



## Solicitation Addendum

**Solicitation Number:** 30-23189

**Solicitation Description:** DCDEE – Workforce Registry and NC Pre-K and Regulatory System Replacement

**Solicitation Opening Date and Time:** August 14, 2023  
2:00 PM EST

**Addendum Number:** 1

**Addendum Date:** July 21, 2023

**Contract Specialist or Purchasing Agent:** *Jillian Kennedy, Contract Specialist*  
*Jillian.kennedy@dhhs.nc.gov*

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1. Vendor must return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.

2. The solicitation is hereby modified as follows:

a) Section **2.2 CONTRACT TERM** on page 5 shall be replaced with the following:

A contract awarded pursuant to this RFP shall have an effective date as provided in the Notice of Award. The term shall be **three (3) year(s)** and will expire upon the anniversary date of the effective date unless otherwise stated in the Notice of Award, or unless terminated earlier. The State retains the option to extend the Agreement for **two (2) one(1) year** renewal period at its sole discretion.

b) Section **5.2 EVALUATION CRITERIA** on page 27 shall be replaced with the following:

### **5.2 EVALUATION CRITERIA**

Evaluation shall include best value, as the term is defined in N.C.G.S. § 143-135.9(a)(1), compliance with information technology project management policies as defined by N.C.G.S. §143B-1340, compliance with information technology security standards and policies, substantial conformity with the specifications, and other conditions set forth in the solicitation. The following Evaluation Criteria are listed in Order of Importance.

1. Substantial conformity to the specifications (Section 3.0)

2. Technical Approach (Section 3.0)

3. Past Performance and Experience (includes the following) (Section 6.3)

a. Experience of similar size, scope, complexity, and magnitude of effort to that of the solicitation

b. References

4. Financial Viability (Section 7.0)
5. Total Cost of Ownership (Section 7.0)

c) Specifications for Integration and System Interfaces on page 147 shall be replaced with the following:

Integration and System Interfaces	INI_1	DIT- Describe the solutions ability to Integrate with the State agencies authentication platforms.
	INI_3	DPI- Describe the solutions ability to receive file/real time information about Licensed teachers & send information on enrollee's (teacher's) training from Department of Public Instruction Online Licensure System. Describe the solutions ability to receive wage and Licensure file; send new approved lead NC Pre-k teacher from Department of Public Instruction Human Resource Management System.
	INI_4	Describe the solutions ability to receive file containing the names of adults flagged for maltreatment from the Child Maltreatment Registry.
	INI_5	Describe how the solution shares facility and workforce qualification data between workforce and regulatory areas and keeps information current.
	INI_6	Describe the solutions ability to integrate or receive data from Training platforms such as Moodle, Voyage Sporis & Teaching Strategies for enrollees.
	INF_7	Describe the solutions ability to integrate with partnership agencies application to receive and provide information to end users. CCSA-Receive a list of bonus approval administered. CCSA Grants System – (T.E.A.C.H., WAGES, AWARD Plus and AWARDS) Receive files with enrollee grant and wage information.
	INI_8	North Carolina Institute for CDP – Send a list of EEC certifications granted.
	INI_9	Describe the solution ability to integrate with external agencies to receive Health and Safety trainers' information
	INF_10	CBC/ABCMS-Real time integration with CBC for background check of enrollees
	INI_11	Describe the ability of the solution to Integrate with state approved payment platforms for training payments

	INI_12	Describe the solutions ability to Integrate or receive monthly file from Vital Records application
	INI_13	Describe the solutions ability to integrate with Clearing houses to receive Official Transcripts.
	INI_14	Describe the solutions ability to integrate with NCRLAP to view, assign, or participate in trainings
	INI_15	Describe the solutions ability to integrate with NC Pre-K's application to route change requests for appropriate approvals by EES and Workforce Education Unit.
	INI_16	Describe the solutions ability to integrate with Scribbles to add, retrieve, annotate, and manage documents.

3. Following are questions received about the solicitation and the State's answers to the questions.

Question #	Solicitation Section	Solicitation Subsection	Vendor Question	Agency Response
1	2.2 Contract Term  Attachment E: Cost Form	a) Cost Table 2: Operations and Maintenance	Please clarify the contract terms for submission of pricing for the initial term and optional years.	Please see above change to the solicitation.
2	3.5 Management Specifications	3.5.5 Data Conversion and Migration	Are there any systems other than Regulatory, WORKS, and NC Pre-K in scope for data migration?	No.
3	3.5 Management Specifications	3.5.5 Data Conversion and Migration	What data should be migrated from the existing systems? Is the scope limited to a subset of the data or all data in the systems? How many tables and records comprise each existing/legacy system?	WORKS: All Data should be migrated. 40 tables and 192,209 records. NC Pre-K: All Data should be migrated. 198 tables and 27,394 records. Regulatory: All Data. Approximately 20+ tables and 5,414,554 records.
4	3.5 Management Specifications	3.5.5 Data Conversion and Migration	Please provide the database structure of NC Pre-K (ex: Oracle, MySQL, etc.).	Oracle DB. The NC Pre-K database has data for Children, Sites, Classrooms, Teacher's Licensure and Education, Contracting Agencies and Budget.

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5	3.5 Management Specifications	3.5.6 Operations and Maintenance 6.0 Help Desk Support	Is the expectation that the Vendor Help Desk would provide system support to all user types, including external users such as outlined in Attachment L, Workforce Registration REG_1 (Mentors & Evaluators, Teachers (both Lead and Assistants), Technical Assistance Providers, Early childhood and school age administrators, Students training in early education, Program Coordinator, Prospective Childcare owners and Facility Owners/Directors, and Prospective Teachers), or would external users contact the Agency Help Desk for their system support inquiries?	Workforce Registry: Yes. Also, engage with DHHS and NCDIT for issues related to State's systems. NC Pre-K: Yes. Also, engage with DHHS and NCDIT for issues related to State's systems. Regulatory: Yes. Also, engage with DHHS and NCDIT for issues related to State's systems. EES: Ensure the business-related questions are routed to the EES team.
6	Attachment L:	REG_1	Please confirm the number of expected users by type as included in REG_1, Attachment L: 1. Mentors & Evaluators 2. Teachers (both Lead and Assistants) 3. Technical Assistance Providers 4. Early childhood and school age administrators 5. Students training in early education 6. Program Coordinator 7. Prospective Childcare owners and Facility Owners/Directors 8. Prospective Teachers	1. Mentors & Evaluators: 60 2. Teachers (both Lead and Assistants): Lead Teacher only in public and private school-2000. 7. Prospective Childcare owners and Facility Owners/Directors: We currently have 5450 childcare facilities (centers-4354 and homes - 1196). Some facilities may have more than one owner and some owners may own more than one facility. Therefore, the number of owners will not match the number of facilities.  We do not collect other information and can't provide that data.
7			What is the budget for this project?	In accordance with 09 NCAC 06B .0103 – Confidentiality of Solicitation Documents: In order to preserve fairness and encourage competitiveness, all information and documentation relative to the development of a solicitation for a proposed procurement shall be withheld from public inspection. Refer to cited rule above for complete language.

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8			Is there a planned payment schedule based on project phases?	The Vendor shall propose its itemized payment schedule based on the content of its offer. All payments must be based upon acceptance of one or more Deliverables during Project Execution Contract Phase.
9	ATTACHMENT L: WORKFORCE REGISTRY	WF_6-9, WF_11 – Page 144, 145 INI_6 – Page 147	Does DHHS intend to use an existing LMS platform for integration with the Workforce Registry, or should the vendor propose a LMS solution for training/coursework assignment? If using an existing LMS platform, please confirm Moodle, Voyage Sporis and Teaching Strategies are the only integrations.	Yes. Currently, Programs use Moodle. Proposals can include other LMS platforms, but they need to meet Business needs for a LMS including data reporting.
10	ATTACHMENT A: Definitions	#71 – Page 47	Does DHHS intend to use SCRIBBLES as an external system for document storage and management, or should the vendor propose a document storage solution?	The Workforce Registry will act as a repository and document management system for the EEB Unit. See Addendum 1 2.c) for details. Vendor may submit proposal with an alternate document management solution.
11	General		Does DHHS require multi-language application support across all three platforms? If so, what languages must be included in each application for users?	DCDEE requests English and Spanish at a minimum. This application should match the DCDEE public facing website setup. DCDEE public facing website offers Google Translate as a translation resource.
12	ATTACHMENT K: REGULATORY MODERNIZATION	COM_3 – Page 139	Please confirm whether DHHS requires the system to auto-calculate the QRIS based on interfaces and data entry, or if this will be manually calculated/assessed by a consultants/state worker with a combination of data integration and manual data entry.	Yes, DHHS requires the system to auto-calculate the QRIS based on interfaces, data entry and required algorithms. Authorized Users shall have ability to modify data if needed.
13	ATTACHMENT L: WORKFORCE REGISTRY	INF_7 – Page 147 WF_19 – Page 145 SFTP_REC_1 – Page 148	WF_19 specifies 'eligible enrollees can apply for grants' within the workforce registry. Please specify what types of grants and eligibility requirements would be directly managed within the workforce registry. Alternatively, please confirm if this is an interface with CCSA and the workforce registry would be utilized solely for tracking and reporting capabilities.	The Registry shall allow state staff to track and report on various grants such as Child Care and Development Block Grant (CCDBG) and others. This feature would be utilized solely for tracking and reporting purposes. DCDEE would receive the data from CCSA and update the Registry.

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14	ATTACHMENT M: NC PRE-K SPECIFICATIONS	PK_ADM_1 – Page 151 CHL_APP_9 – Page 152 PK_WF_2,11,20, 23 & 24 – Page 153	Will families use the Pre-K portal, or is this portal only for state and contracted agencies? If families use the Pre-K portal, please detail the functionality available within the portal for families. 2. Can DHHS provide a user manual or screenshots of the NC Pre-K legacy system?	Yes. Families will use Pre-K portal.  Please refer to specifications applicable to Registration and Child_Application for the portal functionality in page 151 and 152 of the RFP.  Question 2: Attached link should suffice ( <a href="https://ncchildcare.ncdhhs.gov/Home/DCDEE-Sections/North-Carolina-Pre-Kindergarten-NC-Pre-K">https://ncchildcare.ncdhhs.gov/Home/DCDEE-Sections/North-Carolina-Pre-Kindergarten-NC-Pre-K</a> ). Three user manuals can be accessed via the website.
15	ATTACHMENT M: NC PRE-K SPECIFICATIONS	PK_WF_3 – Page 153	PowerSchool has a wide array of modules available. What part of PowerSchool's functionality is being used by the state?	Currently, there is no integration. This is a manual process. However, DCDEE is interested in knowing if the proposed solution has the ability to download data from PowerSchool to Excel or other document type(s) and upload it into NC Pre-K applications.
16	General		Could the state please share how many internal state users (including any state consultants) are expected to use this system? Similarly, how many childcare professionals and families are expected to utilize the solution's portals.	300+ internal users and 55,000+ childcare professionals.
17	page 5 and page 82		Can you clarify contract term? Page 5 describes 2 year term with one year optional but cost table on page 82 in appendix E has form that asks for information on a three year term with 2 additional one year terms as optional.  Will cost be evaluated on contract term only or will it include contract term and the optional years?	Please refer to # 1.
18	page 23		How many total internal state users are there that will use the system? Page 23 describes concurrent users of 690 and capacity to handle up to 1380 users. Is 1380 the total number of users?	How many total internal state users are there that will use the system? See answer to #16. Page 23 describes concurrent users of 690 and capacity to handle up to 1380

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				users. Is 1380 the total number of users? 1380 is an estimate of the upper capacity of concurrent users the solution is to support with minimal performance degradation.
19	page 5		How many licensed child care providers organizations are there in the state of NC? How many child care providers apply for new applications annually? How many child care providers renew annually? And how long does the renewal term last?	How many licensed child care providers organizations are there in the state of NC? See response to # 6. How many child care providers apply for new applications annually? We currently do not track how many providers apply. How many child care providers renew annually? NA – 2 to 5 star licensed facilities must be reassessed every 3 years. And how long does the renewal term last? See response above.
20	Page 5		How many individual early child care professionals are there in the state? How many individual early child care professionals apply for new licenses annually? How many individual child care professionals renew annually? And how long does the renewal term last?	How many individual early child care professionals are there in the state? Response: See answer to #16. How many individual early child care professionals apply for new licenses annually? This is a moving target year to year. We cannot predict or estimate how many new people will enroll with the EES Unit and apply for new licenses. How many individual child care professionals renew annually? around 80 to 85 And how long does the renewal term last? Renewal terms are based on licensure types. Continuing licenses have a 5 year renewal term. Initial license have a 3 year renewal term and/or convert to a Continuing license at the end of the 3 years. Residency licenses last for 1 year and can be renewed up to 2 additional years (at the end of the 3rd year it needs to

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				<p>convert to an Initial or Continuing license). Provisional BK add-on licenses are a 1 year renewable license for up to 5 years.</p> <p>Note: EES only caters to Lead Teacher. We are speaking about childcare professionals that include several different categories. Lead teacher is only one.</p>
21	page 20 3.5.5 Data Conversion and Migration		<p>Can you describe the amount and type of data that will need to be migrated to the new solution? ...data volume vs file volume....total number of GB or terabytes of each.....is it structured data or Unstructured?</p> <p>Does your organization anticipate storing CJI data as a part of the cloud-based solution?</p> <p>Can a solution be proposed whereby CJI data lives in an on-premise solution at a data center and is integrated with the cloud-based solution being proposed using tokenization to ensure Cloud Service Provider (CSP) personnel have no access to the CJI data? With this approach, CJI data would not be stored in a cloud database but would provide a pointer from a cloud database to the CJI data stored in the data center enabling your organization users to securely access that data.</p> <p>We further assume that the CSP will not need to comply with the CJIS compliance requirements. Please confirm.</p>	<p>Both structured and unstructured.</p> <p>Workforce Registry: Approximately 200GB. The WORKS database houses data for education, qualification, and licensure for 10 positions including Teachers, Lead Teacher, FCCH Providers, Program Coordinator, Group Leader, DPI Teacher, DPI Teacher Assistant and Administrator (EC, SA, DPI).</p> <p>NC Pre-K: Approximately 50 GB but could be more depending on size of archived data. The NC Pre-K database houses data for Child, Sites, Classrooms, Teacher licensure and education, Contracting Agencies and Budget.</p> <p>Regulatory: Approximately 30 GB.</p> <p>Yes, as long as government cloud is managed by NCDIT. Further, for compliance requirements please refer to the CJIS Security Policy document. (<a href="https://cjin.nc.gov/infoSharing/Presentations/CJIS%20Security%20Policy%20v5%201_07132012_-ns[1].pdf">https://cjin.nc.gov/infoSharing/Presentations/CJIS%20Security%20Policy%20v5%201_07132012_-ns[1].pdf</a>)</p>



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22	page 64 III) (5)		<p>Does your organization anticipate storing CJI data as a part of the cloud-based solution?</p> <p>Can a solution be proposed whereby CJI data lives in an on-premise solution at a data center and is integrated with the cloud-based solution being proposed using tokenization to ensure Cloud Service Provider (CSP) personnel have no access to the CJI data? With this approach, CJI data would not be stored in a cloud database but would provide a pointer from a cloud database to the CJI data stored in the data center enabling your organization users to securely access that data.</p> <p>We further assume that the CSP will not need to comply with the CJIS compliance requirements. Please confirm.</p>	Response: See response to question 21.
23	Page 22 2.f.		<p>Cloud Services Provider (CSP) uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events. While availability SLAs can be negotiated in a contract, the calculation is measured quarterly and not monthly.</p> <p>Can your organization please adjust this requirement and specify that the SLA requirements can be negotiated based on the Service provider chosen?</p>	Vendor may submit their standard SLA. However, the SLA will be finalized during contract negotiations with finalists.
24	7.8 Security and Background Checks		<p>We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution.</p> <p>For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire. The CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Can your organization please modify this requirement accordingly? Does your organization agree with this interpretation of this requirement? If your organization mandates that CSP's also needing to meet this requirement, will your organization be willing to sponsor and pay for these background checks?</p>	This is State requirement for which DHHS cannot provide an exception. This can be discussed with State CIO during negotiations.
25	Immediate Breach Notification		<p>The Cloud Service Provider (CSP) is a service provider and your organization would be one of hundreds of thousands of customers using the service. CSP can contractually commit to incident</p>	This is State requirement for which DHHS cannot provide an exception. This can be discussed with State CIO during negotiations.

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			<p>response reporting timeframes in a customer contract. One component driving the timeframes are the CSP's ability to communicate to a wide customer base in the event of an incident. In a multi-tenant cloud environment, the CSP could be reporting to thousands of customers if there is a security incident impacting multiple customers. CSPs utilize one incident response process for all customers. Utilizing one approach allows for scalability and ease of operations.</p> <p>Additionally, due to the nature of the CSP's service, the CSP can only report confirmed breaches, not attempted, suspected, threatened, or foreseeable breaches. As a multitenant environment, an attempted breach against another tenant would not be reported to your organization.</p> <p>In the event of a security breach and if negotiated in the agreement, the CSP can notify your organization identified points of contact. The CSP cannot notify affected parties because the CSP does not view customer data. The CSP is responsible for maintaining access in terms of performance and availability to the data. The data is owned by the customer. As such, we would like to request the requirements for breach notifications should align with the existing CSP reporting requirements that also align with FedRAMP and request that your organization change this requirement.</p>	
26	Liquidated Damages		<p>Your organization will have full control of the data they store within the Salesforce Services. Salesforce does not classify Customer Data. All information that has been electronically submitted by customers to the Salesforce Services is considered "Customer Data" and is protected as confidential. Permitted access to the production environment infrastructure is restricted to a very limited number of full-time Salesforce employees required to manage the service. These Salesforce employees do not have login access to customer's instances (org), and because of Salesforce's multi-tenant infrastructure, they do not see customer data in an assembled manner.</p> <p>Our interpretation is that this would primarily apply to the System Integration personnel (its employees and subcontractors) that would be directly performing the solution implementation services and could have direct access to your organization's data.</p> <p>Would your organization be willing to make an adjustment to the breach liability and related costs and remove "amount determined to be adequate by the agency" to allow for negotiation of these</p>	No.

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			requirements to refine the parameters, guidelines, and associated costs. Typically breach liability and related costs are considered indirect damages as they are unknowable and unpredictable. As such, they are a source of risk to a provider and the provider needs to be able to further assess such risk after consideration and discussion with your organization.	
27			It indicates in Section 7.2 on page 34 that Vendors are to provide "b) a written statement" from a CPA. Would evidence that a Vendor is currently working with MCOs in NC and has serviced these entities for 15 years serve as a substitute for this requirement?	No
28			As part of your redundancy plan are you wanting a crosscheck of electronic documents versus the paper documents. Is it necessary to reference (or store) these paper documents. Does the redundancy plan include an electronic record (scan) of the existing paper documents?	Crosscheck: Yes. DCDEE will not be storing paper documents. Once the documents are scanned into the Registry the expectation is to store the documents as per Division's records management policy. Yes, all documents will be electronically stored and managed within the Registry. DCDEE does want this system to interface with the DHHS ITD's document management system (documents stored on a file server). The solution will need to support the Division's records management schedule.

**Failure to acknowledge receipt of this addendum may result in rejection of the response.**

Check ONE of the following options:

- ☐ Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- ☐ Bid has been mailed. No changes resulted from this addendum.
- ☐ Bid has been mailed. Changes resulting from this addendum are as follows:

**Execute Addendum:**

**Offeror:**

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**Authorized Signature:**

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**Name and Titled (Typed):**

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**Date:**

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