

Walters, Vivian (ISD)

From: Brown, Margaret (ISD)
Sent: Wednesday, May 14, 2014 10:00 AM
To: Walters, Vivian (ISD)
Subject: DBD DEPARTMENT INPUT-HEAD START SOFTWARE RQCO1400003
Attachments: IT Questionnaire - ChildPlus.pdf; Dept Input Doc - ChildPlus.pdf; Contract Summary - Child Plus.doc; DBD DEPARTMENT INPUT-HEAD START SOFTWARE RQCO1400003.doc

Hi Vivian, this item was submitted two months ago as an ITB. It is now being processed as a Bid Waiver. The new req number is RQCO1400003. Everything else is pretty much the same. Please call me if you have any questions. Thanks,
Margaret

Margaret Brown, CPPB
Procurement Contracting Officer
Miami-Dade County
Procurement Management
111 NW 1st Street, Suite 1300
Miami, FL 33128
P: (305) 375-4914 F: (305) 375-5688
e-mail: mwater@miamidade.gov
visit our website: www.miamidade.gov/procurement

Non-Competitive IT Project Review

Directions for Completion: Departments requesting a non-competitive project review for new or existing Information Technology (IT) Systems are required to complete this questionnaire along with the appropriate Bid Waiver/Sole Source Justification Form. The response and explanation fields are to be fully completed to provide all background on the project. Please be as specific as possible and provide all backup documentation, doing so will expedite the review of your project.

The answers provided in the response field shall be according to the following format:

- "Y" – Yes
- "N" – No
- "N/A" – Not applicable

Current Contract Information:	
Questions:	Response: Explanation:
When and how was the IT software/hardware initially purchased by the County? (Please provide contract number, award info, and applicable documentation)	Y The Web-based software was initially purchased August 10, 2009. The vendor participated in the bid process and was awarded the contract. Contract BID NO: 9114-2/14 Contract Period: 08/10/2009 -07/31/2012 with 2 years OTR
When does the current contract expire?	Y Current contract expires July 31, 2014
If the contract has expired, how are/have you been maintaining the IT hardware/software? (Provide explanation and documentation if applicable)	N/A
Was maintenance and support included in the current contract? If no, why not? Did it include assistance with transition to a new system?	Y Yes, maintenance and support is included in the current contract.
What other applications does the System integrate/interface with?	Y We are presently exporting data from Child Plus and importing to Galileo and EDECA.

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<p>If a new system were deployed would it still be necessary to support the current system in parallel? How long would the legacy system need to be maintained and operational? Could historical data be stored in a data warehouse? What would be the cost?</p>	<p>Y</p>	<p>Yes, it would still be necessary to support the current system. The legacy system would need to be maintained and operational for at least one year. Yes, data could be stored in a data warehouse. Do not know the cost.</p>
<p>What is the purpose of this IT hardware /software? What is the expected life cycle?</p>	<p>Y</p>	<p>The purpose of this solicitation is to acquire a commercial off-the-shelf web based application capable of automating assessment, establishing and maintaining efficient record keeping and reporting for the Miami-Dade County Community Action and Human Services (CAHS) Head Start/Early Head Start Program. The proposed software shall be a web-based vendor hosted application that provides CAHS with a modern, cost-efficient software consistent with record-keeping, reporting needs and mandates of the Head Start/Early Head Start Program at both the Local and Federal levels.</p>
<p>Is this product an integral part of the County / Department's technical infrastructure? Does it perform system critical functions? If so, what?</p>	<p>Y</p>	<p>Yes, the web-based software is an integral part of the Department's technical infrastructure. The system serves as the Head Start Program Management system.</p>
<p>Are these solutions delivered through the Original Equipment Manufacturer (OEM) support? If no, is it delivered through authorized reseller or dealers?</p>	<p>N/A</p>	
<p>On the current contract, are the User Access Program (UAP) and Inspector General being collected?</p>	<p>N</p>	<p>No. The contract is supported with federal funds.</p>
<p>Does the current contract require insurance? (Note: Any vendor required to come onto County property is required to have insurance throughout the term of the Agreement.)</p>	<p>Y</p>	<p>Yes, current contract require insurance.</p>

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<p>Have you encountered any issues during the contract term regarding performance or compliance?</p>	<p>Y</p>	<p>Minor issues which were resolved satisfactorily in a timely manner.</p>
<p>Have you been satisfied with the performance of the vendor to date?</p>	<p>Y</p>	<p>Yes, we have been extremely satisfied with the vendor to date.</p>
<p>Market Research:</p>		
<p>Questions:</p>		
<p>Are there available equivalents to the product or service you are requesting for this new project? <i>(Please provide documentation regarding your Department's market research)</i></p>	<p>Y</p>	<p>(See Attachments) Survey Analysis Web Based Software Analysis</p>
<p>If there are available equivalents, why do these products not meet your needs? What are the differences? <i>(Please be as specific as possible to provide sufficient detail to justify your request.)</i></p>	<p>Y</p>	<p>(See Attachments) Survey Analysis Web Based Software Analysis</p>
<p>Can the vendor meet your long term needs? What research has been conducted to verify their ability to meet your expectation? <i>(Please provide documentation, as applicable, to show your findings.)</i></p>	<p>Y</p>	<p>(See Attachments) Survey Analysis Web Based Software Analysis</p>
<p>What other vendors offer systems capable of providing the County with a solution?</p>	<p>Y</p>	<p>(See Attachments) Survey Analysis Web Based Software Analysis</p>
<p>Are these solutions delivered through the Original Equipment Manufacturer (OEM) support or is it delivered through authorized reseller or dealers.</p>	<p>N/A</p>	

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N/A

Are dealers required to complete a certification program or are they restricted to levels of support set up by the vendor/mfg.?
(i.e. gold plan vs. platinum plan – gold allows vendor to maintain equipment but they do not have access to software upgrades or new system implementations. Platinum allows vendors to complete new product installs and all other support).

Y

MAINTENANCE AND TECHNICAL SUPPORT SERVICES

- A. The Bidder shall support the installed solution along with upgrades for the life of the contract with the County, including any exercised Option to Renew (OTR).
- B. All maintenance and technical support services, must be included as part of the first year warranty.
- C. The cost of maintenance and support after the first year warranty period must be included as part of the bid submission, it must be broken down to indicate the annual cost.
- D. Support must be rendered by certified personnel who have the skills necessary to support services with respect to all solution components and subcomponents.
- E. Successful Bidder shall provide telephone and diagnostic support and troubleshooting as needed, including but not limited to a toll-free telephone and/or hot-line number and e-mail.
- F. The County shall also be entitled to an unlimited number of calls to the Successful Bidder regarding

What level support does the County require for this new project?

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		<p>technical issues and/or to report support issues.</p> <p>G. Technical support must be available 24 hours a day, seven days a week. Support must be provided on the same day requested with a two hour or less response time, via phone, email, or web support. In addition, if problem is not resolved remotely within 24 hours of initial contact and if requested by the County a credit will be issued for loss of use.</p> <p>H. Maintenance and support must include software updates, patches, fixes and any other software components that could solve known problems or bring the software up to current supported levels.</p> <p>I. Successful Bidder shall provide a reporting mechanism, preferably accessible via an internet browser that allows tracking of reported support calls and problem resolution history.</p>
<p>Are there other systems currently employed by the department / County that are similar that could provide a solution?</p>	<p>N</p>	<p>There are no other systems currently employed by the department/County that could provide a solution.</p>
<p>If a new system were deployed would it still be necessary to support the current system in parallel?</p>	<p>Y</p>	<p>Yes, it would not only be necessary to support the current system in parallel but migration of data to a new system would be necessary to preserve historical information and the ability to perform data analysis and track program participant performance trends.</p>
<p>How long would the legacy system need to be maintained and operational?</p>	<p>Y</p>	<p>The legacy system would need to be maintained and operational until all data could be successfully migrated.</p>

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N/A

Has the replacement system been reviewed and approved by the IT Leadership Council?

New Project Information:

Questions:

Response:

Explanation:

What are the business goals and objectives of this new project? (Please be specific)

The goals and objectives of this project are to continue to maintain a cost-efficient software package consistent with the record-keeping and reporting needs and mandates of Head Start both at the local and federal level.

What contract term would you like established? (*Initial term plus any renewals*)

Initial contract period requested is 3 years with three (3) one year options to renew.

What allocation is requested on this new project?
What is the basis of the allocation request? (*i.e. Vendor quote, market research, etc.*)

\$201,593.91 for the initial 3 year contract.

Please provide documentation if applicable.

What is your funding source(s) for this new project?

Federal funding through the U.S. Department of Health and Human Services (HHS).

Is this a grant funded project? If so, please provide grant documentation outlining the expiration date and requirements.

The project is funded by a grant from the U.S. Department of Health and Human Services (HHS). See attached.

What budget year is it scheduled for?

Head Start FY 2014-2015 (8/1/2014-7/31/2015)

Is the allocation enterprise or department based?

NA

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<u>Questions:</u>	<u>Response:</u>	<u>Explanation:</u>
Please provide a high level overview as to the scope of this project. A defined scope of work is to be provided with your submission.	Y	(See Attachment) Bid Draft-Head Start Web-based Software
What is your Project Timeline?	Y	(See Attachment) Bid Draft-Head Start Web-based Software
What are the roles and responsibilities of the vendor?	Y	(See Attachment) Bid Draft-Head Start Web-based Software
What are the roles and responsibilities of the County?	Y	(See Attachment) Bid Draft-Head Start Web-based Software
Software Acquisitions:		
<u>Questions:</u>	<u>Response:</u>	<u>Explanation:</u>
Is this a replacement of an existing software/system?	N	No, this is not a replacement of existing software.
Is the software perpetual? If so, please provide a copy of the license agreement with your submission.	N	No, the software license is not perpetual.
Do you require professional services on the new contract? (i.e. Training, custom programming, consulting)	Y	Yes, professional services will be required.
How is the software licensed? (i.e. Per User, Enterprise, Concurrent User, Site)	Y	Enterprise license
How many users?	Y	Unlimited users

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Do you want/need the new contract to provide the option to purchase additional licenses or services during the term?	Y	This is an enterprise license with unlimited users. However, the department would like the new contract to include the option to purchase additional services if needed.
Do you require training for users on the new contract? How many users are to be trained? Levels?	Y	Two (2), five days (30 hrs.) on-site training session per program year.
Where is the software hosted?	Y	Hosted by Rackspace, located in San Antonio, Texas
Do you have a disaster recovery plan? If no, is the vendor required to provide collocation under the new contract?	Y	Yes, we have a disaster recovery plan.
What are your long term plans with the system?	Y	Continued use and integration with Department's Management System- Social Services Information System (SSIS)
Do you have the source code?	N	No, we do not have the source code.
Would you like software escrow added to the new contract?	Y	No
What is the life expectancy of the software? What value does this project provide to your department?	Y	The ChildPlus software has been available for the past twenty five years and continues to evolve. Due to software evolution the software continues to expand in size and functionality. The software team consistently adapts the software to the operating environment. Their long term commitment to maintaining/enhancing the software is evident in the everyday use. The ChildPlus software is a vital tool for the Head Start Program, this system serves as the Head Start Program Management System.
Hardware Acquisitions:		
Questions:		
Was maintenance and support included in the original contract? If not, why?	N/A	

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Did it include assistance with transition to a new system?	N/A
Is this product an integral part of the County / Department's technical infrastructure?	N/A
What are the requirements for maintenance and support under the new contract?	N/A
Will the vendor be required to come onto County property to provide technical support/assistance? If not, how will this be accomplished?	N/A
What level of support is required by your Department under the new contract? (i.e. 24x7, onsite repair, parts, etc.)	N/A
Does it perform system critical functions? If so, what?	N/A
What would be the effect to the County if the maintenance / support services were not obtained?	N/A
What other systems does the hardware integrate/interface with?	N/A
Will the new contract require the vendor to maintain these integrations/interfaces with these systems also?	N/A
What is the life expectancy of the hardware?	N/A

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<p>What value does this project provide to your department?</p>	<p>N/A</p>	
<p>Do you need to have the ability in the new contract to purchase additional hardware components, parts, or services? If so, please provide a detailed explanation as to your Department's requirements.</p>	<p>N/A</p>	

NON-COMPETITIVE REVIEW SUMMARY

Action: Bid Waiver Request to Purchase the ChildPlus hosted Web-based Software Application for the Miami-Dade County Community Action and Human Services (CAHS) Head Start/Early Head Start Program.

Requisition No.: RQCO1400003

Committee/Committee Date: N/A

* DPM internal Processing due date:

Projected BCC Date: *(If applicable)*

Purpose of the Acquisition: The purpose of this solicitation is to acquire continual services of the ChildPlus web-based application for child assessment, and establishing and maintaining efficient record-keeping and reporting for the Miami-Dade County Community Action and Human Services Department (CAHS) Head Start/Early Head Start Program.

Recommended Vendor: MANAGEMENT INFORMATION TECHNOLOGY USA
d/b/a ChildPlus Software

Contract Term: 3 Years with 2 Annual Options to Renew

Contract Amount: \$201,593.91
Options-to-Renew
Year 4 - \$67,197.97
Year 5 - \$67,197.97

Estimated Cumulative Value: \$335,989.85*
*(*Should all options be exercised by the County)*

Background:

County Contract 9114-2/14 for Head Start Web Based Software was awarded to Management Information Technology USA, developer of the ChildPlus software application in August, 2009 through a competitive bidding process. The Miami-Dade Community Action and Human Services Department (CAHSD) utilizes this software to operate the Head Start / Early Head Start Programs. The ChildPlus software allows CAHSD to keep pace with the current demands of the Federal Head Start Program information needs. The software provides CAHSD the reporting needs and mandates of the Head Start Program in accordance with the Head Start Act and Performance Standards as well as other reports that may be required at the local and federal levels. The awarded vendor is presently responsible for the software hosting, training, and ongoing maintenance and support services. This contract expires July, 2014. A new contract for continual services is required by the department.

Market Research:

The market identified other Head Start software products; however CAHSD has invested in this software and built its operations around it along with other reporting software applications. The market confirmed that ChildPlus is proprietary to Management Information Technology. No authorized resellers are used to provide the necessary software maintenance and support services and yearly training required by CAHSD, but the awarded vendor. DPM recently made two attempts to solicit the market through the County's Future Solicitations website to substantiate if anyone could meet the approved Scope of Services. No response was received from any potential bidders that could meet the SOS.

No comparable competitive contracts were found. Many Head Start organizations were found that used ChildPlus (i.e. Hillsborough County, Palm Beach County, Orange County, George State Accounting Office, etc.)

Recommendation:

Child Plus is the most widely used reporting software by Head Start agencies. It is in the best interest of the county to have an accurate reporting and assessment tool that provides CAHSD the reporting needs and mandates of the Head Start Program in accordance with the Head Start Act and Performance Standard. In light of the results from the market research which clearly revealed that the ChildPlus product is proprietary to Management Information Technology and that no other vendor, at present, is capable of providing the required services needed by CAHSD. Recommendation is to allow CAHSD to continue utilizing the ChildPlus product and to enter into a direct agreement with Management Information Technology for continual software hosting, training, and ongoing maintenance and support services.

Margaret Brown
Agent/Officer

May 14, 2014
Date



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Justification/Input Document for Non-Competitive Acquisition

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes consultation with Internal Service Department's procurement staff can help avoid delays and facilitates effective market research. However, there may be instances when other than full and open competition may be justified. When a user department(s) determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to ISD for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process:

Department:	Miami-Dade Community Action and Human Services Department		
Contact Person:	Marie Woodson/Shirley Almeida	Phone Number:	786-469-2178
Requisition No.:		Estimated Value:	\$201,593.91
Proposed Vendor:	Management Information Technology- DBA ChildPlus Software		
Previous Contract Number:	9114-2/14	Previous Contract Value:	\$209,916.06

Purpose of the Purchase

Please describe your minimum requirements and the benefits of making the acquisition.

Under the Administration of Children and Families the Head Start program provides grants to local, public and private non-profit and for-profit agencies to provide comprehensive child development services to economically disadvantaged children and families. In 1995, the Early Head Start program was established to meet the developmental needs of children from birth to three years of age. The Miami-Dade County Community Action and Human Services Department (CAHSD) currently receive funding to operate Head Start and Early Head Start programs. CAHSD is presently using ChildPlus. This firm was awarded the bid in 2009. ChildPlus.net, web-based software, replaced the Head Start Family Information System (HSFIS) software which was no longer capable of supporting the needs of CAHSD. The purpose of this purchase is to continue to maintain a cost-efficient software package consistent with the record-keeping and reporting needs and mandates of Head Start both at the local and federal level. The following delineates the minimum requirements of such a package per Head Start Performance Standard.

- Grantee and delegate agencies must establish and maintain efficient and effective record-keeping systems to provide accurate and timely information regarding children, families, and staff and must ensure appropriate confidentiality of this information.
- Grantee and delegate agencies must establish and maintain efficient and effective reporting systems that generate periodic reports of program operations in order to control program quality, maintain program accountability, and advise governing bodies, policy groups, and staff of program progress.
- Generate official reports for Federal, State, and local authorities, as required by applicable law.



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Benefits:

- ChildPlus.net has already been implemented and configured. There is therefore no need to reinvest in implementation and configuration.
- Staff is already trained on ChildPlus.net.
- The CAHSD Head Start Program has established policies and procedures for ChildPlus.net. Eliminating the need to reinvest recreating lengthy policies and procedures.
- Continued use of ChildPlus.net preserves the historical data and the ability to assess program participant trends and the evolution of program strengths. No other software company will be able to convert 100% of the program data. The integrity of the data would be compromised during a migration process, thereby also compromising the ability to assess program participant trends and the evolution of program strengths.
- ChildPlus.net is an integral part of the Head Start Program data collection and analysis system and interfaces with two other critical software systems, Galileo and eDECA. The integrated system allows the program to analyze current data, track program participant trends, participate in ongoing research projects which allow the comparison of local program data and trends with other Head Start programs across the nation.

Best Interest of the County / Uniqueness of Product

Please provide a detailed description as to why a waiver of formal bidding is in the County's best interest (e.g., product standardization, compatibility, proprietary access or distributorship, how vendor is uniquely qualified to provide the needed product or service, etc.). Please note that a lack of advance planning is not an acceptable justification for a non-competitive acquisition.

To engage in full and open competition at this time would not serve the County's best interest as



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there are currently only four software programs consistent with the record-keeping and reporting needs and mandates of Head Start. The department has conducted market research including a review of these four companies, full documentation is attached for your review.

Market Research

Please describe your market research and the results thereof. This should include a description of other, similar sources or products available in the market if any and why they are not acceptable.

To ensure that the selected software program meets or exceeds local, state and federal record-keeping and reporting needs and also consistent with the needs of users, a Head Start Web Based Software Evaluation Project Team was formed. The goal of the Team was to select and recommend a cost-efficient web based software that would meet the Head Start/Early Head Start program's needs. The evaluation process included researching information on software vendors via web site and phone inquiries and the participation of team members in online demonstration presented by each vendor on the dates listed below:

- Genesis Earth March 4, 2009
- PROMIS March 5, 2009
- Child Plus.Net March 10, 2009
- COPA March 11, 2009

Child Plus, Genesis Earth and PROMIS allowed the project team a trial test period to explore and test the software. COPA does not allow access to explore software. Each vendor provided an annual subscription quote. After analysis of the data, the project team presented findings in an Evaluation/Analysis survey format (see attached).

Overall, the project team analysis/survey concluded that ChildPlus.net outperformed the other software vendors. However, our recommendation is not based on the survey alone. The project team all agreed that ChildPlus.net software features out-ranked the other software in the following areas:

Vendor Experience

Child Plus has over 25 years of developing software specifically for Head Start/Early Head Start programs. Their long standing relationship with the Head Start community, and in-depth knowledge of Head Start/Early Head Start procedures and policies, is evident in the development of ChidPlus.net software.

Customization

The system comes with many customizable options that will allow our administration to tailor the ChildPlus.net database to the specifications of our agency. The program's administrators have access to customize up to 220 fields in the Family Application module and 210 fields in the



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Personnel module. In addition, the administrators can specify the types of fields to create (e.g. text, numeric, picks list, date, check box and unlimited notes fields). As listed in the initial quote ChildPlus will also create a script to export demographic data and import to Social Services Information System (SSIS) at no additional charge.

Program Information Report (PIR)

The built-in PIR function automatically calculates the values for the Head Start/Early Head Start program. Users have access to audit reports to verify all of the numbers and System Administrators have the ability to manually override the calculated values. ChildPlus.net includes a feature that exports the data and designated users can import it directly into the Office of Head Start Enterprise System (OHSES) PIR module. The ChildPlus PIR function addresses all of the PIR questions in all sections. Anytime changes are announced for the PIR, ChildPlus immediately initiates implementation of the changes and sends out a software update. The normal turnaround time for a PIR update is one week.

Personnel

Administrators have the ability to customize the personnel module to meet requirements specific to the local Head Start program, facilitating management decision making related to training, certifications and staff qualification.

Reports

The report modules have more than 100 built in reports that allow designated users to select different data options (pull records from a particular date set, adding or not listing information, etc.) Live Reports and Live Letters are extremely powerful custom report builder features. Live Report/Live Letter allow designated users to retrieve information from the system for all reporting needs.

Proposed Actions

Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.

In the future, additional software developers may enter the Head Start Software arena. Based on the Head Start Performance Standards the department will formulate criteria necessary to engage in full and open competition by software developers prior to future acquisitions.



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A handwritten signature in black ink, appearing to read "Lucia Davis-Raiford". The signature is written over a horizontal line.

Lucia Davis-Raiford, Director CAHSD
Department Director's Approval

5/12/2014

Date Approved