**OECOSL IT Systems M&O**

**RFP 26-85531**

**Attachment M – Scope of Work**

Table of Contents

[1. Introduction 5](#_Toc221708904)

[2. Background 5](#_Toc221708905)

[A. OECOSL Overview 5](#_Toc221708906)

[B. Child Care and Pre-K Assistance Programs Overview 6](#_Toc221708907)

[C. Child Care Provider and Educator Licensing, Regulation, and Enforcement Overview 6](#_Toc221708908)

[D. Policy, Outreach, and Education Programs Overview 7](#_Toc221708909)

[i. Paths to QUALITY™ (PTQ) Program 7](#_Toc221708910)

[ii. Professional Development Scholarship Program 7](#_Toc221708911)

[iii. Customer Service 7](#_Toc221708912)

[E. Overview of OECOSL IT Systems 7](#_Toc221708913)

[i. Overview of Current OECOSL IT Landscape 7](#_Toc221708914)

[ii. Current OECOSL System Description Overview 10](#_Toc221708915)

[1. Child Care Information System (CCIS) Overview 10](#_Toc221708916)

[2. Wireless Webforms (WWF) 11](#_Toc221708917)

[3. Provider Case File System (PCFS) 11](#_Toc221708918)

[4. Regulated Child Care System (RCCS) 11](#_Toc221708919)

[5. Automated Intake System (AIS) Overview 11](#_Toc221708920)

[6. Early Ed Connect (EEC) Overview 12](#_Toc221708921)

[7. Indiana Licensing and Education Access Depot (I-LEAD) Overview 13](#_Toc221708922)

[8. QASE Monitoring System 13](#_Toc221708923)

[9. Rapid Financial Solutions (RFS) Payment System 13](#_Toc221708924)

[10. Parent and Provider Portal (PPP) 13](#_Toc221708925)

[11. Indiana Learning Paths - Learning Management Systems (LMS) 14](#_Toc221708926)

[12. Tableau 14](#_Toc221708927)

[13. Budget and Waitlist Systems and Process 14](#_Toc221708928)

[(a) State Accounting Software 14](#_Toc221708929)

[(b) AIS Wait List 14](#_Toc221708930)

[(c) Interface with RFS Payment System 15](#_Toc221708931)

[3. Overview of Required Services 16](#_Toc221708932)

[4. General Maintenance and Operation Requirements 17](#_Toc221708933)

[A. System Operations and Hosting 17](#_Toc221708934)

[B. Software Maintenance 17](#_Toc221708935)

[C. Interface Management 17](#_Toc221708936)

[D. Database Administration 18](#_Toc221708937)

[E. Testing and Quality Assurance 18](#_Toc221708938)

[F. Security and Access Management 19](#_Toc221708939)

[5. Automated Intake System (AIS) Requirements 19](#_Toc221708940)

[A. AIS Functional Overview 20](#_Toc221708941)

[B. AIS Technical Support and Maintenance 20](#_Toc221708942)

[C. AIS Interface Support 20](#_Toc221708943)

[D. RFS Payment System Reconciliation 21](#_Toc221708944)

[E. W-9 and Provider Tax Information 21](#_Toc221708945)

[F. AIS Administrative and Program Support 22](#_Toc221708946)

[i. Budget and Allocations Management 22](#_Toc221708947)

[ii. Documentation 22](#_Toc221708948)

[iii. Reports Management 22](#_Toc221708949)

[G. AIS Quality Assurance (QA) Responsibilities 23](#_Toc221708950)

[6. Child Care Information System (CCIS) Requirements 23](#_Toc221708951)

[A. CCIS Functional Overview 23](#_Toc221708952)

[B. CCIS Technical Support and Maintenance 24](#_Toc221708953)

[C. CCIS Interface Support 24](#_Toc221708954)

[D. Child Care Finder Website Support 25](#_Toc221708955)

[E. CCIS Reporting Responsibilities 25](#_Toc221708956)

[F. Professional Development Registry Requirements 25](#_Toc221708957)

[G. Additional CCIS Administrative Requirements 26](#_Toc221708958)

[7. Wireless Webforms Requirements 26](#_Toc221708959)

[A. System Functional Overview 26](#_Toc221708960)

[B. Forms Development 27](#_Toc221708961)

[C. Software Maintenance and Technical Components 27](#_Toc221708962)

[8. Additional Paths to Quality (“PTQ”) Requirements 27](#_Toc221708963)

[A. Paths to Quality (“PTQ”) Progress Reporting 27](#_Toc221708964)

[B. PTQ Technology Requirements 28](#_Toc221708965)

[9. Help Desk, Training, and Complaint Management 28](#_Toc221708966)

[A. Help Desk Services 28](#_Toc221708967)

[B. Training 30](#_Toc221708968)

[C. Complaint Tracking and Reporting 30](#_Toc221708969)

[10. Enhancements 30](#_Toc221708970)

[A. Enhancements Process 31](#_Toc221708971)

[11. General Administrative, Operational, and Reporting Requirements 32](#_Toc221708972)

[A. Accessibility, Communications, and Meetings 32](#_Toc221708973)

[Digital Accessibility 33](#_Toc221708974)

[B. Project Management 33](#_Toc221708975)

[C. Site Security 33](#_Toc221708976)

[D. Information Security Requirements 33](#_Toc221708977)

[E. Documentation, Data, and Records Management 34](#_Toc221708978)

[F. Federal Reporting Requirements 36](#_Toc221708979)

[i. ACF-800 and ACF-801 Reporting 36](#_Toc221708980)

[ii. Improper Payments Initiative (ACF-404) 36](#_Toc221708981)

[iii. Quality Performance Review (QPR) 36](#_Toc221708982)

[G. Monthly Operations Report 37](#_Toc221708983)

[i. System Operations and Availability 37](#_Toc221708984)

[ii. Software Development, Enhancements and Defects 37](#_Toc221708985)

[iii. Data Quality and Integrity 37](#_Toc221708986)

[iv. User Support and Training 37](#_Toc221708987)

[v. Program, Fiscal, and Compliance 37](#_Toc221708988)

[vi. Payment Reporting 38](#_Toc221708989)

[H. Ad Hoc Reporting 38](#_Toc221708990)

[I. Independent Verification & Validation 38](#_Toc221708991)

[12. Staffing Requirements 38](#_Toc221708992)

[A. Key Personnel 39](#_Toc221708993)

[i. Project Director 39](#_Toc221708994)

[ii. Project Manager 39](#_Toc221708995)

[iii. AIS Application Manager 40](#_Toc221708996)

[iv. CCIS Application Manager 40](#_Toc221708997)

[B. Supporting Personnel 40](#_Toc221708998)

[i. Operations and Quality Assurance Analyst 40](#_Toc221708999)

[ii. Data Analyst 41](#_Toc221709000)

[iii. Help Desk Technician 41](#_Toc221709001)

[iv. Business Analyst 41](#_Toc221709002)

[v. Software Developer / Engineer 42](#_Toc221709003)

[vi. Network Operations Engineer 42](#_Toc221709004)

[vii. Desktop Support Technician 42](#_Toc221709005)

[viii. Software Tester 42](#_Toc221709006)

[ix. Database Administrator 43](#_Toc221709007)

[C. Staffing Vacancies and Replacement 43](#_Toc221709008)

[13. Transition and Turnover Requirements 44](#_Toc221709009)

[A. Incoming Transition 44](#_Toc221709010)

[i. Transition Plan 44](#_Toc221709011)

[ii. Readiness for Operations 44](#_Toc221709012)

[B. Outgoing Transition / Turnover 45](#_Toc221709013)

[14. Billing and Invoicing 45](#_Toc221709014)

[A. Payments for M&O 45](#_Toc221709015)

[B. Payments for Enhancements 46](#_Toc221709016)

[i. Hourly Rates for Enhancement Initiation 47](#_Toc221709017)

[15. Performance Measures 47](#_Toc221709018)

[A. Data Quality 48](#_Toc221709019)

[B. Data Timeliness 48](#_Toc221709020)

[C. AIS System Uptime 48](#_Toc221709021)

[D. CCIS System Uptime 48](#_Toc221709022)

[E. Critical Errors 49](#_Toc221709023)

[16. Corrective Actions 49](#_Toc221709024)

[A. Corrective Actions 49](#_Toc221709025)

[B. Payment Withholds 49](#_Toc221709026)

**OECOSL IT Systems M&O RFP**

**Attachment M – Scope of Work**

# **Introduction**

The Indiana Family and Social Services Administration (FSSA) Office of Early Childhood and Out-of-School Learning (OECOSL), requires the Contractor to provide maintenance and operation (M&O) services for key OECOSL IT systems, including the Automated Intake System (AIS), Child Care Information System (CCIS), Provider Case File System (PCFS), Early Ed Connect (EEC), Parent and Provider Portal (PPP), and Tableau, and to provide the associated help desk, enhancement, and related support services.

# **Background**

## OECOSL Overview

OECOSL’s mission is to provide parents with informed child care choices that will aid their children’s health, safety, and future success in school. In order to accomplish this mission, OECOSL manages programs that oversee the early education, development, and care of children in child care and pre-K assistance programs. OECOSL is also responsible for the licensing of early education programs that include child care homes and centers and public, private, and charter schools that support early education, registering unlicensed child care ministries, microfacilities, determining when providers are eligible to receive child care and pre-K assistance voucher payments, and licensing the pre-K program sites. In addition, OECOSL is responsible for administering a variety of regulations related to child care providers and child care educators in the State of Indiana including background checks, inspections, and training and professional development requirements. OECOSL administers a variety of quality improvement and outreach programs for families, child care providers, and child care educators. Visit <https://www.in.gov/fssa/2552.htm> for more information.

One of the programs that OECOSL administers is the Child Care Developmental Block Grant (CCDBG), a Federal program operated by the Department of Health and Human Services Administration for Children and Families. CCDBG funds numerous initiatives designed to help qualifying parents pay for child care and to improve the quality of child care and education and out-of-school time programs. Through this Federal partnership, the State provides child care assistance to low-income families and parents in education or training programs. As defined by the Federal government, the goals of the CCDBG program are to allow flexibility in developing child care programs and policies to best suit the needs of children and parents within the State, to promote parental choice, to assist parents in making informed child care choices, to assist parents with child care who are trying to achieve independence from public assistance, and assist in implementing the health, safety, licensing, and registration standards established by state regulations. OECOSL works to continuously meet those goals and requires constantly operating software systems that can provide the functions needed to do so.

## Child Care and Pre-K Assistance Programs Overview

One of the main functions that OECOSL performs to fulfill its mission and goals involves accepting applications for federal or State-funded child care or pre-K assistance, determining eligibility of families for assistance, and paying out assistance or vouchers. Two large programs account for the majority of the child care and pre-K assistance that OECOSL pays.

* The Child Care and Development Fund (CCDF) voucher program helps low-income families obtain child care so that they may work or attend school. Visit <https://www.in.gov/fssa/carefinder/3900.htm> for more information about CCDF.
* The On My Way Pre-K (OMWPK) program awards vouchers to four-(4)-year-old children from low-income families so that they may have access to a high-quality pre-K program the year before they begin kindergarten. Visit <https://www.in.gov/fssa/carefinder/4932.htm> for more information about the On My Way Pre-K program.

Families who are determined to be eligible for child care or pre-K assistance may use the awarded voucher at any child care provider that is approved to receive CCDF or OMWPK program voucher payments. Eligible families must meet certain requirements including Indiana residency, parents/guardians must demonstrate a need for child care (examples include but are not limited to, the parents are working or attending school), and varying income requirements based on the Federal poverty level schedule.

In order to complete these activities, OECOSL handles some activities and works with its contracted Eligibility Office(s) to complete other activities. OECOSL manages assistance wait lists at the State level, manages all functions and troubleshooting of administration issues at the State level, and manages the budgets for payments of assistance vouchers for the various programs. Eligibility Office(s) are responsible for the successful administration of intake services for child care and pre-K assistance applications in each county in the State of Indiana. These Eligibility Offices work closely with community partners and other social services agencies within the Indiana counties for which they are contracted.

## Child Care Provider and Educator Licensing, Regulation, and Enforcement Overview

OECOSL is also responsible for determining and enforcing compliance by child care providers and child care educators with State and federal regulations including proper licensing, registration, and child care and pre-K assistance program certification. As such, OECOSL inspects and monitors for compliance over 4,000 different programs, conducting over 6,000 visits each year. Activities include completing on-site inspections, gathering and assessing inspection reports from other Indiana government monitoring and enforcement governing bodies, granting child care provider license applications, providing guidance and training, monitoring compliance with completion of required child care provider and educator training requirements, conducting research on providers and child care educators including determining connections between providers and educators, performing quality assurance (QA) assessments on determinations, issuing appealable decisions, levying fines, shutting facilities down due to non-compliance, reinstating licenses, and other related functions. The OECOSL background check team completes in-State and out-of-State consents to complete background checks, processing of background checks, and completing background checks for child care providers and child care educators

## Policy, Outreach, and Education Programs Overview

OECOSL administers a variety of quality improvement and outreach programs for families, child care providers, and child care educators.

### Paths to QUALITY™ (PTQ) Program

PTQ is a voluntary program open to most regulated early childhood programs. It is a four-level system where each level builds on the foundation of the previous one, resulting in significant quality improvements at each stage and resulting in national accreditation at the highest level, PTQ Level 4. The program’s goals are to assist parents in locating quality early childhood programs and to improve the overall quality of early childhood care and education in the State. For more information on PTQ, visit <http://www.in.gov/fssa/2554.htm>.

### Professional Development Scholarship Program

OECOSL funds scholarships for early childhood education teachers, called TEACH Scholarships. TEACH links education, compensation, and commitment to improve the quality of early care and educations experiences for young children and their families. TEACH has limited eligibility criteria, but supports the attainment of the Child Development Associate Credential (CDA), as well as Associate’s and Bachelor’s degrees in early childhood education. For more information, visit <https://inaeyc.org/programs/teach>.

### Customer Service

OECOSL uses 211 and internal staff to provide call center and customer support services for the populations it serves. The call center’s duties include providing front-line support to customers using OECOSL’s public-facing software systems including Early Ed Connect, ILEAD, and various training websites, as well as broader customer support and referral services.

## Overview of OECOSL IT Systems

### Overview of Current OECOSL IT Landscape

OECOSL’s software systems are separate systems that either provide interfaces or one-way information pushes to another system. The main internal systems are Child Care Information System (CCIS) and Automated Intake System (AIS).

Early Ed Connect, or EEC, (<https://earlyedconnect.fssa.in.gov/onlineApp/home>) is a public-facing portal that provides an online application for child care and pre-kindergarten vouchers, sends information to AIS and to OECOSL’s monitoring system.

QASE is OECOSL’s monitoring system that stores scanned documents, keeps case “files”, and provides a workflow and mechanism to complete some QA functions. This system is maintained under a separate contract and only the interfaces to this system are part of this solicitation.

I-LEAD (<https://secure.in.gov/apps/fssa/childcare/portal/home>) is a public-facing portal that provides certain functions for child care providers and educators, interfaces with CCIS and OECOSL’s learning management software. This system is maintained under a separate contract and only the interfaces to this system are part of this solicitation.

Provider Case File System (PCFS) is a document-management system for provider records. It stores scanned documents and licensing information sourced from CCIS and organizes files by license number and program.

Parent and Provider Portal (PPP) supports provider and parent access to attendance, voucher, and case information. The Provider Portal enables attendance reporting, closure reporting, payment vendor access, and case visibility, including integration with State-approved Child Care Management Systems. The Parent Portal provides read-only access to voucher and attendance information. The portal will be maintained under this solicitation, including required system interfaces.

Tableau is OECOSL’s enterprise reporting platform that aggregates data from AIS, CCIS, and EEC to support operational and management reporting. Reports are refreshed on scheduled intervals and allow statewide and granular analysis, filtering, and data export.

None of these systems are fully integrated with each other and significant enhancements to the systems have taken place in order to allow OECOSL to administer its programs and demonstrate compliance with federal and State regulations.

OECOSL’s software systems include interfaces with several other systems, including:

|  |  |  |  |
| --- | --- | --- | --- |
| **Interface** | **Direction** | **Frequency** | **Notes** |
| Indiana Department of Homeland Security’s Public Safety Portal | Bidirectional between CCIS and Indiana Department of Homeland Security | Trigger-based | The Public Safety Portal houses the State Fire Marshall Code Enforcement System, which is the specific part of the Portal with which CCIS interfaces.  <https://www.in.gov/dhs/3731.htm> |
| Indiana Department of Education | Bidirectional between CCIS and the Department of Education’s system | Trigger-based | <https://www.doe.in.gov/> |
| Salesforce Marketing Cloud (SFMC) | Single direction inbound from CCIS and AIS to SFMC | Trigger-based and schedule-based | SFMC is a communications, text, and email management platform.  [IN.gov | Subscription Services](https://www.in.gov/core/subscriptions.html) |
| QASE Monitoring System | Bidirection from EEC/AIS to QASE Monitoring System | Trigger-based | Monitoring System is a Cardinality platform |
| Indiana-Licensing and Education Access Depot (I-LEAD) | Bidirectional between CCIS and I-LEAD | Trigger-based |  |
| Early Ed Connect (EEC) | Bidirectional with AIS and QASE | Trigger-based |  |
| Access Indiana | Bidirectional authentication | Trigger-based | Access Indiana is a statewide effort to improve the user experience when accessing government services through creation of a portal where Hoosiers can access, link and manage their online accounts for multiple state agencies.  The Parent and Provider Portal is accessed using Access Indiana. For the Provider Portal, the Access Indiana login is achieved by logging into I-LEAD and then clicking on the Attendance and Vouchers tile to access the portal. For parents, they login through Access Indiana directly and then they can choose the portal from available services. |
| State Data Warehouse | Single direction from AIS and CCIS to the data warehouse | Daily | The State’s Data Warehouse is hosted at the State of Indiana on servers. |
| Child Care Finder | Single direction from CCIS to Child Care Finder | Daily | Child Care Finder is a consumer education website that provides information about locations of child care providers, regulatory information, and other information in a map view.  <https://www.in.gov/fssa/childcarefinder/> |
| Payment System | Bidirectional between AIS and the Payment System using an API | Varies depending on the data being exchanged; hourly, daily, weekly, and biweekly data shares occur | The Payment System at the time of Contract execution is Rapid Financial Solutions (RFS) managed by Tyler Technologies. |
| Indiana Eligibility Determination Services System (IEDSS) | Bidirectional between IEDSS and AIS | Trigger-based (user selects “search” within AIS) | AIS contains functionality to search for RID numbers through an interface with IEDSS; IEDSS returns possible matches; OECOSL staff can either select from the possible matches or select to create a new RID number; identifying information is sent to IEDSS, where a new RID number is generated and returned to AIS. |

The frequency of data pushes related to each interface varies, with many hourly, daily, weekly, biweekly, and trigger-based data pushes occurring.

### Current OECOSL System Description Overview

#### Child Care Information System (CCIS) Overview

Child Care Information System (CCIS) is a stand-alone, web-based system that tracks the licensing and registration of regulated child care providers in the State. CCIS is not a public-facing system. Internal users enter information manually into CCIS. It is used to collect and track data regarding program compliance including child care provider license status, the status of unregulated child care providers, child care provider inspection results, child care provider and educator background check results, PTQ information, training information (professional development registry), and other information like expenditures of certain funds.

CCIS provides information to AIS (described below) to ensure that child care assistance-eligible families are enrolled only with child care providers who are eligible to receive child care assistance voucher payments). CCIS maintains interfaces with external systems from Indiana State Fire Marshal, Indiana Department of Education, and Internal Revenue Service for data verification purpose, as well as with ILEAD, Child Care Finder and LMS. Currently, CCIS is hosted by a third-party vendor with State-owned hardware. Please note that this system may become hosted by the State prior to this Contract being implemented. In either case, the Contractor shall be responsible for providing M&O support for this system.

#### Wireless Webforms (WWF)

This is the system used by the OECOSL licensing and rating teams to conduct inspections at programs throughout the State. Checklists and other inspection forms are populated based on auspice type and then synced regularly (manually) by the licensing consultant to upload the data from the checklists/forms into CCIS. A scheduler is integrated that can sync inspections that have been scheduled/conducted from WWF to an Outlook calendar as well.

#### Provider Case File System (PCFS)

This is a system that is primarily used for document storage and collects licensing information from CCIS. Documents can be scanned and stored here under the document type category. Documents are stored to a specific license number/program name.

#### Regulated Child Care System (RCCS)

This system tracks licensing and registration for child care centers, child care homes, ministries, Head Start, Pre-K, and unlicensed facilities under investigation and/or complaints and includes caregiver background check histories.

#### Automated Intake System (AIS) Overview

AIS is a stand-alone, web-based application that is used to maintain data on approximately 55,000 children, 30,000 families, and 4,000 providers each year. This system is used by Eligibility Office(s) and OECOSL staff. Currently, applications all go to a wait list until funding is available. The waitlist is prioritized by priority groups and date the application was received. As of November 2025, there are approximately 33,000 children on the wait list. AIS is not a public-facing system but does feed the Parent and Provider Portal (PPP) for voucher information and attendance which can be accessed through I-LEAD for providers and Access Indiana for parents Families can apply for child care assistance through Early Ed Connect (described below). For families who are unable to apply online, applications can be processed manually by an eligibility specialist at the eligibility office. A business rules engine inside AIS determines eligibility on applications entered into AIS. This engine runs several times at various stages. Documents are collected from families, physically scanned into the QASE monitoring system and AIS, and reviewed as part of the eligibility determination process. Applications are routed to various wait lists or priority lists based on the circumstance of a given application.. Wait lists are viewed at the county level manually and in conjunction with the manual budgeting process described below.

When an application is ready to come off of the wait list so that the family can receive child care assistance, the OECOSL Central Office must perform some manual work and the current vendor must perform some manual work to allow applications to come off of the wait list. Eligibility Offices then use AIS to create payment “vouchers” that are tied to the child care assistance voucher for which a family is eligible, to the child care provider chosen by the family that is eligible to receive the child care assistance voucher, and sometimes to a school calendar. Multiple voucher types, child care assistance program types, and other scenarios can result for a single child in a family on a single child care assistance application. Once child care assistance vouchers are created, information is sent to OECOSL’s Payment System (described below) for processing of payment. The State manually manages budget and funding information needed to determine how much money is available for each child care assistance program. That information is routinely compiled manually so that OECOSL can determine how many applications from the wait list or priority lists it can fund.

AIS interfaces with a paper document scanning system that currently consists of 15 scanning stations at Eligibility Offices. Documentation for every case is scanned manually into AIS and into the QASE monitoring system. AIS maintains interfaces with other State benefit systems to obtain information about certain applications and with the RFS Payment System (described below). AIS receives information from CCIS and interfaces with the QASE monitoring system and Early Ed Connect. Currently, AIS is hosted with State-owned hardware by a third-party vendor. Please note that this system may become hosted by the State prior to this Contract being implemented. In either case, the Contractor shall be responsible for providing M&O support for this system.

#### Early Ed Connect (EEC) Overview

EEC is a public-facing portal where Families seeking child care (CCDF) or pre-K assistance can file an online application. EEC interfaces with AIS and with the QASE monitoring system (described below). Applications are submitted by families inside of EEC along with document uploads, at which point information from the applications is sent to AIS for processing by an Eligibility Office. Currently, all applications go to a wait list and are not processed or evaluated for eligibility until they come off the wait list when funding is available. EEC pre-screens families and provides communication regarding their potential eligibility for child care assistance funds through a real-time interface with AIS. EEC is hosted at the State of Indiana on State hardware and the Contractor shall be responsible for providing M&O support for this system.

#### Indiana Licensing and Education Access Depot (I-LEAD) Overview

I-LEAD is a public-facing child care provider and child care educator license and regulatory management portal. I-LEAD interfaces with CCIS and allows for some processing of licensing functions, background checks, and professional development. I-LEAD is supported and maintained under a separate contract and only the interfaces to this system are part of this solicitation.

#### QASE Monitoring System

The Monitoring system is an internal system that allows OECOSL to review information scanned into AIS to ensure that federal child care assistance program dollars are being spent properly. Quality assurance reviews are completed by looking at the scanned data from AIS and documenting the findings in the Monitoring system. QASE is supported and maintained under a separate contract and only the interfaces to this system are part of this solicitation.

#### Rapid Financial Solutions (RFS) Payment System

OECOSL’s Payment System takes information from AIS and uses it to make child care and pre-K voucher payments. The payments are based on enrollment and attendance and are made directly to the child care provider where the family receiving the child care assistance is enrolled. RFS is supported and maintained under a separate contract and only the interfaces to this system are part of this solicitation. Registration and banking information occurs in the RFS system and is validated against AIS through an API. Payments are transmitted bi-weekly and include a PDF for each transaction that breaks down the net payment showing the payment for each child by week and any voucher level or provider level adjustments that were entered into AIS.

#### Parent and Provider Portal (PPP)

AIS interfaces with a Parent and Provider Portal (PPP) that will be maintained as a part of this solicitation. The Provider Portal is accessed through I-LEAD and allows the provider to enter attendance, paid and non-paid closures, access the payment vendor registration or login, view voucher information and information about the cases assigned to the provider, and select their data entry method for attendance either on this portal or through one of the three State approved Child Care Management Systems (CCMS). The Parent Portal is read only and allows the parents to view information about their vouchers and child attendance.

#### Indiana Learning Paths - Learning Management Systems (LMS)

Child care providers and child care educators can access learning materials and gain certifications by utilizing the Learning Management Systems (LMS) made accessible by the State. Additionally, OECOSL provides credit for trainings taken outside of one of OECOSL’s LMS. Trainings are matched to a child care educator and are retained in OECOSL’s professional development registry, which is housed inside of CCIS. LMS is supported and maintained under a separate contract and only the interfaces to this system are part of this solicitation.

#### Tableau

AIS, CCIS, and EEC also feed details into a Tableau reporting repository. OECOSL has many reports in Tableau that are refreshed daily, weekly, or monthly and provide critical data in managing the business. These reports allow OECOSL to see data at the State level and also drill down or filter the reports more granularly or to export reports to Excel or other formats to create pivot tables and more refined reporting.

#### Budget and Waitlist Systems and Process

The budget and waitlist functions are based on manual reports and processes between three separate systems – the State’s accounting software, AIS, and the Payment System.

##### State Accounting Software

The State’s accounting software is Peoplesoft Financials and is not integrated with any of OECOSL’s systems. It maintains the ledger for the buckets of child care and pre-K assistance voucher funding. This ledger is completed at the macro level, noting only the amount of funding available in each bucket and the total amount subtracted from that specific bucket every other week for the payment of child care or pre-K assistance vouchers. Ledgers are maintained by federal fiscal year. Data and reports are provided to OECOSL staff for input into the State Accounting Software.

##### AIS Wait List

OECOSL receives more applications for child care and pre-K assistance vouchers than it can fund at any given time. When applicants apply online via Early Ed Connect (EEC), the system shall preliminarily determine whether a CCDF or OMWPK applicant meets the necessary income guidelines, service needs, residency requirements, and applicant/child eligibility requirements for the CCDF voucher program and OMWPK program. If they meet all the necessary requirements, the system will place them on the wait list. Once pulled from the wait list, an Eligibility Specialist shall verify that applicants meet the service need, financial need, residency and age requirements and that applicants have chosen an approved provider to access CCDF or OMWPK funding.

When funding is available, OECOSL will complete what is referred to as an “open enrollment,” where the OECOSL Central Office uses existing macro budget information from the State’s accounting software and reports from AIS to determine how many child care and pre-K assistance applications can be pulled from the wait list so that the families who filed those applications can be given vouchers. This analysis is done at the county level, meaning that the number of applications that will come off of the waitlist is determined on a county-by-county basis. Then, OECOSL Central Office directs vendor staff whom support AIS to determine which applications from a given wait list were “next in line” by county and to make changes in AIS to allow those applications to come off of the wait list. Time and date stamp of applications is an important part of this determination. Once the applications are off of a wait list, the Eligibility Office processes those applications and creates vouchers for payment of the child care and pre-K assistance vouchers.

For an “open enrollment” mentioned above, OECOSL Central Office receives information from the vendor supporting AIS that allows OECOSL to determine approximately how much money in each large voucher funding bucket to encumber for the future payment of vouchers. The information used to make this determination includes the number of families on various vouchers and the amounts of vouchers for each 53-week voucher period in order to ensure that OECOSL has enough money to pay for all 53 weeks of each family’s voucher.

##### Interface with RFS Payment System

AIS regularly sends a payment file containing the net amount to pay each provider and a PDF report of the payment details including any adjustments. RFS deposits the amounts to the bank account registered for each provider bi-weekly and handles any bank rejects or returns.

The Payment System pays child care providers for families’ use of vouchers once every other week. The payments are usually for dates three to four weeks in the past. See the following links for additional information: (<https://www.in.gov/fssa/carefinder/files/OECOSLChildCarePaymentSchedule2025.pdf>) (<https://www.in.gov/fssa/carefinder/files/OECOSL-ChildCarePaymentSchedule2026.pdf>).

AIS stores the file in its data warehouse, where it combines the file with other information about various child care and pre-K assistance program types. A vendor employee supporting AIS takes all of this information and creates a high-level summary of the payments that the Payment System will make by federal fiscal year and by child care and pre-K assistance program type. The vendor employee provides this file to the State’s accounting staff, who need that file in order to pull the correct amount of money from the correct funding buckets based on the correct fiscal year.

Other files used for quality control and troubleshooting purposes are passed between AIS and the Payment System and are reviewed.

There are cases where a family becomes ineligible for a voucher awarded to them. As a result, OECOSL would like to unencumber funds that were previously saved for that family’s use so that OECOSL can use those funds to provide a child care or pre-K assistance voucher to another family on a waitlist. OECOSL uses projected payments (obligations) from AIS to help budget with available funding and determine when children can come off the wait list. As vouchers are made ineligible the funds obligated for that family are released and no longer appear in the projected payments.

# **Overview of Required Services**

At a high-level Contractor shall perform the following functions:

* Provide maintenance and technical support for the Automated Intake System (AIS), Early Ed Connect (EEC), the Parent and Provider Portal (PPP), Wireless Webforms, Provider Case File System (PCFS), and the Child Care Information System (CCIS).
* Provide hosting support for the above web-based systems, and maintain required servers and equipment for above systems, on the State’s Azure tenant.
* Maintain and support the production and non-production environments for the above systems including development, System Test, User Acceptance Testing (UAT) and Training environments, on the State’s Azure tenant.
* Provide help desk support and ticketing system for tracking help desk requests for the above systems.
* Perform defect resolution of all defects discovered
* Maintain and support interfaces between the above systems and external systems. Please see Section 2.E.i for additional information.
* Provide technical assistance to field staff.
* Support OECOSL by performing quality control functions.
* Monitor data for quality assurance purposes.
* Support updates to the State’s Child Care Finder website, which is managed by Tyler Technologies but pulls information from the CCIS.
* Produce regular and ad hoc reports as needed for a variety of audiences. OECOSL has a large data need and requests for data pulls and new reporting is very frequent. Each system also sends reports out via email daily to OECOSL recipients. Reports are also refreshed daily, weekly, and monthly in Tableau.
* Assist the State with Federal reporting requirements.
* Maintain and support replicated data in the State’s data warehouse environment
* Maintain a Professional Development Registry
* Complete enhancements to the systems as needed to respond to legislative or policy mandates and to better serve clients and providers. The vendor should also support OECOSL’s testing vendor to validate and perform User Acceptance Testing (UAT) on all system changes.

# **General Maintenance and Operation Requirements**

The Contractor shall provide full maintenance and operational support for all systems covered by this Contract, including hosting (if not hosted at the State), software maintenance, database administration, interface management, testing, security, and system-level reporting. These requirements apply to all systems – additional system-specific requirements are described in later sections.

## System Operations and Hosting

The Contractor shall:

* Maintain system environments (production, development, testing, UAT, and training) on the State’s Azure tenant to ensure stable, secure, and consistent operation across all platforms.
* Support the State’s hosting infrastructure for all web-based systems.
* Maintain all required servers and network components, including application servers, web servers, database servers, routers, switches, firewalls, and related infrastructure.
* Implement failover, redundancy, and monitoring tools to support system performance and availability.
* Ensure environments are maintained at State-required availability standards, including 99.5% uptime for public-facing systems.
* Maintain all State-owned hardware and software used for system hosting and support State efforts to refresh infrastructure as required.

## Software Maintenance

The Contractor shall:

* Maintain and update all system software to ensure consistent operation of required programs.
* Maintain software versions within one version of the most recently released version (“N-1” standard).
* Identify, document, diagnose, and resolve system defects, ensuring fixes are tested, documented, and incorporated into future releases.
* Prepare and maintain release notes for all version updates and communicate changes to users.
* Maintain structured change management processes, including the documentation of all change requests, approval routing, prioritization protocols, and version tracking and deployment procedures

## Interface Management

Standardized Data Exchange. The Contractor’s solution must support State‑standard API and managed file transfer methods to facilitate secure data transmission. The State’s standardized technologies are MuleSoft API Management and GoAnywhere Managed File Transfer (MFT). The Contractor shall utilize these technologies for interfaces unless an exception is approved by IOT and shall align with IOT’s API‑led standards and data‑exchange policies.

The Contractor shall:

* Maintain and support all system interfaces, including updates, modifications, version synchronizations, and data mapping changes.
* Monitor all imports, exports, and automated file transfers for accuracy, timeliness, and data quality.
* Identify data anomalies, report them to the State, and assist in investigating and resolving issues.
* Coordinate with State staff and external vendor partners to refine and implement fixes to interface requirements.
* Maintain all existing interfaces and support development of new interfaces, as needed, to meet program or compliance needs.

## Database Administration

The Contractor shall:

* Maintain SQL Server environments used for AIS, CCIS, and related systems, including: configuration management, SQL Agent jobs, index maintenance, operator alerts, storage, and performance monitoring
* Perform performance tuning, including optimization of stored procedures, triggers, views, and other database objects.
* Maintain nightly backups and ensure secure, successful transfers to the State’s disaster recovery site.
* Support the State in restoring databases or environments as required by continuity or testing needs.
* Maintain demonstration and non-production environments with current data and configuration baselines.

## Testing and Quality Assurance

The Contractor shall:

* Implement a comprehensive testing program for all system changes, including unit, load, integration, regression, end-to-end testing. User Acceptance Testing (UAT) is provided by another vendor but will be supported by the Contractor.
* Develop and maintain test scripts covering major business functions, enhancements, and bug fixes.
* Coordinate UAT processes with State business subject matter experts, including: development of UAT scripts, collection of UAT results and documentation of issues and retests.
* Maintain UAT and testing logs as part of system documentation.
* Ensure that no software release is deployed to production without State approval.

## Security and Access Management

The Contractor shall:

* Implement security controls consistent with FSSA Privacy and Security Policies and all applicable State standards.
* Manage user roles, permissions, and access controls across all production and non-production environments.
* Perform routine audits of user accounts and disable unused or inactive accounts in accordance with State policies.
* Maintain secure environments including patching, configuration management, and firewall maintenance.
* Maintain a disaster recovery plan for all systems and update it annually or at the direction of the State.
* Support incident response activities, including investigation, documentation, and resolution of security events.
* Ensure any solution or service under this Contract complies with the State of Indiana’s enterprise AI Policy and the State Agency Artificial Intelligence Systems Standard, including completion and approval of the Agency AI Readiness Assessment Questionnaire prior to implementing or using any AI functionality. See https://www.in.gov/mph/AI/ for policy and process details.
* Support disabling AI functionality upon State request and shall document AI features, data sources, and human review controls for any AI‑enabled capability proposed or implemented.

Identity & Access Management – Access Indiana. All public‑facing portals/applications under this Contract shall integrate with Access Indiana for authentication and single sign‑on in accordance with IN.gov Program Standards. The Contractor shall identify any limitations, propose mitigation, and provide a timeline for enabling Access Indiana wherever applicable.

# **Automated Intake System (AIS) Requirements**

The Contractor shall provide full operations, maintenance, and support for the Automated Intake System (AIS), the State’s eligibility and intake platform for administering CCDF and On My Way Pre-K benefits. AIS supports approximately 200 users across 100 sites, processes eligibility and enrollment for families and providers, and integrates with multiple internal and external systems. Eligibility Offices use AIS to calculate and create “vouchers” that are tied to the child care assistance subsidy for which a family is eligible and then assigns or reassigns the child care provider chosen by the family. AIS calculates the voucher amount based on income, service need, and other factors to determine what portion of the voucher is paid by OECOSL and what portion is paid by the family. Families can recertify each year and benefits are typically set for 53 weeks except in cases of transitional care or special circumstances. AIS includes an integrated scanning application used to capture supporting documentation for eligibility determinations.

## AIS Functional Overview

AIS is the State’s primary system for determining CCDF eligibility, maintaining family and provider enrollment data, managing CCDF service voucher authorizations, calculating and reporting of voucher payments, and supporting related program operations. AIS interfaces with RFS payment system, the State Data Warehouse, IEDSS, QASE monitoring and scanning platform, and other systems to ensure accurate eligibility decisions and timely provider payments.

The Contractor is responsible for maintaining AIS functionality, ensuring data accuracy, supporting the State’s Eligibility Offices, managing the scanning environment, and implementing enhancements necessary to comply with policy, regulatory, or program updates.

Payment Processing. Where payment processing falls within IC 5‑27‑3‑1 and IC 5‑27‑3‑2, the Contractor must utilize the State’s contracted payment processors. For any payment processing activities not governed by those statutes, the Contractor must provide fully PCI DSS‑compliant processing (secure cardholder data storage, encryption, network monitoring, periodic compliance assessments).

## AIS Technical Support and Maintenance

The Contractor shall provide system-specific support for AIS, including the following. The Contractor shall:

* Maintain AIS eligibility logic, program rules, and associated databases.
* Monitor AIS logs and reports to detect data anomalies or failures in business rule enforcement.
* Deploy updates only after completing full testing and obtaining State approval.
* Provide status updates on AIS testing, release schedules, and resource assignments.
* Monitor and maintain nightly backups and required file transfers, including database backups to the State disaster recovery site and extracts required for Federal reporting.
* Assist the State in identifying, investigating, and resolving file transfer issues.

## AIS Interface Support

AIS integrates with multiple State and vendor systems. Please see Section 2.E.i for additional information. The Contractor shall:

* Maintain all AIS interfaces and implement changes required by policy or system updates.
* Support AIS-RFS interfaces to ensure accurate payment processing for CCDF-authorized services.
* Receive, import, and validate data from:
  + RCCS (Regulated Child Care System)
  + PES (Provider Eligibility Standards)
  + QASE monitoring
  + FSSA Data Warehouse
  + RFS Payment system
  + EEC (Early Ed Connect)
  + PPP (Parent and Provider Portal)
  + IDOE SPN
* Export and transmit data to:
  + IEDSS Master Client Index
  + QASE monitoring
  + Data Warehouse
  + CCDF Discrepancy Log
  + RFS Payment system
  + EEC (Early Ed Connect)
  + PPP (Parent and Provider Portal)
  + IDOE SPN
  + Salesforce Marketing Cloud (SFMC)
* Identify interface anomalies and report findings to the State.
* Participate in interface design sessions with the State and external vendors as needed.

## RFS Payment System Reconciliation

The Contractor shall support provider payment accuracy through AIS-RFS reconciliation activities, including:

* Balancing processed payment files and supporting resolution of discrepancies.
* Monitoring weekly payment return files and reporting issues to the State.
* Running weekly processes to collect payment and exception data.
* Producing weekly and annual reconciliation reports and notifying the State of issues within three (3) business days of discovery.
* Supporting audit activities related to AIS-RFS payment processing.

## W-9 and Provider Tax Information

The Contractor shall:

* Maintain AIS functionality used to collect and store tax identification (TIN) information for CCDF providers.
  + TIN information is stored in CCIS and validated with the IRS. Once validated, the program and associated TIN are stored in AIS. This information is sent to RFS with the payment detail, which is used by RFS to generate 1099 forms.
* Maintain the AIS-CCIS interface used to exchange TIN data.
* Update CCIS and AIS functionality as necessary to support changes in data collection or reporting requirements.
* Provide TIN and payment data to RFS for 1099 issuance.

## AIS Administrative and Program Support

### Budget and Allocations Management

The Contractor shall support CCDF financial and program management through AIS budgeting tools, including:

* Managing statewide direct service allocations and providing weekly obligation/utilization reports.
* Producing regional allocation reports at least biweekly, including projections and waitlist data.
* Managing allocations applied to TANF and waitlisted families as directed by the State.
* Reallocating funds promptly when directed.
* Implementing cost of care reimbursement survey data to update child care market reimbursement rates.
* Supporting AIS-related audit activities.

### Documentation

The Contractor shall maintain all documentation associated with AIS functionality, including:

* System documentation (code, business rules, processes, definitions, etc.).
* Database entity relationship diagrams
* AIS disaster recovery documentation.
* Annual AIS User Manual updates in electronic and hard copy formats.
* Release notes for every software update.
* Documentation of online help, system support issues, enhancements, bug fixes, and QA work.
* Data dictionaries

### Reports Management

The Contractor shall maintain AIS reporting functionality and provide reports as directed by the State, including:

* Creating regular reporting to support the needs of the business in SSRS, Tableau, or within each system when appropriate
* Ensuring accuracy and consistency of standard user and management reports.
* Producing ad hoc reports within ten (10) business days of written request.
  + Priority reports needed for quick business decisions need to be created with urgency and may require turnaround within one (1) business day instead of the standard ten (10) business days noted above.
* Maintaining an inventory of system reports and data definitions.
* Maintaining commonly used report views (e.g., active families, waitlist families, active providers).

## AIS Quality Assurance (QA) Responsibilities

The Contractor shall ensure AIS data accuracy and compliance with CCDF eligibility requirements. Specifically, the Contractor shall:

* Maintain quality assurance practices to ensure data complies with State policies and 45 CFR 98.11.
* Generate automated and ad hoc reports reflecting data accuracy by the Eligibility Offices.
* Conduct monthly quality assurance calls with each Eligibility Office region and distribute summary reports.
* Track and document reported AIS issues and resolutions.
* Forward unresolved technical issues to appropriate Contractor personnel and policy issues to State staff.
* Notify Eligibility Offices when issues are resolved.
* Document all AIS software update requests.
* **Provide quality assurance reporting in a format approved by the State, including but not limited to the following information:**
  + Monthly AIS data quality metrics.
  + Monthly provider dropdown accuracy report that identifies, by region, all providers added to and deleted from AIS.
  + Monthly help desk and training summary.

# **Child Care Information System (CCIS) Requirements**

The Contractor shall provide full maintenance and operational support for the Child Care Information System (CCIS), the State’s platform for provider licensing, registration, compliance monitoring, quality initiatives, and professional development tracking. CCIS supports approximately 1300 State and local users and integrates with AIS, Wireless Webforms, Fire Marshal systems, and other State applications. The Contractor shall also manually pull information from IRS databases when needed, and enter that information into CCIS.

## CCIS Functional Overview

CCIS is a web-based system used to administer regulatory oversight, quality initiatives, and CCDF provider eligibility. It supports licensing and registration workflows, provider inspections, regulatory enforcement, complaint tracking, and quality improvement activities. CCIS includes the following major components:

* Regulated Child Care System (RCCS): tracks licensing and registration for child care centers, child care homes, ministries, Head Start, Pre-K, and unlicensed facilities under investigation, complaints and includes caregiver background check histories as well as supports mobile inspection forms.
* Paths to QUALITY (PTQ): Indiana’s statewide Quality Rating and Improvement System, supporting coaching activities, ratings, awards, appeals, mobile inspection forms, and related communications.
* Provider Eligibility Standards (PES): tracks CCDF eligibility standards for unlicensed providers, including applications, inspections, noncompliance, complaints, and outcomes. PES integrates with AIS to ensure voucher issuance only to eligible providers as well as supports mobile inspection forms.
* Grantee Case Management (CCDF Quality): tracks grants, budgets, expenditures, claims, and program outcomes for CCDF-funded quality initiatives.
* Professional Development Registry: tracks qualifications, education, training, certifications, and professional history of early childhood and school-age workforce members. It also allows for inspectors to add and update certification dates in the system.

The Contractor shall ensure CCIS remains accurate, compliant with Federal and State requirements, and aligned with regulatory and program needs.

## CCIS Technical Support and Maintenance

The Contractor shall provide system-specific support for CCIS, including the following. The Contractor shall:

* Maintain licensing and registration modules for centers, homes, and ministries.
* Maintain certification programs and databases for unlicensed CCDF-eligible providers.
* Maintain and enhance State-owned licensing and residential licensing applications to ensure compliance with statutory and regulatory changes.
* Maintain and update Head Start and Pre-K modules in accordance with State and Federal program requirements.
* Monitor CCIS logs for data anomalies and promptly report issues to the State.
* Deploy any updates after testing and receiving State approval.
* Maintain disaster recovery processes and documentation for CCIS.

## CCIS Interface Support

The Contractor shall support all CCIS interfaces (please see Section 2.E.i for additional information), including:

* Implementing updates or changes to interfaces as required.
* Receiving, importing, and validating data from:
  + Wireless Webforms (licensing field inspections, PTQ rating visits)
  + I-LEAD
  + Indiana State Fire Marshal
  + IRS- The Contractor shall manually pull information from IRS databases when needed, and enter that information into CCIS.
  + IDOE for SPN interface
* Exporting and transmitting data to:
  + AIS
  + I-LEAD
  + Child Care Finder
  + Wireless Webforms
  + IDOE for SPN interface
* Maintaining and modifying database objects to ensure interface compatibility.
* Reporting interface anomalies to the State and supporting resolution.
* Supporting development of new interfaces as needed.

## Child Care Finder Website Support

The Contractor shall support the State in maintaining public provider information through Child Care Finder. While the State retains hosting responsibility, the Contractor shall:

* Serve on technology and web governance committees as directed.
* Coordinate with State technology agencies to ensure timely updates to website content.
* Coordinate change control for all web updates.
* Support maintenance, enhancements, and content updates.
* Attend required trainings for updates to the IN.gov platform.
* Make State-approved content changes to Child Care Finder.

## CCIS Reporting Responsibilities

CCIS system-specific reporting requirements include the following. The Contractor shall:

* Create regular reporting to support the needs of the business in SSRS, Tableau, or within each system when appropriate
* Manage reporting functionality for CCIS and ensure the accuracy of standard reports.
* Maintain, enhance, and monitor system reporting tools.
* Producing all routine and ad hoc reports within required timeframes (ad hoc within ten (10) business days).
  + Priority reports needed for quick business decisions need to be created with urgency and may require turnaround within one (1) business day instead of the standard ten (10) business days noted above.
* Maintain an inventory of available reports and data definitions.
* Maintain commonly used reporting views (e.g., active providers, inspection histories, grantee expenditures).
* Document bug fixes, enhancements, and re-submit corrected reports when required.

## Professional Development Registry Requirements

The Professional Development Registry (PDR) is a core CCIS component supporting workforce qualifications, CCDF compliance, PTQ ratings, and quality initiatives. The Contractor shall:

* Receive professional records from CCIS modules including RCCS, PTQ, and Grantee Case Management.
* Integrate with the State’s Learning Management System (LMS), Indiana Learning Paths, to retrieve training completions, course records, and certificates.
* Support data entry by authorized users (licensing staff, PTQ coaches, and others as approved by the State).
* Maintain controlled access to restricted data fields.
* Maintain staff training and education records, including expiration dates for certifications and credentials.
* Support extensive registry reporting for Federal, State, and program needs.
* Support ad hoc reporting as requested by the State.
* Maintain interfaces with the FSSA Data Warehouse, as directed by OECOSL, and update them as required.

## Additional CCIS Administrative Requirements

The Contractor shall:

* Participate in licensing-related meetings, quality meetings, and other CCIS governance sessions as required.
* Provide end-user support for licensing, PTQ, PES, and grantee users.
* Support audits, complaint investigations, and regulatory inquiries related to CCIS data.
* Maintain and update CCIS documentation, including workflows, code documentation, user manuals, and release notes.

# **Wireless Webforms Requirements**

OECOSL conducts more than 6,000 inspections each year across approximately 4,500 licensed and registered child care facilities. To support these field-based activities, OECOSL utilizes Wireless Webforms, a disconnected mobile solution used by approximately 30 field consultants. Wireless Webforms are also used by 5 PTQ Raters when assessing whether a program’s PTQ level should increase, maintain, or decrease. The Contractor shall support, maintain, and enhance Wireless Webforms to ensure secure, reliable, and efficient field data collection and transmission.

## System Functional Overview

The Contractor shall support Wireless Webforms as a secure, field-based inspection and data collection solution that enables remote users to input, maintain, and transmit inspection and rating visit information. The Contractor shall provide maintenance and operations service to ensure that the system shall continue to:

* Be compatible with Microsoft operating environments and State-purchased hardware.
* Provide a secure, centralized, web-based architecture.
* Capture electronic signatures, photographs, and audio files, and allow case-specific search, retrieval, and transmission of these records.
* Support bi-directional data exchange with State systems.
* Pre-populate relevant provider information and auspice specific forms (e.g., provider name, address, contact information).
* Support secure, immediate dispatch of emergency inspection requests from Central Office to designated field staff.

## Forms Development

The Contractor shall:

* Maintain and update electronic forms for use in Wireless Webforms according to State specifications.
* Obtain State approval prior to deploying any new or revised forms.

## Software Maintenance and Technical Components

The Contractor shall provide comprehensive software maintenance and technical support for all Wireless Webforms components, including:

* Messaging, Media, and Device Control
  + SMS and MMS capabilities to send and receive device-control commands.
  + Ability to send and receive MMS photos and task-specific messages.
* Database and Web Service Maintenance
  + Maintenance of database licenses and implementation of database upgrades.
  + Maintenance and enhancement of web services and Service-Oriented Architecture (SOA) components used for remote database replication.
  + Updates to custom code and integrations supporting communication with State systems.
* Application and Client Software Support
  + Upgrades to client core .NET components.
  + Enhancements or corrections to encryption algorithms used for photo storage, transmission, and electronic signatures
  + Maintenance of encryption and compression modules used for secure mobile data transmission.

# **Additional Paths to Quality (“PTQ”) Requirements**

## Paths to Quality (“PTQ”) Progress Reporting

The Contractor shall measure and report on child care programs’ assessments and progress toward meeting the requirements of each level to participate in PTQ. The Contractor shall produce all required State reports within required timeframes utilizing CCIS. The Contractor shall receive OECOSL approval on all report formats. These reports shall include but are not limited to the following. Required reports and contents may change at the State’s discretion. In addition, the State may redesign the PTQ program in the future. As a result, the requirements outlined in this section are subject to change.

* Assessment tracking reports that include, but are not limited to, the following shall be submitted to OECOSL and its designee(s) on a monthly basis:
  + Progress and results, number of days from schedule to assessment completion, and number of days to report rating to OECOSL
  + Distribution of ratings by program type
  + Participation percentage by program type
  + Assessment tasks assigned to and completed by the assessor
  + Amount of time to complete assessments
  + Time to complete tasks based on PTQ level
  + Common barriers to successful assessments
* Insufficiency reports that detail issues found at each failing location, to be submitted monthly.
* Inter-assessor reliability reports, including percentage of pass ratings awarded to each program by program type, to be submitted monthly.
* Performance reports, including average time to complete assessments, percentage of programs that pass by quality rating level, percentage of programs that move up or down a quality rating level, and percentage of assessments completed when scheduled or within thirty (30) days of schedule, to be submitted monthly.
* PTQ Quality Progress Report (QPR) that highlights overall vendor performance metrics as well as program trends and accomplishments, to be submitted annually.
* Respond to any ad hoc reporting request made by the State within ten (10) business days of receipt of written request for data.

## PTQ Technology Requirements

The Contractor shall utilize the CCIS system, and any other technologies made available by OECOSL. OECOSL’s systems update and track changes to the PTQ levels of child care programs. The following technology requirements are necessary in order to successfully maintain and operate these systems.

* The Contractor shall ensure the accuracy of data entered into any OECOSL data system, including CCIS.
* The Contractor shall maintain data integrity, data security, and backup documentation as requested by the State.

# **Help Desk, Training, and Complaint Management**

The Contractor shall operate a centralized help desk to support all relevant system users, shall provide training to ensure OECOSL staff and stakeholders are able to use the applicable system software effectively, and shall implement a comprehensive complaint tracking and reporting process for all verbal and written complaints received or referred to the Contractor.

## Help Desk Services

The Contractor shall maintain a centralized help desk, including an online/email option, to support users of all relevant systems covered under this Contract.

The Contractor’s help desk will work to solve issues regardless of the problem or area of responsibility and will coordinate efforts with the State when necessary. The goal of the help desk is to serve as the sole resource to solve the user’s problem. Ticket history will be tracked and the Contractor shall provide the State with measurable results by category in an effort to identify process issues and ultimately assist State resources in reducing overall support issues.

The Contractor shall:

* Ensure help desk staff are available Monday through Friday, 8am to 5pm Eastern Time, excluding State holidays.
* Provide timely assistance to system users, including Eligibility Office staff, State staff, and other authorized users, with initial acknowledgement of all help desk requests within thirty (30) minutes and resolution of request for assistance per the timeframes below.
* Provide timely troubleshooting, escalation, and communication for all service issues.
* Resolve issues related to system access, functionality, data entry, navigation, and other system behaviors. The Contractor shall classify defects by severity (Critical, High, Medium, Low) and meet the following maximum time‑to‑resolution targets:
  + Critical issues (e.g., system down, login failures, data corruption): resolved within two (2) business hours
  + High-priority issues (e.g., major functionality impaired): resolved within eight (8) business hours
  + Medium-priority issues (e.g., workarounds available): resolved within two (2) business days
  + Low-priority issues (e.g., minor defects, non-urgent issues): resolved within five (5) business days
  + Data changes within five (5) business days
* Report monthly on defect volumes, aging, and compliance with SLAs.
* Coordinate with the State’s technical teams as necessary to resolve issues outside the Contractor’s control.
* Coordinate with the State on hardware-related issues to ensure seamless problem resolution.
* Serve as the primary point of contact for resolving user issues related to:
  + Wireless integration software
  + Client-side feature usage
  + Wireless replication services
  + Internet-based reporting
  + Internet-based configuration of departments
  + Workflow or data transmission issues
* Track all help desk contacts, including:
  + Requestor identity and affiliation
  + Nature of issue
  + Steps to recreate the issue
  + Resolution steps
  + Resolution date
* Maintain help desk logs to provide the State with reliable data for identifying systemic issues or training needs, and provide categorized metrics to the State to identify trends, recurring problems, and improvement opportunities.
* Provide a monthly help desk summary report, which shall include at minimum:
  + Total number of requests
  + Request categories and issue types
  + Resolution times
  + Escalated issues
  + Trends or recurring issues
* Submit all help desk reports no later than the fifteenth (15th) calendar day of each month for the previous month.

## Training

The Contractor shall:

* Provide training to OECOSL staff and stakeholders to enable them to use system software effectively and in compliance with State requirements.
* Maintain up to date user manuals and online documentation that provide step-by-step instruction on routine business activities.
* Produce release notes for each major software release.
* Provide regional training sessions for Wireless Webforms users.
* Deliver remedial or refresher training upon State request.
* Provide instructors knowledgeable in both system functionality and OECOSL inspection workflows.
* Support other training activities as requested by the State.

## Complaint Tracking and Reporting

The Contractor shall implement a comprehensive, accurate, efficient, and timely system for logging, tracking, and reporting all complaints received by or referred to the Contractor. The Contractor shall:

* Log all complaints received.
* Track the source, nature, and substance of each complaint.
* Document required follow-up activity and refer complaints to appropriate State staff when necessary.
* Facilitate and document timely follow-up and resolution of complaints.
* Maintain a complete record of actions taken, outcomes, and resolution dates.
* Ensure complaint response procedures align with State policies and service standards.
* Prepare regular statistical reports summarizing complaint trends, categories, volumes, and resolutions.
* Submit complaint tracking reports to the State as requested.

# **Enhancements**

The Contractor shall support the continued modernization and adaptability of AIS, CCIS, and related modules by performing State-approved system enhancements. Enhancements shall ensure the systems remain responsive to new federal or State legislation, policy changes, new initiatives, evolving program requirements, funding limitations or infusions, and operational needs identified by OECOSL.

Enhancements are system changes that exceed routine maintenance and operations and are necessary to introduce new functionality, modify existing workflows, or support new State initiatives. Enhancements may include new modules, feature additions, significant code updates, or substantial system modifications for AIS, CCIS, or other related components.

Any system improvement or adaptation requiring more than sixty (60) development hours shall be classified as an Enhancement. Any change requiring sixty (60) development hours or fewer shall be considered part of the standard Maintenance and Operations (M&O) services included in this Contract.

As a part of enhancement responsibilities, the Contractor shall:

* Conduct end-to-end enhancement activities including (as applicable) requirements gathering and analysis, design, development, testing, documentation, deployment planning, UAT support, and production implementation as well as post go live support.
* Ensure all enhancements comply with State IT policies, security requirements, and federal program standards.
* Work with OECOSL to plan release schedules, priorities, and related timing of all releases taking into account any business variables or deadlines that should be considered related to the release. Releases will be deployed to production systems during off business hours in an evening or weekend to minimize business disruptions. The Contractor shall complete smoke testing and deployment success measures and report those to OECOSL at the start and end of each deployment.
* Provide documentation for all enhancement-related artifacts, including requirements, test scripts, technical design, deployment documentation, release notes, and user training materials (if applicable).
* Maintain clear and timely communication on enhancement status, risks, and issues.
* Ensure enhancements are delivered in a quality manner that supports stable system operations.
* Adhere to the enhancements process as detailed below.

## Enhancements Process

The Contractor shall obtain written State approval prior to beginning any enhancement work, including initiation activities. No enhancement effort, including but not limited to design, analysis, development, testing, or implementation, may begin without documented State authorization.

Enhancement work shall adhere to the following process:

* Initial Enhancement Proposal
  + The Contractor shall develop a high-level project initiation proposal describing:
    - Preliminary requirements
    - Estimated development hours
    - High-level timeline
    - Anticipated system impacts
  + The Contractor shall submit the proposal to the State for review and approval before beginning enhancement initiation activities.
* Enhancement Initiation and Requirements Development
  + After State approval of the initial proposal, the Contractor shall gather detailed business and technical requirements, refine scope, document functional expectations, and prepare acceptance criteria.
* Formal Enhancement Requirements Submission
  + The Contractor shall submit fully documented requirements to the State. If requirements are rejected or require revisions, the Contractor shall revise and resubmit within five (5) business days.
* Enhancement Design, Development, and Implementation
  + Upon State approval of formal requirements, the Contractor shall complete design, development, internal testing, system testing, user acceptance support, and implementation of the enhancement.
* Warranty
  + For each enhancement placed into production, the Contractor shall provide a 90-day warranty period covering defects, performance issues, and unintended impacts directly attributable to the enhancement. Defects identified during the warranty shall be resolved by the Contractor at no additional cost.

# **General Administrative, Operational, and Reporting Requirements**

The Contractor shall provide comprehensive administrative, operational, technical, and reporting support necessary to maintain the State’s child care systems and ensure compliance with all State and Federal requirements. The responsibilities outlined in this section apply across all areas and systems supported under this Contract.

## Accessibility, Communications, and Meetings

The Contractor shall:

* Ensure business and operations personnel are available to State staff and stakeholders Monday through Friday, 8am to 5pm Eastern Time, excluding State holidays.
* Immediately notify the State by phone or email of any issue that may affect system performance, data integrity, or contractual obligations within 1 hour of the issue discovery. Within one (1) business days of detecting an issue, submit a written issue summary, corrective action plan, anticipated impacts, and estimated timeline for resolution.
* Attend, facilitate, and participate in all meetings, working sessions, and briefings as requested by the State, including meetings with State staff, State contractors, and external stakeholders. Prepare and deliver required materials, analyses, or briefings for these meetings as requested by the State.
* Prepare accurate written responses to inquiries regarding operations, performance, data, or system behavior.
* Coordinate with State staff and other vendors to support operational continuity, performance, and system integration activities.

## Digital Accessibility

All public‑facing content, applications, portals, and digital documents produced under this Contract shall conform to WCAG 2.1 Level AA and the State’s Assistive Technology and IN.gov accessibility standards. The Contractor shall use State‑approved tooling (e.g., Siteimprove for IN.gov properties) or equivalent for continuous monitoring and shall provide quarterly accessibility status reports and remediation plans. Any deviation from these requirements must be approved in writing by IOT in advance.

## Project Management

The Contractor shall:

* Develop, maintain, and update a comprehensive project work plan covering all contract activities. Seek and obtain prior approval from the State prior to any change to the project work plan.
* Follow a structured, documented methodology for system maintenance and enhancement activities, including change management, testing, version control, documentation, and approvals.
* Monitor industry advancements and propose improvements or efficiencies to the State.
* Submit an annual budget forecast estimating required staffing hours (by position) to fulfill contract obligations.
* Submit a monthly budget utilization report comparing actual staff utilization to projections.
* Support the State in managing CCDF direct service allocations, regional budgets, TANF allocations, and waitlist funding as directed by the State.
* Support audit activities and supply required documentation promptly.

## Site Security

The Contractor shall:

* Develop a physical security plan for all operational and storage facilities and submit it twenty (20) business days prior to the Contract start date. Include security procedures for all applicable facilities in the plan.
* Limit access to physical sites to authorized personnel only.
* Permit the State to conduct physical security checks at its discretion.

## Information Security Requirements

The Contractor shall implement security controls and standards consistent with the FSSA Privacy and Security Policies. Security controls include safeguards that protect the confidentiality, integrity, and availability of FSSA client data. Requirements include but are not limited to:

* Maintain compliance with State Information Security Requirements.
* Secure access and identity management
* Protection of data at rest and in transit
* Incident detection, reporting, and response
* System hardening and vulnerability management
* Compliance with all State-mandated information security standards

The Contractor shall ensure any solution or service under this Contract complies with the State of Indiana’s enterprise AI Policy and the State Agency Artificial Intelligence Systems Standard, including completion and approval of the Agency AI Readiness Assessment Questionnaire prior to implementing or using any AI functionality. See https://www.in.gov/mph/AI/ for policy and process details. The Contractor shall support disabling AI functionality upon State request and shall document AI features, data sources, and human review controls for any AI‑enabled capability proposed or implemented.

Business Continuity & Disaster Recovery (BC/DR). The Contractor shall maintain and share with the State a Disaster Recovery Plan and a Business Continuity Plan for systems covered by this Contract, and shall provide all amendments or updates annually. The Contractor’s DR Plan is deemed a trade secret and information that would jeopardize a record‑keeping or security system and shall be exempt from disclosure under Indiana’s Access to Public Records Act (APRA), Ind. Code § 5‑14‑3‑4(a) and (b)(10), (11), and (19).

System Architecture Documentation. Prior to project acceptance, and at least annually thereafter, the Contractor shall deliver a full system architecture document covering application/infrastructure components, integrations, DR topology, and security controls; updates shall be provided to IOT.

Incident Response Documentation. The Contractor shall provide incident response process documentation (contact/ticket submission, escalation criteria/procedures, timelines, root‑cause analysis and lessons learned for major incidents) and shall report resolved incidents back to IOT and OECOSL.

## Documentation, Data, and Records Management

The Contractor shall develop, maintain, and provide access to records as needed by the State to monitor the performance requirements and standards included in this Contract.

The Contractor shall develop procedures, including schedules, to ensure that data to support operations is properly and routinely purged, archived, and protected from loss, unauthorized access, or destruction. These procedures must be submitted to OECOSL for review and approval. Purged data shall be retained on a State-approved electronic storage medium and be available to State staff.

The Contractor shall conduct both manual and automated daily processes to serve as integrity checks on the health of the data. The Contractor shall not purge data out of the database unless requested by the State. The Contractor shall ensure only authorized users access the server and require an additional layer of security to access the encrypted database. The Contractor should have reporting in place for data integrity to look for instances where there is a data mis-match or issue with data syncing between WWF and CCIS.

The Contractor shall follow the following schedule for backing up its database:

* Weekly full runs on the weekend
* Daily differential job that runs nightly except the weekend on which full backups are run
* Hourly log backups to reduce the risk of lost data

The Contractor shall also keep backups of the entire server in case a restore of an entire server is necessary.

Additionally, the Contractor shall:

* Maintain complete, accurate, and up-to-date documentation for all supported systems, including functional specifications, technical configurations, business rules, and operating procedures.
* Annually update and publish system user manuals in hard copy and electronic formats.
* Maintain updated disaster recovery documentation and provide revised versions to the State upon request.
* Maintain online help tools, support logs, enhancement documentation, and quality assurance documentation.
* Ensure all Contractor-developed documentation remains the property of the State.
* Maintain procedures for data archiving, purging, and protection from loss, unauthorized access, or destruction.
* Conduct both manual and automated daily integrity checks on data.
* Retain all files and case records for seven (7) years after case closure.
* After the retention period, complete [State Form 23628](https://forms.in.gov/Download.aspx?id=7188) and submit it for approval prior to transferring records.
* Ensure purged data remains accessible to the State on an approved electronic medium.
* Ensure only authorized users access servers and require an additional security layer to access encrypted databases.
* System Architecture Documentation. Prior to project acceptance, and at least annually thereafter, the Contractor shall deliver a full system architecture document covering application/infrastructure components, integrations, DR topology, and security controls; updates shall be provided to IOT.
* Incident Response Documentation. The Contractor shall provide incident response process documentation (contact/ticket submission, escalation criteria/procedures, timelines, root‑cause analysis and lessons learned for major incidents) and shall report resolved incidents back to IOT and OECOSL.

Source Code Escrow. For any custom code developed under this Contract, the Contractor shall deposit the latest source code, build scripts, and deployment instructions with a State‑designated escrow agent at least quarterly (or upon each production release), granting the State a perpetual, royalty‑free license to use that code for State operations in the event of vendor default or termination.

## Federal Reporting Requirements

The Contractor is responsible for maintaining the Federal Reporting System, Intake Reporting System, as directed by the Federal Guidelines, and shall support all CCDF-related federal reporting obligations, including but not limited to:

### ACF-800 and ACF-801 Reporting

In support of ACF-800 and ACF-801 reporting, the Contractor shall:

* Maintain and administer databases used for federal reporting.
* Compile quarterly ACF-801 and annual ACF-800 submissions.
* Perform data quality assurance to ensure accuracy and completeness.
* Meet timelines to ensure reports are submitted to ACF on schedule.
* Implement corrections and support resubmission of reports as required.
* Communicate federal reporting requirements to all 92 Indiana counties.

### Improper Payments Initiative (ACF-404)

In support of ACF-404 reporting, the Contractor shall:

* Maintain the sampling plan and sample case database.
* Provide sample data, payment data, and supporting documentation.
* Maintain data required for improper payment analysis.

### Quality Performance Review (QPR)

In support of OECOSL meeting the requirements for the ACF’s Quarterly Performance Review (QPR), the Contractor shall:

* Track necessary QPR data fields.
* Assist with data collection from external sources.
* Recommend system enhancements to support QPR compliance.
* Document methodologies used for QPR calculations.

## Monthly Operations Report

The Contractor shall submit a Monthly Operations Report no later than the fifteenth (15th) calendar day of each month. The Monthly Operations Report shall cover all Contract responsibilities and activities, and detail both overall performance as well as system-specific metrics. The report shall be submitted in a format proposed by the Contractor and approved by the State and include, at minimum, information on the following categories:

### System Operations and Availability

* System uptime, outages, and performance
* System traffic and utilization metrics
* Hosting performance, backups, disaster recovery events, and environment changes
* Interface status and anomalies

### Software Development, Enhancements and Defects

* Enhancements in progress or completed
* Defects, bug fixes, and issue resolution
* Release notes and version deployments
* Testing activity (unit, integration, regression, UAT)

### Data Quality and Integrity

* Data anomalies and corrections
* Data change requests (submitted, completed, pending)
* Eligibility and provider data quality assurance results
* Data-quality metrics

### User Support and Training

* Help desk ticket volumes and categories
* User account provisioning and adjustments
* Training completed and materials updated
* Complaint tracking and resolution metrics

### Program, Fiscal, and Compliance

* Federal reporting submissions and statuses
* Budget and staffing utilization summary
* Audit activities and responses
* Payment reconciliation information
* Statewide and regional direct service allocations and obligation/utilization/waitlist data
* Performance measure data

### Payment Reporting

* Voucher payments
* Quality earmarks
* Obligations
* Service need
* Adjustments
* Program participation buckets (TANF, Pregnancy Promise, etc.)
* Obligations

## Ad Hoc Reporting

The Contractor shall produce ad hoc reports when requested by the State, by the State-defined deadline (beginning at ten (10) business days, unless otherwise determined by the State). Occasionally, the State will have priority requests that are needed within 3 days, unless otherwise determined by the State. The Contractor shall generate ad hoc reports upon request for a range of audiences, including:

* State staff
* Policymakers
* Federal partners
* Media outlets
* Other stakeholders

The Contractor shall ensure sufficient staffing and capacity to produce such reports within the timeframes required by the State.

## Independent Verification & Validation

If the State decides to add Independent Verification & Validation (IV&V) services as part of this engagement, the contractor will copy the Indiana Department of Administration (IDOA) – Independent Verification & Validation (IV&V) team member(s) on all project related communications (emails, meeting invites, collaboration tools, etc.) and will grant access to all documents and deliverables throughout the term of the contract.

If IDOA elects to deploy Independent Verification and Validation (IV&V) services in connection with this engagement, the IV&V Team shall review and assess all Deliverables to determine compliance with the State’s requirements as set forth in the Contract and/or applicable Statement(s) of Work. For contracts entered into, renewed, or amended after June 30, 2026, IV&V shall serve as an approving authority, and no payment shall be issued to the Vendor unless and until IV&V has provided such approval.

# **Staffing Requirements**

The Contractor shall maintain sufficient, qualified personnel to meet all obligations under this Contract, including maintenance and operations of AIS, CCIS, and all related systems, delivery of approved system enhancements, help desk staffing, and all related support and administrative services. Staffing levels must support continuous, stable operations and ensure timely response to State priorities.

## Key Personnel

The following positions are designated as Key Personnel and require State approval prior to assignment. The Contractor shall not permanently or temporarily reassign, replace, or remove Key Personnel without prior written approval from the State, except in cases of employee resignation.

### Project Director

Minimum Qualifications

* Bachelor’s degree in IT or related field
* Minimum four (4) years of relevant project management experience
* PMP preferred

Responsibilities

* Lead and manage the Contractor’s entire team and serve as the primary point of contact for the State.
* Ensure performance objectives are met across all systems.
* Oversee communication plans, documentation updates, and policy/procedure alignment.
* Coordinate cross-agency interactions and manage stakeholder communications.
* Prepare required reports and work plans timely and accurately.
* Oversee internal quality control and continuous improvement activities.
* Provide weekly resource/schedule status updates.
* Support technology and interface improvements that strengthen OECOSL operations.
* Travel as requested.

### Project Manager

Minimum Qualifications

* Bachelor’s degree in Business, Public Administration, IT, or related field
* Minimum four (4) years of relevant project management experience
* PMP preferred

Responsibilities

* Manage day-to-day project activities to ensure work is completed on time and within scope
* Support the Project Director with project planning, task assignments, resource coordination, and schedule tracking
* Maintain project schedules, risk logs, action items, and decision documentation
* Serve as a secondary point of contact for the State on operational updates and project status
* Facilitate internal coordination across functional teams, providing timely communication and issue escalation
* Assist in the preparation of required reports, documentation updates, and knowledge transfer materials
* Monitor project performance, identify risks and dependencies, and propose mitigation strategies
* Coordinate meetings, including agendas, minutes, follow-ups, and deliverables tracking
* Travel as requested

### AIS Application Manager

Minimum Qualifications

* Bachelor’s degree in IT or related field
* Minimum two (2) years of relevant experience

Responsibilities

* Lead technical staff supporting AIS
* Oversee system maintenance, upgrades, and adherence to performance metrics.
* Participate in software steering committees and provide M&O guidance.
* Support planning and delivery of enhancements and change requests.

### CCIS Application Manager

Minimum Qualifications

* Bachelor’s degree in IT or related field
* Minimum two (2) years of relevant experience

Responsibilities

* Lead technical staff supporting CCIS and WWF.
* Oversee system maintenance, upgrades, and adherence to performance metrics.
* Participate in software steering committees and provide M&O guidance.
* Support planning and delivery of enhancements and change requests.

## Supporting Personnel

The Contractor shall staff additional personnel sufficient to support all Contract responsibilities. The following roles are required. The Contractor may adjust titles as long as responsibilities and qualifications are met.

### Operations and Quality Assurance Analyst

Minimum Qualifications

* Bachelor’s degree or two (2) years relevant experience

Responsibilities

* Support quality assurance activities across AIS and CCIS operations.
* Serve as liaison to OECOSL on quality assurance topics.
* Perform routine quality assurance checks, reviews, and monitoring support.
* Assist with documentation of procedures and process updates.

### Data Analyst

Minimum Qualifications

* Bachelor’s degree
* Four (4) years relevant experience
* Knowledge of CCDF and licensing preferred

Responsibilities

* Provide data analysis to support OECOSL decision-making and policy planning.
* Perform trend, predictive, and operational analytics.
* Produce program, market rate, and cross-system data analyses.
* Recommend and support improvements to reporting and data tools.

### Help Desk Technician

Minimum Qualifications

* Bachelor’s degree
* Three (3) years relevant experience
* Knowledge of CCDF and licensing preferred

Responsibilities

* Maintain and support various software systems.
* Assist users through the phone, webinars, trainings or any other means necessary.
* Support solutions for any software issues that may arise including enhancements, testing, and quality assurance.

### Business Analyst

Minimum Qualifications

* Bachelor’s degree
* Four (4) years relevant experience
* Knowledge of CCDF and licensing preferred

Responsibilities

* Lead requirements gathering and documentation for enhancements.
* Develop use cases, test scripts, and system documentation.
* Support design and testing activities.
* Translate business needs into technical requirements.

### Software Developer / Engineer

Minimum Qualifications

* Bachelor’s in Computer Science or comparable experience
* Experience tiers: Senior 6 or more years, Intermediate 3 to 6 years, Junior 0 to 3 years

Responsibilities

* Design, develop, maintain, and deploy software fixes.
* Coordinate with testing and documentation staff.
* Meet maintenance schedules and quality standards.
* Perform problem solving, coding, and troubleshooting.
* Interpret business and technical requirements to ensure system functionality.

### Network Operations Engineer

Minimum Qualifications

* Bachelor’s in Computer Science or technical field
* Experience tiers: Senior 6 or more years, Intermediate 3 to 6 years, Junior 0 to 3 years
* Skilled in Microsoft environments and virtual servers

Responsibilities

* Install/configure servers, desktops, and network components.
* Troubleshoot and resolve infrastructure issues.
* Support patching, upgrades, and hardware/software maintenance.
* Participate in disaster recovery planning and testing.
* Document network/server configurations and procedures.

### Desktop Support Technician

Minimum Qualifications

* High school diploma required; degree preferred

Responsibilities

* Provide phone/email support for software issues.
* Perform routine maintenance and assist with hardware/software support.
* Provide onsite support as needed.
* Assist in drafting technical documentation.

### Software Tester

Minimum Qualifications

* Bachelor’s in Computer Science or related field, or equivalent experience
* 5+ years testing experience

Responsibilities

* Develop and execute test plans and scripts across all testing types.
* Perform integration, regression, system, unit, and UAT support.
* Document defects and track resolutions.
* Support development of automated testing frameworks.

### Database Administrator

Minimum Qualifications

* Bachelor’s in Computer Science or equivalent experience
* Experience in data warehousing and data archiving

Responsibilities

* Administer and optimize development, test, and production databases.
* Design and document architecture.
* Manage backups, recovery, and performance tuning.
* Monitor database growth and plan capacity.
* Maintain SQL standards and best practices.

## Staffing Vacancies and Replacement

In addition to the staffing requirements listed above, the Contractor shall notify the State in writing when personnel assigned to this Contract are moved to other positions within the Contractor’s organization, depart the Contractor’s employment, or staffing positions assigned to this Contract otherwise become vacant for any reason. The notification shall occur within five (5) business days of the vacancy beginning. In cases where a staff member assigned to this Contract resigns, the Contractor shall inform the State on the day the Contractor is notified of the employee’s intent to resign.

All staffing vacancies shall be filled with a staff person of equal or greater ability and will be subject to approval of the State. Vacant positions shall be filled within thirty (30) calendar days of the vacancy beginning. Positions that remain unfilled longer than thirty (30) calendar days will be subject to an invoice withhold, unless a longer timeframe is approved by the State.

During the course of the Contract, the State reserves the right to require replacement of any Contractor employee or subcontractor employee whose work is unacceptable to the State. Reasons for unacceptable work performance include, but are not limited to, the inability of the person to carry out work assignments or unsatisfactory job performance as determined by the State. The individual shall be removed within two (2) weeks of the request for removal and be replaced within thirty (30) calendar days after the position is vacant, unless a longer period is approved by the State.

# **Transition and Turnover Requirements**

## Incoming Transition

Upon Contract award, the Contractor shall begin all activities necessary to assume full M&O responsibility for the key OECOSL IT systems outlined in this Contract, including AIS and CCIS, and to provide the associated help desk, enhancement, and related support services.

During the transition period the Contractor shall prepare to take over and operate the existing systems in close coordination with the State and the incumbent vendor, as applicable.

The State will monitor transition progress, deliverable quality, and operational readiness throughout this phase to ensure a seamless and uninterrupted transition of services.

As part of these transition responsibilities, the Contractor shall:

* Submit timely requests for access, information, and materials needed to support transition activities
* Support coordination of access to systems, data, documentation, and environments;
* Participate in knowledge-transfer sessions, joint planning meetings, and technical walkthroughs; and
* Align transition activities with the incumbent vendor’s wind-down schedule (as applicable) and the State’s transition guidance.

### Transition Plan

Within one (1) week of Contract award, the Contractor shall submit a detailed Transition Plan for State approval. The Plan shall identify all tasks, timelines, resource assignments, dependencies, deliverables, and milestones required for the Contractor to assume full operations. The Contractor shall:

* Report progress against the approved Transition Plan through weekly written status reports and weekly status meetings with the State and its designees;
* Maintain and update the project plan at least weekly;
* Submit updated plans and status reports no later than 9:00 a.m. Eastern Time one (1) business day before each status meeting; and
* Identify risks, issues, and delays and propose mitigation strategies.

All transition deliverables shall be submitted according to the approved Transition Plan and require written State approval. The Contractor shall propose deliverable formats, revise deliverables based on State feedback, and incorporate a minimum of five (5) business days for each State review cycle.

### Readiness for Operations

The Contractor shall demonstrate to the State that it is fully prepared to assume operational responsibility by the State-designated go-live date. Readiness will be based on completion and approval of transition deliverables, successful knowledge transfer, verified system access, and demonstrated ability to maintain continuity of service without disruption.

## Outgoing Transition / Turnover

To ensure continuity of services, the Contractor shall support the transition of operations, systems, and responsibilities from the Contractor to the State or a successor contractor.

Twelve (12) months prior to the end of the Contract term (including any extensions), the Contractor shall develop and implement a State-approved Turnover Plan addressing the full transfer of system maintenance and operations, documentation, and supporting materials. The Turnover Plan must include a schedule and approach for transferring inventories, correspondence, outstanding issues, and operational support documentation, as well as any additional information required by the State.

No later than nine (9) months prior to the end of the Contract term (including any extensions), the Contractor shall provide the State or its designee with:

* All non-proprietary system or database copies used under this Contract;
* Internal logs, balancing procedures, and operational controls used during the Contract;
* All applicable documentation, including user manuals, provider manuals, operational manuals, and
* Documentation of any interfaces supporting business activities.

The Contractor shall appoint, with State approval, a Transition Manager with at least one (1) year of recent IT experience to coordinate all turnover activities, maintain sufficient staffing levels throughout the turnover period unless otherwise approved by the State, not restrict or prevent its staff from accepting employment with a successor contractor, and provide, within fifteen (15) business days of request, any updated data, reference files, scripts, or other documentation required by the State or its agent.

Following the turnover of operations, the Contractor shall provide the State with a Transition Results Report documenting completion of all tasks outlined in the approved Turnover Plan. Transition shall not be considered complete until the Transition Results Report is submitted and accepted by the State.

# **Billing and Invoicing**

## Payments for M&O

The Contractor shall be paid a fixed fee cost for all M&O services, each Contract month, subject to State approval. This monthly fixed fee shall be inclusive of all costs associated with performing the services outlined in the Contract (with the exception of any Enhancements, as described in Section 14.B below).

Per Section 15, the Contractor shall invoice for ninety percent (90%) of each month’s M&O monthly invoice. The remaining ten percent (10%) of the M&O monthly invoice for a given month, shall be noted on the invoice but withheld (i.e., not invoiced), until the State determines that the Contractor has met all of that month’s performance measures. The Contractor may earn back this withheld amount as described in Section 15.

Each monthly M&O invoice shall include a breakdown of hours worked by position.

## Payments for Enhancements

The Contractor shall be paid for enhancements through a two-part payment methodology consisting of Enhancement Initiation and Enhancement Design, Development, and Implementation (DDI) as detailed below. The Contractor shall provide system enhancements requested by the State according to Section 10 and shall adhere to the process outlined in Section 10.A. The Contractor shall obtain State approval before commencing any enhancement work.

The Contractor shall have access to an annual Enhancement Pool of up to 500 development hours. All enhancements must be funded from this pool unless additional hours are expressly approved by the State.

In each monthly invoice the Contractor shall include the hours used for each enhancement, cumulative hours used year-to-date, hours remaining in the annual pool, and the status of each enhancement.

Each enhancement shall be paid according to the following two-part process:

* Enhancement Initiation
  + The time required to initiate the enhancement, including requirement gathering, clarification of business needs, and preparation of detailed requirements, shall be billed hourly by position per the table below. Enhancement Initiation billing is permitted only after the State approval of initiation.
  + Enhancement Initiation ends when formal requirements are delivered to the State for approval.
* Enhancement DDI
  + Upon approval of formal requirements, the Contractor shall propose a fixed price for the full scope of enhancement design, development, system testing, and implementation. The State must approve the fixed price before DDI work may begin. The Enhancement DDI shall be paid in two fixed-price deliverables:
    - *Enhancement Design, Development and System Testing (50%)* 
      * The Enhancement Design, Development and System Testing deliverable shall be 50% of the total fixed price for the enhancement project. It shall be considered complete when the State approves the full release for deployment to UAT.
    - *Enhancement Implementation (50%)*
      * The Enhancement Implementation deliverable shall be 50% of the total fixed price of the enhancement project. It shall be considered complete when the State approves the implementation of the enhancement for production and the 90-day warranty period has passed.
  + For all State-approved enhancements, the Contractor shall be paid the agreed-upon Enhancement DDI fixed fee that is determined through the process defined above. Regardless of the number of hours worked on Enhancement DDI, the Contractor shall be paid the fixed fee, unless otherwise approved by the State.

### Hourly Rates for Enhancement Initiation

The hourly rates for staff positions for use during Enhancement Initiation are as follows:

|  |  |
| --- | --- |
| **Staff Position** | **Hourly Rate** |
| Project Director | *$ TBD* |
| Project Manager | *$ TBD* |
| AIS Application Manager | *$ TBD* |
| CCIS Application Manager | *$ TBD* |
| Operations and Quality Assurance Analyst | *$ TBD* |
| Data Analyst | *$ TBD* |
| Help Desk Technician | *$ TBD* |
| Business Analyst | *$ TBD* |
| Software Developer / Engineer | *$ TBD* |
| Network Operations Engineer | *$ TBD* |
| Desktop Support Technician | *$ TBD* |
| Software Tester | *$ TBD* |
| Database Administrator | *$ TBD* |
| *TBD* | *$ TBD* |
| *TBD* | *$ TBD* |
| *TBD* | *$ TBD* |

# **Performance Measures**

The State shall pay ninety percent (90%) of each M&O (excluding Enhancements) invoice submitted by the Contractor. The remaining ten percent (10%) shall be withheld and released based on monthly performance against the measures in this section. Each measure represents an equal share of the withhold or two percent (2%) each, totaling ten percent (10%) withheld.

The Contractor shall submit all required documentation each month to support verification of performance. If the State determines that the Contractor has earned back some or all withheld funds, the State shall include this payment in the following month’s invoice. Any unreleased portion reflects the lost value of services not received and shall not be payable. The State’s determination is final.

The ten percent (10%) performance-related withhold shall be divided evenly across the following five (5) measures, representing two percent (2%) withheld for each measure:

## Data Quality

All data submitted to OECOSL, including data required for federal reporting, must be complete, accurate, and meet all specifications as outlined by the State. Measured based on OECOSL’s review and acceptance of each final data submission from the Contractor. In order to earn back the withhold for this measure, the Contractor must ensure:

* Less than two (2) data submissions in the measurement month contain material errors, missing fields, incorrect values, or do not meet formatting or validation requirements;
* Less than two (2) data submissions in the measurement month need to be resubmitted or corrected before use; AND
* Zero (0) data submissions in the measurement month contain errors impacting federal reporting, payments, eligibility, or required State operations.

## Data Timeliness

All data submitted to OECOSL, including data required for federal reporting, must be submitted by the State-approved deadline. Measured based on the submission date and time of each final data submission from the Contractor. In order to earn back the withhold for this measure, the Contractor must ensure:

* Less than two (2) data submissions in the measurement month are submitted after the State-approved deadline; AND
* Zero (0) delays in data submission in the measurement month impacting timeliness of federal reporting.

## AIS System Uptime

AIS must maintain constant availability, excluding State-approved scheduled downtime. In order to earn back the withhold for this measure, the Contractor must ensure:

* The system availability rate (i.e., uptime) for AIS, excluding State-approved scheduled downtime, meets or exceeds ninety-nine point five percent (99.5%) in the measurement month

## CCIS System Uptime

CCIS must maintain constant availability, excluding State-approved scheduled downtime. In order to earn back the withhold for this measure, the Contractor must ensure:

* The system availability rate (i.e., uptime) for CCIS, excluding State-approved scheduled downtime, meets or exceeds ninety-nine point five percent (99.5%) in the measurement month

## Critical Errors

The Contractor shall avoid all Critical Errors and promptly correct any that occur. A Critical Error is defined as any system failure, data issue, or operational error that prevents or materially delays families, providers, or State staff from completing required activities; causes OECOSL to be out of compliance with federal or State requirements; or results in inaccurate or incomplete eligibility, payment, or federal reporting data. In order to earn back the withhold for this measure, the Contractor must ensure:

* Zero (0) Critical Errors occur in the measurement month

# **Corrective Actions**

It is the State’s primary goal to ensure that the Contractor is accountable for delivering services as defined and agreed to in the Contract. This includes, but is not limited to, performing all items described in the Scope of Work, meeting all required time frames and deadlines, and generally performing to the satisfaction of the State. Failure to perform in a satisfactory manner may result in corrective actions and withholds described below.

It is the intent of FSSA to remedy any non-performance through specific remedies and a payment withholding protocol. FSSA may apply performance remedies, as described below. In the event that the Contractor fails to meet requirements set forth in the Contract, the State will provide the Contractor with a written notice of non-compliance and may require any of the corrective actions or remedies discussed below. The State will provide written notice of non-compliance to the Contractor within thirty (30) calendar days of the State’s discovery of such non-compliance.

## Corrective Actions

If the State determines that the Contractor is not performing to the satisfaction of the State, has not completed any deliverable in a satisfactory or timely manner, or upon written request by the State for any reason, the Contractor shall submit, within ten (10) business days of the occurrence or State request, a Corrective Action Plan (CAP). The nature of the corrective action(s) will depend upon the nature, severity, and duration of the deficiency, and repeated nature of the non-compliance. Severity shall be determined by the State, in its sole discretion.

At a minimum, the CAP shall address the causes of the deficiency, the impacts, and the measures being taken and/or recommended to remedy the deficiency, and indicate whether the solution is permanent or temporary. It shall also include a schedule showing when the deficiency shall be remedied, and for when the permanent solution shall be implemented, if appropriate.

## Payment Withholds

Beginning the month in which a CAP is required per the Corrective Action paragraph above, the State may withhold an additional 10% of the following month’s invoice and all subsequent billing until the CAP is implemented. Note that this 10% is separate from and in addition to the 10% performance measure withhold. When the CAP is completed, and the proposed remedy is implemented, the monies withheld due to the CAP (separate from the monies withheld for performance measures) will be processed and paid to the Contractor. Should the CAP not be submitted as required, or should the remedy not be implemented within the timeframe specified by the CAP, the withheld monies may be forfeited.

The Contractor and the State shall schedule regular meetings to discuss Contractor’s performance. The Contractor is required to show satisfactory progress towards milestones and otherwise provide information that can be used to show that performance is satisfactory. Scheduling of review meetings shall be agreed upon mutually between Contractor and the State.