Frequently Asked Questions 060209

1. **Does this project have an allocated funding source.**
   We have distributed/published this RFP for a Child Care Subsidy System in good faith. We have a considerable amount of resource applied to this effort. Barring unforeseen circumstances, we will complete review/analysis of all proposals and make a recommendation to the Executives of our organization. Funding sources have been targeted. The new system implementation will be dependent upon the recommendation of the project team.

2. **What is the budget for this project?**
   At this time, we will not be providing a budget figure/range. We are also considering COTS through custom solutions. We are operating in good faith and vendors should expect that we have funding sources for this project.

3. **Who is the point of contact for questions and information regarding any item in the RFP?**
   All inquires related to the RFP should be emailed to ccssproposal@crstalstairs.org. We strongly encourage vendors who need clarification on any items in the proposal, i.e. functional or technical requirements to send in their questions. The RFP project team will be responsible for responding to all inquiries.

4. **When will vendors receive responses to questions regarding the RFP?**
   We strongly encourage vendors to email us their questions as soon as possible. We will respond to all questions in a timely fashion.

5. **Will the RFP be posted as a WORD document?**
   We will not post a WORD copy of the RFP on our website. Vendors who would like a copy of the RFP as a WORD doc should email us immediately.

6. **Are there any prerequisistes for bidding on the RFP?**
   There are no pre-requisites for bidding on this RFP. All Proposals received by the deadline will be used to create the list of official bidders.

7. **When will a final decision or vendor be selected?**
   The Board of Directors does not expect to announce the winning bid until all proposals and presentations are thoroughly evaluated.

8. **How many people and who should vendors expect will attend the vendor presentation?**
   Vendors should expect a minimum of twenty five (25) staff members from multiple functional areas across the organization to attend. In addition, formal members of the proposal review team will also be present.

9. **How much time has been allotted for vendor presentations?**
   Vendors will be given two (2) hours to conduct their presentations – 1 ½ hours for proposal and product presentation and ½ hour for Q&A.

10. How will each vendor be selected and scheduled for their vendor presentation?
All vendors who submit a complete proposal will be invited to conduct a vendor presentation. A random selection will occur and each vendor will be scheduled in the order selected.

11. Should I bring information packets to the vendor presentation?
We strongly encourage vendors to distribute information packets to attendees, highlighting vendor background and history.

12. When is the project expected to begin?
At this time, we have not determined a start date for this project. Once the Board of Directors has announced the winning bidder, the winning bidder will be notified of an expected start date.

13. How many vendors do you expect to bid on your RFP?
We are expecting at minimum five (5) vendors to bid on our RFP.

14. How many individuals are expected to be part of the project team once the bid is awarded?
We expect at minimum of five to seven (5 to 7) full time staff members to be part of the project team. Staffing may increase over the project life cycle. However, part of the response to this RFP is related to your expectation of staffing for both your company and Crystal Stairs.

15. What are the functional areas in the organization?

- CDE Case Management *
- Children's Health and Wellness
- Claims Processing *
- Contracts *
- Customer Relations and Communications
- Enrollment *
- Finance *
- Fraud Prevention,*
- Front Desk *
- Human Resources,
- Internal Audit *
- Legal
- Management Information Systems *
- Quality Assurance *
- Public Affairs
- Resource and Referral *
- Stage 1 Case Management *

Areas marked by an asterisk (*) indicate interaction with subsidy system.

16. How many concurrent users are on your current system at any given time?
During peak time, vendors should expect 200+ concurrent users.

17. **How many Stage 1 and CDE families do we serve?**
    We have over 2000 Stage 1 families and 8000 CDE families.

18. **How many Attendance Records (AR's) and Provider Payment Requests (PPR's) are mailed per month?**
    On average 12,700 Attendance Records and 5000 Provider Payment Requests are mailed each month to providers.

19. **How many AR's and PPR's are paid per month?**
    On average, over 18,000 AR's and PPR's are paid per month.

20. **How much in provider payments are issued for Stage 1 and CDE contracts per month?**
    On average, $8.5 million in provider payments are issued each month.

21. **How many providers are serviced by Crystal Stairs?**
    Over 6000 providers are serviced by Crystal Stairs.

22. **What financial accounting software is Crystal Stairs using?**
    Crystal Stairs is in the process of selecting new accounting software. Currently, Crystal Stairs uses American Fund Ware.

23. **What other types of programs does Crystal Stairs provide?**
    Crystal Stairs also offers Children's Health and Wellness programs, SAGE – a child care center in the Nickerson Gardens community, and Resource & Referral services.

24. **What is the RMR?**
    The RMR is the Regional Market Rate Survey established by the State for provider rates.

25. **What type of changes or upgrades are expected to the system once implemented?**
    Crystal Stairs expects to implement state regulatory changes as needed. i.e. RMR updates. Our organization also expects that over the course of time, system upgrades will be needed to maintain maximum use of the system.

26. **Do we need to respond to the list of reports included in the RFP?**
    No, vendors do not need to respond to the report list. The list of reports included in the RFP is intended to show vendors additional reporting we have developed outside of our current system. If vendors have any questions regarding any reports on the RFP, please email your questions to ccssproposal@crstalstairs.org.

27. **What is data migration scope?**
    The current production database is 40GB, has approximately 533 database tables containing 10,603 fields, and handles approximately 300,000 transactions daily. We will not be distributing a data dictionary as part of this RFP process.

28. **What other systems will the proposed system be interfacing with?**
We will need to interface with a financial system, a check printing system and other systems via weekly and/or monthly exports. The interface currently consists of an export of data in specific file formats (ex. CSV, Excel, etc.) and the receiver uses that format to integrate into their system. Therefore we provide the output file for integration with the external vendors system.

29. **Is data warehousing part of the system?**
No, it should be it's own system. A good example of this is producing data for revenue projections. The trending analysis for this data can be captured in a future olap database/system.

30. **Should vendors respond to all requirements they are capable of meeting?**
Yes. Vendors are encouraged to respond to all requirements they are capable of meeting. Vendors should submit a pricing plan/structure associated with meeting these requirements.

31. **Can a bidder bid part of the solution such that his bid will include interfacing to the awarded bidder?**
Yes. However, we encourage specialty vendors to collaborate with full service vendors in the same way a general contractor provides a full solution utilizing sub-contractors. We are seeking a comprehensive solution and without an attachment to a full service vendors, we would have to rate your proposal according to the requirements of the entire proposal.

32. **Are vendors required to submit a complete list of clients including contacts, addresses, and phone numbers?**
Yes. Vendors are required to submit a complete list when submitting their proposal.

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33. **Can you please provide some details on the R&R database? Who owns and maintains it? What database is it built on? How is it currently used and by who?**
The R&R database is licensed from NACCRRAware. NACCRRAware owns and services the software. The database is used by our Resource and Referral department. The primary use is to house provider data for various types of reporting. For parents the database assist families with locating care providers. The system generates available providers within a specified area and provides names and locations to assist parents in the selection process. The system is also used to generate more detailed demographic reports such as rate surveys or provider density reports.

34. **Can you please provide examples of the formats in which Provider Rates are currently recorded?**
Provider rates are recorded by age group and time category. The age groups for rates are 0-1, 2-5, and 6 +. For each of these age groups the following full and part time rate categories are captured: hourly, daily, weekly, monthly; please note there is no full time hourly rate. The rate

categories are taken from the RMR Survey issued by the State of California. The following table provides an example of how rates are recorded; the table exemplifies recording method only and is not a reflection of a true rate schedule.

Part Time Rates

Age	Hourly	Daily	Weekly	Monthly
0-1	$1.00	$5.00	$30.00	$100.00
2-5	$1.00	$4.00	$28.00	$99.00

Functional Requirements Questions

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
5	System should interface with LACEL and allow export of families from waiting list.	How does the current system interface with LACEL? Is this considered adequate or how would CS like to see this improved upon? Please indicate how CS would like to see export of families from the waiting list working.	Currently, we do not use our system to interface with LACEL. We would like a feature that will that will import selected families from LACEL to the new system. This feature should import parent and child data and generate parent letters. Any automation for this process is desired.
9	System must capture need, schedule and eligibility information for all adult members of the household: employment, training, and school, LOA, job search, job club, etc.	Can CS provide the complete list of data fields required?	Required fileds include: • Name of company/organization • Street address • City • Zip • Days of activity • Start and end time per day • Functionality to indicate varied schedule • Contact name • Contact telephone • Contact fax • Contact email • GSW Name and contact number if

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
			available
13	System should contain a web based interface that allows clients access to forms and submit an electronic application and signature for agency services. System should have a customer interface in Spanish and English.	What forms do you wish clients to access? Are these forms different from the main application forms? Will this be a subsystem of the primary system?	We would like clients to have acces to forms such as: ST 1-05 (Parent/Provider Services Agreement), CD 9600 application for services, Employment or Training Verifications, Parent Handbook forms, Attendance Records, Payment Provider Requests, etc . Some of these forms are considered a part of the child care application enrollment packet. We will need to have the capability to add forms as needed.
13	System should contain a web based interface that allows clients access to forms and submit an electronic application and signature for agency services. System should have a customer interface in Spanish and English.	What kind of registration requirements does CS have in mind to enable authentication of submissions over the web (Name/Address/SSN/etc.)?	System should provide for a password enabled authentication other than client social security number. For new users, create a user account and password.
19	System must support English and Spanish languages: must produce NOA's, provider notifications,	While it is understood that multiple language support (English/Spanish initially) is required for forms/NOA's, etc. and any web based	English for internal system and English/Spanish for web portal.

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	documents and forms in English and Spanish.	client access portal, is the system to be delivered to CS to be English based or is Spanish also required?	
20	System should have the ability to support additional languages (other than English and Spanish).	What kind of support are you referring to? Are you asking if the system can print forms in more than two languages?	In the event that we need to support additional languages, we would like the system to have the ability to print forms (e.g. NOA's, parent letters, etc.) in additional languages other than English and Spanish.
22	System should have GIS capability that will allow a user to search the system for providers. System should allow a user to search by but not limited to: parent and provider zip code, address, type of provider, provider status, and other demographic information.	Are you asking if the system can replicate the R&R functionality to provide child care referrals to parents enrolled in a subsidy program or via an interface to the R&R database?	Yes. The system should interface with our R&R database to expand it's search and include providers who are currently approved/contracted in our system as well as those that are listed in the R&R database.
22	System should have GIS capability that will allow a user to search the system for providers. System should allow a user to search by but not limited to: parent and provider zip code, address, type of provider, provider status, and other demographic	How detailed are we looking at this requirement? Do we need to look at geomapping?	We would like the ability to put in address and see providers within a certain radius of that address. We are certain this functionality exists in the marketplace today. Vendors are encouraged to propose a solution.

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	information.		
22	System should have GIS capability that will allow a user to search the system for providers. System should allow a user to search by but not limited to: parent and provider zip code, address, type of provider, provider status, and other demographic information.	Will you be referring parents to exempt providers?	We are not certain at this time but would like the capability to if we do in the future.
22	System should have GIS capability that will allow a user to search the system for providers. System should allow a user to search by but not limited to: parent and provider zip code, address, type of provider, provider status, and other demographic information.	Which location in the system would CS like a GS to use to present a display of approved/other providers – Family Address/Parent Work Address/School?	We would like the option to enter an address and select from a list of address such as family address, parent work address, school address, etc.
23	System should populate provider information queried from the GIS search function on agency forms.	What "agency forms" are you referring to?	Our Stage 1 contract requires our agencies to issue a ST 1-09 form (Stage 1 Referral for Licensed Child Care) to parents requesting child care referrals. The required fields on this form will need to auto-populate on the form. We would also like basic provider

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
			information listed on any agency forms.
25	System should generate required documents and forms, archive electronic copy, enter creation note, and create export file for batch mailing. This function will link to EDMS for virtual file insertion and reprints.	Can you specify what "required documents and forms" you are referring to?	We can not provide an exhuative list. But we are looking for the system to provide required documents and forms as need: i.e. approval notices, provider notifications, provider letters, appointment letters, etc.
26	System must automate family size calculation based upon family members entered into the system. System must include option to exclude member from family size.	How does CS determine whether a family member is to be included into the computation of family size? Would a checkbox as to their inclusion status suffice?	Family members can be active or inactive based on the current family status. A checkbox would suffice. Transaction history must be recorded.
31	System must compare average calcuated income to Family Fee chart and determine subsidy eligibility.	Who generates the family fee chart and how the latest version is accessed. Is it a requirement for the vendor to provide updated versions or would CS like the ability to update itself at an administrative level?	The family fee chart /Income ceilings and ranking are produced by California Department of Education (CDE). Crystal Stairs prefers that the vendor maintain funder mandated changes/updates as part of the SLA; however, we would like the ability to make changes/updates.
31	System must compare average	Can you please clarify what exactly is a	A Family Fee is the portion of childcare

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	calcuated income to Family Fee chart and determine subsidy eligibility.	“family fee”?	cost that the parent is responsible for paying. The amount of the Family Fee is determined by household size and income level. The Family Fee chart lists the applicable rates based on household size and the income level of the family. The available rates are hourly, parttime daily and fulltime daily. The rate is applied to the child receiving the most hours of care and the selected rate is based on the daily care authorization.
34	System must automate family fee invoicing for parent and provider.	Can you please provide more detailed requirements on how family fee invoicing currently works or how you would like to see it working?	Monthly family fee invoicing is attached to attendance records and include: fulltime/part time, hour/daily fees and monthly total. Vendors are encouraged to suggest an optimal solution.
35	System must link parent need schedule, and child school schedule and automate the creation of a child care schedule.	How is the parent need schedule/child school schedule currently captured and is this considered adequate/if not how would CS like to see it working?	Our system currently captures daily start/end times (parent need) and effective start/end dates (parent need/school schedule).

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
			We need the system to capture school track calendar information: school dates, daily start/end times, minimum days.
36	System must capture the following child care authorization info: daily in and out times, days, start and end dates, approved child, parent and provider, provider unique identifier, provider rate, family fees, child school track, etc.	How is child care authorization currently captured and is this considered adequate/if not how would CS like to see it working? Can you provide the complete list of supplemental data fields requires to as "etc."	A child care schedule is currently captured on a care schedule screen with: start/end dates of care, daily in/out times, selected provider, and total hours of care. We would like the system to capture the additional items listed in the requirement. Vendors are encouraged to suggest an optimal solution.
37	System must allow override of a child care authorization. Override function must be managed by user security levels.	Please provide additional detail related to overriding a child care authorization.	The purpose of this functionality is to allow users to edit the hours and days of care after an automated child care schedule is created.
37	System must allow override of a child care authorization. Override function must be manges by user security levels.	What constitutes the over-ride function being sought? How does it currently work and is this considered adequate/if not how would CS like	We woud like for this task to be automated based on the parent need(s) and child school (if applicable) data entered in system. However, if a

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
		to see this work.	parent has a unique situation that requires modification, we would like the ability to manually change certain data for the automated child care schedule.
38	System must authorize, track, and flag drop in care,	How is “drop in care” currently authorized, flagged, or tracked and is this considered adequate or how would CS like to see this work?	Drop in care is currenty authorized via a payment note added to family record and visible at the payment point – limited by a date range for the note. We currently do not track the authorization/approval of drop in care. We woud like the ability to: 1. Authorize/approve the payment/use with current or different (one time) provider and have this communicated at the payment calculation. 2. Track the useage so that consistent drop in care needs could be incorporated into the regular child care schedule/parent need.
39	System must allow the selection and	What are the rules that dictate how Alternate	An alternate provider should be

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	authorization of an alternate provider.	provider is permitted to happen? Is this adequate to limit the function to a particular role and record that it has taken place/flag it/escalate it/	authorized with the same schedule as the primary provider. Alternate provider will be used when primary is not available. System must prevent primary and alternate provider from claiming overlapping schedules.
40	System must Review and assign the appropriate provider rate based on the child care schedule entered. System must consider child care schedule and determine appropriate RMR ceiling.	Does CS currently update the RMR ceiling data or is this the responsibility of the system vendor? Which is preferred by CS?	Vendor currently updates RMR ceiling when ceiling changes are approved by CDE. Crystal Stairs prefers that the vendor maintain funder mandated changes/updates as part of the SLA; however, we would like the ability to make changes/updates.
41	System must apply the correct provider rate on a child care schedule if a rate change occurs during an authorization period. Parent and provider notices must indicate rate change and effective date of change.	Clarify the process you are referring to from the time of provider notification of a rate change.	If after the approval of a child care authorization, a provider's rate changes with an effective date that impacts the authorization period, we expect the system to apply the rate change, the effective date of rate change, and calculate the rate accordingly. These changes need to be reflected on parent and provider

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
			notices. e.g. Child was born 2/14/2008; child turns two (2) on 2/14/2010; child care approved on 7/1/2009 for the period 7/1/2009 – 6/30/2010; provider rates change from 0-1 year old rates $125 week to 2-5 year old rates $115 per week on 2/14/2010. e.g. Child care approved on 7/1/2009 for the period 7/1/2009 – 6/30/2010; provider rates change effective 12/1/2009 from $125 to $130 per week.
41	System must apply the correct provider rate on a child care schedule if a rate change occurs during an authorization period. Parent and provider notices must indicate rate change and effective date of change.	Does CS want authorized user to implement rate changes across all active child care schedules when a rate change occurs? Is this done on a case by case basis/across all cases for a particular provider/both or other?	Provider rate changes should be automatically applied to affected schedules based upon the effective date of the rate change. Once rates and effective dates are entered, no additional steps should be required. Rates should be captured and applied based based on funding sources.
42	System must prevent authorizations	How might a restriction on authorization	There should be one restriction; an

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	from exceeding a one year period. System must allow an authorization period to cross fiscal years	period crossing CS fiscal year be introduced – is this a current restriction?	authorization for care cannot extend beyond 12 months (1 year). This restriction will meet our needs.
43	System must allow user ability to change and update data inputs to parent, child, and provider.	Does this mean make changes to data in the parent/child/ and provider data fields? Or is this requirement relating to making changes to the data field? What is meant by inputs?	Yes. We are refering to the data in the fields. However, the ability to make changes to data fieldslds is very attractive.
45	System must allow users to create individual alerts. User must be able to assign: to other users, family or provider records, due date, alert type, etc.	This requirement appears to be quite general. Does CS intend to allow a user to re-assign their own "tasks" to other users of the system? And also to allow family or provider records to be re-located to elsewhere in the system? Does CS intend to allow users to over-ride automatically assigned due dates?	We would like the system to allow users (managed by user security levels) to re-assign work tasks to other users. (e.g. supervisors can re-assign a case managers work tasks to another case manager). Please clarify what is meant by relocating records elsewhere in the system We do not intend to allow users to over-ride automatically system generated assigned due dates.
46	System must facilitate communication between users when actions affect	Clarify or give an example of what the question refers to.	System should allow for users to communicate with each other via

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	multiple users.		alerts. e.g. Case managers, who are managing active families whose provider has been terminated, need to be notified to end services with that provider. e.g. Case manager requests file from another case manager.
46	System must facilitate communication between users when actions affect multiple users.	Can CS please provide some examples of how this kind of functionality is envisioned working and examples of instances where it makes sense.	Please see response above.
51	System must enter time, date, and user stamp in case note section for each document generated from the database.	List the documents you are referring to. Are you asking that every document that is printed be posted in the family notes section?	Yes. When documents are generated in the system (i.e. approval notices, termination notices, follow up letter, employment verifications, etc.), the sytem should enter a case note indicating what document was created, by who, when it was printed and indicate if it was printed and/or mailed.
59	System must automate file transfer between functional areas and between case managers; alerting the receiver of a	Does CS want any user to have the ability to re-assign responsibility for a case file? In so doing the file would not be "transferred" but	We would like the system to allow users (managed by user security levels) to reassign and/or transfers case files

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	transferred file.	merely the responsibility for same.	between functional areas and case managers.
60	System must flag and track parents who have agreed to allow use of their SSN for reporting.	Is the default setting to deny permission with the override being that permission is granted? How is this permission recorded?	The default can be set to denied with an override to grant permission. The permission is recorded by flag and transaction note; making SSN visible/applicable to reporting, 9600, and 9600a.
61	System must block use of SSN for reporting purposes for those families who deny permission.	Is the default setting to deny permission with the override being that permission is granted? How is this permission recorded?	The default can be set to denied with an override to grant permission. The permission is recorded by flag and transaction note; making SSN visible/applicable to reporting, 9600, and 9600a.
62	System must maintain an audit trail of all transactions and documents completed on a case by a user. Audit trail must include: time, date, action type, and user. Audit trail must be viewable, printable, and managed by user security levels.	Which documents are you referring to? Does this mean any report generated or is there a specific set of reports you are asking about i.e. State of LA County report?	System must be able to maintain an audit trail of documents i.e. notice of actions, providers notices, letters, reports, etc. System should maintain an audit trail of all reports created.
65	System must generate a unique identifier for each provider entered.	Does CS have a preferred format for an auto-assigned unique identifier for each Provider?	We currently use an auto assigned numeric unique identifier for all

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
		Does the system need to import provider identifiers in the current system	providers entered in the system. We would like the new system to import current provider identifiers and sequentially assign future provider identifiers, following the last provider identifier in the current system.
66	System must have a feature that automates forms required for provider contracting.	Can you expand on this.	We would like the system to autopopulate provider data input on forms required for provider contracting. i.e. provider name, address, provider type, rates, etc.
66	System must have a feature that automates forms required for provider contracting.	Does CS have standard forms that can be imported inte the system library for Providers?	Yes.
67	If a case is terminated, contracts department must be notified of the termination.	Does this mean that every case termination needs to result in a notification to Contracts of that termination so it can have a bearing on the Provider contract?	The system should notify Contracts department when a family is terminated and the provider linked to that family is in the provider contracting process.
68	System should alert users of contract	Can CS please provide detail on the selected	We would like the system to notify

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	status at selected intervals throughout the process.	intervals of contract status that would trigger notifications to users?	users when a provider contract is initiated, approved, denied, and terminated.
69	System must automatically search parents and providers to locate potential matches upon entry of new provider contract request. Search function must be capable of reviewing multiple parameters: name, address, SSN, phone number, parent and provider unique identifier, provider name, status, provider type, provider license, provider tax identification number, and social security number.	Clarify. Are you asking the system to look at all parents and providers in the system to see if the provider on the contract request is the same as a parent or current provider already in the system?	Yes. We would like the to system to perform a search function to ensure we do not create duplicate entries in the system.
70	System should track and alert users of timelines, required provider documents and outreach activities.	Does this pertain to current Stage 1 activities and process flows or Contracts or both?	This requirement pertains to the provider contracting process work flow.
74	System must track and automate the entry of provider holidays.	How is this information currently captured and how does CS envision this being automated?	Licensed providers provide our agency with a list of ten (10) provider holidays they wish to be paid for per calendar year. We need a system that will

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
			synchronize provider holidays as the days change from year to year. I.e. Presidents Day in 2009 = February 16 and Presidents Day in 2010 = February 15.
75	System must identify and track providers who paid for absences.	What kind of tracking does CS want of these Providers?	We are looking for a feature that will allow users to indicate if a provider is paid for absences.
76	System must allow users to update changes to a provider's status.	What are the desired status types for Providers?	There are 5 status designations for providers: 1. Active – an approved provider with enrolled families 2. Inactive – an approved provider without enrolled families 3. Pending Application – a provider in the contracting process 4. Denied – a provider whose application was denied 5. Terminated – an approved provider whose contract has been terminated
77	System must allow entry of multiple provider rates and age groups. Listed rates must link to provider payments	Are the "start and end dates" defined in case as part of the approval process?	The start and end dates refer to a set of parameters that define the effective period of the provider's rate(s).

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
	and authorized schedules. Application of rates to provider payments and authorized schedules must be automated and applied by start and end dates.		Provider rates can change and we expect the system to manage changes based on the effective date(s) applied to a rate(s).
78	System must contain the RMR schedule, compare provider requested rates to ceiling and notify user when requested rate exceeds RMR. System must allow entry of requested rate for recording purposes.	This in part answers question #41, but who does the vendor approach re: getting on a distribution of updates to the RMR schedule? Does CS want to be able to update this themselves?	The RMR is a survey issued by the State of California and made available by CDE. The RMR is public record and is readily available. It is updated periodically by the state at no regular interval, and usually with advance notice. Crystal Stairs prefers that the vendor maintain funder mandated changes/updates as part of the SLA; however, we would like the ability to make changes/updates.
79	System must track TrustLine applications and notify users of status. System must track when TrustLine Applications are sent for reporting purposes.	What status changes occur in the TrustLine process. Does CS have a mapping of this process – to whom is it sent for approval, timelines etc?	There are 4 statuses designations for TrustLine: 1. Pending – application in process 2. Approved – applicant passed/cleared trustline 3. Denied – applicant did not clear trustline and application is not

Functional Req. #	Description of Functional Requirement	Vendor Functional Questions	Agency Responses
			approved 4. Revoked – reversal of a previously approved applicant from passed/cleared to did not clear or denied status TrustLine applications are sent to the State for review and approval.
80	System must allow system administrator to control module, functional, record and field level access.	Provide an example of field level access.	We would like to control view acces to fields such as a parent's Social Security Number.
83	System should interface with GEARs and export and import applicant information to database as needed. System should allow for remote access to GEARs.	Can you expand upon what "remote access to GEARS" would entail. In addition to exporting payment information to GEARS, what would be the import requirements you are asking about?	We are looking for a feature that can pull client information from GEARS (i.e. parent name, case number, PID#, CID#) and populate this information in our system. We often have mobile intake services. These would require remote access to GEARS.
83	System should interface with GEARs and export and import applicant information to database as needed. System should	What are the interface requirements for GEAR's export and import. Does CS have details on requirements for remote access to	Please see answer above. Detailed interface requirements have not be designed yet and will be provided upon vendor selection, pending approval

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	allow for remote access to GEARs.	GEAR's?	from DPSS.
84	System must allow for remote access to database.	What do you mean by remote access to the database?	Remote access to the "database" was meant to indicate remote access to the "system."
84	System must allow for remote access to database.	Does CS require that remote access provide all the functionality that a user would experience onsite or some diminished read-only rights?	Remote access should allow users access to all functionality within their permission level.
85	Vendor must provide system updates to comply with government funding regulations: RMR updates, changes to required forms, changes in eligibility requirements, etc.	Would CS like the ability to update system themselves with their funding source regulation changes re: forms, eligibility requirement changes, RMR updates etc.?	Crystal Stairs would like the ability to update forms owned at the agency level; such as document request forms and client contact letters. We would expect that forms mandated at the Funder level will be updated by the vendor as part of the SLA; such as the application for services and attendance record. However, we would like the ability to update.
86	System should include a feature that allows external Web entry, internal user entry and tracking of complaints and inquiries. Access should be managed by user security levels.	Provide additional details and examples for clarification.	We are looking for a feature that will allow input and tracking of complaints. This feature could be supported via a complaint tab or module within the system for internal complaint entries and provide some feature that will

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			allow external web entry complaints to link to families and case managers in the system. System should allow for assignment of complaint resolution by someone other than the case manager. e.g. Client calls and complains about lack of timely agency action.
86	System should include a feature that allows external Web entry, internal user entry and tracking of complaints and inquiries. Access should be managed by user security levels.	Does CS want this to be Case related or a standalone complaint/ feedback/ inquiry module that can be associated with a particular case?	Crystal Stairs prefers a standalone module that can link/associate with individual cases for case notes, tracking and reporting.
90	System must create an attendance record for each calendar month approved. System should not create a new attendance record if changes have occurred during a calendar month.	Does CS have a standard AR template from which all AR's can be generated with case specific details? Also, can CS provide an example of what kind of changes may occur in a calendar month?	Crystal Stairs has AR and PPR templates that contain the case information needed to secure processing. An example of mid month changes is a change in time approved for care; from 9:00am – 5:00pm to 6:00am to 3:00pm.
96	System should have the ability to scan an attendance record (8.5 x 11 and 8.5 x 14 size paper) and capture in and out	Are you looking for hand recognition and scanning technology to push ICR technology? Are you referring to the OCR of the barcode	If not ICR, maybe OCR. We understand that the technology may not be as advanced as we would like, but we

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	times.	or are you referring to the content on the form. For example, in a AR form there are certain well defined fields that contain data, do you want the system to collect that data.	would like to be prepared to take advantage in the near future. We would like the technocology to scrape the data from attendance records.
97	System should compare attendance record scanned to child care schedule approved in the system and calculate payment.	Will this comparison be made agains the claim paid and if so will annoted notes be required on the original scanned paid image?	Yes. The comparison will be made against the attendance record submitted. We do not need annotations on the scanned image.
99	System must allow ability for user to enter reasons for returned and rejected timesheets.	Will this comparison be made against the claim paid and if so will annoted notes be required on the original scanned timesheet image?	Timesheets that are rejected/returned are not paid until they are corrected. Notations for reject/return reasons will be entered in the system and a provider notification letter is mailed. Notations are not needed on the scanned timesheet.
102	System must allow for creation, assignment, and tracking of a payment type: adjustment, retro-adjustment, regular, registration fee, other fee, etc.	Can CS provide samples of the payment types so that the attributes of each can be identified?	Adjustment – change to a calculated payment pre/post check issue. Regular – scheduled periodic payment of provider claims. Registration fee – charges assessed by

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			a provider for new enrollees to the care center.
103	System must track the status of a payment record to include the following: calculated, ready for payment, and paid. Tracking must include date, time, and user stamp.	Does CS want automated workflow of payment records which will drive these status changes or will the status changes be triggered by a manual processing of the payments?	We would like to have this work flow and the trigger for status changes automated.
105	System must select applicable provider rate and calculate provider payment based on child care schedule.	By “applicable provider rate” does CS mean the rate authorized for the particular case validated against the child care schedule? Can there multiple child care schedules recorded for each authorized case which may have different provider rates associated with them?	Yes, this is the correct understanding. We are looking for a system that will select the most applicable rate category to apply to a child care schedule. It is quite possible that a single case will have multiple care schedules with different rates applied to some or all of the schedules.
106	System must compare the RMR ceiling to payment calculation based on provider rate and apply the lowest calculation for provider payment. System must compare the allowed payment amount to the amount claimed and pay the lowest amount for Stage 1 payments.	By “the lowest amount for Stage 1 payments” does CS mean that there is a Stage 1 ceiling payment in addition to the RMR ceiling, or is this requirement simply referring to Stage 1 payments only.	The ceiling for both Stage 1 and CDE payments is derived from the RMR. For Stage 1 cases the amount claimed or requested on the PPR by the Stage 1 provider is compared to the RMR ceiling and the lower of the two is the Stage 1 payment amount.

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107	System must display upon user request, the actual formula with data for the payment calculation of any unique payment identifier.	Explain unique payment identifier.	Unique payment identifier would be considered the system generated payment ID for each payment record created.
108	System must prorate provider payments accurately according to payment rules.	Question: Can CS please provide the referenced payment rules regarding pro-ration?	Yes. Crystal Stairs can provide current payment rules for reference.
110	System must allow for payment adjustments to occur before and after a payment is issued. Functionality is managed by user security levels.	What rules must be followed for payment adjustments made prior to payments being issued? Should payment issuance be stopped if it adjustment made before issuance? If after issuance, a record made of over or under payment to be applied to next payment? How would CS like this to work?	There is no specific rules for payment adjustments. Adjustments are manual entries that can occur before or after a payment is issued. A payment issuance should not be stopped stopped is adjustment is made before issuance. An accountancy feature attached to provider payments should allow for periodic deductions/additions, as well as tracking deductions and totals.
111	System should allow for export of partial payment adjustments to accommodate providers requesting payment arrangements.	What currently constitutes a partial payment adjustment and where does it get exported to?	The basic requirement is for an accountancy feature that will allow for periodic payment deductions similar to garnishments.
112	System must allow a user to assign payment reasons for: adjustments, overpayments, underpayments, replacement checks, garnishments, and payment errors.	After a user selects payment type, are you asking for an additional field to reassign a reason?	Yes. e.g. Payment type = overpayment. Reason = agency error.

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	Reasons to include parent, provider, agency, and other.		
112	System must allow a user to assign payment reasons for: adjustments, overpayments, underpayments, replacement checks, garnishments, and payment errors. Reasons to include parent, provider, agency, and other.	Should this read "require" instead of "allow"? Are the reasons listed types of reasons but with more detail required?	The system should require that a reason be assigned to all adjustments. The reasons listed are summary causes for the adjustment and do not require additional detail.
113	System must allow for addition and removal of garnishment flags for providers. Functionality must be managed by user security levels.	Should the system require reasons for addition and removal of garnishment flags for providers – date, signature and time stamped?	Yes. The system should require reasons for addition and removal of garnishments. All transactions executed in the system record a time/date/user stamp.
114	System must automate the garnishment of provider payments. Functionality must be managed by user security levels.	Can CS please provide detail on the rules behind garnishment of provider payments?	Garnishments are placed on provider payments by outside parties that have been granted legal authority to withdraw funds directly from provider payments. The amounts are deducted incrementally from the monthly payments issued to providers. The deducted amounts are then forwarded to the party that gained authority to place the garnishment. Crystal Stairs requires a system with an accountancy feature to automate the periodic

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			deductions, track total to date, and end deductions once the full amount of the garnishment has been deducted.
116	System must prevent payment of absence days above allowable limit.	What is the allowable limit of absence days or how and where is it computed?	Each child has 10 sick days and 10 best interest days that may be utilized throughout the fiscal year.
117	System must automate deduction of family fees from provider payment.	Question: How are family fees computed? When and how do they occur (other than as deduction of family fees)?	Fees are determined by the Family Fee Schedule that is issued by CDE. The fee schedule compares family size and household income to determine any applicable family fees. Income is assessed upon enrollment and when any changes to the household income occur.
119	System must maintain an audit trail of all transactions and documents generated by users. Audit trail must include date, time, change, action and user.	Can you indicate what documents are you referring to?	e.g. over/under payment letters, garnishments letters, etc.
120	System must have the capability to batch payments by funding sources for payment exporting.	Do individual payments to Providers ever come from more than one funding source? How is the funding source determined?	There are two contract funding categories; CDE and DPSS. Providers may receive payment from both contract categories, one check from each contract. There are several funding sources

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			under the CDE category. However, payments from all CDE funding sources are combined into one check/payment.
122	System should flag parents that are paid and excluded from 1099 issuance.	Does CS want the system to manage the issuance of 1099's to parents who receive payments and record when and why no 1099 is required? Reqt. 123 suggests this is done in other software.	Currently 1099s are issued outside of our subsidy management system. We would like the new system to manage and automate the 1099 process. This includes denoting parents and providers who will not receive 1099 forms.
123	System must create export files compatible with fiscal software, GEARs, and generation of 1099's.	What are the compatibility requirements of the fiscal software, GEAR's and 1099 generation software.	**This will be answered in the next FAQ update.**
126	System must notify case manager and automatically generate a notice to parent when care authorized does not match care claimed on a timesheet.	Describe the process in a bit more detail with an example or two. Would the case manager be notified when the timesheet is reviewed and then determine if a notice goes to the parent or would the notice automatically go out at the same time a case manager is notified?	We expect the system to notify a case manager and generate a letter once the timesheet is reviewed .
126	System must notify case manager and automatically generate a notice to parent when care authorized does not match care claimed on a timesheet.	Is this an activity that would be flagged by Claims Processing and initiate a workflow to the Case Manager auto-generating a Notice on standard template?	This is a process that will begin in the Claim Processing area with the submission an attendance record. However, we are looking for a system that will automate the schedule comparison process and trigger the

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			appropriate notifications; including the generation of written correspondence to parents.
127	System must automate generation of claims and fiscal forms and letters: return, reject, overpayment, underpayment, and adjustment, garnishment, and income verifications.	Would it be possible for you to provide more specific information on claims, fiscal forms and letters?	We expect that once a payment is tagged as an underpayment, that the system will generate an underpayment letter associated with that payment. The letter would include information such as: payment period, parent, provider, child, adjustment amount, explaination, etc. e.g. If our agency receives a call to verify income for a provider, the system will generate a standard payment verification letter.
127	System must automate generation of claims and fiscal forms and letters: return, reject, overpayment, underpayment, and adjustment, garnishment, and income verifications.	Will CS be able to provide their standard templates for such forms and letters to be inserted into the appropriate system library?	Yes. Crystal Stairs can provide templates for the system library.
128	System should allow for biometric finger identification attendance entry, tracking and estimation of payment amount.	Does CS want the system to offer integration with hardware/software systems currently available to Providers or does CS want vendor	Yes. We would like the system to offer intergration with current hardware/software available to providers. However, we encourage

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		to offer a module to providers which could incorporate these requirements?	vendors to propose an efficient and optimal alternative solution.
129	System should allow for attendance record entry by providers and submission of authorized signatures for providers and parents via secured web access. Provider should be able to print their attendance record. System should have a customer interface in Spanish and English.	Will CS consider password based authentication adequate as an alternative to physical signatures on attendance records submissions via secure web form?	Password authentication is valid for access and uploading of attendance record entries. However, physical signatures and submission of hard copy attendance records are a state requirement.
130	System must allow for addition and removal of direct deposit and debit card flags for providers.	In addition to tracking direct deposit/bank information for providers, are you asking that a field be avaible to store an additional number for the provider?	No. We are asking the system to have a feature that will allow a user to indicate if a provider is requesting direct deposit or debit card payment.
130	System must allow for addition and removal of direct deposit and debit card flags for providers.	What is meant by flags? Should system record payment preferences (and changes to same) of Provider including direct deposit/ debit cards?	The term flag is used to denote that a payment preference must be recorded and tracked for each provider. The system should record a providers payment preference and allow changes/updates at provider's request.
133	System must produce accurate contractually required funding reports: 801a, 801b, case load report, Stage 1, 2, and 3 funding reports, APP. See attached report list.	Will CS be able to provide vendor with samples of said reports?	Yes. Crystal Stairs can provide report samples.

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134	System should have the ability to electronically submit contractually required reports.	What are the format(s) that contractually required reports need to be electronically submitted?	Text (tab delimited) format.
140	System should provide data on workload completed at individual, unit, and departmental levels. System should track data across a variety of user actions: case approvals, authorizations, denials, re-certifications, terminations, extensions, and tasks notes.	Explain the organization as it refers to a unit vs a department? When you refer to "user actions" did you list all actions you are referring to or are there additional actions to be tracked?	A unit consists of a group/team of users managed by a supervisor within a department (e.g. CDE). A department is made up off the units associated with that department. We would like the system to track performance at multiple levels as noted in the functional requirement. The list of user actions provided on the functional requirement was meant to give vendors an idea of the type of actions we would like to track. The list is not complete.
141	System should track user actions by funding source; identifying number of actions per funding source, and total percentage of work performed per funding source.	Please define "actions"- all activity attributable to a particular funding source? Is it acceptable to have percentage of work performed per funding source be time-based	An action is a transaction that is taken on or against a case file (i.e. case denied, case approved, case approved, etc). Using a time parameter to measure work performed is acceptable, but parameters should not

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			be limited to time only.
142	System must track and tally case load by funding source for total case load and individual case load; must provide percentage by funding source.	Does individual case load refer to case load per case specialist/ claims processor/ all roles using the system?	Caseload refers to family and provider files for case managers.
145	System should have an ability to assist in case sampling for internal audits according to an algorithm (mathematical formula). System should track the date(s) when a case is selected for audits.	Does CS want a separate audit module which schedules, samples and records audit activities, resolutions, and corrective actions taken?	An audit module will meet our requirements.
152	System must track and save claims forms and letters for reprint.	Specify what forms and letters you are referring to.	e.g. varied work schedules, PPR's, AR, provider affidavits, etc.
154	System should provide an automated feature to request and track fraud referrals without variability by any user.	Provide more information about the feature you are looking for.	We are looking for a feature that will allow users to complete and submit fraud referrals to our Fraud Prevention Unit (FPU). Our FPU would retrieve these referrals and track and update notes/action.
154	System should provide an automated feature to request and track fraud referrals without variability by any user.	What constitutes a "fraud referral" and what is meant by without variability by any user?	If our agency suspects that a parent or provider is committing fraud (i.e. providing false information, altering of employment check stubs, etc), a fraud referral form is completed. The fraud

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			referral is forwarded to our Fraud Prevention Unit and cannot be altered or changed by the user who completed the referral.

Technical Requirements

Techinical Req. #	Description of Functional Requirement	Vendor Technical Questions	Agency Response
3	System should log purge able successful logins.	What does "purge able" mean?	Purgeable means the ability to clear the logging transactions separately from other transactions. The purpose of this is to ensure we do not run out of disk space. We prefer logs to be limited by size and for them to have the ability to purge themselves.

5	System must support 230 concurrent users and have the ability to support a 25% increase in the number of concurrent users without a substantial increase in investment of technology.	Would Crystal Stairs supply the hardware necessary to support the 25% increase in users?	Yes. However, the application must be able to handle the increased load in relation to performance.
51	The Vendor should provide a maintenance agreement for any and all hardware and or modules proposed and bid, and, if applicable, for any Vendor-supplied software or third-party software. The maintenance agreement should be in effect as soon as any portion of the software has been deployed into Crystal Stairs' Production environment.	Define deployed.	Deployed is defined as installed and in production use.