right of confidential and secured information. All information submitted will become the sole property of Crystal Stairs, Inc.

It is the responsibility of the Vendor to respond to the request for pricing of services, terms, or any other information requested in this RFP. Under no circumstances will the bids be considered absolute until a contract and/or service purchase order is issued by the Agency. If no changes are requested by the Agency or by the Vendor, then the pricing submitted will be the price used during formation of a contract, at which time the proposed pricing will be considered binding based on the terms and conditions of the contract after written acceptance by the Agency.

To ensure fairness to all Vendors responding to this RFP, a selection committee designated within the Agency will review the results of all responses. During the RFP process, it is forbidden for a Vendor to contact any associate, member, employee, or manager of the agency to solicit information regarding the progress of this RFP. If any Vendor attempts to solicit information, or to provide supplemental information outside the sole specific acceptable channel/method, then they will automatically be disqualified and eliminated from consideration.

For clarification purposes only, your company may receive a request from a designated member of the selection committee; at that time the member will identify themselves and request additional information or clarification to your answers. Your answer must be in writing and returned to the agency solely via e-mail at ccssproposal@crystalstairs.org.

When a selection is made, the Agency will notify each Vendor if they have won the award or were not selected as the Vendor of choice. The Agency will not give any Vendor information regarding why they did not win the award of business.

Please refer to the RFP for the deadline date to respond. Thank you and we look forward to hearing from you shortly.

Sincerely,

Janice R. Rooths
Project IMPACT



NON-DISCLOSURE, CONFIDENTIALITY AND PROPOSAL SUBMISSION AGREEMENT

Crystal Stairs Inc. (hereinafter the "Agency") proposes to disclose to the undersigned (hereinafter "Recipient"), in connection with a contemplated and/or current business relationship with the Agency, confidential and proprietary information, including but not limited to, Agency program information and data internal Agency information and documents, financial data, business strategy, medical and/or other personal data of Agency clients and/or Vendors, equipment and/or office supplies pricing, and preferred Vendor listings in written or verbal form or information stored on any magnetic media or otherwise (hereinafter, the "Information"), only in consideration of the following promises and agreements of Recipient and upon the terms and conditions contained herein:

- 1.** Recipients shall treat the Request for Proposal (herein after known as RFP) and all Information received regarding the RFP and/or in said business relationship as confidential, and shall take such steps as may be necessary to prevent the disclosure, by any means whatsoever, of such Information to persons (natural or otherwise) outside of said relationship. The obligations of this paragraph (1) shall not extend to any information that (a) was already known to Recipient from sources other than the Agency in tangible form at the time of this disclosure to Recipients or properly thereafter becomes available to Recipient, in either case, on a non-confidential basis from a third party having no direct or indirect secrecy or confidentiality obligation to the Agency; (b) is at the time of the disclosure, or thereafter becomes, generally available to the public in tangible form from sources other than Recipient or Recipient's employees; or (c) the Agency has given specific written consent may be disclosed.
- 2.** Recipients agree to waive non-disclosure agreements with their customers that would not allow the recipient's customers to answer without reservation questions Crystal Stairs might have for recipient's customers regarding recipient's products, services and general business conduct.
- 3.** Recipients agree that the attached Proposal in response to this RFP is truthful and accurate.
- 4.** Crystal Stairs reserves the right, under non-disclosure agreement and at no charge to Crystal Stairs, to review financials (including insurance policies), technical tools, skills and references of the selected Vendor.
- 5.** The parties agree that the Agency would suffer immediate irreparable injury and money damages would not be a sufficient remedy for any breach of this Agreement, and that, in addition to all other remedies, the Agency shall be entitled to specific performance and injunctive or other equitable relief as a remedy for any such breach without the necessity of a bond.
- 6.** This Agreement shall be interpreted, construed, and if necessary adjudicated in accordance with the laws of the State of California, without any reference to choice of law principles, and any related action shall be filed and heard in the appropriate court located in the State of California.

The agreement of the Recipients to the forgoing is hereby confirmed:

Recipient:

(Authorized Representative)

(Print name and title)

(Name of Business)



REQUEST FOR PROPOSAL

INVITATION

Your company is cordially invited to respond to this Request for Proposal (RFP) to provide a Child Care Subsidy System solution for Crystal Stairs Inc. located at 5110 W. Goldleaf Circle, Suite 150, Los Angeles, CA 90056-1282.

The purpose of this Request for Proposal (RFP) is to select a firm that will provide a Child Care Subsidy System solution according to the requirements put forth in this RFP.

TIME FRAME

The duration of the work required to complete this project is expected to last 18 to 24 months from start to production implementation. Start of services will be dependent upon the time it takes to receive approval by Agency funder(s). As a participant of the RFP you are being asked to abide by all terms and conditions of this RFP and to respond to all the questions asked.

TERMS AND CONDITIONS

Requirements

Requirements listed in this RFP were accurate to the best of the ability of the persons compiling such requirements at the time they were compiled. The requirements listed herein shall not be deemed the entire or final list of requirements but they should be considered a significant majority of the requirements for this project.

Agency reserves the right to modify (a) the specifications of the designed deliverables (e.g., per questions raised at the Vendor Conference, in any bid, per published industry news regarding technical changes of third party technical Vendors, or otherwise) and/or (b) the terms of the contemplated contract with the selected bidder, at any time before contract signing. Any such changes will be (i) solely in writing and (ii) sent to all bidders who submit a full proposal by the initial deadline.

Scope

The scope of the project that results from this RFP shall be finalized in cooperation with the selected Vendor.

Communication Regarding RFP

If you have any questions regarding the bid process or need clarification on a question within this RFP, e-mail your questions to Jamie Stockley or Janice Rooths at ccssproposal@crystalstairs.org.

Pricing

Pricing must include subtotals, installation costs and taxes, for both Software, Equipment and Services, if they are included in the response to this RFP.



Withdrawal of Bid

A bidder may withdraw their proposal without prejudice prior to the time specified for the bid opening by submitting an email request to Jamie Stockley or Janice Rooths at ccssproposal@crystalstairs.org for removal from the bidding process.

Retention of the Bid

Crystal Stairs Inc. reserves the right to retain all bids. Crystal Stairs Inc. also retains the right to reject and waive non-substantial or other irregularities, omissions, or other aspects in any proposal or all proposals, also to reject one part of a proposal and accept the other.

Rejection or Failure to Accept Purchase Order Terms and Conditions

If a bidder fails to agree to accept terms and conditions of the Contract/Purchase Order after notification of winning the award of contract, the pending award will be nullified and offered to the runner up from the analysis where the runner up bidder meets all requirements of the bidding process.

Non-Exclusive Contract

Crystal Stairs, Inc. will make all efforts to honor the primary Vendor that has won the award of contract, however, if it is detrimental to the agency to honor the contract then Crystal Stairs Inc. reserves the right to purchase equipment and services from other Vendors.

Contract Requirements

The bidder to whom award is made shall execute a written contract with Crystal Stairs, Inc. after notice of the award has been initiated. Terms and conditions of award will be by mutual consent by both the recipient of award and the Agency. The contract shall be made in the form adopted by Crystal Stairs, Inc. in these specifications. The bidder warrants that bidder possesses, or has arranged through subcontracts, all capital and other equipment, labor (including any specialized personnel with adequate skills, experience, training, and/or certification as may be needed regarding any particular software and/or other technology proposed to be delivered to the Agency) and materials (including code, tools, licensing and/or other arrangements with any necessary third party provider(s)) to carry out and complete the work hereunder in compliance with all Federal, State, County, City and Special District Laws, Ordinances, and Regulations, which are applicable; and further, bidder shall comply with all Federal, State, County, City and Special District Laws, Ordinances, and regulations which are applicable.

Bid Evaluation

All bids received shall be evaluated with the emphasis placed on the bidder's ability to perform the services and timely provide all the deliverables required by Crystal Stairs Inc.

Additional Requirements of Selected Vendor

Audited financials for the last several years may be required of the selected Vendor. Crystal Stairs reserves the right to prorate the annual cost of any maintenance agreement if the agreement does not begin at the start of the California State Government's fiscal year. The Agency will require a robust warranty covering, but not limited to, internal design, the development process, testing, interim outcomes and a final payment based on completion of requirements as designated in the warranty.



OVERVIEW

Company

Crystal Stairs, Inc. is a \$135M/year, 300 employee nonprofit human services organization in Los Angeles. The Agency is funded via State and County public contracts. Crystal Stairs manages the child care needs of welfare and low income families. To fulfill contracts, the Agency:

- Ensures parents' eligibility to receive child care benefits;
- Helps parents find child care providers;
- Contracts with the child care provider selected by the family; and
- Processes submitted child care claims and issues payments to child care providers.

About 10,000 Los Angeles families use the services of Crystal Stairs at any point in time and the Agency sends out about 5,000 child care claim checks each month.

Current Child Care Subsidy Environment

Until 2007, Crystal Stairs managed these processes with an internally developed and maintained software program. Our funders' changing regulations placed a heavy burden on internal resources to make needed software updates. Given the environment of a contracting revenue base, agency downsizing, and increased regulatory changes, the Agency made a strategic decision to acquire an "off the shelf" product to meet system needs.

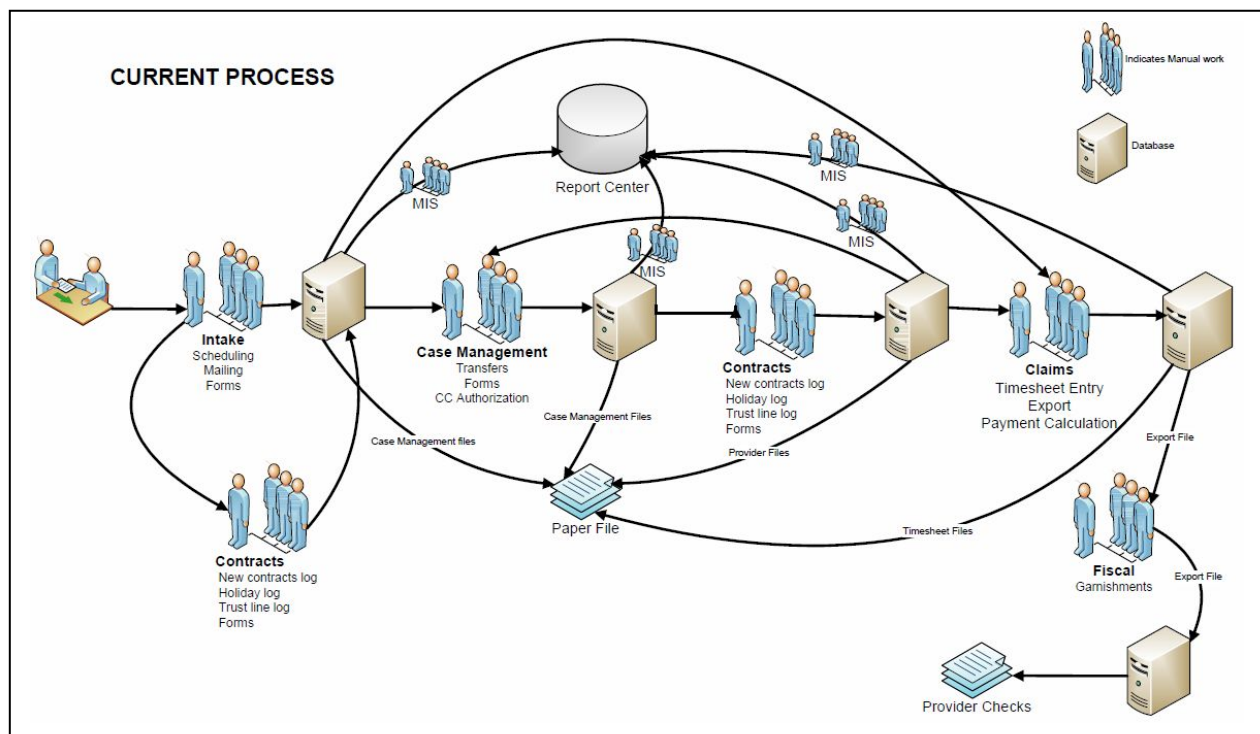


Figure 1: Crystal Stairs Current Child Care Subsidy System



A software selection process was conducted by the local industry trade group and Crystal Stairs contracted with the current Vendor. In March 2007, the system went into production.

The primary processing objectives of the Agency are to produce timely and accurate payments and deliver outstanding customer service. Current challenges include:

- 20% of child care claims still require manual calculation;
- Productivity up to 20% below the previous legacy system;
- Intermittent processing failures or delays; and
- Recurring data related issues.

At Board direction, the Agency has conducted a review and analysis of its Family Services portion of the Agency, which includes the Child Care Subsidy area, to understand requirements across Family Services departments. Those requirements are herein and will be used to determine the best systems alternative for Crystal Stairs. Agency alternatives include migration to another COTS application, building a custom system or continuing to take the needed measures to use the current application to achieve accurate, timely, and efficient outputs.

Crystal Stairs hours of operation are 6:00 a.m. to 7:00 p.m. PT Monday through Friday and 7:00 a.m. to 1:00 p.m. on Saturday.

VISION

Crystal Stairs envisions a smarter and more efficient system to process agency work. A new Child Care Subsidy System should:

- Automate as much of the non-client contact work as possible and enhance client contact work;
- Remove the need for manual tracking and monitoring;
- Improve the internal and external communications process;
- Include business intelligence that assists in better business decision making;
- Provide system initiated tools and functionality to increase quality and productivity; and
- Improve the level of service provided to our clients.

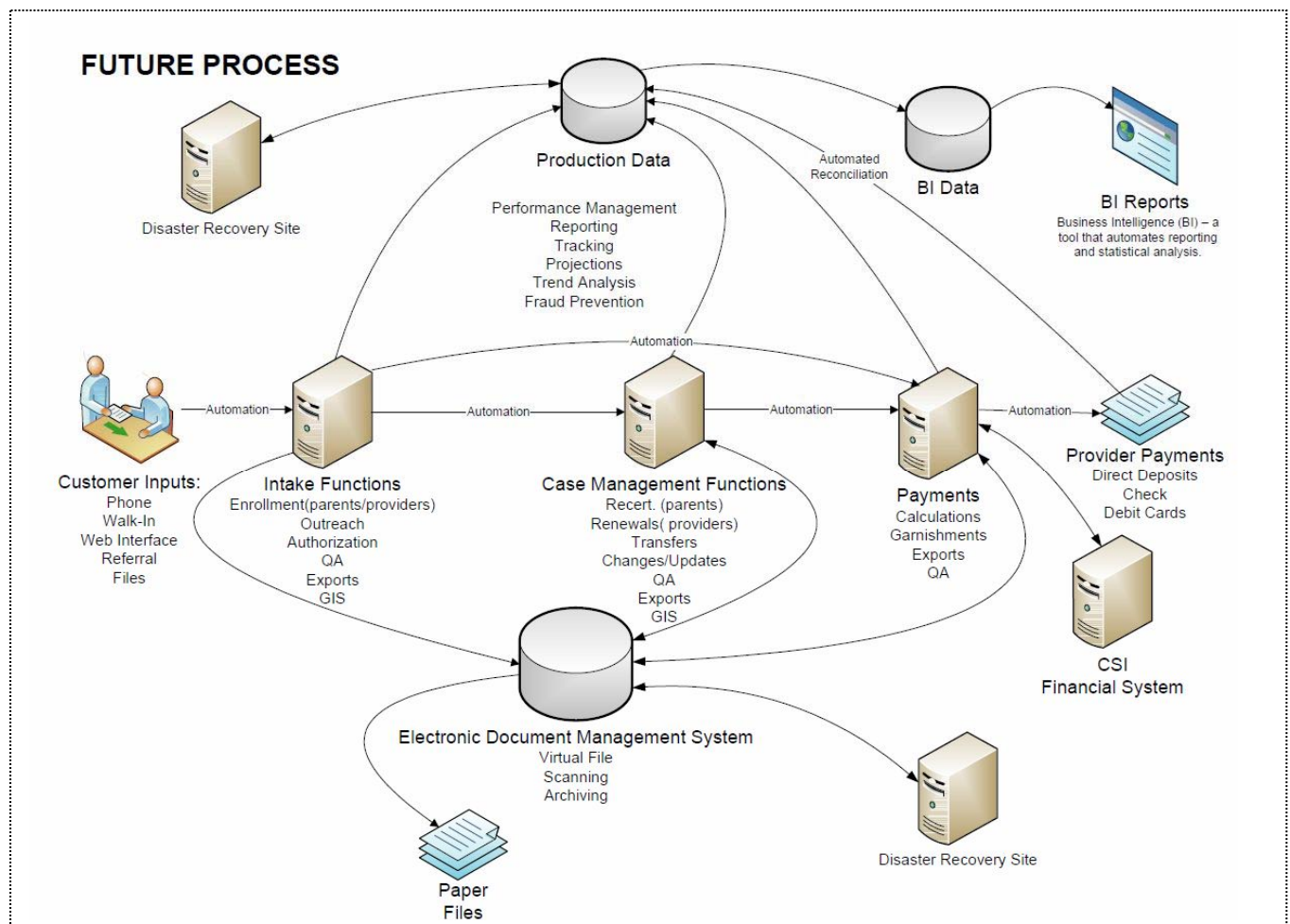


Figure 2: Crystal Stairs Future Child Care Subsidy System

Crystal Stairs seeks to provide the technology necessary to support organizational scalability, flexibility and sustainability. Therefore, the new system must:

- Take advantage of technology;
- Have clear practical and economical benefits; and
- Be significantly better than what is already in place.



EVALUATION

Crystal Stairs will evaluate Child Care Subsidy System Proposals according to the criteria below. Vendors are required to respond to eight (8) Evaluation Categories:

1. **Proposal Submission:** Points allotted for preparation and delivery of proposal.
2. **Functional Requirements:** Points allotted for meeting requirements and responses to questions.
3. **Technical Requirements:** Points allotted for meeting requirements and responses to questions.
4. **Questions:** Points allotted and applied within the appropriate Evaluation Categories. No points for General Questions.
5. **Responsibility:** Points allotted for responses to questions, completeness of answers, the Agency evaluation utilizing supplied information and overall viability of Vendor's business as determined by information supplied by Vendor and additionally gathered by the Agency.
6. **Pricing:** Lowest price ranked highest. All others ranked in ascending order with descending ranking. Pricing plan is also measured on risk reduction to Crystal Stairs.
7. **Presentation:** Points allotted for delivery, Q&A session, and Agency evaluations.
8. **Overall Solution:** The responses to items two (2) through seven (7) will be assessed to determine how well the entire solution qualitatively supports scalability, flexibility and sustainability for the Agency. In addition, the Vendor has the opportunity to describe how they believe their solution meets these three areas. The rating range will be Good-Fair-Poor with the ability of a solution to rate above or below items on the scale.

Each Evaluation Category is described in more detail under its own header. **You must address each category in your proposal in the order presented in this RFP.** A total point value will be accumulated for the first seven (7) Evaluation Categories and a rating of the entire proposal will be applied in Overall Solution to determine a final recommended solution proposal.

The Functional and Technical Requirements tables will be grouped and rated according to whether the Vendor has:

- "MET" a requirement: This item is already included in the Vendor's current products or services that will be offered in this proposal.
- "WILL MEET" a requirement: This item is not already included in the Vendor's current products or services that will be offered in this proposal BUT will be included upon acceptance of this proposal and fully in compliance by the end of the project.
- "WILL NOT MEET" a requirement: This item is not already included in the Vendor's current products or services that will be offered in this proposal AND will not be included in this proposal.

Requirements are designated as either "MANDATORY" or "DESIRED."

- "MANDATORY" requirements are necessary to the primary operation of the business.
- "DESIRED" requirements are deemed those that will significantly enhance the business.



Category Evaluation Values

Category	Maximum Points or Rating
Proposal Submission	100
Functional Requirements	989
Technical Requirements	542
Questions	Included in Related Category
Responsibility	395
Pricing	Ranked Low to High
Presentation	250
Overall Solution	Good-Fair-Poor
TOTAL	2,276

This table displays the maximum amount of points or value ranking/rating for each measured area. Functional Requirements, Technical Requirements and Responsibility also have points that are accumulated from the Question Category.



REQUIREMENTS

Proposal Submission

The requirements for submitting a response to this RFP are outlined in this section.

Requirements	
Due	Received by Crystal Stairs Inc. on or before 6/18/09 by 4:00pm.
Deliver To	Crystal Stairs Inc. Project IMPACT 5110 W. Goldleaf Circle Ste. 150 Los Angeles, CA 90056 Contact: Tony Smith, (323) 421-1490 or Extension 1490 from the Lobby
Required Materials	☐ 1 - Electronic copy of original proposal on CD ☐ 1 - Sealed and signed original hardcopy proposal ☐ 10 - Copies of original proposal ☐ Deliver in a sealed container.
Required Format	☐ Font: Minimum 12pt ☐ Cover page with proposal title, your company, and date at a minimum ☐ Signed and dated <u>Non-disclosure, Confidentiality, and Proposal Submission Agreement</u> ☐ Table of content ☐ Response to six (6) Evaluation Categories in the order as presented in this RFP: Functional Requirements, Technical Requirements, Questions, Responsibility, Pricing, Overall Solution ☐ Glossary, if necessary ☐ Use additional sheets wherever necessary. ☐ Three ring binding ☐ All else is optional.

Important Dates

Vendor Conference: 10am to 12pm PDT, Conference Call No. 323-421-2444	05/14/2009
Proposal Due	06/18/2009
Presentation Appointments Assigned	06/22/2009
Presentation: 5100 W. Goldleaf Circle Los Angeles, CA 90056, 2 nd Floor Room 201A-B	07/21/2009 – 07/30/2009
Decision	To be announced



Functional Requirements

Use additional sheets wherever necessary.

The Functional Requirements detail the system features that are needed to streamline and automate Agency workflow to increase efficiency, remove duplication and eliminate bottlenecks. These features are essential to advancing the Agency and securing the competitiveness of product and services. The requirements are divided into five (5) areas that have the following distinctive characteristics:

Intake / Case Management

The Intake functional area serves as the initial application and data entry point for families and providers. The system must provide a method that automates child care authorizations, appointment scheduling, family fees, forms, NOA's and provider contracting. The system must be able to create provider attendance records and track family and provider changes. In addition, the system must have an alert function that helps users manage their workload and managers to track performance.

The Case Management functional area is intended to manage all changes for families and providers moving on to long term case management. The system must provide a method that processes and tracks family and provider changes. The system should also automate child care authorizations, schedule changes, recertification appointments, family fees, forms, NOA's, and provider rate changes. The system must be able to create provider attendance records for multiple funding sources. In addition, the system must have an alert function that helps users manage their workload and management to track performance.

Payment

The Payment functional area is intended to calculate payments and automate multiple payment related tasks. The system will provide, but not be limited to, methods to perform the following:

- Generate provider attendance records (AR's/PPR's);
- Scan, assign statuses and track provider attendance records;
- Provide a secure web based provider attendance entry function;
- Accurate calculation of provider payments;
- Authorization of provider payments;
- Allow for provider payment adjustments (under/overpayments);
- Assess and remove family fees from provider payments;
- Track and incorporate provider garnishments;
- Export payment data for use by other applications;
- Create payment files;
- Interface with accounting software; and,
- Track funding sources for revenue projections.



Business Intelligence

The Business Intelligence functional area is intended to serve as a tool that automates reporting and statistical analysis. This tool must support:

- Staff performance management reporting;
- Tracking and production of revenue projection data and reports;
- Production of accurate funding reports;
- Incorporation of quality assurance check points; and,
- Tracking alerts and trends.

Electronic Document Management System

The purpose of the Electronic Document Management System (EDMS) functional area is to address the need for a flexible system that can provide a comprehensive solution for managing the creation, capture, indexing, storage, retrieval and disposition of records and information. The EDMS should store documents and provide an easy to use document browse interface. The system must also provide a powerful but easy to use mechanism that controls who accesses which documents, whether they are allowed to edit the documents and whether the documents may be emailed out of the document repository. This system must ensure the Agency meets contractual obligations.

Fraud Prevention

Fraud Prevention is the functional area responsible for researching and detecting potential fraud within the Agency. This area requires view and trace capabilities to track actions throughout the proposed system.

Functional Requirements – Itemized List

No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain “Will Meet” Items <i>Use additional sheets wherever necessary</i>
1.	Intake/Case Management	System must have an automatic search function that allows a user to search for a case (parent, child, and provider) and payment. Search function must allow users to search by: case name, child name, provider name, birth date, telephone number, status, provider type, provider license, provider tax identification number, social security number, payment ID, specialist, parent and or provider address, unique identifier, etc.	Search Function	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
2.	Intake/Case Management	System should incorporate an advance search feature allowing users to enter second level search parameters such as provider type, program code, registration fees, etc.	Advanced Search Function	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
3.	Intake/Case Management	System must perform a search before a new family or provider is entered into the database and a new unique identifier is generated; this will ensure that duplication does not occur. It must notify user if a duplicate record exists.	Search Function	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
4.	Intake/Case Management	System must provide an electronic calendar allowing users to schedule appointments, receive alerts of scheduled appointments, and schedule tasks. System must allow users to print out daily, weekly, and monthly schedules. Access to calendar must be managed by user security levels.	Appointment scheduler	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
5.	Intake/Case Management	System should interface with LACEL and allow export of families from the waiting list.	CEL Interface	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
6.	Intake/Case Management	System must automatically assign a unique identifier (Family ID) to each family entered into the system.	Family Unique Identifier	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		Families must use same unique identifier each time they enter a program.				
7.	Intake/Case Management	System must capture family demographic information for parents, children, and other: address, phone number, preferred language, birth date, ethnicity, marital status, relationship, gender, etc.	Data Inputs	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
8.	Intake/Case Management	System must calculate child and parent age upon entry of child and parent birth date.	Age Calculation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
9.	Intake/Case Management	System must capture need, schedule and eligibility information for all adult members of the household: employment, training and school, LOA, job search, job club, etc.	Data Inputs	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
10.	Intake/Case Management	System must capture a child's, school name, district, schedule and track.	Data Inputs	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
11.	Intake/Case Management	System must not allow invalid or incomplete data to be entered into a field: number of characters in social, GEARS case numbers, phone numbers, etc.	Data Inputs	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
12.	Intake/Case Management	System must automatically track timelines for child care requests and application dates according to funding source requirements: MCCR request dates, CD9600 application dates, etc.	Tracking: Application	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
13.	Intake/Case Management	System should contain a web based interface that allows clients access to forms and submit an electronic application and signature for agency services.	Web Interface	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		System should have a customer interface in Spanish and English.				
14.	Intake/Case Management	System must assign and track case statuses: appeal, approved, denied, terminated, ineligible, pending, eligible, new, LOA, etc.	Case Status	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
15.	Intake/Case Management	System must allow deletion of family and provider data. Deletion of data must be managed by user security levels and records linked to payments must be barred from deletion.	Data Deletion	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
16.	Intake/Case Management	System should select appropriate documents and forms for printing based on user action taken. System should allow for editing or modification of template forms by agency.	Automation: Document Selection	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
17.	Intake/Case Management	System should select preferred family language for NOA's, provider notifications, documents and forms.	Automation: Document Selection	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
18.	Intake/Case Management	System must contain a drop down list that allows users to select the preferred family language.	Language Selection	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
19.	Intake/Case Management	System must support English and Spanish languages: must produce NOA's, provider notifications, documents and forms in English and Spanish.	System Language	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
20.	Intake/Case Management	System should have the ability to support additional languages (other than English and Spanish).	System Language	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
21.	Intake/Case	System must auto-populate notices and	Automated	Mandatory	☐ Met	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
	Management	forms using data entered into the system: CD9600 application for services, provider notifications, Notices of Action, ST 1-10, 1-10a, follow up letters, etc. Notices and forms must list data for multiple children as needed: multiple children and schedules on a provider notice, list multiple children approved on a Notice of Action, etc.	Documents		☐ Will Meet ☐ Will Not Meet	
22.	Intake/Case Management	System should have GIS capability that will allow a user to search the system for providers. System should allow a user to search by but not limited to: parent and provider zip code, address, type of provider, provider status, and other demographic information.	GIS and Enhanced Referrals	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
23.	Intake/Case Management	System should populate provider information queried from the GIS search function on agency forms.	GIS and Enhanced Referrals	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
24.	Intake/Case Management	System must allow users to mail merge documents and forms as needed. This functionality must be managed by user security levels. System must allow for modification or editing of mail merging documents by agency.	Document Mail Merging	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
25.	Intake/Case Management	System should generate required documents and forms, archive electronic copy, enter creation note, and create	Automated mailing	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		export file for batch mailing. This function will link to EDMS for virtual file insertion and reprints.				
26.	Intake/Case Management	System must automate family size calculation based upon family members entered into the system. System must include option to exclude member from family size.	Automated Family Size	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
27.	Intake/Case Management	System must capture and calculate a projected annual average income for multiple income sources including but not limited to employment, cash aid, child support, etc. Income calculation is based on payment frequency to include: hourly, weekly, bi-weekly, monthly, bi-monthly and yearly.	Income Calculations	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
28.	Intake/Case Management	System must record effective dates for each average income calculation.	Income Calculations	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
29.	Intake/Case Management	System must capture and track cash aid dates.	Tracking: Cash Aid	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
30.	Intake/Case Management	System must capture and track program entry dates for families: Stage 1, Stage 2, Stage 3, APP.	Tracking: Program	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
31.	Intake/Case Management	System must compare average calculated income to Family Fee chart and determine subsidy eligibility.	Family Fee	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
32.	Intake/Case Management	System must compare average income to Family Fee schedule and apply appropriate fee to: family, child, and provider.	Family Fee	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
33.	Intake/Case Management	System must track family fee effective dates and apply effective dates to family fee billing.	Family Fee	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
34.	Intake/Case Management	System must automate family fee invoicing for the parent and provider.	Family Fee	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
35.	Intake/Case Management	System must link parent need schedule, and child school schedule and automate the creation of a child care schedule.	Care Schedule Automation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
36.	Intake/Case Management	System must capture the following child care authorization info: daily in and out times, days, start and end dates, approved child, parent and provider, provider unique identifier, provider rate, family fees, child school track, etc.	Care Schedule Automation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
37.	Intake/Case Management	System must allow override of a child care authorization. Override function must be managed by user security levels.	Care Schedule Override	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
38.	Intake/Case Management	System must authorize, track and flag drop in care.	Drop-In Care	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
39.	Intake/Case Management	System must allow the selection and authorization of an alternate provider.	Alternate Provider	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
40.	Intake/Case	System must select and assign the	Rate Selection	Mandatory	☐ Met	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
	Management	appropriate provider rate based on the child care schedule entered. System must consider child care schedule and determine appropriate RMR ceiling.			☐ Will Meet ☐ Will Not Meet	
41.	Intake/Case Management	System must apply the correct provider rate on a child care schedule if a rate change occurs during an authorization period. Parent and provider notices must indicate rate change and effective date of change.	Rate Change	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
42.	Intake/Case Management	System must prevent authorizations from exceeding a one year period. System must allow an authorization period to cross fiscal years.	Authorization Time Limits	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
43.	Intake/Case Management	System must allow user ability to change and update data inputs to parent, child, and provider.	Case Changes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
44.	Intake/Case Management	System must contain an alert feature that will notify users of pending actions: certification required in 10 days. Alerts must be categorized by status: pending, complete, in progress, past due, urgent, etc.	Alerts: System Generated	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
45.	Intake/Case Management	System must allow users to create individual alerts. User must be able to assign: to other users, family or provider records, due date, alert type, etc.	Alerts: User Generated	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
46.	Intake/Case Management	System must facilitate communication between users when actions affect multiple users.	Alerts: Communication	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
47.	Intake/Case Management	System must track when alerts are generated, who is assigned an alert, when an alert is processed, and pending alerts. System must track the date of notification and record a response from the user notified.	Tracking: Alerts	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
48.	Intake/Case Management	System must allow users to print a list of their alerts. Alerts printed must include the following criteria: who generated the alert, when alert was generated, who the alert was sent to, status of alert, when alert was processed, and who processed the alert.	Printing: Alerts	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
49.	Intake/Case Management	System must allow creation of user groups who can view and process alerts.	Alerts Set Up	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
50.	Intake/Case Management	System must allow the entry of case specific notes with time, date, and user stamp.	Case notes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
51.	Intake/Case Management	System must enter time, date, and user stamp in case note section for each document generated from the database.	Auto Case Note for Documents Generated	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
52.	Intake/Case Management	System case notes must be printable in chronological order with family or provider name and unique identifier displayed on each page.	Case notes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
53.	Intake/Case Management	System must allow for creation and assignment of multiple case note types: authorization, denial, termination, extension, recertification, call, appeal, mail	Case Notes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		sent, mail received, etc.				
54.	Intake/Case Management	System must allow for deletion or deactivation of a case note type. Ability to add or delete case note types must be managed by user security levels.	Case Notes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
55.	Intake/Case Management	System must allow for a search function for all case note types including deactivated case notes types.	Case Notes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
56.	Intake/Case Management	System must not allow changes to case notes and prohibit deletion of case notes.	Case Notes: Deletion	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
57.	Intake/Case Management	System should provide a case note update feature that will allow users to attach and link an update to a previous case note entered.	Case Notes	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
58.	Intake/Case Management	System should have a spell check feature for case notes.	Case Notes	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
59.	Intake/Case Management	System must automate file transfer between functional areas and between case managers; alerting the receiver of a transferred file.	Automated file transfer	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
60.	Intake/Case Management	System must flag and track parents who have agreed to allow use of their SSN for reporting.	SSN Use	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
61.	Intake/Case Management	System must block use of SSN for reporting purposes for those families who deny permission.	SSN Use	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
62.	Intake/Case	System must maintain an audit trail of all	Case History	Mandatory	☐ Met	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
	Management	transactions and documents completed on a case by a user. Audit trail must include: time, date, action type, and user. Audit trail must be viewable, printable, and managed by user security levels.			☐ Will Meet ☐ Will Not Meet	
63.	Intake/Case Management	System should have a feature that allows users to print a screen shot of any page in the system.	Printing	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
64.	Intake/Case Management	System must capture provider demographic information: fictitious business name, contract start and end dates, license number, tax identification number, provider type, garnishment, registration fees, preferred language, address, mailing address, phone number, contact name, etc.	Data Inputs: Provider	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
65.	Intake/Case Management	System must generate a unique identifier for each provider entered.	Provider Unique Identifier	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
66.	Intake/Case Management	System must have a feature that automates forms required for provider contracting.	Tracking: Provider Contracting	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
67.	Intake/Case Management	System must track and link pending contracts to contracting family and alert case manager of contract approval or denial. If a case is terminated, contracts department must be notified of the termination.	Alerts: Provider Contracting	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
68.	Intake/Case	System should alert users of contract status	Provider	Desired	☐ Met	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
	Management	at selected intervals throughout the process.	Contracting		☐ Will Meet ☐ Will Not Meet	
69.	Intake/Case Management	System must automatically search parents and providers to locate potential matches upon entry of new provider contract request. Search function must be capable of reviewing multiple parameters: name, address, SSN, phone number, parent and provider unique identifier, provider name, status, provider type, provider license, provider tax identification number, and social security number.	Search: Provider Contracting	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
70.	Intake/Case Management	System should track and alert users of timelines, required provider documents and outreach activities.	Alerts: Provider Contracting	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
71.	Intake/Case Management	System must capture days and hours of operation for each provider entered.	Provider Contracting	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
72.	Intake/Case Management	System must track children and families enrolled with a contracted provider; including family and child counts. Family unique identifiers must also be listed when viewing this information.	Provider Capacity	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
73.	Intake/Case Management	System must limit enrollment of children: over capacity, TrustLine, funding source, etc. The system must consider care schedules when enforcing enrollment limits.	Provider Capacity	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
74.	Intake/Case Management	System must track and automate the entry of provider holidays.	Provider Holidays	Mandatory	☐ Met ☐ Will Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
					☐ Will Not Meet	
75.	Intake/Case Management	System must identify and track providers who are paid for absences.	Provider Absences	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
76.	Intake/Case Management	System must allow users to update changes to a provider's status.	Provider Changes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
77.	Intake/Case Management	System must allow entry of multiple provider rates and age groups. Listed rates must link to provider payments and authorized schedules. Application of rates to provider payments and authorized schedules must be automated and applied by start and end dates.	Provider Rates and Fees	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
78.	Intake/Case Management	System must contain the RMR schedule, compare provider requested rates to ceiling and notify user when requested rate exceeds RMR. System must allow entry of requested rate for recording purposes.	Provider Rates	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
79.	Intake/Case Management	System must track TrustLine applications and notify users of status. System must track when TrustLine Applications are sent for reporting purposes.	Alerts: Trust Line Tracking	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
80.	Intake/Case Management	System must allow system administrator to control module, functional, record and field level access.	User Security	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
81.	Intake/Case Management	System must allow the creation of user groups and permissions. User groups must be managed by user security levels.	User Groups	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
82.	Intake/Case Management	Provider information must be subject to user security levels.	Provider Security	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
83.	Intake/Case Management	System should interface with GEARS and export and import applicant information to database as needed. System should allow for remote access to GEARS.	GEARS Interface	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
84.	Intake/Case Management	System must allow for remote access to database.	Remote Access	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
85.	Intake/Case Management	Vendor must provide system updates to comply with government funding regulations: RMR updates, changes to required forms, changes in eligibility requirements, etc.	Compliance	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
86.	Intake/Case Management	System should include a feature that allows external Web entry, internal user entry and tracking of complaints and inquiries. Access should be managed by user security levels.	Complaints	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
87.	Payments	System must allow payment records to be searched by provider unique identifier, family unique identifier, payment unique identifier, payment amount, program funding, payment type, date range, status.	Search	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
88.	Payments	System must create a unique identifier for	Payment Record	Mandatory	☐ Met	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		each payment record.	Identifier		☐ Will Meet ☐ Will Not Meet	
89.	Payments	System must print a barcode on each attendance record created that links to the unique identifier created for that payment record.	Bar coding	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
90.	Payments	System must create an attendance record for each calendar month approved. System should not create a new attendance record if changes have occurred during a calendar month.	Attendance Record Creation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
91.	Payments	System must link the attendance record to the payment record by the same unique identifier.	Attendance Record Creation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
92.	Payments	System must track changes to a payment record by the initial unique payment identifier, and maintain descriptive history of all changes.	Payment Record Changes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
93.	Payments	System must apply changes that impact a provider's payment to the initial attendance record and unique payment identifier created.	Payment Record Changes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
94.	Payments	System must create CSV attendance record files for export to external Vendor for printing and mailing.	Attendance Record Mailing	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
95.	Payments	System must have a scanning function that allows formass scanning of attendance record bar codes at a 99% accuracy level per 1000 sheets scanned. System must read bar code and link	Attendance Record Scanning	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		attendance record to payment record. System must assign attendance record status (received) and apply time, date and user stamp.				
96.	Payments	System should have the ability to scan an attendance record (8.5 x 11 and 8.5 x 14 size paper) and capture in and out times.	Attendance Record Scanning	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
97.	Payments	System should compare attendance record scanned to child care schedule approved in the system and calculate payment amount.	Attendance Record Scanning	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
98.	Payments	System must assign and track status of a timesheet to include the following: created, printed, received, rejected and returned. Tracking must include date, time, and user stamp. Manual override must allow back dating of attendance record entry but deny post dating. User ability is managed by user security levels.	Attendance Record Status	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
99.	Payments	System must allow ability for user to enter reasons for returned and rejected timesheets.	Return/Rejected Attendance Records	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
100.	Payments	System must allow users to print individual provider attendance records on demand. User ability is managed by user security levels.	Attendance Record Printing	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
101.	Payments	System must allow for large batch printing (up to 30,000) of payment attendance records grouped by month, year and program without degrading system	Attendance Record Printing	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		response time by more than 20%.				
102.	Payments	System must allow for creation, assignment, and tracking of a payment type: adjustment, retro-adjustment, regular, registration fee, other fee, etc.	Tracking: Payment Type	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
103.	Payments	System must track the status of a payment record to include the following: calculated, ready for payment, and paid. Tracking must include date, time, and user stamp.	Tracking: Payment Status	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
104.	Payments	System must allow for entry and view of payment notes. Access to payment notes must be managed by user security levels.	Payment Notes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
105.	Payments	System must select applicable provider rate and calculate provider payment based on child care schedule.	Payment Calculation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
106.	Payments	System must compare the RMR ceiling to payment calculation based on provider rate and apply the lowest calculation for provider payment. System must compare the allowed payment amount to the amount claimed and pay the lowest amount for Stage 1 payments.	Payment Calculation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
107.	Payments	System must display upon user request, the actual formula with data for the payment calculation of any unique payment identifier.	Payment Calculation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
108.	Payments	System must prorate provider payments accurately according to payment rules.	Proration	Mandatory	☐ Met ☐ Will Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
					☐ Will Not Meet	
109.	Payments	System must allow for a user to override a calculated payment. Functionality is managed by user security levels.	Payment Override	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
110.	Payments	System must allow for payment adjustments to occur before and after a payment is issued. Functionality is managed by user security levels.	Payment Adjustments	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
111.	Payments	System should allow for export of partial payment adjustments to accommodate providers requesting payment arrangements.	Payment Adjustments	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
112.	Payments	System must allow a user to assign payment reasons for: adjustments, overpayments, underpayments, replacement checks, garnishments, and payment errors. Reasons to include parent, provider, agency, and other.	Adjustment reporting	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
113.	Payments	System must allow for addition and removal of garnishment flags for providers. Functionality must be managed by user security levels.	Garnishment	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
114.	Payments	System must automate the garnishment of provider payments. Functionality must be managed by user security levels.	Garnishment	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
115.	Payments	System must track and count child absences (excused, unexcused, best interest) and data must be viewed by both	Tracking: Absences	Mandatory	☐ Met ☐ Will Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		claims processing staff and case management staff.			☐ Will Not Meet	
116.	Payments	System must prevent payment of absence days above allowable limit.	Tracking: Absences	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
117.	Payments	System must automate deduction of family fees from provider payment.	Automation of Family Fees	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
118.	Payments	System must alert case manager when family fees are not collected.	Alert: Family Fees	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
119.	Payments	System must maintain an audit trail of all transactions and documents generated by users. Audit trail must include date, time, change, action and user.	Case History	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
120.	Payments	System must have the capability to batch payments by funding sources for payment exporting.	Payment Exports	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
121.	Payments	System must allow payments to be issued to parents. Function must be managed by user security levels.	Parent Reimbursements	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
122.	Payments	System should flag parents that are paid and excluded from 1099 issuance.	In Home Care	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
123.	Payments	System must create export files compatible with fiscal software, GEARS, and generation of 1099's.	Export Files	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
124.	Payments	System must automate and track the stop	Stop Payments	Mandatory	☐ Met	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		payment process.			☐ Will Meet ☐ Will Not Meet	
125.	Payments	System must adjust a provider's payment if a rate change occurs during an authorized period.	Provider Rate Changes	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
126.	Payments	System must notify case manager and automatically generate a notice to parent when care authorized does not match care claimed on a timesheet.	Alerts: SDM	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
127.	Payments	System must automate generation of claims and fiscal forms and letters: return, reject, overpayment, underpayment, and adjustment, garnishment, and income verifications.	Automation of forms	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
128.	Payments	System should allow for biometric finger identification attendance entry, tracking and estimation of payment amount.	Biometrics	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
129.	Payments	System should allow for attendance record entry by providers and submission of authorized signatures for providers and parents via secured web access. Provider should be able to print their attendance record. System should have a customer interface in Spanish and English.	Web Interface	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
130.	Payments	System must allow for addition and removal of direct deposit and debit card flags for providers.	Direct Deposit/Debit Card	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
131.	Business	The system must provide a set of standard	Reporting	Mandatory	☐ Met	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
	Intelligence	reports that minimally include: case load, recertification, authorization, timing out, termination, new enrollments, denials, family fees, etc. See attached report list.			☐ Will Meet ☐ Will Not Meet	
132.	Business Intelligence	System must provide managers and supervisors an ad hoc reporting capability that requires minimal technical skill.	Reporting	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
133.	Business Intelligence	System must produce accurate contractually required funding reports: 801a, 801b, case load report, Stage 1, 2, and 3 funding reports, APP. See attached report list.	Reporting	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
134.	Business Intelligence	System should have the ability to electronically submit contractually required reports.	Reporting	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
135.	Business Intelligence	System should have a capability to perform trend analysis on data or link and export (ASCII code) to business intelligence software.	Trending	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
136.	Business Intelligence	System should have a capability to forecast monthly, quarterly, semi-annual, annual, and fiscal year revenue projections.	Projections	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
137.	Business Intelligence	System should provide a workload management feature to balance user caseload assignments. This needs to be an automatic function that can assign cases or provide analysis that will allow management to make informed decisions to assign cases.	Performance Management	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
138.	Business Intelligence	System must track daily activity per case manager and allow management and case manager to view.	Performance Management	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
139.	Business Intelligence	System should provide a dashboard feature that can provide users with a snap shot view of their: alerts, case load, calendar, re-certifications, and tasks.	Performance Management	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
140.	Business Intelligence	System should provide data on workload completed at individual, unit, and departmental levels. System should track data across a variety of user actions: case approvals, authorizations, denials, re-certifications, terminations, extensions, and tasks notes.	Performance Management	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
141.	Business Intelligence	System should track user actions by funding source; identifying number of actions per funding source, and total percentage of work performed per funding source.	Cost Allocation	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
142.	Business Intelligence	System must track and tally case load by funding source for total case load and individual case load; must provide percentage by funding source.	Cost Allocation	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
143.	Business Intelligence	System must provide a central location that allows a user to view, process, and track work tasks requested via the system. System must also link work tasks to calendar.	Tracking: Work Tasks and Requests	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
144.	Business Intelligence	System should have an audit function that tracks all exception cases across departments and funding sources.	Audit	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
145.	Business Intelligence	System should have an ability to assist in case sampling for internal audits according to an algorithm (mathematical formula). System should track the date(s) when a case is selected for audits.	Audit	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
146.	Business Intelligence	System should have the ability to send information through a variety of means including external email, text messaging, and automated mailing.	Communication	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
147.	Business Intelligence	System should have the ability to verify address list through US Postal Service.	Address Verification	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
148.	EDMS	An Electronic Document Management System (EDMS) must be available to manage incoming paperwork including but not limited to: creating unique identifiers per page, system for scanning incoming documents, and creating a document repository for electronic images. Access to the EDMS must be managed by user security levels.	EDMS	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
149.	EDMS	The EDMS must link to the creation of automated documents. Unique identifiers created for automated documents must be integrated with the EDMS.	EDMS	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
150.	EDMS	The EDMS must include an archive and retrieval function that does not drain and slow system resources.	EDMS	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Functional Area	Description of Functional Requirement	Function Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
151.	EDMS	System should utilize EDMS to upload and manage TrustLine applications.	EDMS	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
152.	EDMS	System must track and save claims forms and letters for reprint.	EDMS	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
153.	Fraud Prevention	System must allow user to print provider and family payment history. Provider and family payment history must include: provider and family name, payment amount, family and children served, payment period, and family fee payments.	Payment History	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
154.	Fraud Prevention	System should provide an automated feature to request and track fraud referrals without variability by any user.	Fraud Referrals	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	



Functional Requirements - Reports

	Current Report Name	Description	Usage
1	CDE Case Load	List number of families per specialist and work groups.	Internal
2	Monthly and Weekly Termination NOA Count	List and count of termination NOA's issued per specialist and CDE unit.	Internal
3	Re-cert Status	List of families by specialist whose recertification appointment is due within 60 days. It also list families whose recertification due date has passed.	Internal
4	Child Age Report	List of all families with children who will turn 11, 12, and 13 years of age within 90 days.	Internal
5	Timing Out	List of families who are timing out of Stage 2 and will need to transfer to Stage 3.	Internal
6	Appointments by Specialists	List of families that have been scheduled for recertification, by specialist, within the next 30 days.	Internal
7	Parent Need Reason	List of families whose need reason is scheduled to end within 30 days per specialist.	Internal
8	CDE Case Assignment	Lists the names of families pending an appointment for a specialist.	Internal
9	9608	Monthly report that identifies families who have children age 11 and 12 who are required to complete a 9608 form.	External
10	Enrolled	List the total number of families enrolled by specialist under Enrollment Group for a selected date range.	Internal
11	Enrolled by CM	List the total number of families, children, family status and funding source enrolled by specialist under Enrollment Group for a selected date range.	Internal
12	Caseload Report	List the total number of families per specialist by the following statuses: active, application, appointment pending, termination pending, denied, inactive funding source.	Internal
13	Licensed PV's payment claiming - 6 months	List of licensed providers who have not claimed payment in 6 months by funding source/program.	Internal
14	Exempt PV's payment claiming - 60 days	List of exempt providers who have not claimed payment in 60 days by funding source/program.	Internal



	Current Report Name	Description	Usage
15	Stage 1 Case Load	Lists the total number of families under a family status per specialist. (active, application, denied, etc.)	Internal
16	GEARS Transfer CM Corrections	List of families with KT data entry errors (database fields) by specialist that need correction. Errors need to be corrected before payments are exported and transferred to the County.	Internal
17	Notes by CM	Lists the total number, case note type, and user group for each user for a date range.	Internal
18	Stage 1 Timing Out	List of families, care type, authorization period and cash aid start and end date for selected date range.	Internal
19	Cases Ending by Last End Date	List of families and children per specialist whose expected approval end date is scheduled within a selected month. List is separated by specialist header.	Internal
20	Cases Ending by Last End Date (Based on Case Management)	List of families and children per specialist whose expected approval end date is scheduled within a selected month. List is separated by specialist header.	Internal
21	Cases Ending by Last End Date (No Headers)	List of families and children per specialist whose expected approval end date is scheduled within a selected month.	Internal
22	Cases Ending by Last End Date (Summary Count by Month Range)	List the total number of families with an expected approval end date schedule within a selected month.	Internal
23	AUTH Complete Summary	List the total number of families and children authorized and recertified per specialist within a selected month.	Internal
24	Authorization Completed Summary Report History	List the total number of families and children authorized daily per specialist.	Internal
25	AUTH Complete Detail	List the total number of families, names of families and children, case number and id for authorized or recertified families per specialist for a selected date range.	Internal
26	Authorization Complete Detail Report History	List the total number of families, names of families and children, case number and id for authorized or recertified families per specialist daily.	Internal
27	Stage 1 Case Load Aging Report (Details)	Tracks the timeliness of MCCR's at different periods daily for specialist. (tracks 10 days, 10-19, 20-29, 30-45, and over 45 days)	Internal



	Current Report Name	Description	Usage
28	Stage 1 Case Load Aging Report (No headers)	Tracks the timeliness of MCCR's per family at different periods, daily for specialist. (tracks 10 days, 10-19, 20-29, 30-45, and over 45 days). List also includes case name, id, application date, cash aid end date, and if the family has an active existing schedule.	Internal
29	Stage 1 Case Load Aging Report Summary	List an up to date summary for total number of families with an application status (MCCR) per specialist per month.	Internal
30	Stage 1 On Time Auth Report	List the total number of families and children that have an authorization that can be billed for a selected date range. List also includes family name, family id, parent type, authorization period, and case number.	Internal
31	Stage 1 On Time Auth Report History	List the total number of families and children that have an authorization that can be billed. Report includes a projection for 7 months from the date the report is created.	Internal
32	Stage 1 Provider Payment Summary	List the total provider payment amount issued under Stage 1 per payment month selected.	Internal
33	CDE Provider Payment Summary	List the total provider payment amounts per program issued under CDE per payment month selected. Report also lists dollar amounts for authorized, calculated and paid claims.	Internal
34	Stage 1 Parent Fee Summary	List the total paid amounts of parent fees under Stage 1	Internal
35	CDE Parent Fee Summary	List the total dollar amounts of parent fees per program under CDE. Report also lists dollar amounts for authorized, calculated, and paid claims.	Internal
36	AUTH Summary	List the number of families and children authorized under each program for a selected date range.	Internal
37	Provider Payment Summary by Payment Date	List the total provider payment amounts issues per provider name and ID by payment date.	Internal
38	Program Provider Payments History - by Month of Payment	List the total amount of provider payments issued by program per month/fiscal year.	Internal
39	Family Fees Report	List of provider payments issued for all providers and any family fees deducted. List also includes family and child name.	Internal



	Current Report Name	Description	Usage
40	Claims Paid Summary	List the number of payments and amounts paid for every funding source by selected payment period.	Internal
41	Claims Status by Specialists - Summary (05-A)	List the total number of claims paid by program and specialist per date range selected.	Internal
42	Claims Status by Specialists - Detail (05-B)	List the total number of claims paid by specialist, payment id, payment period, payment amount, provider ID, provider name, pay date, funding source, and date range selected.	Internal
43	Claims Status by Specialists Summary (06-A)	List the number of calculated claims per specialist and program per date range.	Internal
44	Claims Status by Specialists - Detail (06-B)	List the number of calculated claims per specialist by program, payment id, payment period, status date, and date range.	Internal
45	Claims Status	List the total number claims by status, funding source, payment id, payment period, provider, provider id, per specialist.	Internal
46	Program Provider Payments History - by Month of Payment	List the total amount of provider payments issued by program per month/fiscal year.	Internal
47	CDE/Stage 1 Family Payment History Report	Lists the total and details payment amount history for families serviced by a provider for date range selected. List includes, family and children names, payment amounts, payment period, payment date, and specialist.	Internal
48	Stage 1 Alliance Funding Report	Monthly Report required for Child Care Alliance of Los Angeles	External
49	Stage 2 Alliance Funding Report	Monthly Report required for Child Care Alliance of Los Angeles	External
50	Stage 3 Alliance Funding Report	Monthly Report required for Child Care Alliance of Los Angeles	External
51	APP Alliance Funding Report	Monthly Report required for Child Care Alliance of Los Angeles	External
52	CDSS Alliance Report/Cash Aid Terminated Transfer to Stage 3	Monthly Report required for Child Care Alliance of Los Angeles	External
53	801A	Monthly Report required for CDE reporting	External



	Current Report Name	Description	Usage
54	801B	Quarterly Report required for CDE reporting	External
55	GEARs Comparison Report	Monthly report that list all Stage 1 provider payments transferred to GEARs for a selected month and compares to the Stage 1 GEARs report forwarded by the county.	Internal
56	Stage 1 On Time AUTH Report	List the total number of families and children that have an authorization that can be billed for a selected date range. List also includes family name, family id, parent type, authorization period, and case number.	Internal
57	Stage 1 On Time AUTH Report History	List the total number of families and children that have an authorization that can be billed. Report includes a projection for 7 months from the date the report is created.	Internal
58	Stage 1 In Home Off Aid	List the total number of families and children receiving in home care (relative and non-relative). The report also includes family and children names, authorization period care type, and cash aid end date.	Internal
59	Stage 1 Denial	List the total number of families and children denied during a date range selected. The report also includes family and children names, family ID, denial status, denial date, case number, and specialist.	Internal
60	Stage 1 Transition Report	List the total number of families and children who have been transitioned from Stage 1 to Stage 2/3. The report also includes family and children names, family ID, case number, authorization period, Stage 2/3 entry date, program transfer type, and specialist.	Internal
61	Stage 1 Termination	List the total number of families and children who were terminated during a date range selected. The report also includes family and children names, family ID, family status, case number, termination action date, last date of care, and specialist.	Internal
62	Stage 1 Total New	List the total number of new families and children who have been determined eligible during a date range selected. The report also includes family and children names, family ID, child ID, application eligibility, and specialist.	Internal



	Current Report Name	Description	Usage
63	Operator List	List of database user names, user types, user groups, and statuses.	Internal
64	DPSS Transfer Error Claim Check	List of Stage 1 payments by payment export that have been omitted from the Stage 1 payment transfer to the County. The list also includes cases include the case number, PID, CID, payment period, GEARs provider ID, App ID, payment amount, payment date, payment type (adjustments, registration fees, other). These cases will need to manually updated in GEARs.	Internal
65	DPSS Transfer Error Claim Check CM	List of Stage 1 families by payment export and specialist with KT data entry errors (database fields). Errors need to be corrected before payments are exported and transferred to the County.	Internal
66	AUTH Summary	List the total number of families and children by funding source per the following statuses: active, application, appointment pending, denied, inactive, on appeal, termination pending.	Internal
67	Claiming Summary	Summary list of total payment amounts, total families subsidized, total children subsidized, total fee paying families, and amount of fees collected by funding source per the following statuses: authorized, calculated, paid.	Internal
69	Stage 2 Timing Out Summary	List the number of families and children reaching the end of eligibility to receive cash aid, and includes the last month of cash aid eligibility.	Internal
70	Termination Summary	List the number of families and children that were terminated per funding source for the selected date range.	Internal

Technical Requirements

Use additional sheets wherever necessary.

The Technical Requirements specify operating standards for any proposed solutions. The technical section will detail requirements for hardware, operating and security systems, and high level performance requirements. This section will define the operating environment and disclose the capacity and maintenance needs for proposed applications.

Current Information Technology Environment

Provided below is a description of the current information technology utilized at Crystal Stairs Inc (CSI). The current production database is 40GB, has approximately 533 database tables containing 10,603 fields, and handles approximately 300,000 transactions daily.

Hardware

- 300 GB Fiber Channel SAN
- Proliant ML 570 G2 server with 13 GB RAM
- RAID 1+0
- 3 Citrix HP DL380 G5 servers
- HP workstations with 1 GB RAM and 80 GB disk drives

Software

- MS Windows 2003 (Server)
- MS SQL Server 2000/2005
- MS XP Professional (Desktop)
- Terminal Services (Remote Desktop Services)
 - Server side version 5.2
 - Client side version 6.0
- Citrix version 4.5
- Crystal Reports version 10
- MS SharePoint version 2003 or greater
- MS Active Directory 5.2 or greater

Connectivity

- 1 GB Fiber backbone
- 1 GB desktop to server connectivity transmission
- TCP/IP protocol
- Bonded T1 to Disaster Recovery site

Disaster Recovery

- Sundgard Recovery – San Diego
- Hardware, Software and Connectivity as described above
- VMWare Esx. 3.0 or greater



Information Technology Environment of Proposed System

The proposed system must be compatible (i.e. MS Windows Server 2003 or greater operating environment with Active Directory Support) with the current CSI Information Technology environment (identified in the previous section) and the projected CSI Information Technology environment which is identified in the subsequent sections below.

Vendors are encouraged to present their best solution regardless of the technology environment. A superior functional solution coupled with a low-risk pricing proposal could merit the addition of software and/or hardware not currently listed.

Hardware (environment is comprised primarily of HP equipment)

- 1 TB Fiber Channel SAN (not necessary to be Fiber Channel, but must support a SAN type of storage system).
- Proliant DL 580 G5 server with 32 GB RAM
- RAID 1+0
- 3 Terminal Server/Citrix HP DL380 G5 servers
- HP workstations with 1 GB RAM and 80 GB disk drives

Software

- MS Windows 2003 (Server) or greater
- MS SQL Server 2005 or greater
- MS XP Professional (Desktop)
- Terminal Services (Remote Desktop Services)
 - Server side version 5.2 or greater
 - Client side version 6.0 or greater
- Citrix version 4.5 or greater
- VMWare Esx. 3.0 or greater
- Crystal Reports version 10 or greater
- MS SharePoint version 2003 or greater
- MS Active Directory 5.2 or greater

Connectivity

- 1 GB Fiber backbone
- 1 GB desktop to server connectivity transmission
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Disaster Recovery

- Sundgard Recovery – San Diego
- Hardware, Software and Connectivity as described above
- VMWare Esx. 3.0 or greater

Technical Requirements

No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
1.	Traceability	System must maintain a purgeable log of security access failed logins; size of the logs must be limitable.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
2.	Traceability	System must produce detailed reports on security levels assigned to each user.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
3.	Traceability	System should log purge able successful logins.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
4.	System Performance	Average transaction response time for the system during peak and non-peak periods must not exceed 3 seconds on all systems.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
5.	System Performance	System must support 230 concurrent users and have the ability to support a 25% increase in the number of concurrent users without a substantial increase in investment of technology.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
6.	System Performance	The selected Vendor's system will be required to pass a performance demonstration test that will be conducted on a database loaded with a year's worth of data. The test must demonstrate the system response time to be no more than 3 seconds when heavily used (i.e. large number of concurrent users). This will be required prior to formal acceptance of any proposed system.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
7.	System Performance	Average transaction response time of the system for individual daily operations and performance management reports (i.e. productivity, aging, case load, recertification due, etc.) must not exceed 3-5 seconds on all systems.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
8.	System Performance	Average transaction response time of the system for operational (i.e. departmental) reports (i.e. case load, etc.) must not exceed 5-7 seconds on all systems.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
9.	System	Selected Vendor must provide to a third party through a contractual agreement, as designated by Crystal Stairs, a copy of the Software Source Code to be retained by third party in a controlled and restricted environment. Crystal Stairs shall only have the right to use the source code for internal use related to original purpose of the Software License if Vendor ceases support for future development of the Software product, failure of Vendor to retain key staff, failure of Vendor to upgrade as needed to new operating system or supporting commercial off-the-shelf software, financial failure, specified number of timely attempts but lacking results in technical support, certain recapitalization or merger acquisitions. The code will be subject to verification, and must be periodically updated when new releases are provided to Crystal Stairs.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
10.	Software Testing	Vendor must plan, execute and document thorough testing of Software to include initial version, bug fixes, patches, future releases and upgrades.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
11.	Software Testing	Vendor should provide a problem resolution process that will enable Crystal Stairs to report	Software	Desired	☐ Met ☐ Will Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		and track software errors found during and after functionality and acceptance testing and for the life of the system.			☐ Will Not Meet	
12.	Software	System should provide an interface (i.e. a way for the proposed system to connect and transmit data) between CSI's financial system and check printing system.	Software	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
13.	Software	System must have the ability to import and export ASCII or Excel files for data extraction purposes on front and back end.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
14.	Server Operating Environment	System must support and/or be compatible with Windows 2003 (or later) with Active Directory Support.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
15.	Server Operating Environment	System must support and/or be compatible with X86 Platform.	Hardware	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
16.	Server Operating Environment	System should support and/or be compatible with Citrix 4.5 or greater.	Software	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
17.	Server Operating Environment	System must support and/or be compatible with VMWare Esx 3.0 or greater.	Hardware Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
18.	Server Operating Environment	System should support and/or be compatible with Terminal Services.	Software	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
19.	Server	System must support and/or be compatible	Software	Mandatory	☐ Met	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
	Operating Environment	with MS SQL Server 2005 (or greater).			☐ Will Meet ☐ Will Not Meet	
20.	Server Operating Environment	System must have a Disaster Recovery solution.	Hardware Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
21.	Security	System must support and/or be compatible with an Active Directory and mixed methodology security for SQL Server user access.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
22.	Security	System must have the ability to change all account passwords (privileged and non-privileged).	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
23.	Security	System must have the ability to encrypt confidential information utilizing Federal Information Processing Standard (FIPS) certified crypto modules, approved algorithms and best practices for in transit and at rest data.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
24.	Security	System must support granular (i.e. field, record, case, function and module) security access functionality.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
25.	Security	The winning Vendor must implement and demonstrate a security scheme compatible with MS Active Directory 5.2 (or greater).		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
26.	Security			Mandatory	☐ Met	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		All users must have an assigned identification number and password. The user must be forced to change the password on a particular timetable (i.e. every 30 days). The system must prevent access to the password file/table except by authorized personnel.			☐ Will Meet ☐ Will Not Meet	
27.	Security	System must be operable with CSI's current antivirus (Symnatec Corp Security v10.1 or greater) and security software.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
28.	Reporting	System should support and/or be compatible with Crystal Reports running on SQL server databases.	Software	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
29.	Network Protocol	System must support and/or be compatible with TCP/IP.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
30.	Network	Support for Symantec Backup Exec 12.5 (or greater).	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
31.	Hardware	System must be scalable in relation to increase in size of database, number of concurrent users, hardware upgrades, etc.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
32.	Document Management	System should support and/or be compatible with MS SharePoint 2003 (or greater) or other commercial product that supports workflow and document retrieval.	Software	Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
33.	Detailed Design	System should be designed in a modular fashion, using only mainstream, well-available		Desired	☐ Met ☐ Will Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		programming language(s) and tool(s), to make certain survivability of support and upgrade potential despite predictable, inevitable turnover in vendor staff, third party products, and customer needs.			☐ Will Not Meet	
34.	Detailed Design	Vendor must provide written identification and function of any and all integrated software packages.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
35.	Detailed Design	Vendor should provide a description of any and all integrated security mechanisms.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
36.	Detailed Design	Vendor should provide recommendations and instructions for backup, back out, restart, recovery, and utility features necessary for the ongoing operation of the systems.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
37.	Detailed Design	Vendor must submit recommended resource requirements including final hardware, software and communications configuration.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
38.	Detailed Design	Vendor must provide a list of all scripts that are required for system backup, back out, restart, recovery and other necessary actions (i.e. database updates, database permissions, etc.) needed for the ongoing operation of the system.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
39.	Detailed Design	The Vendor should create the installation/upgrades/scripts in a simple to run install file using programs such as WISE Installer and InstallShield.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
40.	Desktop Operating Environment	Vendor must support Windows XP Professional Service Pack 2 or later.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
41.	Data	Vendor must handle migration of production data (currently 40GB) that resides in a MS SQL Server 2000 database to the proposed solution database.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
42.	Data	Vendor must provide and maintain an up to date data dictionary for the proposed system which shall include a description of the database tables and their relationships as well as data definitions of each field in the table. It must also include descriptions/definitions of views, functions and stored procedures.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
43.	Customer Service	Vendor must provide a problem escalation procedure and contact information and must explain in detail the escalation process for technical problem resolutions (i.e. time to call in additional resources or support up to the company president) including off hours, and over weekends and holidays.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
44.	Customer Service	Vendor must provide a complete and detailed list of all software (proprietary and non proprietary) that will be required for the proposed solution to operate in Crystal Stairs technology environment. If the software is modular, then the individual modules must be identified and the list shall indicate if they are required or optional modules. The lists shall		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		specify the following information: Software Identification List • The name of the software • The version of the software • The operating system that the software will run on • If the software is a module • If the software is a module then is it a required module • Is the software proprietary, open source or third party • Will the Vendor support the software				
45.	Customer Service	Vendor must provide a complete and detailed list of all hardware (proprietary and non proprietary) that will be required for the proposed solution to operate in Crystal Stairs technology environment. If the hardware is modular, then the individual modules must be identified and the list shall indicate if they are required or optional modules. The lists shall specify the following information: Hardware Identification List • The name of the hardware • The model of the hardware • Specification requirements. The list must specify at a minimum, the minimal requirements and recommended requirements (e.g. RAM, CPU, disk space, etc.)		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		• If the hardware is a module • If the hardware is a module then is it a required module • Is the hardware proprietary, open source or third party • Will the Vendor support the hardware				
46.	Customer Service	Vendor should provide 24X7 on call technical/functional support and problem resolution. For <u>critical</u> errors (i.e. total or partial system failure that prohibits critical business processing such as payment processing or authorizations) the Vendor should have the availability to respond via human voice over the telephone and/or customized, human response via electronic mail within one (1) hour of Vendor's network receipt of a problem notification. The issue must be resolved within four (4) hours of notification to Vendor, or Vendor must be actively working on a resolution. If no resolution is available within eight (8) hours, then a workaround will be made available to Crystal Stairs allowing business to continue. If a workaround has been made available to Crystal Stairs, a final resolution must be available by close of business (5:00 p.m. PST) on the fifth (5) business day and documented within two (2) business days after completion of the fix. Crystal Stairs reserves the right to		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		extend or waive the timelines.				
47.	Customer Service	Vendor should provide 24X7 on call technical/functional support and problem resolution. For <u>non critical</u> errors (i.e. system has reported an error but allows for accurate processing allowing normal business activity to continue) the Vendor should have the availability to respond via human voice over the telephone and/or customized, human response via electronic mail within four (4) hours of Vendor's network receipt of a problem notification. The issue should be resolved within twenty four (24) hours of notification to Vendor, or Vendor must be actively working on a resolution. If no resolution is available within two (2) business days, then a workaround will be made available to Crystal Stairs which will allow business processes to continue, with a final resolution to be made available by close of business (5:00 p.m. PST) on the fifth (5) business day after Vendor's initial receipt of problem and documented within ten (10) business days after completion of the fix. Crystal Stairs reserves the right to extend or waive these timelines.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
48.	Customer Service	The software and hardware combination must be able to handle transactions 6 days per week Monday through Saturday including holidays, 24 hours per day, year round with the exception of scheduled down time during off		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		hours for daily, weekly, monthly, quarterly and yearly routine system maintenance and system upgrades and for the application of any program patches.				
49.	Customer Service	Routine maintenance and/or batch job updates must be performed during non business hours and must not require unavailability of the Production system at any time during normal business hours.		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	
50.	Customer Service	The Vendor should provide comprehensive warranties for all software supplied. The warranties should cover a one-year period for each module and for the overall system. The warranty should commence when the module is deployed into production and restart for new features added with new versions starting when such new features are placed into production.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
51.	Customer Service	The Vendor should provide a maintenance agreement for any and all hardware and or modules proposed and bid, and, if applicable, for any Vendor-supplied software or third-party software. The maintenance agreement should be in effect as soon as any portion of the software has been deployed into Crystal Stairs' Production environment.		Desired	☐ Met ☐ Will Meet ☐ Will Not Meet	
52.	Customer Service	The Vendor must provide a problem escalation procedure including contact information, and must explain in detail the escalation process for		Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



No.	Technical Area	Description of Technical Requirement	Tech Type	Requirement Type	Commitment	Explain "Will Meet" Items <i>Use additional sheets wherever necessary</i>
		a technical problems resolution (i.e. time to call in additional resources or support up to the company president).				
53.	Compliance	System must support archiving & delete capability to support record retention policy, including any later major revisions if same are required by applicable law, Agency funding requirements or government regulations.	Software	Mandatory	☐ Met ☐ Will Meet ☐ Will Not Meet	



Questions

Use additional sheets wherever necessary.

A list of questions has been compiled as part of this RFP process. The questions are your opportunity to highlight your company's accomplishments and demonstrate your expertise and knowledge of the Agency's business/industry and the integration/implementation of enterprise wide solutions. This section is designed to highlight your innovation and demonstrate how you work with your clients to secure the future of their business operations.

Functional Questions

1. Describe your proposed solution including the benefits to the Agency with a focus on productivity increases and cost reductions.
2. Create one or more workflow diagrams that depict the work process for each functional area (Intake, Case Management, Payments, Business Intelligence, EDMS, Fraud Prevention) in the Functional Requirements and include how they will interconnect under the proposed solution.
3. Describe the size, in number of users, and system capacity of your largest client. Discuss the development process, the time it took to complete the Systems Development Life Cycle (SDLC) and what productivity and cost benefits your system provided for them.
4. Provide written documentation that explains your payment calculator logic. Please include formulas and descriptions of such nuances as rounding and proration.
5. Describe your systems ease of use in terms of grade level. (e.g. 5th grade, 8th grade, etc.)
6. How will you ensure that your product is acceptable to the end user?
7. How will your company handle the training on the new system?

Technical Questions

8. Describe the development and/or customization and implementation strategy envisioned for the Agency. Be aware, the Agency requires a phased production implementation. In your description, include the number and type of human resources required from your organization and the resources expected from our agency, including part-time assignment to the contemplated project. Include a project plan describing how your company proposes to manage the implementation process, with milestones and timing of personnel, hardware and software resources needed.
9. How much customization of your basic system is required to meet our functional and technical requirements? What is the basis for this calculation/result?
10. What are the technical requirements for peak operation and performance of your system? How will your solution perform at peak performance on terminal services and, specifically, Citrix?



11. Describe the hardware and software architecture of your system. Provide a diagram.
12. From time to time any application will need upgrades to maintain productivity. How do you propose to make system upgrades easy?
13. Describe how your company will complete due diligence and gap analysis with Crystal Stairs to ensure that system requirements are accurately captured. Describe how these requirements will be communicated to the system designers if all of the development team will not be on-site at Crystal Stairs.
14. Does your company have detailed user and technical manuals that accurately describe your system, all of its functions, all the tools used to design, develop, test, support, and upgrade it, and how to use them?
15. Does your company offer online assistance for end users and technical service?
16. Does your company offer 24 hour live service for technical issues that extend beyond basic user questions?
17. Are you using or planning on using any free or open source, or any other software products, software tool(s), component(s) or language(s) and or other resource(s) and or in any content(s) planned for the initial design and development, delivery, installation and or for post installation of your application? If so, detail them, and detail any licensing, software or any other items Crystal Stairs will be required to have to support them.
18. Describe your prior experience in transitioning from a legacy and or semi-custom system. Detail your experience with both:
 - a. Active, skilled cooperation of Vendor of prior system; and,
 - b. Limited or no cooperation from the Vendor of the prior system.
19. Describe how you will handle data migration from the current Agency system to your proposed system including how you will identify and mitigate risks. Give examples of past data migration experiences including size of database and other relevant technical specifications.
20. What, if any, are your additional requirements or costs if the Agency must operate in a Disaster Recovery mode at a remote recovery site?
21. What is your current customer satisfaction rating and how is the rating derived? What is your customer complaint and retention rate? Who is your oldest client and how long have you worked with them?
22. How will your company provide and maintain quality service throughout the life of the application?
23. The new system will require English and Spanish language support for parent and provider legal documents which the Agency has translated in the past. The new system's web access for parents and providers will also require English and Spanish language support. What languages does Vendor system currently support? How might Vendor provide assistance with the new system's language requirements?



Responsibility Questions

24. Describe your experience with similar sized implementations. What is your on-time percentage for all implementations? What is your on-budget percentage for all implementations?
25. Describe who will be assigned as the primary interfaces, technical designers and other key personnel to this project should your solution be selected. Include their titles, a description of their project function and their current resumes including certifications. For the life of the project, what will be the ratios of full-time Vendor staff versus contractors? If there will be sub-contractors, what is the ratio between them and the full-time Vendor staff?
26. List/describe any awards or acknowledgements that your company has received in the past (outstanding customer service, technology, etc)?
27. List all current types of insurance coverage. Does your company provide liability coverage for sub-contractors?

General Questions

28. Provide any additional information you believe is vital to your proposal but is not already covered.



Responsibility

Use additional sheets wherever necessary.

This will determine if you are a “RESPONSIBLE” Vendor; a Vendor with whom Crystal Stairs can and should do business. A Vendor must at all times have financial and personnel resources sufficient, in the opinion of Crystal Stairs, to ensure performance of the contract and must provide proof upon request. You are required to respond to each of the following items.

1. Provide Vendor contact Information including:
 - a. Name of primary contact
 - b. Address of headquarters
 - c. Name of parent company if applicable
 - d. Phone number
 - e. Web site address
 - f. List of chief officers
 2. Disclose all subcontractors, business partners, independent contractors, or other third parties that will be used to assist in or complete planning, delivery, implementation and maintenance of your proposed solution.
 - a. Provide descriptions of their business
 - b. Provide descriptions of each party’s involvement
 - c. Provide resumes of key persons to be involved
 - d. Describe how liability of work performed by subcontractors, business partners, independent contractors, or other parties will be covered by your organization.
 3. Disclose any potential conflicts of interest.
 4. Provide a company biography to include:
 - a. Description and type of business
 - b. Time in business
 - c. Annual sales/revenue
 - d. Number of employees
 - e. List of clients including contacts, addresses and phone numbers
 - f. Legal organization (corporation, partnership, etc.)
 5. Disclose any client litigation/mediation or regulatory proceedings within the past 5 years. State parties/roles (“style” of case), location and docket number.
 6. List of three (3) client references.
 - a. Include company name, contact names, address and size of the organization, phone number and email address.
 - b. Be certain they can discuss your experience with the Systems Development Life Cycle.
 7. Include a copy of your company’s W-9.
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Pricing

Use additional sheets wherever necessary.

The Pricing section allows the Vendor to define their cost structure and disclose the pricing policy of their company. Vendors will be ranked highest for the lowest price and lowest for the highest price. Answers to the Pricing questions will add a qualitative adjustment to the ranking. Project payment terms and post production costs will factor into ranking as well. Terms that reduce Crystal Stairs' risk will be favored. Each Vendor is required to:

1. What type of system will you provide? Select one. If "Other," provide description.
 - ☐ COTS: 20% or less customization necessary to meet Mandatory and Desired Functional Requirements
 - ☐ Semi-custom: COTS with more than 20% customization to meet Mandatory and Desired Functional Requirements
 - ☐ Custom: No COTS from which to start work.
 - ☐ Other: Options not listed above.
 - o Please describe:
2. Provide individual functional area pricing for each of four (4) functional areas in the Functional Requirements:
 - a. Intake/Case Management;
 - b. Payments;
 - c. Business Intelligence;
 - d. Electronic Document Management System (EDMS).

*Utilize functional requirements for each functional area to determine pricing.

3. Provide pricing for:
 - a. A fully integrated system that includes all Functional, Technical and Service Level Requirements you have "Met" and "Will Meet."
 - b. Describe your cost structure using a matrix indicating cost allocation according to resources utilized. Describe resources utilized.
 - c. Outline your billing structure and establish a payment timeline that coordinates with the major milestones and deliverable dates of the project.
 - d. Describe any discounts or special offerings that are included in your pricing proposal.
4. Outline post production costs Crystal Stairs will incur with your company over 24 months following the production implementation.



Presentation

The presentation is the Vendor's opportunity to showcase their proposal, understanding of the industry and Crystal Stairs, and expertise in the functional areas. Vendors will have 1 hour and 30 minutes to present their solution and ideas for meeting the RFP requirements and a 30 minute question and answer session. The style and structure of the presentation is open for each Vendor.

Requirement	Description
Vendor Company Overview	Provide a clear and concise company overview. Description should include: background, history, clients, location, etc.
Vendor Company Vision	Provide a clear description of your company's vision as it pertains to this industry. Tell the Agency why you are or can become a leader in this industry.
Child Care Industry and Business Needs Knowledge	Display a clear understanding of the child care industry. Vendor shall expand on current issues, trends, opportunities and threats in the industry. Vendor shall demonstrate an understanding of agency business needs.
Architecture, Technical & Service Level Requirements	Describe the proposed system's architectural structure that will support the application. Demonstrate and/or describe how you will meet the Technical and Service Level Requirements.
Functional Requirements 1. <i>Payment</i> 2. <i>Intake / Case Management</i> 3. <i>Business Intelligence</i> 4. <i>EDMS</i> 5. <i>Fraud Prevention</i>	Demonstrate actual system functionality for meeting the Functional Requirements areas identified at left. If specific functions or system does not currently exist, utilize a prototype or mockup of what you would do to execute the functionality. Provide a diagram that demonstrates the workflow under your proposed system. The Functional Requirements at left are listed in order of importance to the Agency.
Project Plan	Describe/display the timeline and milestones for completing the project including deliverables. Include resources Vendor will use and those expected from the Agency.
Price Proposal	Describe Vendor pricing for a fully integrated system. Show any discounts, special offers, etc. Also display the cost to provide individual functional modules as described in Vendor pricing proposal.

Additional Information

Presentation Appointment	Each Vendor proposal will receive a number after it is received. These numbers will then be randomly drawn to assign the day and time of each Vendor Presentation. All Vendors who have submitted proposals will be notified on June 22, 2009 by email.
Video/Audio	The Vendor Presentation may be video or audio recorded in order to provide an evaluation opportunity to those who could not attend the live session. Such recordings will be subject to the terms of the Non-disclosure, Confidentiality and Proposal Submission Agreement and all other terms and conditions of this RFP.



Overall Solution

Use additional sheets wherever necessary.

The proposed solution should support the Agency's objectives to become Scalable, Flexible and Sustainable. The Functional, Technical, Responsibility, Pricing and Presentation Requirements, along with the additional Questions, create the basic guidelines for developing a system that meets the Agency's business needs. The viability of the solution presented greatly depends on the Vendor's ability to deliver a product that meets the Agency's functional requirements, while providing a strong technical base that can change with the internal and external environmental factors without a major overhaul to the platform. The desired product is one that combines highly automated functionality with ease of use to produce an intelligent system that fuels productivity and sharpens Crystal Stairs' competitive edge.

Scalability

The Agency views scalability as how well a system can help it respond to external factors. The Agency's success is highly susceptible to changes in the economic and political environments. Government contracts are driven by social need and availability of funding. The Scalability review will measure the ability of the proposed solution to support rapid growth or contraction of the business. It will gauge how easily the proposed system will help the Agency manage new issues or opportunities through the:

- Addition of new modules to administer new programs, functions, and governmental regulations;
- Addition of users to accommodate growth with new or existing contracts;
- Ability to incorporate new technology to maintain efficiency and remain competitive;
- Ability to install system upgrades with minimal effort and re-engineering; and,
- Ability to connect to new internal and external systems or sources of data.

Flexibility

The Agency views flexibility as how well a system can help it respond to internal factors. As the Agency greets the changing face of the non-profit world, it a system agile enough to support reorganization of processes, practices or the entire Agency. It must be able to increase ways of maintaining contact with its clients as the means change. The new system must have the ability to incorporate changes to workflow in the following ways:

- Consolidate/integrate cross departmental functionality as needs change;
- Easily add new fields, parameters, forms, documents and reports;
- Seamlessly change:
 - Rules governing programmed functionality;
 - Functionality of individual and grouped users;
 - Funding terms and contractual requirements.
- Integrate various existing and new forms of communication and outreach to client base; and,
- Link with other existing and new software applications.



Sustainability

The Agency views sustainability as how well a system and its Vendor can help it meet its strategic objectives over the long term. The ability of a system to meet the scalability and flexibility criteria adds to the long term success of the Agency. However, the long term viability of the Vendor as well as how well the Vendor's response provides reduced risk to Crystal Stairs is a vital element of developing a long term partnership. The Agency will be seeking an established Vendor in the software industry who demonstrates:

- Ability to develop and service products over their lifecycle;
- Superior customer service;
- Leadership in this industry;
- Technology with a future; and,
- A cost structure that supports the long term economic fluctuations that non-profits experience.

Overall Solution Response

Describe how the proposed solution meets Crystal Stairs' three objectives of Scalability, Flexibility and Sustainability.



GLOSSARY

Terms	Definition
801a	Child Development Division Monthly Population Report
ASCII	American Standard Code for Information Interchange
APP	Alternative Payment Program; child care subsidy for low income families who do who have not received cash assistance
Attendance Record	Attendance Record – CDE and Provider Payment Request – Stage 1
Auth	Child care authorization
CD9600	California Department of Education 9600 form – Application for Stage 2, 3, and APP services
CDE	California Department of Education
CDSS	California Department of Social Services
CM	Case Management
CSI	Crystal Stairs Inc.
CSV	Comma separated values
Case Note Type	A note title that defines and categorizes notes entered into the system
DPSS	Department of Social Services
Deactivated	An flag, field, item or function that is no longer used by the agency
Drop In Care	Limited care authorization added to an existing schedule as the immediate need arises.
EDMS	Electronic Document Management System
Family Fee	Portion of the child care cost that is allocated to the parent
GEARS	GAIN Employment and Activity Reporting System – Stage 1
GEARS Case Number	Seven digit alpha numeric case number assigned to parents by DPSS for Stage 1 parents
GIS	Geographic Information System
LACEL	Los Angeles Certified Eligibility List
LOA	Leave of Absence
MCCR	Maintain Child Care Request – Stage 1
NACCRAware	National Association of Child Care Resource and Referral Agencies - Web-based information management software
NOA	Notice of Action
PV	Provider
Provider Notice	Notice sent to provider informing of child care schedule and approval periods; Stage 1 notice includes provider rates.
QA	Quality Assurance
R&R	Resource and Referral
RFP	Request for Proposal
RMR	Regional Market Rate survey indicating provider payment and rate ceilings
SDLC	Systems Development Lifecycle
SDM	Schedules Do Not Match
SSN	Social Security Number
ST1-09	Referral for licensed child care – Stage 1
ST1-10	Acknowledgement letter (informs parent that they are eligible for services – Stage 1
ST1-10A	Parent follow up letter(informs parent of documents needed) – Stage 1



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Stage 1	First phase of the child care subsidy program administered under County DPSS contract.
Stage 2	Second phase of the child care subsidy program administered under the State/Federal contracts.
Stage 3	Third phase of the child care subsidy program administered under the State/Federal contracts.