The following questions were received in response to the Request for Proposals issuance and pre-Proposal Conference.

1. May companies based outside the United States (e.g. India or Canada) submit a response to this RFP?
   a. Yes, companies based outside the United States may respond to the RFP.

2. Will the eventual contractor for this solution be required to attend on-site meetings?
   a. Yes. It is required that the contractor be available to attend on-site meetings as required or necessary. This may depend on the project phase or activity.

3. Can tasks related to the eventual contract be performed outside the United States (e.g. India or Canada)?
   a. Some yes, may be completed outside the United States, but not all.

4. Can we submit the proposals via email?
   a. No.

5. What type of training materials is Arlington Public Schools (APS) looking for?
   a. APS is interested in noting which trainings you offer for the specific members of APS that interact with the Child Care Management System (CCMS) and based on the level of interaction with the system.

6. Are there any eligibility rules for students and parents?
   a. Parents must be working, in school or incapacitated. Students must be age 4 by September 30 of the current school year or up to 8th grade.

7. Does the CCMS have to automatically compute the age to determine restriction or eligibility?
   a. This would be ideal, if the CCMS could do this. Ideally, there would be some determination based on what data is entered.
   b. But that determination is made on adaptation, not relying on third-party verification?
   b. Yes, that is correct.

8. Regarding system demand of 50,000 simultaneous registrations, how do we prove this demand is able to be verified?
a. A stress test should be provided, but we will clarify this with our Information Services team.

9. Is there projected growth for expansion of the program in the future?
   a. Yes, we do anticipate growth in the system. APS is at about 26,000 students right now and that is projected to rise in the coming year. There are three new sites that the Extended Day Program will roll out in the coming years, and there are additional locations slated to be opened as well.

10. Regarding registrations on the same day, is that for summer program and fall school year at the same time?
    a. Yes, APS has found that it is beneficial to the parent community to offer the registrations at the same time.

11. Will there be opportunities to register after May 1?
    a. Yes, students are registered throughout the school year for the Extended Day Program.

12. On the Registration Day, is there an acceptance process initially?
    a. No.

13. Once a waitlist exists, do parents get some sort of notification that they are not waitlisted?
    a. In the current system when a family registers, they are either enrolled or put on a waitlist. So the registration is open all year long. It is first come, first serve. So when a spot is open on the waitlist, a parent is communicated with via phone or email to advise that they are being enrolled if they still want the spot in the program.

14. How is registration working currently?
    a. The tool we use is Cirrus Group – Day Care Works. The system generally makes sure that everything is complete, but the Registrar will check the information.

15. Do existing families get special treatment?
    a. The only difference is that their information is already in the system, so they are not required to re-enter all their information again. They are required to go in annually and update their information.

16. How much of the current process would you describe as a manual process requiring human intervention?
    a. It depends on the time of the year. When the registration opens on May 1, we hope that the system gets most of the required information, then the Registrar is only having to process the new registrants. But as the year progresses there is more interaction required between the Registrar and the 29 locations. We prefer that the new CCMS provide a more automated process than our current process. We currently integrate with two systems, the Student Information System which is Synergy and MySchoolBucks.

17. When parents register now, what questions are you looking at?
    a. Are they stating where they work, the address of the parents, the phone number. That’s what we are looking at. One of the things that the Registrar is reviewing is that they have not arbitrarily entered N/A in required fields.
OPTIONAL PRE-PROPOSAL CONFERENCE ATTENDANCE RECORD

RFP #03FY19: Extended Day Child Care Management System

HELD ON: Thursday, October 25, 2018 @ 10:00 A.M. (Local Prevailing Time)

LOCATION: Arlington Public Schools Syphax Education Center, 2110 Washington Blvd., Arlington, VA 22204 – Room 402

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