

**DESCRIPTION OF INTENDED
SINGLE SOURCE PURCHASE**
(PUR 7776)

AGENCY: Department of Children and Families

TITLE Child Care Training Curriculum and Competency Exam Development and Maintenance
Short description of the commodity or service desired:

Develop, maintain and/or enhance Department-sponsored child care training curriculum modules (online and instructor-based) and the corresponding competency exams and maintain the Child Care Resource and Information Network (CCRAIN). This project requires continual information system maintenance and requires integration of curriculum and exam design, to ensure consistency of content, incorporate current research findings and legislative changes, and to address exam question performance issues.

CONTACT

Name: Valerie Pace

Address: Department of Children and Families

1317 Winewood Blvd., Building 5, Room 146

Telephone: (850) 413-7463

Email: valerie_pace@dcf.state.fl.us

Internal tracking number, if any:

Date posted: _____

Last day for receipt of information: _____

This description of commodities or contractual services intended for purchase from a single source is posted in accordance with section 287.057(5)(c), Florida Statutes and will remain posted for a period of at least 7 business days.

Commodity or Service Required (commodity class and group, manufacturer, model, and description, as appropriate):

913-130, Child Day Care; Children, Youth, and Families Service

(1) Manage and facilitate the creative and technical teams required to develop and implement the training and competency exam needs expressed by the Department, including:

(a) Monitoring work flow, scheduling and facilitating Product Acceptance Testing (PAT) meetings, maintaining communication among all partners, and participating in all phases of project development and other activities related to production and development of Department-sponsored training modules and competency exams.

(b) Serving as a liaison between the Department of Children and Families Child Care Services Program staff, and other project partners.

(c) Facilitating product testing and review.

(2) Develop and maintain competency exams, which includes the following:

(a) Analyzing and rating test items: conduct review and revision sessions with an advisory team for each module, upon Department request;

(b) Developing new test versions: incorporate new or revised items that have been reviewed and piloted, upon Department request;

(c) Piloting test items: conduct item analysis on new or revised items to be added to the item bank. Process is in conjunction with item writing and review process. Statistical and descriptive updates will be added to the DCF Child Care Test Management System Database;

(d) Conducting item and test analysis: Provide specific feedback regarding the performance and validity of test items comprising the competency exams. Download data from the Department's Child Care Test Management System Database into statistical analysis software and manually input relevant results into the DCF Child Care Test Management System Database. Analysis will be provided based on the results of test administrations occurring within the quarter; update statistics in the Performance-Based Automated Tracking system; and

(e) Providing scoring, scaling and standards-setting analysis and support: support includes pass score studies for competency exams; progress reports that document updates and recommendations for scoring, scaling and standards-setting based on test data and findings during analysis process; upon approval, update the DCF Child Care Test Management System Database.

(3) Develop, maintain and/or enhance Department-sponsored child care training curriculum modules (online and instructor-based), which includes:

(a) Create new web-based courses as needed, upon approval of the Department.

(b) Create new instructor-based courses as needed, upon approval of the Department.

(c) Adapt instructor-based courses to web-based courses as needed, upon approval of the Department.

(d) Translate instructor-based course curricula and all competency exams into Spanish.

(e) Revise instructor-based course curricula based on content changes and legislative mandates.

(4) Provide IT support services for web-based training courses:

(a) Maintain interconnectivity between the existing web-based learning platform and the Department's Child Care Training System (CCTS)--the existing course registration and transcript reporting system.

(b) Maintain compatibility and functionality of training courses developed for the Department of Education and delivered via the Department's Child Care Training System.

(c) Provide telephone support during regular business hours, Monday-Friday, 8:00 a.m. – 5:00 p.m..

(d) Provide online support with a 1-business day response time or less;

(e) Resolve technical support problems within 1- business day or as soon as possible;

(f) Log and analyze support calls to identify technology issues that need to be corrected;

(g) Update technology, develop and implement “bug fixes” and make course modifications required due to new technology, such as new browser versions;

- (h) Route support calls involving content to appropriate content experts;
 - (i) Submit monthly reports on web course participant completion rates and other aspects of course;
 - (j) Maintain server space for courses and ensure that there is adequate server bandwidth to support all course participants; and
 - (k) Provide support for online surveys.
- (5) Enhance and maintain the Child Care Resource and Information Network (CCRAIN), the Department's policy database, which includes, but is not limited to, child care regulations, management letters, and legal opinions for child care regulators.

Quantity or Term (as appropriate):
5 years

Requestor (division, bureau, office, individual, as appropriate):
Department of Children and Families, Child Care Program Office; Molly A. Jones; 1317 Winewood Blvd., Building 6, Room 385, Tallahassee, FL 32399-0700.

Performance and/or Design Requirements (intended use, function or application, compatibility etc. requirements; reference to policy, rule, statute or other act of the Legislature, etc., as appropriate):
Chapter 402, Florida Statutes, requires the Department to develop and provide introductory training courses for child care personnel. The statutes also require that "successful completion" of the mandated training be determined based on the passage of a competency examination. Section 402.305(2)(d)8., F.S., requires ongoing evaluation by the Department to determine "ways to increase the accessibility, quality, and cost-effectiveness of current and proposed staff training." To improve cost-effectiveness and accessibility, the Department began offering web-based courses in 2004. These online courses and the corresponding competency exams have been developed by the Florida Center for Interactive Media (FCIM) and are hosted on servers maintained by FCIM. In order to ensure the integrity of the competency exams associated with the mandated training, FCIM also provides educational testing services, which includes the development of test items and ongoing review and revision to ensure the exams remain reliable and defensible. In addition, they ensure exam policies and procedures meet professional testing standards. This parallel process of training curriculum competency exam development and testing is critical as these are "high stakes" exams wherein passage is required in order for the individual to continue to work in the child care industry.

Interconnectivity between the existing web-based learning platform and the Department's Child Care Training System (CCTS) must be uninterrupted. In addition, compatibility with training courses developed by the current vendor (Florida Center for Interactive Media) for the Department of Education and delivered via the Department's Child Care Training System must be maintained.

Intended source (vendor, contractor):
Florida Center for Interactive Media (FCIM) at the Florida State University

Estimated Dollar Amount:
\$736,658.00 annually

Justification for single source acquisition (what is necessary and unique about the product, service or source; steps taken to confirm unavailability of competition, as appropriate):
Through a Request for Information (RFI) the Department has determined that the current vendor, the Florida Center for Interactive Media (FCIM), is uniquely qualified to provide the integrated curriculum design, web-based learning platform design and maintenance, competency exam development and testing, and MIS support services and Subject Matter Experts (SME's) required by this project. Unlike other

institutions which would be required to coordinate curriculum design, web-based learning platform design and maintenance, competency exam development and testing, and MIS support services across multiple disciplines/schools and contract with outside vendors for many of the essential tasks of this project; FCIM is uniquely staffed with full-time staff including professionals in education and instructional design, graphic arts, computer programming and multimedia authoring, video and audio production, software analysis and applications, and technical expertise in computer systems and systems design—providing an integrated approach to the successful development and deployment of the Department's Child Care Training and competency exam needs.

This integrated approach is more streamlined and efficient than the multidiscipline model, providing for the parallel development and updating of Child Care training and competency exams. Test items must be strictly correlated with the curriculum and revisions to the exam questions or course content must be accomplished immediately upon identification of problems. In addition, the integrated approach ensures the timely and consistent coordination of activities between the creative and technical aspects of the project.

Due to their being the current vendor and having current contracts with the Department's partner agency (Department of Education - Office of Early Learning) to deliver similar training through the DCF Child Care training system; FCIM is considered a Subject Matter Expert (SME) having unique experience and qualifications that enable them to meet the Department's Child Care Program training needs and expectations in the approved format for graphics and interaction of text and audio. As a result, there will be no time intensive learning curve in developing the additional courses and delivering them via the existing web-based platform. Because FCIM has developed additional web-based coursework for the Department of Education - Office of Early Learning that is delivered via the Child Care Program's web-based training platform, the decision to contract with a different vendor would impact the Department of Education as well.

In addition, FCIM has developed system integration between the web-based training system platform and the Child Care Training System (CCTS)--the existing course registration and transcript reporting system. Students use the CCTS to register for courses. Upon registering, they are "passed" to the online training system to participate in and complete the course. Upon completion of a course, completion information is sent back to the CCTS.

Finally, the CCRAIN system developed and maintained by FCIM under the current contract is hosted on a server running Windows Server 2003 and running IIS 6 and MS SQL Express 2005. The code is written in ASP.NET 3.5 using C#. Non-standard components are Adobe PDF IFilter v6.0 and Karamasoft Ultimate Search 3.2 to facilitate the PDF search capabilities. Again, FCIM is uniquely able to provide development and support for this application, in conjunction with curriculum and competency exam development and support.

Products provided to date have been of exceptional quality, and deliverables have consistently been provided in a timely manner.

Approved By (names & titles, as appropriate, e.g., requestor, requestor management, information systems, budget, purchasing):

Deborah Russo, Director, Child Care Program Office
Darrell Zabaldo, Budget Analyst, Child Care Program Office

Prospective vendors are requested to provide information regarding their ability to supply the commodities or contractual services described. If it is determined in writing by the agency, after reviewing any information received from prospective vendors, that the commodities or contractual services are available only from a single source, the agency shall:

1. Provide notice of its intended decision to enter a single-source purchase contract in the manner specified in s.120.57(3) FS, if the amount of the contract does not exceed the threshold amount provided in s.287.017 for CATEGORY FOUR.
2. Request approval from the Department of Management Services for the single-source purchase, if the amount of the contract exceeds the threshold amount provided in s.287.017 for CATEGORY FOUR. If the Department of Management Services approves the agency's request, the agency shall provide notice of its intended decision to enter a single-source contract in the manner specified in s.120.57(3), FS.