

# Request for Information (RFI)

New York State Office of Children and Family Services  
Division of Child Care Services

**RFI # 1107**

## **Child Care Assistance Program Information Management System**

**Issued: 10/13/2022**

**Amended: 11/7/2022**

**Recommended Deadline for Questions: 11/3/2022 by 4:00 PM ET**

**Responses Due from Vendors: ~~11/10/2022~~ 11/28/2022 by 4:00 PM ET**

### **Purpose**

The New York State (NYS) Office of Children and Family Services (OCFS), Division of Child Care Services, is seeking information and collecting input from interested parties regarding the Child Care Assistance Program (CCAP) information management systems in preparation of a Request for Proposals (RFP) for individuals or organizations to automate elements of the application, eligibility determination, case management, payment related functionality, and reporting functions of the CCAP and integrate with existing systems.

OCFS's goals in issuing this RFI are to:

- Inform the public of OCFS's intent to establish web-based, automated business rule driven platforms that promote program participation among providers and NYS families, support efficient business processes, and establish modern data management protocols for accurate and timely reporting.
- Elicit descriptions of modular components that address the numerous functional areas of the CCAP process and stakeholder populations that are capable of interfacing with modules provided by one or more vendors.
- Elicit stakeholder portal designs that are compatible with modular development and streamline user experiences.

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes - it does not constitute a Request for Proposal (RFP) or an Invitation for Bid (IFB) or a promise to issue an RFP or an IFB. This RFI does not commit OCFS to contract for any supply or service whatsoever. Vendors are advised that OCFS will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP or IFB, if any are issued.

## **Project Background/Current Condition**

New York State's (NYS) Office of Children and Family Services (OCFS), Division of Child Care Services, is responsible for the oversight of the statewide Child Care Assistance Program (CCAP) that currently assists over 60,000 working families per year with paying for child care and is anticipated to serve in excess of 150,000 families as the program expands. The CCAP is centrally supervised by the state program office but is administered by fifty-eight local social services districts.

OCFS personnel, local district staff, child care providers, and parents currently rely on an infrastructure that consists of siloed application information systems that use different platforms that have been in use for decades. Accordingly, the time and resources necessary to both maintain and update these systems to address OCFS's policy initiatives have become increasingly inefficient. This reduces OCFS's ability to implement system changes in a timely manner and respond to sudden changes that may arise.

The siloed nature of these systems also has numerous downstream impacts on the CCAP stakeholders. As described, slow system update implementation causes stakeholders to depend on use of manual workarounds or delays the implementation of program initiatives. OCFS requires the ability to create useful and accurate real-time and synoptic data analytics and current systems do not support this. As a result, executing this crucial function requires significant staff effort to collate, compare data sources, and produce state and federal reports. These environments were designed to require data entry from paper form for all application, eligibility, case management, case maintenance, time and attendance, payment calculation, payment authorization and disbursement processes, which require significant data entry and individually adjudicated business rules by OCFS personnel. Thus, significant investments in time are necessary to complete these processes, meanwhile posing risks to data quality and integrity due to the lack of consistent business rule application.

The Child Care Assistance Program is currently in scope for New York's Integrated Eligibility System (IES). The IES Program will focus on the modernization of the business process and IT systems for multiple program areas. However, it is the State's intention to leverage this core functionality to support the integration and modernization of a wider ecosystem of HHS programs. IES will provide a simple, seamless, no-wrong-door customer experience that will guide New Yorkers to access programs that enhance their well-being and self-sufficiency. The system will be a flexible, statewide solution that will support State and local workers in providing benefits and services. Ultimately, it will be a more sustainable and efficient system that will improve the State's and the local Social Service Districts' ability to achieve their core missions. In addition to Child Care, the Supplemental Nutrition Assistance Program (SNAP), Home Energy Assistance Program (HEAP), Public Assistance and Child Support are fully in scope and there are other programs that will have certain programmatic functions supported by IES and other programs that will have integrations with IES (i.e. New York State of Health and Women Infants and Children). Given that IES is a longer-term program, currently tracking towards 2026 for implementation, OCFS is exploring other responses to the high demand for child care functionality.

## **Desired System Overview**

NYS OCFS seeks to implement solutions that utilize modular functional components and designated stakeholder user portals that further automate and support the administration of the Child Care Assistance Program while complying with NYS security policies and standards as well as any other relevant security frameworks.

What follows are descriptions of each information management system module and stakeholder portal in scope for this RFI. Note: The descriptions in this section are not intended to be exhaustive of all functions that may be required by OCFS.

## **Desired Modules for Development and/or Integration**

### *1. Application for Child Care Benefits:*

- Securely collect a family's demographics including employment information, household income and assets, reason for needing daycare, child(ren) age, disability status, citizenship, identification of child care provider (for each child), travel time to provider, and allow for family update of information when a change in circumstance occurs
- Securely submit and store digital copies of required documentation
- User friendly smart phone application submission, capable of accepting multiple file formats for required documentation.

### *2. Eligibility Determination:*

- Using data collected from an electronic application, applies a rules-based determination of the eligibility to receive CCAP benefits, factoring in income level, qualifying activity (work, school, training, etc.), special circumstances (foster care, protective services, etc.), and provider participation rules
- Calculate the amount of time a child is approved for child care over a period of time, how much will be paid as a CCAP benefit and how much will be paid by the family

### *3. CCAP Case Management:*

- Create case
- Funding stream assignment
- Benefit tracking
- Change in circumstance adjustments
- Renewal or re-application tracking
- Compliance with regulatory requirements
- Establish parent/child placement with provider
- Provider & family notices

#### 4. *Child Care Time & Attendance:*

- Record daily time-in, time-out, and absences
- Support multiple methods for attendance collection from parents, their designated representatives, and providers, that include but are not limited to, paper, location-based service, tablet, mobile device, web, and phone
- Validation options for parent/sponsor and provider
- Submit all necessary data to the provider payment process at state-defined intervals

#### 5. *Provider Payment:*

- Determine provider payment amount based on approved benefit award, time and attendance, provider payment tier, regional market rates, parent hours worked, etc.
- Edit/add payment rules
- Edit/add market and local rates
- Remittance notice generation
- Payment and recoupment management and disbursement

#### 6. *Data Management:*

- Data governance tools to catalog, store, access, and normalize the data
- Data analytics tools
- Data mapping

#### 7. *Reporting:*

- Ad hoc reporting tools
- Recipient & provider claim management
- Assistance oversight
- Full program financial reporting by county/district/provider
- Program integrity
  - Fraud investigations
  - Fraud prevention
  - Analytics
- Program participation
  - By provider/facility ID
  - By county/district
  - By dates
  - Statistical reporting

## **Desired Stakeholder Role Based Access Portal(s)**

The following functions are expected to be accessed via portal(s) to facilitate a user experience that is friendly, easy-to-use (for example, allowing mobile accessibility), and provides appropriate workflow efficiency:

### *1. Parent/Family Portal functions:*

- Add/edit/update/view capabilities for family application
- Upload supporting documentation
- View benefit award information
- Add/edit/update/view child/provider relationships
- Child care provider availability search tool
- Update/edit/submit information related to maintenance of child care benefit
- Status of application
- Communication with local and state case workers and child care providers
- Other aspects of open and archived cases
- Access to the Time and Attendance System

### *2. Provider Portal functions:*

- Review of current/former/future children in care
- View provider CCAP certification and training requirement information
- Add/edit/view/submit time and attendance (billing) information
- Review billing and payment status
- Communicate with local and state representatives about CCAP program

### *3. Case Worker Portal functions:*

- Dashboards to view assigned workload and other program statistics
- Approve/reject/process assigned CCAP module tasks
- Support the ability for system administrators to create roles to view/edit/delete security access by screen, data element, and function
- Communicate with parents and providers about CCAP program

### *4. Administrative Portal functions:*

- Management reports for child care assistance program
- Customizable dashboards relating to family/child/provider participation and payments data
- Review of case data for all districts

## **Guidance to Respondents**

OCFS may use information obtained from responses to this RFI to make programmatic decisions and/or to develop a competitive procurement such as an RFP or IFB.

Any content that is proprietary and/or confidential must be clearly marked as such in the response. Failure to mark content as proprietary and/or confidential may result in its disclosure in the event a response is the subject of a Freedom of Information request under Public Officers Law Section 87. In any event, OCFS will determine, in its sole discretion, appropriate disclosure in response to any Freedom of Information Law request. All materials submitted by a respondent shall become the property of NYS OCFS and may or may not be returned to the respondent, at the sole discretion of NYS OCFS.

OCFS may issue announcements amending this RFI in response to questions. Any revisions to the RFI will be posted to the New York State Contract Reporter website (<http://www.nyscr.ny.gov>) and to the OCFS public website funding opportunities page (<https://ocfs.ny.gov/main/contracts/funding/>).

OCFS may communicate with any and all third parties, about this RFI or otherwise, during the pendency of this RFI and/or following the receipt and consideration of RFI responses. This may be through email exchanges, phone discussions, meetings, demonstrations, and/or correspondence, and may be with an individual respondent, a subset of respondents, or all respondents. As RFI responses are reviewed, OCFS reserves the right to send follow-up clarification questions to respondents of further interest.

## **Desired Knowledge Areas**

OCFS seeks to gain a comprehensive understanding of the technology solutions that are available to implement the functionality and portals described above for the stakeholders. For each of the functional areas and/or user experience portals described above, please answer the questions listed in the **Attachment 1 – Vendor Response** about the proposed solution being offered. The department is aware that vendors may not have solutions that cover all modules and encourages responders to answer the questions and include any information requested in your submission for modules that you currently offer, noting next to questions if functionality is not available at this time and/or is currently under development but not yet operational.

## **Content of Response**

Please refer to **Attachment 1 – Vendor Response** and provide your response electronically per the instructions below in the section entitled “**How to Respond**”. You may provide the requested information as a completed attachment by typing your responses into the Attachment 1, or you may provide your response with the information requested in Attachment 1 – Vendor Response copied and pasted into the body of an email.

## **Questions**

Questions regarding this RFI should be submitted via email to the OCFS Procurement Unit at [RFP@ocfs.ny.gov](mailto:RFP@ocfs.ny.gov) prior to the due date and time noted above. Please submit your question with adequate time for response. OCFS recommends allowing at least five (5) business days prior to the date when questions are due. Be sure to put “**Questions for RFI # 1107 CCAP Information Management System**” in the subject line of your email. Questions received after the deadline may not be addressed. Questions should not contain proprietary or classified information.

## **How to Respond**

All respondents should respond to this RFI with the information requested in the section entitled “**Contents of Response**” no later than the deadline indicated on the first page of this announcement. Responses to this RFI must be made via email.

Method:	Send to:	Subject Line:
Email	<a href="mailto:RFP@ocfs.ny.gov">RFP@ocfs.ny.gov</a>	RFI # 1107 CCAP Information Management System