DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☑ <u>New</u> ☐ <u>OTR</u> ☐ <u>Sole Source</u> ☑ <u>Bid Waiver</u> ☐ <u>Emergency</u>   Previous Contract/Project No.

<u>Contract</u>

L9114-1/19-1

☐ <u>Re-Bid</u> ☐ <u>Other – Access of Other Entity Contract</u>   LIVING WAGE APPLIES: ☐ YES ☑ NO

Requisition No./Project No.: RQCO1900002   TERM OF CONTRACT 3 YEAR(S) WITH ___ YEAR(S) OTR

Requisition /Project Title: CHILDPLUS SOFTWARE ANNUAL SUPPORT

Description: CHILDPLUS 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. Continual services is required by the department.

Issuing Department: ISD   Contact Person: Margaret Brown   Phone: 305-375-4914

Estimate Cost: $250,000.00

	GENERAL	FEDERAL	OTHER
Funding Source:		FEDERAL	

ANALYSIS

Commodity Codes: | 205-54 | | | | |

Contract/Project History of previous purchases three (3) years

Check here ☐ if this is a new contract/purchase with no previous history.

	EXISTING	**2ND YEAR**	**3RD YEAR**
Contractor:	Management Information Technology USA d/b/a/ ChildPlus Software		
Small Business Enterprise:			
Contract Value:			

Comments:

Continued on another page (s): ☐ YES ☑ NO

RECOMMENDATIONS

	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor
SBE				

Basis of Recommendation:

Signed: Margaret Brown

Date sent to SBD: 3/15/2019

Date returned to PM:

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:	Community Action and Human Services Department		
Contact Person:	Kimberly Craig	Phone Number:	786-469-4623
Requisition No.:	RQCO1800004	Estimated Value:	$249,083 for 3 years
Proposed Vendor:	Management Information Technology USA d/b/a ChildPlus Software		
Previous Contract Number:	L9114-1/19	Previous Contract Value:	3-Year Initial Term: $225,000 2-Year OTR: $140,000

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

This purchase request is for the provision of an ongoing ChildPlus Software Solution (ChildPlus) to include software licenses, hosting, training, and maintenance and support services. The Solution was originally purchased via open competition in 2009 and resulted in award to Management Information Technology USA, Inc., the incumbent vendor. ChildPlus provides CAHSD Head Start/Early Head Start Division with an automated record-keeping and report generating solution. ChildPlus customization, configuration and integration with other CAHSD software resulted in the award of the current legacy contract. ChildPlus services enable CAHSD Head Start/Early Head Start to perform participant and staff record-keeping, generate reports regarding enrollment, demographics, participant and staff development, and thereby facilitate compliance with federal, state and local laws governing the Head Start/Early Head Start Programs.

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.

Management Information Technology USA has developed a solution specific to the County's needs that promotes accountability and is responsive to programmatic changes. Competing these services would result in the need to develop a new system were a new vendor awarded as ChildPlus is Management Information Technology USA's proprietary product. A new system would be a hardship to the department; program administration would be disrupted, jeopardizing the department's compliance with federal Head Start/Early Head Start reporting requirements.

ChildPlus is the most widely used reporting software for Head Start/Early Head Start agencies.

Nationwide, it is utilized at approximately 23,000 Head Start/Early Head Start centers in 85,000 classrooms accommodating 760,000 enrolled children. While other products exist, CAHSD has invested in this software and built its operations around it. The department exports data from ChildPlus and imports demographic data to Galileo, Brooks-ASQ and the Electronic Devereaux Early Childhood Assessment System (eDECA), representing a near seamless level of customization, integration and configuration services.

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.

Market research confirms 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. ISD-Procurement Management has previously reached out to potential bidders offering this type of service. No favorable response was received from any potential bidders stating they could meet the requirements outlined. Additionally, no comparable competitive contracts were found.

A re-competition and possible award to another vendor would entail County/vendor cost of data conversion, cost of staff re-training, potential of lost data, cost of establishing interface with Galileo, Brooks-ASQ and the Electronic Devereaux Early Childhood Assessment System (eDECA) in exchange for a product that is presently providing the County accurate and timely service in meeting its reporting mandates. At this time, CAHSD Head Start/Early Head Start does not have additional funds budgeted to be able to support a transition to a new system.

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.

ChildPlus is the most widely used reporting software by Head Start agencies. It is in the best interests of the County to maintain the ChildPlus solution to continue to provide CAHSD an accurate reporting and assessment tool to meet the mandates of the Head Start Program in accordance with the Head Start Act and Performance Standards. Recommendation is to proceed with the establishment of a legacy agreement to allow CAHSD to continue utilizing ChildPlus and to enter into a direct agreement with Management Information Technology for continued software licenses and hosting, training, and maintenance and support services.

Department Director's Approval

7/27/2018

Date Approved

Appendix A – Scope of Services

CHILDPLUS SOFTWARE LICENSES

The County requires continued hosting, training, and maintenance and support services of the ChildPlus.net enterprise software license for use by CAHS authorized agents and unlimited users for inquiry and input capabilities. There may be a need to capture information on additional children should funding become available for additional program slots.

Licensor will be responsible for the hosting, training, and ongoing maintenance and support services as further described below throughout the term of the agreement including any options or extensions exercised by the County.

Licensor will provide a web-based state of the art solution (ChildPlus.net) that is flexible and fully configurable to meet the changing needs of the County. The minimum System requirements for the Head Start Web Based Software are as follows:

A. System users must have the capability to establish and maintain new records for children, staff, and families to provide accurate, efficient, and effective record-keeping.

B. System must have the ability to create ad-hoc reports without additional customizations to provide accurate and timely information on an as needed, when needed basis regarding children, families, and staff.

C. System must have internal security controls embedded into the software to ensure confidentiality of the information input by users.

D. Generate official reports which include enrollment, child and family demographics, and staff development activities for Federal, State, and local authorities, as required by applicable law.

E. Users must have the ability to establish and maintain efficient and effective periodic reports of program operations to be utilized by the County to maintain program quality, accountability, and progress.

1. USERS

A. Primary Users will include employees throughout Miami-Dade County Head Start/ Early Head Start sites.
B. Based on job specifications, the level of access may vary. The software must be capable of providing different levels of security setup.

C. Each transaction is to include a user ID and time/date stamp.

D. Allowances should be made for a ten percent increase in the number of users per year throughout the term of the contract including any extensions.

2. SOFTWARE FUNCTIONALITY

The required software functionality at a minimum includes but is not limited to the following:

A. System shall be fully configurable to allow CAHS System Administrators to set and configure system permissions, user roles, and security settings. (i.e.: Grantee and Delegate Agency/Sites/Classroom Information).

B. Licensor must comply with Statement on Auditing Standards (SAS) No. 70 (www.sas70.com/about.htm), a widely recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA) as an indication that a service organization has demonstrated adequate control and safeguards of hosted data. The requirements include the following:
   i.   Firewall Configuration and Access
   ii. Database Access
   iii. Data Transmissions
   iv. Data Backup and Recovery (incremental nightly, full weekly, with four generations), data recovery, disaster recovery, and emergency contingency plans that would allow for 24/7 recovery capability.
   v.   Application Security
   vi. Product Development

C. System that provides CAHS System Administrators with the ability to customize System modules to meet program needs. This includes providing the System Administrators with the ability to add, delete, or deactivate fields as needed.

D. System provides free form notes field, including spell check and date and time features, for users to record historic data with unlimited characters. Additionally, system must be capable of maintaining historical field data that cannot be overwritten for the entire time that each child record is kept.

E. Licensor must provide hosting with direct administrator access.

F. System data must be maintained by Program Year; the Program Year is from Aug.1 – July 31st.

G. System data must be made available to the CAHS Head Start/Early upon termination of the contract.

H. System provides users with the ability to establish and amend performance indicators.

I. System provides dashboard features allowing management staff to quickly view the agency's status on key performance indicators such as: Total Current Enrollment, Disability Enrollment, Average Daily Attendance, Health Requirements, Child Status, In-kind Contributions, CLASS and Volunteer Records. In addition, System alerts should be in place for underperforming indicators.

J. System provides users with the capability of tracking site inspections/licenses and next inspection date.

K. System must allow CAHS System Administrators to configure eligibility criteria and generate prioritization report based on agency program requirements.

L. System must be able to calculate, generate and export the current Program Information Report (PIR) to the Office of Head Start Enterprise System (HSES) due on August 31st and

annually thereafter as required by United States Department of Health and Human Services/Office of Head Start. Additionally the program will utilize this feature to perform monthly program monitoring and will require PIR Audit reports.

M. Licensor must ensure compliance with any modifications required by federal guidelines within the mutually agreed upon deadline issued through a Statement of Work for the Head Start/Early Head Start program.

N. System must include an auto save functionality to prevent data loss. The loss of data is unacceptable.

O. System must include functionality for users to setup "Tickler Alerts". These alerts will be utilized to notify users when time sensitive requirements have not been met. Reports will also need to be generated on an as needed basis by users to track these requirements.

P. System must include advance custom report writing feature that allows System Administrators to create and build custom reports using virtually any data field. In addition, these reports need to provide the following:

    vii. Filtering data by Subtotals (i.e., Center & Classroom)
    viii. Grand Totals
    ix. Customizable layout formatting
    x. Bulk Print Single Page Reports (i.e., Print Growth charts for an entire class)
    xi. Customized Filtering (i.e., filter based on virtually any data in the system)
    xii. Customized labels
    xiii. Reports displayed in chart format

Q. System must be capable of exporting data to Microsoft Word, Microsoft Excel, and Adobe PDF.

R. System must include internal monitoring feature that allow users to track monitorings. Feature will need to provide the following:

- Preloaded with current years OHS protocols

- Ability to create custom monitoring checklists by agency, site, classroom and individual.

- Ability to create Corrective Action Plans to address non-compliance issue. The following fields should be included:
  - o Responsible staff field for each issue
  - o Action Step field for each issue
  - o Target completion date field for each issue
  - o Ability to track follow-up on non-compliance issues. Follow up actions should link to specific non-compliance issue.

- Note fields should include spell check feature.

S. System must include professional development feature that allow users to track trainings and the ability to add attachments to specific trainings.

T. System must include community resource feature that allow users to track community resources/community partnerships.

U. System must include feature that allow users to track technical support services provided.

V. System must include archive feature with the ability to create archives and connect to them without interfering with main database.

W. System must include CLASS tracking.

X. System must include ID scanning for attendance and meal counts.

Y. System must include data history log feature that allow users to view transactions.

Z. System must include file attachments

3. HOSTING

Throughout the term of the agreement, including any extensions or renewals, Licensor is responsible for hosting the Head Start Web Based Software. This includes, but is not limited to, software maintenance, hardware maintenance, and technical support services to ensure 99.9% uptime to the County.

4. MAINTENANCE AND TECHNICAL SUPPORT SERVICES

A. Licensor 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. Support must be rendered by certified personnel who have the skills necessary to support services with respect to all solution components and subcomponents.

C. Licensor 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.

D. The County shall also be entitled to an unlimited number of calls to Licensor regarding technical issues and/or to report support issues.

E. 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 response time or less, 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.

F. 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.

G. Licensor shall provide a reporting mechanism, preferably accessible via an Internet browser that allows tracking of reported support calls and problem resolution history.

5. TRAINING

A. Licensor will provide two (2), five days (30 hrs.) on-site training session per program year.

B. User manuals are to be provided for all staff. Licensor is requested to provide electronic versions of these documents to CAHS.

C. Licensor shall also provide on-line tutorials that provide an overview of System functionality.

6. **OPTIONAL SERVICES**

The County may require professional services during the term of the agreement that shall be based on a time and materials basis inclusive of all travel and lodging expenses. Optional services shall be priced according to the hourly rates in Appendix B, "Price Schedule".

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	Contract No.: 9114-2/14 (competitive) Contact Period: 8/10/09 – 7/31/14 inclusive of all OTRs Contract No.: L9114-1/19 (non-competitive) Contract Period: 8/1/14 – 7/31/19 inclusive of all OTRs
When does the current contract expire?	Y	L9114-1/19-1 expires 7/31/19
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	CASHD Head Start/Early Head Start exports data from ChildPlus and imports demographic data to Galileo, Brooks-ASQ and the Electronic Devereaux Early Childhood Assessment System (eDECA).

Non-Competitive IT Project Review

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?	Y	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. It is important for the department to maintain historical records. Yes, data could be stored in a data warehouse. Cost is unknown.
What is the purpose of this IT hardware /software? What is the expected life cycle?	Y	The purpose is to provide the department with a system to automate assessment and maintain efficient record keeping and reporting for CAHSD Head Start/Early Head Start that is consistent with record-keeping and reporting needs and mandates of the Head Start/Early Head Start Program at both the federal and local levels.
Is this product an integral part of the County / Department's technical infrastructure? Does it perform system critical functions? If so, what?	Y	Yes, the software is an integral part of the department's technical infrastructure. The system serves as Head Start/Early Head Start's program management system.
Are these solutions delivered through the Original Equipment Manufacturer (OEM) support? If no, is it delivered through authorized reseller or dealers?	N/A	
On the current contract, is the User Access Program (UAP) and Inspector General being collected?	N	No, this contract is supported entirely with federal funds.
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.)*	Y	Yes, the current contract requires insurance.
Have you encountered any issues during the contract term regarding performance or compliance?	Y	Minor issues were resolved in a timely manner

Have you been satisfied with the performance of the vendor to date?	Y	Yes, we have been satisfied with the vendor to date.

Market Research:		
Questions:	**Response:**	**Explanation:**
Are there available equivalents to the product or service you are requesting for this new project? *(Please provide documentation regarding your Department's market research)*	Y	ChildPlus is the most widely used reporting software for Head Start/Early Head Start agencies. Nationwide, it is utilized at approximately 23,000 Head Start/Early Head Start centers in 85,000 classrooms accommodating 760,000 enrolled children.
If there are available equivalents, why do these products not meet your needs? What are the differences? *(Please be as specific as possible to provide sufficient detail to justify your request.)*	Y	While other products exist, CAHSD has invested in this software and built its operations around it. The department exports data from ChildPlus and imports demographic data to Galileo, Brooks-ASQ and the Electronic Devereaux Early Childhood Assessment System (eDECA), representing a near seamless level of customization, integration and configuration services.
Can the vendor meet your long term needs? What research has been conducted to verify their ability to meet your expectation? *(Please provide documentation, as applicable, to show your findings)*	Y	Vendor has confirmed continued availability and has provided fixed, firm pricing for the three year period.
What other vendors offer systems capable of providing the County with a solution?	N/A	
Are these solutions delivered through the Original Equipment Manufacturer (OEM) support or is it delivered through authorized reseller or dealers.	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).*	N/A	
What level support does the County require for this new project?	Y	Same as existing contract.
Are there other systems currently employed by the department / County that are similar that could provide a solution?	N	There are no other systems employed by the department/County that could provide a solution.
If a new system were deployed would it still be necessary to support the current system in parallel?	Y	Yes, it would not only be necessary to support the current system in parallel but migration of data to the new system would be necessary to preserve historical information and the ability to perform data analysis and track program participant performance trends.
How long would the legacy system need to be maintained and operational?	Y	The legacy system would need to be maintained and operational until all data could be successfully migrated.
Could historical data be stored in a data warehouse? What would be the cost?	Y	Unknown

Has the replacement system been reviewed and approved by the IT Leadership Council?	N/A	
New Project Information:		
Questions:	**Response:**	**Explanation:**
What are the business goals and objectives of this new project? (Please be specific)	Y	To continue to maintain the software solution consistent with the record-keeping and reporting needs and mandates of Head Start at both the local and federal level.
What contract term would you like established? *(Initial term plus any renewals)*	Y	Three years, no OTRs
What allocation is requested on this new project? What is the basis of the allocation request? *(i.e. Vendor quote, market research, etc)* Please provide documentation if applicable.	Y	$249,083 for three years
What is your funding source(s) for this new project?	Y	Head Start – Federal Funds
Is this a grant funded project? If so, please provide grant documentation outlining the expiration date and requirements.	Y	Funded by Head Start – Federal Funds – Grant cycle is 8/1/19-7/31/20
What budget year is it scheduled for?	Y	Beginning Head Start FY 2019-2020 (8/1/19 – 7/31/20)
Is the allocation enterprise or department based?	Y	Department based
Questions:	**Response:**	**Explanation:**
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	Scope of services as per L9114-1/19 is unchanged. Updated pricing has been provided.

Non-Competitive IT Project Review

What is your Project Timeline?	Y	To be awarded with no interruption in services as the existing contract L9114-1-19-1 expires.
What are the roles and responsibilities of the vendor?	Y	Same as existing contract
What are the roles and responsibilities of the County?	Y	Same as existing contract

Software Acquisitions:		
Questions:	**Response:**	**Explanation:**
Is this a replacement of an existing software/system?	N	No, this is not a replacement.
Is the software perpetual? If so, please provide a copy of the license agreement with your submission.	N	No, this software is not perpetual.
Do you require professional services on the new contract? *(i.e. Training, custom programming, consulting)*	Y	Yes, professional services will continue to be required.
How is the software licensed? *(i.e. Per User, Enterprise, Concurrent User, Site)*	Y	Enterprise license
How many users?	Y	Unlimited users
Do you want/need the new contract to provide the option to purchase additional licenses or services during the term?	Y	New price proposal is for 7,546 licenses; unlimited user enterprise licenses are no longer offered.
Do you require training for users on the new contract? How many users are to be trained? Levels?	Y	Training is included in the price proposal
Where is the software hosted?	Y	By vendor
Do you have a disaster recovery plan? If no, is the vendor required to provide collocation under the new contract?	Y	Yes, the department has a disaster recovery plan.

What are your long term plans with the system?	Y	Continued use and possible integration with the department's software management system – Social Services Information System (SSIS)
Do you have the source code?	N	No, we do not have source code.
Would you like software escrow added to the new contract?	N	No
What is the life expectancy of the software? What value does this project provide to your department?	Y	ChildPlus Software is a vital tool for the Head Start Program; this system serves as the Head Start Program Management System.

Hardware Acquisitions:

Questions:	Response:	Explanation:
Was maintenance and support included in the original contract? If not, why?	N/A	No hardware is provided under this agreement.
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	No hardware is provided under this agreement.
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	
What value does this project provide to your department?	N/A	
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.	N/A	

DESCRIPTION	TERM	FEES	
ChildPlus Software License, Hosting, Maintenance and Support Service Fees for 7,546 licenses at $10.45 per licenses TRAINING-Two Five day onsite Training sessions per program year. Onsite training is $2,100 for first day and $1,600 for each additional day.	08/1/2019 thru 7/31/2020	Annual ChildPlus License Non-Federal Share Total First onsite training Second onsite training Total	$78,855.70 ($14,714.70) $64,141.00 $8,500 $8,500 $17,000
ChildPlus Software License, Hosting, Maintenance and Support Service Fees for 7,546 licenses at $10.66 per licenses TRAINING-Two Five day onsite Training sessions per program year. Onsite training is $2,100 for first day and $1,600 for each additional day.	08/1/2020 thru 7/31/2021	Annual ChildPlus License Non-Federal Share Total First onsite training Second onsite training Total	$80,432.80 ($14,405.30) $66,027.50 $8,500 $8,500 $17,000
ChildPlus Software License, Hosting, Maintenance and Support Service Fees for 7,546 licenses at $10.81 per licenses TRAINING-Two Five day onsite Training sessions per program year. Onsite training is $2,100 for first day and $1,600 for each additional day.	08/1/2021 thru 7/31/2022	Annual ChildPlus License Non-Federal Share Total First onsite training Second onsite training Total	$81,596.40 ($13,682.40) $67,914.00 $8,500 $8,500 $17,000
Total		**$249,082.50**	

POSITION DESCRIPTION	HOURLY FEE
Programmer	$250.00 per hour
System Administrator	$170.00 per hour
On-Site Training Per Day	$2100 for first day. $1600 for each additional day.