



**Child and Community Services Division
Child Care Management Software (CCMS)
Request for Application**

APPLICATION OVERVIEW

The Arizona Department of Economic Security (DES) Child and Community Services Division (CCSD) is implementing a Child Care Electronic System (CCES) to develop the capacity to conduct business with child care providers in a digital environment, streamline and improve important business processes and practices for providers and DES, and build resources for parents with comprehensive access to child care information and services. The first component of the CCES is electronic attendance tracking, which is implemented through the awarded vendor, KinderSystems®. The exchange of attendance data occurs through KinderConnect®, the child care provider portal of KinderSystems that allows child care providers to manage attendance and view child care assistance information.

The DES/CCSD is seeking applications for Child Care Management Software (CCMS). Specifically, DES/CCSD is seeking to establish an approved list of CCMS to be used by child care providers that have successfully entered into a Child Care Provider Registration Agreement (PRA) with DES/CCSD to enroll and receive payment for children authorized for DES child care assistance through the Child Care and Development Fund (CCDF). Applications are requested from companies that operate CCMS for child care providers. These are designed to help child care providers automate their day-to-day operations so that staff have more time to spend with children and can monitor and manage their program proactively.

Contractors are strongly encouraged to read the application requirements in their entirety before submitting a response to ensure that all requirements are understood. The Contractor shall submit a response by following the instructions provided in this document. This is an open application, and completed applications can be submitted at any time via email to DDCcontracts@azdes.gov. All questions related to the application request shall be submitted via email to DCCcontracts@azdes.gov. Answers will be provided in writing via email or an amendment to the application will be provided, as applicable.

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Instructions to Applicants

1. Evaluation and Selection

- 1.1. Approved applicants shall be made to the entities whose response is determined in writing and upon interview/product demonstration to meet all requirements set forth in the application and based upon the evaluation criteria listed below.
- 1.2. The evaluation criteria shall include the following:
 - 1.2.1. Ability to meet all security requirements
 - 1.2.2. Ability to provide all required functionality and components
 - 1.2.3. Training and TA available for child care providers
 - 1.2.4. Ability to adapt to future requirements
- 1.3. Attempts to reiterate the application, responding "we will comply" or providing vague responses will have a negative impact on the evaluation.

2. Preparation/Submission of the Application

- 2.1. Responding entities shall answer the entire questionnaire section, as applicable.
- 2.2. The application responses shall be a brief written narrative demonstrating the entity's ability to satisfy the application request. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of proposed action. The entity should use technical language only when describing a technical process.
- 2.3. Failure to follow the application submission instructions may negatively impact the evaluation of the entity's submission.

3. Application Submission

- 3.1. Applications shall be submitted via email to DCCcontracts@azdes.gov
- 3.2. Offer submittal documents:
 - 3.2.1. Application Signature Form
 - 3.2.2. Application Response

4. Interview and Product Demonstration

As part of the evaluation process, DES/CCSD will schedule interviews with all applicants who meet the minimum requirements as outlined in Section four (4) to allow questions about the entity's CCMS and the opportunity for a live product demonstration. Specific information on what is required as part of the demonstration is included as Exhibit I Demonstration Requirements. The interview does not ensure the entity will be approved by DES/CCSD.

5. Testing Phase

Upon the completion of the Demonstration the DES/CCSD will determine if the applicant is ready to move to the two-part testing phase. The first part is User Acceptance Testing (UAT), and requires the applicant to identify two DES contracted providers to submit 2 months of previous attendance data for 2 DES contracted child care providers. After passing the UAT, the applicant will move on to the final testing phase. The applicant will identify a group of DES contracted providers to test electronic submission with the CCMS, using a minimum of 3 providers and a maximum of 50 providers. The providers must transmit and submit two months of attendance without any manual intervention for approval of the CCMS.

6. Approval Notice

DES/CCSD will notify the applicant of approval upon completing the testing phase. A communication will go out to the DES provider network, and the approved applicant will be placed on the DES Child Care website.

Application Signature Page

This Application is overseen by the DES/CCSD. In the event of a conflict between the requirements in this Application, including any terms in the entity's response to the Application, the requirements of this Application shall prevail. Participation in the DES/CCSD CCMS approved list is neither a promotion of vendor business nor a guarantee of business. Being selected for inclusion in the DES/CCSD CCMS approved list does not guarantee any level of business for a participating entity. The DES and CCSD reserves the right to remove an entity from the approved list at any time with or without cause whenever determined appropriate by DES/CCSD. In the event that any participating entity on the DES/CCSD CCMS approved list wishes to be removed from the list the vendor must provide at least thirty (30) day notice to both CCSD and the child care providers in which you have active agreements with.

DES CCMS Approved List: This Application shall be effective the last date signature and shall continue unless otherwise notified by DES/CCSD.

By signing this form on behalf of the approved entity, the signatory certifies he/she has the authority to bind the entity to the requirements in the application.

FOR AND ON BEHALF OF THE ARIZONA DEPARTMENT OF ECONOMIC SECURITY:	FOR AND ON BEHALF OF THE ENTITY:
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<i>Signature of Authorized Individual</i>	<i>Signature of Authorized Individual</i>
<i>Typed Name</i>	<i>Typed Name</i>
<i>Title</i>	<i>Title</i>
<i>Date</i>	<i>Date</i>
<i>Entity Mailing Address</i>	
<i>Entity Name and Title</i>	
<i>Phone number and Email address</i>	

DES/CCSD CCMS Requirements

1. Purpose

- 1.1. Purpose Statement: The purpose of this application is for DES/CCSD to establish an approved list of entities providing Child Care Management Software (CCMS) for child care providers who have entered into a Child Care Provider Registration Agreement (PRA) with DES/CCSD.
- 1.2. Projected Awards: It is the intent of the DES/CCSD to award multiple entities that meet the specified requirements which will allow providers to have options in selecting a CCMS that best meets their needs.

2. Definitions

- 2.1. Arizona Child Care Automated Tracking System (AZCCATS): the automated system used by DES/CCSD for child care authorizations, billing and payments.
- 2.2. Application Programming Interface (API): a type of software interface, offering a service to other pieces of software that seek to connect two or more computer programs. An API allows services and products to communicate with each other and leverage each other's data and functionality through a documented interface.
- 2.3. Arizona Department of Education (ADE): the state-level department responsible for oversight of public education from kindergarten to secondary school.
- 2.4. Arizona Department of Health Services (ADHS): the Arizona State agency that has the responsibility to license child care facilities.
- 2.5. Arizona Early Childhood Workforce Registry (Registry): a Statewide workforce registry website that tracks individuals who are knowledgeable and skilled in early childhood work based on their verified professional achievements. The Registry is utilized by early education and child care providers to register for training and professional development opportunities.
- 2.6. Child and Adult Care Food Program (CACFP): administered by the Arizona Department of Education, a federally funded meal program through the United States Department of Agriculture (USDA) which provides reimbursements for nutritious meals and snacks served to eligible children enrolled for care at participating child care providers.
- 2.7. Child Care and Development Block Grant (CCDBG): a law that authorized the Child Care and Development Fund (CCDF) program which is administered by States and outlines how federal funds will be used to provide financial assistance to low-income families to access child care. In Arizona, DES and the Child and Community Services Division serve as the Lead Agency.
- 2.8. Child Care and Development Fund (CCDF): a federal and state partnership program authorized under the CCDBG and administered by states, territories, and tribes with funding and support from the Administration for Children and Families' Office of Child Care. States use CCDF to provide financial assistance to low-income families to access child care so they can work or attend a job training or educational program, and to build the skills and qualifications of the early childhood and child care workforce, supporting child care programs to achieve higher standards and providing consumer education to help parents select child care that meets their families' needs.
- 2.9. CCDF State Plan: a written agreement between the lead agency and the Federal Government as to how CCDF programs will be administered in conformance with legislative requirements, pertinent federal regulations, and other instructions and guidelines issued by the federal Office of Child Care, Administration for Children and Families.

- 2.10. Child Care: the compensated service that is provided to a child who is unaccompanied by a parent or guardian during a portion of a twenty-four (24) hour day as defined at [A.R.S. § 46-801](#).
- 2.11. Child Care Provider: a person who is the owner of or works at one of the following entities:
- 2.11.1. ADHS Licensed Child Care Center
 - 2.11.2. ADHS Certified Child Care Group Home
 - 2.11.3. ADES Certified Family Child Care Home or In-Home Provider
 - 2.11.4. Child Care Centers and Family Child Care Homes regulated by military installations
 - 2.11.5. Tribal Child Care Provider
- 2.12. Child Care Resource and Referral (CCR&R): refers to Arizona's centralized entity providing consumer information and services to families, child care providers, employers, and communities to facilitate access to early care and education and school-age child care options for families; improve the quality of those child care options; provide resources to support child care providers; and educate on best practices in early childhood education and development.
- 2.13. Child and Community Services Division (CCSD): the subdivision of DES that has a responsibility for providing financial support to increase the availability and improve the quality of child care in Arizona.
- 2.14. Department or (DES): the Arizona Department of Economic Security, unless otherwise indicated.
- 2.15. First Things First (FTF): the Arizona Early Childhood Development and Health Board that funds early education and health programs for children ages birth through five to prepare young children to succeed in kindergarten and beyond.
- 2.16. KinderConnect®: the secure web-based provider portal through KinderSystems that collects child care attendance information and processes provider payments.
- 2.17. KinderSystems®: A suite of software programs and team of industry experts focused on helping government agencies administer child care services with improved operations and accountability.
- 2.18. Provider Registration Agreement (PRA): a contract between a DES and an ADHS Licensed Child Care Center, an ADHS Certified Child Care Group Home, a DES Certified Family Child Care Home or In-home provider, or a Child Care Center regulated by military installations or federally recognized Indian tribal government.

3. Description

The Department of Economic Security (DES) Child and Community Services Division (CCSD) is implementing a Child Care Electronic System (CCES) to develop capacity to conduct business with child care providers in a digital environment, streamline and improve important business processes and practices for providers and DES, and build resources for parents with comprehensive access to child care information and services. The first component of the CCES is electronic attendance tracking which will be implemented through the awarded vendor, KinderSystems®. The goal of DES/CCSD is to enable all providers to submit time and attendance data to DES/CCSD electronically, via a range of CCMS

The DES/CCSD is seeking applications from the vendor community to identify Child Care Management Software products with capacity to support child care time and attendance tracking, link to KinderSystems® subsidy management software, and support a host of additional child care business functions.

Participation in the CCES is voluntary at this time; child care providers may elect to participate. To participate in the CCES, a child care provider must use an approved CCMS. Additionally, DES/CCSD and private sector funders in Arizona support child care business training and coaching projects that use CCMS, with the goal of increasing providers' capacity to purchase and use CCMS.

Current Landscape

DES/CCSD has completed the initial test of the CCES and is launching the CCES for all DES child care providers to participate. DES/CCSD will utilize cohorts to enroll interested providers in the CCES. A provider must use a DES/CCSD approved CCMS to participate in the CCES.

DES/CCSD estimates that only about a third of all licensed child care programs in Arizona are using a CCMS product and a minimal number of providers contracted or certified with DES/CCSD do not use any CCMS. Many of these providers are small centers that typically serve 50 – 75 children or are certified family child care providers. Experience with technology and access to computers varies but could be limited among Arizona child care providers. Thus, a successful CCMS must be user friendly, mobile first (or responsive web design), easy to use on a tablet or cell phone, and designed for a business owner with limited time or technology experience.

DES/CCSD contracts with various statewide and community organizations to support business coaches to work with child care directors and owners to strengthen business practices and effectively use CCMS. Thus, we seek CCMS vendors that can provide the DES/CCSD contracted partners with an enterprise dashboard to guide coaching and help empower providers to track key metrics and improve business practices.

4. CCMS Requirements

The following table summarizes the information and functionality of a CCMS that is required along with functionality that is optional. DES/CCSD will continue to develop the CCES over the next 3-5 years which will include aligning with existing technology platforms and establishing new platforms. The desired result is for the CCMS to be used to transmit and receive data to these technology platforms to minimize duplication of data entry and siloed data systems, and increase efficiency at the state and provider level for carrying out the requirements of state and federal laws and statutes including but not limited to the Child Care and Development and Block Grant (CCDBG). As the CCES is fully implemented, DES/CCSD may transition from optional functionality to required functionality by the approved CCMS. Future technology advancements may include, and are not limited to the following:

- Exploration of APIs with other state agencies including but not limited to the Arizona Department of Health Services, First Things First and the Arizona Department of Education.
- Exploration of APIs for the Arizona Workforce Registry.
- Exploration of APIs for the Arizona Child Care Resource and Referral system.

4.1. Table of Required and Optional Components and Functionality

REQUIREMENTS	
Platform	<ul style="list-style-type: none"> ● Android, latest 2 versions supported ● Iphone Operating System (IOS): latest 2 version supported ● Spanish and English platform capabilities for both family and providers ● Mobile First Technology (Applications for smartphone/tablet) ● Browsers supported: Chrome, Safari, Edge and Firefox
Data Sharing	<ul style="list-style-type: none"> ● Approved, active and secure API with KinderSystems <ul style="list-style-type: none"> ○ Applications may only be submitted upon completion of a working API with KinderSystems®. ○ Entities meeting the requirements will receive a pre-approval and will be required to work with KinderSystems® to complete the configuration to add the new Arizona environment to your system. ○ Final approval will be provided upon confirmation from KinderSystems® of a working API. ○ For those seeking information about establishing an API with KinderSystems®, contact Jorge Robledo at jrobledo@kindersystems.com.
Security Records Retention	<ul style="list-style-type: none"> ● Fraud detection and must include a minimum of two features (e.g. picture/face recognition, PIN#, QR code, GPS, digital fingerprint, biometric, or electronic signature) that is unique to the person using it, shall be capable of reliable verification and shall be linked to a record in a manner so that if the record is changed the electronic signature will be invalidated. ● Providers must be able to access and maintain records for billing and sign in/sign out records for a minimum of 5 years.
Training and Technical Assistance for Providers	<ul style="list-style-type: none"> ● Onboarding and training support. ● Ongoing customer support. ● Support is to include at minimum: phone support, on-line chat support, training resources including recorded videos and reference guides.
Data Fields	<p>Provider information</p> <ul style="list-style-type: none"> ● Owner ● Business Name ● Point of Contact ● Type of program (Center/Home) ● Hours of Operation and closure days ● Provider DHS license number ● Provider DES contracted/certification number

	<ul style="list-style-type: none"> ● Capacity (total children; classrooms) ● Address/Phone number/Email <p>Child and Family</p> <ul style="list-style-type: none"> ● Child's name (DOB) ● Parent/Legal Guardian's name ● Relationship to child, i.e., foster parent, kinship/relative ● Address of child and parent/guardian ● Children linked for all members of a household ● Emergency contacts ● Child Care Assistance Authorizations ● Child Health Data <p>Staff Information</p> <ul style="list-style-type: none"> ● Staff name ● Staff time tracking ● Staff education, training/credentials and tracking/professional development ● Payroll integration ● Hire date ● Position ● Staff background check tracking ● Health documents and renewal dates ● Emergency contact ● If the staff signs a child in or out, there should be a staff indicator on the recorded time
Reporting	<p>Ability to generate reports at the child and aggregate level on various data points such as attendance (sign in/sign/out), child enrollment/capacity, staffing levels, etc.</p> <ul style="list-style-type: none"> ● Required Reports: <ul style="list-style-type: none"> ○ Attendance including sign in and out times and inclusive of the person signing in or out, and absences. ○ Attendance of all children including private pay. ○ Enrollment/Vacancy report by age

CCMS Functionality	<p>Enrollment and Attendance</p> <ul style="list-style-type: none"> ● Electronic time and attendance tracking ● Secure facility sign in/out protocols ● Ability to add multiple contacts for single child ● Ability for parents/guardians to update child record ● Document management for compliance (Licensing, QIRS, etc.) ● Staff-child ratio management ● If the staff signs a child in or out there should be a staff indicator on the recorded time. <p>Billing/Invoicing</p> <ul style="list-style-type: none"> ● Electronic/Automated invoicing and payments ● Payments integrated with child/family accounts ● Reporting Dashboard (Aging, enrollment, etc.) <ul style="list-style-type: none"> ● Billing and payment allocation, allowing each child to have multiple sources of funding, including DES child care assistance (subsidy), First Things First, parent tuition, etc. In addition, ability to track co-pay and other charges assigned to the parent/guardian. ● Ability to track offline payments ● Payment flexibility: daily, attendance based, weekly, bi-weekly, etc. ● Payment reminders ● Late Payment Fees ● Integration with accounting software/programs <p>Parent Communication</p> <ul style="list-style-type: none"> ● Parent portal for account status, payment, records management, etc. ● Parent communication tools ● Multiple languages
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OPTIONAL FUNCTIONALITY	
CCMS Functionality	<ul style="list-style-type: none"> ● Scheduling: Capability to track children's schedules, which assists with enrollment and ratios ● Educational Tracking <ul style="list-style-type: none"> ○ Lesson plan management ○ Child Assessment/Tracking developmental progress ○ Service Referrals ○ Individual Education Plans ○ Program Specific Performance Standards such as Head Start ● Accounting and Taxes <ul style="list-style-type: none"> ○ Family child care home providers <ol style="list-style-type: none"> 1. Tracking time/expense <ol style="list-style-type: none"> a. Calculating time/space percentage b. Tracking all time spent on business-related activity c. Categorizing expenses aligned with Schedule d. Categorizing expenses as direct/indirect 2. Receipt management ○ Child care centers <ol style="list-style-type: none"> 1. Accounting software embedded in CCMS 2. Revenue tracking aligned with chart of accounts ● Child and Adult Care Food Program (CACFP) <ul style="list-style-type: none"> ○ Menu planning ○ Meal counts (integrated with attendance) and designated (free/reduced) ○ Generates reports for billing ○ Supports CACFP sponsor data management and reporting

Security	<ul style="list-style-type: none">● Formal security program● Security training for staff● Security audit log● Encrypted data
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5. Deliverables

5.1 Upon being an approved DES CCMS, the entity is responsible for communicating in writing to DES and providers holding a CCMS license, at a minimum thirty (30) days in advance, all changes and upgrades to their software.

5.1.1 . Communication to DES should be sent to DCCservicedesk@azdes.gov. Changes may require additional testing, as determined by DES.

Questionnaire and Required Documentation

Please complete all required information and provide a detailed narrative response to each question below. Proposals without narrative responses will receive lower scores during the evaluation process. Responses may not only include web URL links, but rather web URL links should supplement a narrative response provided.

Company Information

- Name of Company/Vendor (include prior company names)
- Name of individual submitting the application and title
- Point of Contact
- Physical address of company
- Business EIN
- Telephone
- Email address
- Website
- Number of years in business
- Description of current status of business in Arizona (geography)
- General subscription length for a provider (monthly, annual, etc)
- Annual subscription cost and any additional costs to fully implement the CCMS by a provider (peripheral equipment and costs)
- Is your application developed in the United States?
- Do you have any offshore developers? If so, what countries are they from?
- Describe your connectivity/bandwidth requirements and supported configurations and solutions.

Verification of Requirements and Description of CCMS

1. Provide a checklist for all required components and features of the CCMS as outlined in section four (4), indicating the features and components your CCMS has in place and active and those that are not available.
2. Summarize how the CCMS supports providers with being organized with paperwork requirements, saving time on administrative tasks and improving collections through automated billing/collections.
3. Security: Provide a summary of security incidents in the last 12 months (intrusion, data leakage, malware attack).
4. Product Responsiveness: Provide details and describe network availability. Also, provide details and describe incident response including how incidents are handled and will be communicated to DES. In addition, how can providers know that documents are safeguarded against loss in the event that the system “crashes”?
5. Records Retention: Describe how providers are able to access and maintain records for a minimum of 5 years.
6. Reporting: Describe a provider’s ability to generate provider-specific reports.
7. Provider Training: Describe the training offered to providers including but not limited to onboarding providers and what supports are available such as phone support hours of operation, on-line chat support, and reference/training materials to providers. In addition, describe the top three issues that providers are contacting you for resolution and support?
8. Parent Communication: Describe the parent communication functionality that exists with your CCMS, including but not limited to: Text messaging; ability to send digital media, ability to develop a digital child portfolio, and alignment with Emergency and Disaster Preparedness Plan.

Optional Features and Future Technology Advancements

1. Provide a checklist for all optional components and features of the CCMS as outlined in section four (4).
2. Describe any current enhancements that are under development on your roadmap. Also, describe your process for adding additional functionality to your CCMS.
3. Does your CCMS have an Enterprise Version, with a linked dashboard, that makes it possible for a coach to support administration among participating providers?
4. Describe all current APIs and your ability to establish new APIs with other technology platforms as described in the scope of work.
5. How can individuals with disabilities access and use your CCMS?

Exhibits

Exhibit I: Demonstration Requirements

As part of the evaluation process, DES/CCSD will schedule interviews with all applicants that meet the minimum requirements as outlined in the CCMS Request for Application, section four (4) *DES/CCSD CCMS Requirements*, to allow questions about the entity's CCMS and the opportunity for a live product demonstration. The interview does not ensure DES/CCSD will approve the entity.

You will have 90 minutes total for the interview and demonstration. There must be time for questions and follow-up within the 90 minutes.

The applicant is to demonstrate the mobile platform, integrating all requirements and functionality as specified in the CCMS Request for Application. The demonstration also includes verifying the KinderSystems® API with confirmation of final approval of a working API by KinderSystems®. In addition, the interview and demonstration is to incorporate the training and technical assistance for providers including, but not limited to customer support; the reporting capabilities including the required reports; and, records retention.