

Training Registry Software RFP (RFP #13-001) Questions and Responses

- 1. In the required response format, where do we reply to section “2.4 Registry System Requirements”?**

The response to the Registry System Requirements does not require a specified form. Please provide a detailed response to each of the requirements ensuring that all of the system requirements have been addressed. The system requirements response should be contained in a separate section of the proposal and should be single-spaced with font style and size Calibri 12 point.

- 2. PAGE 6 RE: Providing technical assistance for at least 4 months**

Are you able to consider a hosted software as a service solution with ongoing technical support over the life of the contract?

Yes. We would like to have the software hosted and maintained by the software vendor.

- 3. PAGE 7 ITEM 1a RE: Recording Social Security number**

Please explain in detail your use of Social Security number. Specifically, do you need to store the entire Social Security number? Will this field be imported from or exported to any third party data sources? Do you need to display this field or report in any fashion, or will this field only be used for user validation?

This is used as an identifier for both the Registry and Scholarship modules. CSC would like to store the entire Social Security number but would like to keep it encrypted in the database. Only the last 5 digits of the Social Security Number would need to be displayed. This Social Security Number field will not be imported or exported to any other data systems. This field will not be displayed on any report. SSN will only need to be displayed in the administrative portions of the software. This field is primarily used for user validation.

- 4. Page 7 Item d-g RE: Certification**

Does this term refer to the awarding of a Registry level or are there other certification criteria that will need to be calculated?

Yes, this does refer to the awarding of a Registry level. CSC will provide additional logic that will need to be built into the system that will assist in defining the level that the

practitioner or trainer will be at based on their qualifications. This will require some customization of the software to accommodate the logic to establish the Registry levels.

5. **PAGE 8 ITEM I RE: Ability to interface with Quality Counts (QC) system**

Can you please indicate if there are any established protocols, API, or file transfer definitions for interfacing with this system?

CSC will provide a file layout for the data fields that need to be available to the Quality Counts data system. This will require that a file be transferred nightly to an established FTP site which CSC will specify.

6. **PAGE 8 ITEM m2 RE: Ability to interface with other agency databases**

Do you have a specific list of agencies?

Do any data sharing agreements currently exist?

What types of data do you anticipate downloading?

Currently CSC imports data from Palm Beach County's Early Learning Coalition (ELC). Children's Services Council has a data sharing agreement with Palm Beach County ELC. In the future we anticipate an import from the Department of Children and Families and Palm Beach County Head Start (Child Plus).

7. **PAGE 8 ITEM o RE: Ability to upload course catalogs**

Who or what will be the source of these course catalogs?

Can you provide any further information on the information that will be uploaded?

Do any agreements current exist?

Will data be limited to training or will it also include attendance information?

CSC would like to be able to upload any SACS accredited educational institution course catalogs. An example would be Palm Beach State College's course catalog. Additionally we would like to be able to upload course catalogs for other relevant institutions to reduce manual data entry. No agreements currently exist for this function. Currently, this would be limited to training and not include attendance information.

8. **PAGE 8 ITEM p RE: Ability for database to be configured for different areas in the county/state**

Will you be maintaining separate data for each area, or do you envision a single comprehensive database that is scale-able to an increasing geographical area of coverage for your agency.

The Registry should be a single comprehensive data repository. CSC is envisioning that in the future additional partners would have access to the database so data segmentation should be included. For example, there should be a separate user interface for afterschool child care practitioners and early childhood practitioners.

9. **PAGE 8 ITEM r RE: Ability to accommodate School-Age practitioner data**

Are there any school-age specific data elements you need to collect above and beyond the early care practitioner requirement that should be considered in the design of the system?

Upon initial implementation, the primary focus of the Registry is early childhood practitioner data (0-5). For a future phase, CSC anticipates bringing on school-age practitioner data. The ability to implement additional fields to accommodate this should be part of the software package.

10. **PAGE 8 ITEM dd RE: Ability to connect directly via ODBC**

Have you considered SQL Server Analysis Services?

CSC utilizes SQL Server Reporting Services. Therefore the ability must exist to directly connect to the Training Registry database for report creation and data extracts.

11. **MULTIPLE ITEMS RE: Ability to scan and submit documentation electronically**

Do you anticipate storing these documents in the system and attaching to the practitioner record for future viewing?

Will you be scanning all incoming documents that are sent by mail in the same fashion?

Yes. CSC will need the ability to store these documents and attach them to the practitioner records. All documents will be scanned and maintained in an electronic format.

12. **PAGE 10 ITEM 4i RE: Allowing users to provide feedback**

Will this feedback be specific to the training event or the trainer?

Will this feedback be visible to the general public, just the trainer, or just system administrators?

The feedback will be specific to the training event, trainer as well as general registration. This feedback will only need to be initially available to system administrators with the option to publish to the general public.

13. **PAGE 10 ITEM 4j/k RE: Add to cart functionality and trainer's ability to view registrations**

Is adding a training to your cart tantamount to registering for the event, or is it a way for a practitioner to collect the events that they would like to attend?

Does registration also need to include online payment for the training event?

If online payment is included, will the user be able to place multiple events from multiple trainers into their cart and check out once, or will they have to register and pay for each event separately? Will the Registry require additional bookkeeping functionality?

Adding a training event to your cart is a way for a practitioner to collect the events they would like to attend. They should be able to go back to the cart and select which events they would like to register for.

Upon initial implementation, the functionality would not include online payment data collection. However, CSC would like to be able to pull reports which would indicate attendance information and high-level payment information (e.g. self-pay or scholarship). The user will select the form of payment. The data system will not be actually processing the payment.

No additional bookkeeping functionality is needed at this time.

14. PAGE 11/12 ITEM 6 RE: Scholarship module

Will the system become the source of scholarship payments, feeding any other system with payee and payment amount information? If so can you describe any data transfer requirements or will the system serve only as a separate repository of what was paid?

The Registry data system will become the source of scholarship payments. This data will be integrated into the main Registry system and track scholarship data. Robust reporting is needed to identify and track scholarships. No external data interfaces will be needed for the scholarship module.

15. PAGE 12 ITEM 6k RE: Connecting to separate database

Who is the owner of that database and can you provide any details or any requirements on how the two systems will connect?

Ideally, the Training Registry will include a scholarship module so that this function would be fully integrated into the main system and therefore would not have to maintain a separate database.

16. PAGE 17 RE: Section 5: Submittal Documents

Where is your preferred location for the detail of meeting system requirements (2.4) in the response structure?

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