

Responses to Questions for
Emergency Solicitation: Child Care Grant Management Solution

Q1	<p>Exhibit B - ARPA Grant Funds Requirements/Reports: “How Providers used grant funds”</p> <p>How will this information be collected?</p>
A1	<p>Details on reporting will be finalized during the requirements process and will allow end users the ability enter narratives, select check boxes and other potential information submissions.</p>
Q2	<p>Section 4.1 - Mandatory Email correspondence (assured delivery) to applicants.</p> <ul style="list-style-type: none"> o All email & SMS correspondence would be delivered using Granicus. The proposed solution would need to create custom email and SMS templates using Granicus. Credentials for Granicus will be provided, and the solution is required to track un-deliverable or bounced messages. <p>Is the utilization of Granicus for Email correspondence and tracking mandatory or is NYS open to utilizing native Grant Management platform capabilities if it fulfills all your correspondence use cases and helps eliminate additional integration points?</p>
A2	<p>The proposed solution should have assured delivery capability i.e., the successful delivery or non-delivery needs to be tracked and known. Additionally, the solution should provide capability to customize SMS and email templates based on business requirements and the capability to track un-delivered messages.</p> <p>ITS uses Granicus as a standard for all New York State agency applications for correspondence (SMS/Email) and is the preferred integration path.</p>
Q3	<p>Section 4.1 - Mandatory interface with OCFS Child Care Facility System (CCFS), system of record for statewide childcare provider data (except NYC):</p> <ul style="list-style-type: none"> o A REST API would be provided securely through the state’s API management gateway along with credentials. • Mandatory interface with NYC Child Care Activities Tracking (CCAT), system of record for NYC childcare provider data: o A REST API would be provided securely through the state’s API management gateway along with credentials. <p>Given the API integration expectations, does NYS expect any form of childcare provider or other data migrations into the grant management systems either before the system goes live or during the contract period?</p>
A3	<p>ITS plans to provide the existing CCAT and CCFS API interface as the only point of integration and do not expect to upload any data feed for providers before the system goes live or during the contract period. All eligible providers in NYS will be captured in either CCFS or CCAT</p>
Q4	<p>Section 4.1 - The application and subsequent email communications must be translated into English, Spanish, Simplified Chinese and Traditional Chinese. Additional languages may be added at the direction of OCFS.</p> <p>Does NYS have preference towards utilizing certain language translation services or is open to vendor suggestions? NYS state websites seem to use google translate APIS</p>

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A4	Email correspondence and documents should be professionally translated via a certified service.
Q5	<p>Section 4.1 - Security Testing:</p> <ul style="list-style-type: none"> o Vulnerability scanning must be performed prior to go live. If NYS ITS performs the scan, the schedule must allow for one week of testing, depending on the size of the application. The vendor may perform the scans and will be required to supply results to the State for analysis and acceptance. o Penetration testing must be performed prior to go live. If NYS ITS performs the testing, the schedule must allow at least 2 weeks, depending on resource availability and size of the application and scope of the test. The vendor may perform the scans and will be required to supply results to the State for analysis and acceptance. o Vulnerability and penetration testing can be performed in parallel. <p>Will NYS ITS be contracting with third party providers to perform vulnerability and penetration services before go-live or does the vendor need to make arrangements to work with such third parties and provide necessary documentation to NYS ITS? Should the cost of such third-party vulnerability and penetration services and the subcontracting information be included in the proposal?</p>
A5	Vendor will not be responsible for vulnerability and penetration testing. ITS, or a vendor of OCFS choosing, must have the ability to conduct vulnerability testing two weeks prior to the Go Live date. Feedback from the testing will be provided back to the developer if changes are needed.
Q6	Does NYS expect vendor to provide any external provider and internal staff communication and trainings to support the implementation and release of the system?
A6	Vendor will need to provide materials or knowledge transfer of the system to a training vendor who will develop implementation trainings.
Q7	Are there any NYS-mandated business, system, or training documentation requirements?
A7	Materials should be provided to support knowledge transfer to the training vendor. The application development vendor is expected to provide sufficient system documentation to satisfy NYS ITS Secure System Development Life Cycle (NYS-S13-001) available at nys-s13-001_secure_system_development_life_cycle_4.pdf .
Q8	Would the state be willing to provide a deadline extension for this solicitation?
A8	Due to the time constraints, NYS is not able to provide an extension.
Q9	Are there going to be any amendments to the solicitation document?
A9	Yes. An amended solicitation document was published on 6/9/2021 and an amended Exhibit B was published on 6/10/2021. They can both be found on the OCFS public website at https://ocfs.ny.gov/main/contracts/funding/ and the NYS Contract Reporter at https://www.nyscr.ny.gov/agency/adsView.cfm?numID=2076266 . Please refer to the amended documents for updated information and submission requirements.
Q10	Are the implementation / integration slides presented during the webinar available to vendors? Where can we access them?

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A10	Yes, slides regarding integration are posted on the OCFS public website at https://ocfs.ny.gov/main/contracts/funding/ and the NYS Contract Reporter at https://www.nyscr.ny.gov/agency/adsView.cfm?numID=2076266 .
Q11	What is the difference between CCFS and CCAT?
A11	As stated in the solicitation, CCFS is the system of record for child care providers for NYS except NYC. CCAT is the system of record for child care providers in NYC. ITS will provide APIs that interface with each of the systems.
Q12	In the Scope of Work is the expectation that the vendor manages the application? If so, manage how?
A12	Yes, the vendor will be responsible for implementing the system and managing and supporting the platform for the duration of the contract term.
Q13	Is this a one-time grant or can Childcare providers apply again or recertify?
A13	Child care providers will complete one application, and once approved, they will be forwarded for payment over the course of 10 months. However, in the future, OCFS may request additional grant types to be added which may result in providers reapplying for new opportunities.
Q14	How many users do you anticipate using the system on an annual basis? a. Parents/applicants b. childcare programs/users c. administrative staff
A14	There are approximately 18,000 child care programs in NYS. Approximately 50 OCFS staff will be utilizing the system for management and another 150 community-based technical assistance providers will be accessing the system to assist providers. Parents will not have direct access to this system, as it is only for providers.
Q15	Are you looking for an off the shelf system or a custom build system?
A15	Either approach is acceptable. However, due to time constraints, an off the shelf system that can be customized to meets the requirements may result in a faster implementation timeframe.
Q16	Do you have a timeframe of when you would like the various milestones of the system up and running by? For example, online application for Parents and Programs by x date, Integrations with State system by x date, etc.
A16	The system needs to be fully functional and launched by July 31, with providers being able to complete applications and payment files being sent for processing.
Q17	Can you share what your anticipated budget is for the Child Care Grant Management Solution?
A17	OCFS has a set total administrative % maximum laid out in our federal funding document which includes costs for this application as well as many other internal and external administrative costs. It is expected that offerors will provide competitive pricing in proposals.
Q18	What is the expected number of internal OCFS users that will use this new Childcare Stabilization Grants Management System? Please do not include the count of childcare providers that will use the public facing portal to apply or track grants.
A18	Approximately fifty (50) OCFS staff will be utilizing the system for management and another 150 community-based technical assistance providers will be accessing the system to assist providers.

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Q19	Are you open to licensing and implementing an existing solution or do you need to "own" the solution?
A19	OCFS is open to licensing an existing solution assuming it meets the requirements stated in the solicitation and Federal grant requirements. If a licensed solution is being proposed, OCFS must be able to use the data in the system and access the data in the system for audits and federal oversight work for at least 7 years beyond the closure of the entire grant project, and retain ownership of the data.
Q20	Will your internal change management team leading the change and training effort for this? Should this be considered out of scope for offerors?
A20	Yes, this is out of scope for offerors.
Q21	What is the difference between OCFS Child Care Facility System (CCFS) and NYC Child Care Activities Tracking (CCAT)?
A21	As stated in the solicitation, CCFS is the system of record for child care providers for NYS except NYC. CCAT is the system of record for child care providers in NYC. ITS will provide APIs that interface with each of the systems.
Q22	Are there email and SMS correspondence business requirement for the Child Care Grant Management Solution. If there are, is it imperative that the Email/SMS Correspondence [Assured Delivery] API be used even if the offeror's proposed SaaS solution already have these features?
A22	The proposed solution should have assured delivery capability i.e., the successful delivery or non-delivery needs to be tracked and known. Additionally, the solution should provide capability to customize SMS and email templates based on business requirements and the capability to track un-delivered messages. ITS uses Granicus as a standard for all New York State agency applications for correspondence (SMS/Email) and is the preferred integration path.
Q23	Is there a business requirement on document management for the Child Care Grant Management Solution? If there is, is it imperative that the ITS Enterprise Content Management [ECM] API be used even if the offeror's proposed SaaS solution already supported this feature?
A23	There is no document upload capability required.
Q24	Does the processing of payments need to happen in real-time or it can be done in a scheduled interval e.g. daily or weekly?
A24	OCFS expects a daily batching of payments through the system.
Q25	Can the offeror's scope on payment processing be limited to the generation of approved payments file that CAPS can readily consumed? Similarly, for CAPS to generate a processed payments file that the offeror's solution to consume for tracking? Or should the scope include an end-to-end and a bi-directional integration with CAPS and SFS?
A25	The proposed solution should include an end-to-end bi-directional integration with CAPS and CAPS would integrate with SFS.
Q26	For ITS, what is your thought on having a common OData data layer across all RESTful APIs?
A26	ITS does not plan to have a common OData data layer for the RESTful API's

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Q27	RFP Says “Due to extremely tight deadlines to disburse over \$2B in grant funds to eligible childcare providers with approved applications, an automated application processing and payment system must be developed and deployed before the end of July 2021.”. Is OCFS willing to extend the go-live date to August 13 2021 to give enough time for vendors to configure and do a comprehensive system test before it is released to OCFS for performing UAT?
A27	No, OCFS is not able to extend the go-live date. At this time, OCFS is expecting the system to go live on July 31, 2021 for providers to being completing applications.
Q28	Is there any data retention requirements for the vendor to keep the data for certain amount of time after the program is retired? If so how long should the data be retained?
A28	OCFS must be able to use the data in the system and access the data in the system for audits and federal oversight work for at least 7 years beyond the closure of the entire grant project, and retain ownership of the data.
Q29	How many Case workers/Users from OCFS will need to have access to internal Grant Management component of the solution?
A29	There will be approximately fifty (50) OCFS staff utilizing the system for management and another 150 community-based technical assistance providers will be accessing the system to assist providers.
Q30	How many OCFS users will need to be given access to the Reports component of the solution?
A30	There will be approximately 50 OCFS staff utilizing the system for management and another 150 community-based technical assistance providers will be accessing the system to assist providers.
Q31	Does Granicus support multi-lingual email templates?
A31	ITS does not currently use multi-lingual templates using Granicus.
Q32	How does the State plan to fund this project? Is it part of the operating budget, capital budget, or funds available through ARPA?
A32	The state is planning to utilize federal funding sources to support this project and ARPA federal requirements apply, see Exhibit A for more information.
Q33	Does the State have an approved budget for this new Grants Management Solution? If yes, can you provide that budget information to guide vendor bidding decision-making? If the budget is too low, it does not support bid preparation.
A33	OCFS has a set total administrative % maximum laid out in our federal funding document which includes costs for this application as well as many other internal and external administrative costs. It is expected that offerors will provide competitive pricing in proposals.
Q34	Has the State previously entertained any system demonstrations and/or presentations from vendors? If so, which systems were seen and when?
A34	As the State was devising what solution would be needed, it explored different states’ current child care provider registration system. NYS received a demo on New Hampshire’s Child Care Integrated Solution and Massachusetts licensing system, developed by MTX.
Q35	Did the State utilize any vendor / SME consultants in defining the sought-after functionality and/or scope of work enumerated in the RFI? If yes, please provide the name of the vendor/consultant.

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A35	The State is working with NYSTEC, who is providing project management services including solicitation development.
Q36	Given the requirement to manage Federal funds, does the State require vendors who have experience deploying Grants Management Solutions at the Federal level?
A36	As stated in the solicitation, the offeror must have experience with similar solutions developed and deployed at the state level regardless of funding sources.
Q37	Given the priority of securing public data and assets, does the State require any cloud-based, SaaS solutions to be provisioned on a FedRAMP-certified infrastructure?
A37	NYS/ITS prefers that the solution be FedRAMP certified. Additionally, a Consensus Assessment Initiative Questionnaire (CAIQ) will need to be provided for cloud-based solution(s).
Q38	Please provide the following breakdown: <ul style="list-style-type: none"> • How many the State staff will access/log into the grants management system? • How many Recipient users (parents, providers, etc.) will need access to the grants management system?
A38	Approximately fifty (50) OCFS staff will be accessing the system for management and another 150 community-based technical assistance providers will be accessing the system to assist providers. There are 18,000 child care providers in NYS who will be eligible for this opportunity.
Q39	It was noted on the call that the EWS was created with specific requirements, and that the new Grants Management System will not interface with it or be able to pull text from it. Is that correct? If so, please confirm that the potential day care, etc., providers need to be able to register within the new Grants Management Solution similar to how they register within the EWS.
A39	EWS was built by NY ITS. We are interested in a similar user-feel. Applicants need to begin with NY.Gov log-in, and then the solution will interface via ITS-provided APIs with the child care provider databases (CCFS and CCAT) to bring in the provider information. The new Grants Management Solution can have a landing page and application unique to the new system.
Q40	Does the Grants solution need to integrate with Granicus?
A40	The proposed solution should have assured delivery capability i.e., the successful delivery or non-delivery needs to be tracked and known. Additionally, the solution should provide capability to customize SMS and email templates based on business requirements and the capability to track un-delivered messages. ITS uses Granicus as a standard for all New York State agency applications for correspondence (SMS/Email) and is the preferred integration path.
Q41	If Granicus handles the delivery, why does the proposed solution require to track un-deliverable or bounced messages? Does Granicus not track it?
A41	Using Granicus webhooks, un-delivered or bounced messages can be tracked and reported. The proposed solution should maintain tracking of un-delivered messages and may need to raise exception process if business rules require it.
Q42	With a short implementation timeframe, does the State require the system to be fully functional and tested by July 31?

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A42	Yes, the system must be fully functional by July 31, 2021 to begin accepting applications from childcare providers.
Q43	When is the first date for applications to be submitted into the system?
A43	July 31, 2021.
Q44	To provide an apples-to-apples comparison of vendor pricing, would the State provide a common cost volume template denoting how vendors should present required for licenses, implementation, training, etc.?
A44	Offerors must submit a single project budget on Attachment 2 that includes all project, implementation, support and maintenance costs for a minimum of 12 months. In addition, hourly rate pricing must be provided for any additional application delivery requested by OCFS over the term of the contract.
Q45	4.0 SCOPE OF WORK 2. General requirements: "Vendor shall develop the proposed application and manage the deployed application, including all cloud based components, to comply fully with or exceed all security procedures of the State, including New York State Office of Information Technology Services'(ITS) Information Security policies and procedures located at https://its.ny.gov/eiso/policies/security (see Exhibit 4 attached for contract language)." Is the State's expectation that the vendor manage the application?
A45	Yes, the vendor should be responsible for managing the functional aspects of the application as well as the technology/platform including all maintenance and support.
Q46	EO38 ... throughout: In terms of the attachment EO38, are the RFP applicants considered the Covered Provider?
A46	Solicitation applicants may or may not be considered covered providers. See definitions in https://opwdd.ny.gov/system/files/documents/2019/10/eo38providerguidance_10-17-15.pdf .
Q47	It was mentioned on the call that user acceptance testing is to start on July 16. I understand the project start date to be around 3 days after June 21 and the go-live date is July 31. Can you clarify the timeline for the individual tasks for the project?
A47	As stated in the solicitation, offeror should allow for 2 weeks of testing activities, and the system needs to go live on July 31, 2021. Any other timeline of tasks should be proposed by the offeror in their proposal.
Q48	How many internal staff will be accessing the system? Of those, how many will access more than 40 hours per month, less than 40 hours per month and less than 2 hours per month? How many external users (applicants/registrants/reviewers) will access the system per month?
A48	There will be approximately 50 OCFS staff accessing the solution for management and approvals. Most will likely be accessing more than 40 hours a month, with a small percent less than 40 hours but more than 2. There will also be 150 community-based technical assistance providers will be accessing the system to assist providers, likely less than 40 hours per month. There are 18,000 day care providers in NYS eligible for an award.
Q49	What is your planned hosting option (public hosting, private hosting)?
A49	The proposed solution can be hosted in either in a government cloud or the state's data center.
Q50	Please elaborate on the integration requirements.

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A50	The integration interfaces have been provided as part of the solicitation and the proposed solution would need to integrate with the endpoints defined in the solicitation based on detailed business requirements post-contract. At a bare minimum, the proposed solution should have the capability to integrate with API's provided by ITS.
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