



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
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5/12/2025

To: All Interested Bidders

**Re: Bid Solicitation # 25DPP01087
T3108 New Jersey Child Care Information System**

Quote Submission Due Date: JUNE 27, 2025 (2:00 p.m. Eastern Time)

Bid Amendment #4

The following constitutes Bid Amendment #4 to the above referenced Bid Solicitation:

- This Bid Amendment includes answers to questions;
- Attachment 3 – State-Supplied Price Sheet 1.24.2025” has been deleted and replaced with “REVISED Attachment 3 – State-Supplied Price Sheet 5.12.2025”; and
- Please note that for all additions, deletions, clarifications and modifications to the Bid Solicitation, please refer to “REVISED T3108 Bid Solicitation 5.12.2025”. The following revisions are included in the Revised Bid Solicitation:
 - Section 3.26, *State-Supplied Price Sheet Instructions*, revised;
 - Section 5.1, *Contract Term and Extension Option*, revised;
 - Section 6.2, *Compliance*, revised;
 - Section 6.4, *Security Awareness and Training*, revised;
 - Section 6.6, *Privacy*, revised;
 - Section 6.10, *Cryptographic Protections*, revised;
 - Section 6.14, *Security Engineering and Architecture*, revised;
 - Section 6.17, *ICS/SCADA/OT Security*, revised;
 - Section 6.25, *Vulnerability and Patch Management*, revised;
 - Section 6.27, *System Development and Acquisition*, revised; and
 - Section 6.34, *Tax Return Data Security*, revised.
- **The second electronic Question and Answer period will be received until 2:00 p.m. Eastern Time on Monday, May 19, 2025.** Questions that will be considered will be limited to subject matter related to the following:

- The revisions to the Revised Bid Solicitation Sections listed above. Refer to “REVISED T3108 Bid Solicitation 5.12.2025”; and
- REVISED Attachment 3 – State-Supplied Price Sheet 5.12.2025.

It is the sole responsibility of the Bidder to be knowledgeable of all of the additions, deletions, clarifications, and modifications to the Bid Solicitation and/or the New Jersey Standard Terms and Conditions relative to this Bid Solicitation as set forth in all Bid Amendments.

All other instructions, terms, and conditions of the Bid Solicitation shall remain the same.

Bid Solicitation #25DPP01087
T3108 New Jersey Child Care Information System

Answers to Questions

Where applicable, each question references the appropriate Bid Solicitation section.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
1	Quote Submission	Q: Please confirm a Bidder may deliver a hardcopy quote instead of submitting a response electronically. A: Please be advised that all Quotes shall be submitted electronically through NJSTART.
2	Quote Submission	Q: Should I check that I have properly completed and attached all of the required documents with my submitted Quote? A: Yes. Prior to the Quote Opening Deadline, a Bidder should review the documents comprising the submitted Quote to ensure that all of the required documents have been completed and attached. Oftentimes a Quote is deemed non-responsive because a Bidder fails to attach a required form or attaches a blank form. To review a submitted a Quote, a Bidder should log into NJSTART and review each document attached to the Quote submission. Instructions on how to review a submitted Quote can be found in the Quick Reference Guide entitled How to Review a Submitted Quote, which is available on the NJSTART Vendor Support Page under Vendor Reference Guides.
3	PDF Documents	Q: When trying to open a Portable Document Format (PDF), I am receiving an error message and am unable to access the PDF. How should I proceed? A: It is recommended that users utilize Microsoft Edge to view PDFs. Certain PDF forms cannot be opened in the Chrome or Firefox built in PDF viewers that are enabled by default. If using Chrome or Firefox it is recommended that the file is downloaded instead by clicking the download button in the upper right-hand corner of the browser after an error message is received. An alternative option is to disable the built in PDF viewers in Chrome or Firefox.
4	Exceptions	Q: Will the State allow Bidders to take exception to any of the Standard Terms and Conditions? A: As stated in Bid Solicitation Section 2.2, Exceptions to the State of NJ Standard Terms and Conditions (SSTC): "Questions regarding the State of New Jersey Standard Terms and Conditions and exceptions to mandatory requirements MUST be posed during the Electronic Question and Answer period and shall contain the Bidder's suggested changes and the reason(s) for the suggested change(s)." Moreover, as stated in Bid Solicitation Section 3.11, Bidder proposed terms or conditions that conflict with those contained in the State of New Jersey Standard Terms and Conditions may render a Quote non-responsive.
5	Section 1 INTRODUCTION AND SUMMARY OF	Q: On page 1, the RFP states: " The NJ Department of Human Services (DHS), Division of Family Development (DFD), the Department of Children and Families - Office of Licensing (DCF-OOL), Department of Agriculture

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	THE BID SOLICITATION	(DA), Department of Health (DOH), Department of Education (DOE), Child Care Resource & Referral Agencies (CCR&R's) and Child Care Providers are committed to high quality in early care and education program settings." Can the State clarify these are the agencies that the new NJCCIS will serve? If so, how many internal users from each agency are expected to have access (regardless of capacity) to the backend system? A: The NJCCIS is a mixed delivery System that provides easy access to Child Care Provider information for all Child Care Provider types in New Jersey, including but not limited to, licensing of child care centers, family Child Care registration, and Child Care inspections, enforcement, and complaints. The NJCCIS System also contains the NJ Workforce Registry, the NJ Quality Rating Improvement System (QRIS), which is known as Grow NJ Kids (GNJK), the Learning Management System (LMS) that includes Child Care Provider and Child Care Workforce grants and scholarships, and other early care and education supports. As of June 2023, there were approximately 80,000 active NJCCIS users, including: • approximately: 65,000 workforce members; • 580 trainers/training agencies; • 500 CCR&R users; • and 150 state staff. Each of these Departments include the administration, oversight, etc. of the child care component. This includes but is not limited to: Department of Children and Families (DCF), Office of Licensing (DCF-OOL) - child care provider licensing and inspection; Department of Agriculture (DA) - child and adult food care program; Department of Health (DOH) - youth camp program; Department of Education (DOE) - preschool wraparound services; Child Care Resource & Referral Agencies (CCR&R's) - child care assistance program (CCAP); and Child Care Providers - child care training modules. We are unable to anticipate how many internal users from each of these agencies will have access to the system (following the selection of a Bidder) at this time; however, all users will be required to access the system through the Single Sign On process.
6	Section 1.1 PURPOSE AND INTENT	Q: The solicitation document indicates that the state may award any or all price lines. Does this mean the state may award to more than one bidder to deliver different aspects of the system requirements? A: This Bid Solicitation will have one (1) awarded Contractor. The referenced template language emphasizes that the State reserves to itself the discretion on how to proceed with the award.
7	Section 1.1 PURPOSE AND INTENT	Q: This section has listed out Core System components of NJCCIS including: a) Licensing, b) Workforce Registry, c) Quality Improvement, and d) grants & scholarships. Can you please confirm if all these of components will need a replacement by the new solution components / modules?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: Yes, all of these components need a module. The solution requires these components in a fully, accurate, functional manner.
8	Section 1.2 BACKGROUND	Q: In the background section, the current bid references a partial procurement of the services under T1087 – Electronic Benefits Transfer/SNAP EBT for DHS. Is this the correct reference bid? Should it have been bid T1932, Contracted System Administrator for New Jersey Division Children’s System of Care? A: No. This is a partial re-procurement of the services under T1087. The current reference bid excludes SNAP.
9	Section 1.3 CONTRACT AMOUNT	Q: What is the budget set aside for this procurement? A: This information is kept confidential until the Notice of Intent to Award is issued.
10	Section 1.3 CONTRACT AMOUNT	Q: What is the proposed budget for this procurement? A: This information is kept confidential until the Notice of Intent to Award is issued.
11	Section 1.3 CONTRACT AMOUNT	Q: What is the budget for this RFP? A: This information is kept confidential until the Notice of Intent to Award is issued.
12	Section 1.3 CONTRACT AMOUNT	Q: What is the total budget earmarked for this procurement? A: This information is kept confidential until the Notice of Intent to Award is issued.
13	Section 1.3 CONTRACT AMOUNT	Q: What is the department’s budget or expected range of costs for this project? A: This information is kept confidential until the Notice of Intent to Award is issued.
14	Section 1.3 CONTRACT AMOUNT	Q: Is there a defined budget range for the project? A: This information is kept confidential until the Notice of Intent to Award is issued.
15	Section 2.1	Q: Would the State clarify that any QA responses would be included in the final Bid Solicitation?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	ELECTRONIC QUESTION AND ANSWER PERIOD	A: All responses to the electronic Question and Answer period will be posted in a Bid Amendment to this Bid Solicitation.
16	Section 2.2 EXCEPTIONS TO THE STATE OF NJ STANDARD TERMS AND CONDITIONS (SSTC)	Q: Does the State allow room for contract exceptions? If so, what are the recommended guidelines for submitting exceptions? A: Exceptions to mandatory requirements must be posed during the electronic Question and Answer period.
17	Section 2.5 OPTIONAL PRE- QUOTE CONFERENCE	Q: Is there a Teams Link for the Pre-Quote conference or just the dial in phone number? A: Bid Amendment #1 dated January 31, 2025 revised the Bid Solicitation to include a Teams Link for the Pre-Quote conference.
18	Section 2.5 OPTIONAL PRE- QUOTE CONFERENCE	Q: No Teams link has been provided for the pre-quote conference on 2/4, only a call in number. The provided slides indicate there will be a teams meeting. Could you please provide the teams link? Thank you! A: Bid Amendment #1 dated January 31, 2025 revised the Bid Solicitation to include a Teams Link for the Pre-Quote conference.
19	Section 3.1 QUOTE SUBMISSION	Q: What is the State's expectations on submission? Is there a format and page limit Vendors should consider? A: Bidders should submit a Quote that meets all of the requirements that are outlined in this Bid Solicitation. The Bidder's Quote must be submitted electronically through NJSTART by the required date and time as stated on the cover page of this Bid Solicitation. Uploaded files must be compatible with Microsoft Office and/or Adobe software applications. Bidders are to not upload files with extensions such as .zip, .numbers, or .pages. There is no page limit that Bidders have to consider when submitting Quotes.
20	Section 3.13.6 SERVICE PERFORMANCE WITHIN THE UNITED STATES	Q: As we leverage large service providers to provide our technology (such as Microsoft), please consider the addition of the following to the Scope of Work. Please note that all state data remains onshore. State acknowledges and agrees that Contractor's third-party service providers ("Vendors"), including Contractor's cloud service providers, may have access to confidential information from onshore and offshore locations, and that the Contractor uses Vendors within and outside of the United States to provide at Contractor's direction administrative or clerical services to Contractor. These Vendors may in the performance of such services have access to State's confidential information. Contractor represents to State that with respect to each Vendor Contractor has technical, legal and/or other safeguards, measures, and controls in place

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		to protect Confidential Information of State from unauthorized disclosure or use. A: The State declines to alter or modify Bid Solicitation Section 3.13.6 <i>Service Performance Within the United States</i>.
21	Section 3.13.8.1 SMALL BUISNESS SUBCONTRACTING SET-ASIDE CONTRACT	Q: Additionally, given that there is a small business set-aside requirement, are there any preferred small businesses currently working with NJ DHS? A: There are no preferred small businesses that are currently working with the State.
22	Section 3.13.8.1 SMALL BUISNESS SUBCONTRACTING SET-ASIDE CONTRACT	Q: Are small business set aside goals applicable to this RFQ? Page 13, item 3.8 says they are not applicable, however page 16 item 3.13.8.1 says they are applicable. A: This Bid Solicitation is for a Small Business Set-Aside for Subcontracting only. Section 3.13.8 describes the actions that a Bidder shall take if intending to subcontract services for this Bid Solicitation.
23	Section 3.13.8.1 SMALL BUISNESS SUBCONTRACTING SET-ASIDE CONTRACT	Q: If the small business set aside is applicable to the RFQ, if the prime vendor is a NJ certified MBE on the following website (https://www20.state.nj.us/TYTR_SAVI/vendorSearch.jsp);does the prime MBE certified vendor meet this set aside goal? A: Any business, including a business certified as a Minority Business Enterprise (MBE) in New Jersey, may deliver a proposal for this Bid Solicitation. The Small Business Set-Aside requirement in this Bid Solicitation applies to subcontracting only. Therefore, if the Bidder intends to subcontract, it must submit a Subcontractor Utilization Plan and must demonstrate that it made a good faith effort to solicit and hire eligible New Jersey Small Business Enterprises.
24	Section 3.13.8.1 SMALL BUISNESS SUBCONTRACTING SET-ASIDE CONTRACT	Q: Throughout the RFP there is reference to Subcontractors, is the assumption accurate that the State will allow subcontractors to satisfy certain components of the new system? A: Yes, the State will allow subcontractors to satisfy certain components of this Bid Solicitation. This Bid Solicitation is for a Small Business Set-Aside for Subcontracting only. Section 3.13.8 describes the actions that a Bidder shall take if intending to subcontract services for this Bid Solicitation.
25	Section 3.13.8.1 SMALL BUISNESS SUBCONTRACTING SET-ASIDE CONTRACT	Q: Section 3.8 indicates that the small business set-aside does not apply to the procurement; section 3.13.8.1 indicates that the set aside applies for subcontracting. Can you please clarify whether or not the small business set-aside applies, and to where it applies? A: This Bid Solicitation is for a Small Business Set-Aside for Subcontracting only. Section 3.13.8 describes the actions that a Bidder shall take if intending to subcontract services for this Bid Solicitation.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
26	Section 3.13.8.1 SMALL BUSINESS SUBCONTRACTING SET-ASIDE CONTRACT	Q: Section 3.8 mentions that Small Business Set Aside does not apply to this procurement. However, Section 3.13.8.1 mentions that - This is a Contract with set-aside subcontracting for New Jersey Small Business Enterprises. Can the State please confirm if there is a set aside for this contract? A: This Bid Solicitation is for a Small-Business Set-Aside for Subcontracting only. Section 3.13.8 describes the actions that a Bidder shall take if intending to subcontract services for this Bid Solicitation.
27	Section 3.13.8.1 SMALL BUSINESS SUBCONTRACTING SET-ASIDE CONTRACT	Q: With SET-ASIDES being limited to SubContracting only for Goods & Services, what NJ certification requirements exist, if any, for a MWSBE subcontractor to be certified and listed as such in your NJSAVI data set here: https://www20.state.nj.us/TYTR_SAVI/VendorSearch A: Qualified businesses can be certified through the State of New Jersey. Information on the requirements for businesses to become certified can be found here: https://business.nj.gov/pages/certifications.
28	Section 3.14 TECHNICAL QUOTE	Q: Section 3.14 mentions that The Bidder shall describe its approach and plans for accomplishing the work outlined in the Scope of Work. Please confirm that the Scope of Work here refers to Section 4 of the RFP and if we need to address each point mentioned in Section 4. A: Section 4 of this Bid Solicitation is the Scope of Work and the Bidder shall describe its approach and plans that they will use to address each requirement of Section 4. The Bidder should also make note that other Sections of the Bid Solicitation are designated as mandatory requirements and the Bidder should also include these mandatory requirements with their Quote submission. Failure to include all mandatory requirements could deem a Bidder's Quote as non-responsive and would remove them from consideration for award.
29	Section 3.14 TECHNICAL QUOTE	Q: Is it permissible for bidders to include a Cover Letter/ Executive as part of their technical proposal response? A: Bidders may submit what they deem necessary to assist the Evaluation Committee in its review of the Bidder's Quote.
30	Section 3.15 MANAGEMENT OVERVIEW	Q: Section 3.15- Management Overview mentions Bidder should set forth its overall technical approach and plans to meet the requirements of the Bid Solicitation. Can the State please confirm what requirements are these and what is the difference between the approach mentioned here and in the Technical Quote section? A: Section 3.15, <i>Management Overview</i>, asks for the Bidder to describe and demonstrate how they will meet the requirements of this Bid Solicitation via the Bidder's management. Section 3.14, <i>Technical Quote</i>, asks for the Bidder to

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		describe their approach to accomplishing all of the requirements that are outlined in this Bid Solicitation.
31	Section 3.17 CONTRACT SCHEDULE	Q: What is the expected transition (date) from the incumbent to the new system and are you anticipating a phased rollout for different modules, or a "big bang" approach to this transition? A: The Bidder, with submission of their Quote, is to propose their anticipated rollout for the different modules required with this Bid Solicitation.
32	Section 3.17 CONTRACT SCHEDULE	Q: What is the anticipated timeline for implementation/ Go-live date? A: The Bidder, with submission of their Quote, is to propose the implementation/Go-live date of the Solution.
33	Section 3.17 CONTRACT SCHEDULE	Q: What is the target date for Go-Live? A: Please see the response to Question #32.
34	Section 3.17 CONTRACT SCHEDULE	Q: Does the state have a preferred go-live date for the initial release? A: Please see the response to Question #32.
35	Section 3.17 CONTRACT SCHEDULE	Q: Will there be a blackout period before the new system Go-Live? A: The Bidder, with submission of their Quote, is to propose if there is to be a blackout period prior to the Solution's Go-live date.
36	Section 3.18 MOBILIZATION PLAN	Q: "It is essential that the State have quick use of the functionality this Contract is to provide. Therefore, each Bidder shall include as part of its Quote a mobilization plan, beginning with the date of notification of Contract award and lasting no longer than 60 Calendar Days." Can the State expound on their desired "mobilization plan"? In addition to the resource planning desired, what, if any, functionalities does the State expect in the first 13-weeks? Is there an expected MVP delivered after the 13-weeks? A: The State expects a detailed timetable that should demonstrate how the Bidder will have the personnel and equipment it needs to begin work on the Contract to have a new System up and operational from the date of notification of award. Additional expectations and functionalities for the initial 13 weeks are stated in the Bid Solicitation, Section 3.18, <i>Mobilization Plan</i>.
37	Section 3.18 MOBILIZATION PLAN	Q: Can the State clarify the discrepancy between the "beginning with the date of notification of Contract award and lasting no longer than 60

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		Calendar Days” and providing “A detailed timetable for the mobilization period of thirteen (13) weeks”? A: Once the Bidder is notified of Contract award, the awarded Bidder has 60 calendar days to provide the Mobilization plan that is detailed in Section 3.18. The Mobilization period shall be a period of no longer than thirteen (13) weeks.
38	Section 3.18 MOBILIZATION PLAN	Q: Can you please clarify if the initial 60 calendar days following the contract award related to Mobilization plan submission, is within which the first Release Package calendar is to be submitted, should be included as part of the 12-month period covered by the Release Package calendar? A: Please see the response to Question #37.
39	Section 3.18 MOBILIZATION PLAN	Q: Section 3.18 of RFP - Can you please specify whether the mobilization period of 13 weeks includes the initial 60 calendar days, or if the 13 weeks start after those 60 days? A: The thirteen (13) weeks for the Mobilization period include the 60 calendar days.
40	Section 3.18 MOBILIZATION PLAN	Q: Will an opportunity be provided to adjust the mobilization plan once the contract is awarded? Or is the plan final upon submission? A: The Bidder is not permitted to adjust the Mobilization plan once the Contract is awarded. The Mobilization plan is final upon submission.
41	Section 3.19 ADDITIONAL PLANS	Q: Is it mandatory for the bidder/vendor to submit all draft additional plans during response submission? A: By inserting the defined terms Shall and Must the Bid Solicitation makes clear that certain requirements are mandatory and not subject to discretion. Bid Solicitation Section 3.19 <i>Additional Plans</i> states, “The Bidder shall provide its draft plans with their Quote submission to accomplish all work required by this Contract.”
42	Section 3.20 ORGANIZATIONAL EXPERIENCE	Q: Can the state explain the difference between the references asked in Section 3.20 and Section 3.24? A: Section 3.20, <i>Organizational Experience</i>, relates to the Bidder’s qualifications and capabilities to perform the requested services, such as information relating to Bidder’s organization, personnel, and experience in their field of work. References should provide information accordingly. Section 3.24, <i>Experience with Contracts of Similar Size and Scope</i>, relates to the Bidder’s experience performing on a contract having the size and scope required by this Bid Solicitation. Relevant information includes proof of previous

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		contracts for work having a similar size and scope. References should provide information accordingly.
43	Section 3.25 FINANCIAL CAPABILITY OF THE BIDDER	Q: Financial statements are confidential documents. Can we submit our audited financial statements as a separate document along with our response document? A: As stated in Bid Solicitation Section 3.25 <i>FINANCIAL CAPABILITY OF THE BIDDER</i>. A Bidder may designate specific financial information as not subject to disclosure when the Bidder has a good faith legal/factual basis for such assertion. The State reserves the right to make the determination to accept the assertion and shall so advise the Bidder.
44	Section 3.25 FINANCIAL CAPABILITY OF THE BIDDER	Q: Will NJ accept anything to show financial responsibility in lieu of the financial statements? A: The Bidder should provide sufficient financial information to enable the State to assess the financial strength and creditworthiness of the Bidder and its ability to undertake and successfully complete the Contract.
45	Section 3.27 ORAL PRESENTATIONS	Q: Will the state consider including orals for this opportunity so that vendors can better demonstrate their capabilities? A: No, the State will not consider Oral Presentations.
46	Section 4.1 PROJECT MANAGEMENT	Q: Are there any formal set notices/notifications or is all communication created ad hoc? If there are set templates, how many and what format will these be required to be in? A: 1. The majority of communication is ad-hoc oriented and created or done for a particular purpose as necessary. The communication format is typically electronic.
47	Section 4.1 PROJECT MANAGEMENT	Q: Do there need to be direct communication channels both internally and externally? If so, are there any limitations or checks and balances for external communication? A: Yes, direct communication to both internal and external stakeholders is needed. External communications must align with DHS/DFD policy and includes confidentiality considerations, and other State security standards.
48	Section 4.1 PROJECT MANAGEMENT	Q: Are there any modules that require supervisor approval/override? If yes, which modules and how many layers of approval are required? A: Yes, there are modules that require supervisor approval/override. Numerous sections throughout this Bid Solicitation describe where supervisor approval will be needed.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
49	Section 4.1 PROJECT MANAGEMENT	Q: How are providers currently assigned to workers? A: There are multiple Providers assigned at any given time. An exact amount cannot be given.
50	Section 4.1 PROJECT MANAGEMENT	Q: The RFP States that the Bidder's office location must be within 25 miles of Agency specified address. Would an office location that is more than 25 miles outside of that specified address and still within the State of New Jersey, be allowed? Can you provide more details around how this office is expected to be utilized during implementation as well as during ongoing maintenance and operations. A: This office will provide comprehensive and expeditious results throughout the development and implementation process at the discretion of the State and vendor, and it is expected that this office will contribute to the maintenance and operations process as well. The State does not wish to modify this requirement.
51	Section 4.1 PROJECT MANAGEMENT	Q: Would the State consider a larger radius from the local office radius within a 50-mile radius of the Office of Child Care Assistance (6 Quakerbridge Plaza, Hamilton, NJ) in order to manage costs, and is this flexible? A: The State does not wish to modify this requirement.
52	Section 4.1.1 PROJECT MANAGEMENT PLAN	Q: What is the State's expectations around providing a PMP for the RFP submission? Does the State expect a thorough PMP or a high level with the final PMP delivered within 45 days of contract award? A: The Bidder shall submit a draft PMP with their Quote submission as stated in Section 3.19, <i>Additional Plans</i>. Section 4.1.1, <i>Project Management Plan and Requirements</i>, further states that a final PMP must be finalized and approved by the SCM within 45 Calendar Days of Contract award and submitted weekly thereafter.
53	Section 4.1.1 PROJECT MANAGEMENT PLAN	Q: Please clarify the expiration of the current Electronic Benefits Transfer for DHS contract referred to in bullet 2 in section 4.1.1 A: The SNAP EBT for DHS expires February 22, 2027.
54	Section 4.1.4 CUSTOMER SERVICE AND TECHNICAL SUPPORT HELP PLAN	Q: These sections reference that interpreter services should be available for language other than English or Spanish. Can you provide the most common language types and proportion of calls that are languages other than English or Spanish? This will help bidders adequately scope and price for this requirement.

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		A: The Bid Solicitation states that customer service representatives (CSR's) must have access to a language interpretation or translation services to accommodate customers who speak languages other than English or Spanish. The State is not able to provide language types or proportion of calls for other languages.																								
55	Section 4.1.4 CUSTOMER SERVICE AND TECHNICAL SUPPORT HELP PLAN	Q: Are there service level agreements (SLA) specific to calls addressed in languages other than English or Spanish With support calls in other languages, SLAs are a driver of cost to the State. Do these calls have the same SLAs in effect as English and Spanish? Can these be considered as a “best-effort” request? A: Customer service representatives (CSR's) must have access to a language interpretation or translation services to accommodate customers who speak languages other than English or Spanish. This is the requirement as stated in the Bid Solicitation. It is not clear what “best effort” means. Arrangements must be made per this Bid Solicitation to enable other language services.																								
56	Section 4.1.4 CUSTOMER SERVICE AND TECHNICAL SUPPORT HELP PLAN	Q: Can the state provide the following historical contact center metrics by month for the last two years to better assess expected help desk workload and costs? 1. Inbound voice split by the different support areas a. Average volume b. Average handle time including agent talk time, hold time, after call work time c. Average queue time d. Average IVR time 2. Outbound voice split by the different support areas a. Average volume b. Average handle time including agent talk time, hold time, after call work time 3. Email split by the different support areas a. Average volume b. Average handle time including agent time, after call work time A: The statistics the State collects for its Vendors are as follows: <table><tr><td colspan="2">NJCCIS</td></tr><tr><td>annual calls</td><td>2200</td></tr><tr><td>2-month average</td><td>330</td></tr><tr><td>Handle Time</td><td>4.14</td></tr></table> <table><tr><td colspan="2">NJCCIS-Workforce Registry</td></tr><tr><td>annual calls received every 2 months</td><td>2010</td></tr><tr><td>2-month average</td><td>512</td></tr><tr><td>Handle Time</td><td>9.30</td></tr></table> <table><tr><td colspan="2">ECC Total Call Center Statistic Varies as follows:</td></tr><tr><td>February 2025</td><td>939 total calls</td></tr><tr><td>January 2025</td><td>1021 total calls</td></tr><tr><td>December 2024</td><td>686 total calls</td></tr></table> <u>ECC Total Call Center Statistic Varies:</u> February 2025 – 939 total calls January 2025 – 1021 total calls December 2024 – 686 total calls	NJCCIS		annual calls	2200	2-month average	330	Handle Time	4.14	NJCCIS-Workforce Registry		annual calls received every 2 months	2010	2-month average	512	Handle Time	9.30	ECC Total Call Center Statistic Varies as follows:		February 2025	939 total calls	January 2025	1021 total calls	December 2024	686 total calls
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		ECC Average Handle Time from December 2025 to February 2025 is 4.16.
57	Section 4.1.4 CUSTOMER SERVICE AND TECHNICAL SUPPORT HELP PLAN	Q: Can the state provide contact volumes by month/year requiring requests for support in languages other than English? A: The State does not have this information.
58	Section 4.1.4 CUSTOMER SERVICE AND TECHNICAL SUPPORT HELP PLAN	Q: Will there be preferential scoring for vendors who have their contact/call centers staffed in NJ? A: No, there will not be preferential scoring for vendors who staff their contact/call centers in New Jersey.
59	Section 4.1.6 SOFTWARE PLATFORM SYSTEM MANAGEMENT AND ADMINISTRATION	Q: Who will be responsible for procuring, installing, upgrading and managing the hardware, network and infrastructure for NJCCIS? A: The Bidder that is awarded a Contract is responsible for these functions as stated in the Bid Solicitation.
60	Section 4.1.8 CHANGE MANAGEMENT	Q: Do change management/marketing resources require native translation (beyond those created for English and Spanish speaking audiences)? A: The Bid Solicitation states that customer service representatives (CSR's) must have access to a language interpretation or translation services to accommodate customers who speak languages other than English or Spanish. The State is not able to provide language types or proportion of calls for other languages.
61	Section 4.1.8 CHANGE MANAGEMENT	Q: The state requires that a contractor must "review and respond to all change order requests" within 30 days. Would the state clarify what meets the standard of "respond" for this requirement? For example, does "respond" mean to have cured the issue, or rather to have acknowledged receipt and developed a plan?" A: Change order requests have a minimum requirement to be responsive. Responsiveness includes the Vendor acknowledging the request, creating a resolution plan, and having an implementation date submitted to the State within 30 days. If the State deems the change order request an emergency, then the change order response must be submitted as soon as possible to be considered responsive.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
62	Section 4.1.11 CONTINGENCY PLANNING	Q: Does this also include responsibility for dispute resolution and erroneous payment liabilities outstanding from the previous Contract? A: Yes, the Bidder awarded this Contract will assume responsibility to resolve and disburse outstanding payments to Providers for liabilities that are outstanding from the previous Contract.
63	Section 4.1.11 CONTINGENCY PLANNING	Q: To better align with your requirements, can you provide details on the current Disaster Recovery and Business Continuity measures in place, including backup and recovery strategies, continuity of operations, disaster recovery, and crisis management? Can you share your RPO (Recovery Point) and RTO (Recovery Time) SLAs? A: The Disaster Recovery and Business Continuity measures are outlined in the NJ State Plan at the following link: https://www.childcarenj.gov/Resources/Reports and https://www.childcarenj.gov/ChildCareNJ/media/media_library/NJ_CCDF_State_Plan_Disaster.pdf. The State does not possess RPO (Recovery Point) or RTO (Recovery Time) SLAs.
64	Section 4.1.12 INSPECTIONS, AUDITS, AND INVESTIGATIONS	Q: Can you elaborate on any need for mobile inspection/field investigation capabilities? A: Yes, mobile inspection/field capabilities are a requirement.
65	Section 4.2 MAINTENANCE AND SUPPORT	Q: Does the State desire the same Service Levels for Maintenance, Support and Enhancements for the New NJCCIS System as provided for the current NJCCIS? A: Service Levels are agreements between the Vendor and any Subcontractors. Bidders are to detail their usage of Service Levels within their Quote submission.
66	Section 4.2 MAINTENANCE AND SUPPORT	Q: The project duration, per the bid listing on njstart.gov, appears to be a total of four years in duration (10/15/2025 --> 10/14/2029); Does the four (4) year term include implementation and M&O, or does the M&O term initiate after the implementation (per Attachment 3 - State-Supplied Pricing Sheet)? Are you expecting the bidder to define the implementation timeline (Separate from the M&O term)? A: The Maintenance and Operation period will begin after the State has accepted the System created by the awarded Contractor and implementation has been successful. Maintenance and Operation shall be included within the five (5) year base term of this Contract.
67	Section 4.2 MAINTENANCE AND SUPPORT	Q: What internal capabilities does the organization have to support system maintenance?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: DHS does not have any internal support for system maintenance. The awarded Contractor is expected to support system Maintenance per the Bid Solicitation.
68	Section 4.2.2 SUPPORT OF APPLICATION CHANGES, UPDATES, AND UPGRADES	Q: Can the State provide more detailed estimates for the number of concurrent users for each system component, including peak usage times? What are the anticipated volumes of transactions for each component, and how should the system scale for periods of increased usage? A: Exhibit 1, <i>CCDF Provider and Client Statistics 1/24/2025</i>, and Exhibit 3, <i>NJCCIS Current Design Diagram - As Is and To Be 1/24/2025</i> show the number of users and transaction volumes. Additionally, a well-designed system allows for increased transaction periods by sizing. The system should be scalable for sustained increased usage.
69	Section 4.2.2.1 EMERGENCY IMPLEMENTATION TEAM	Q: Can there be some overlap between the dedicated emergency implementation team and other key personnel (subcontractor management, supervisory, and other key personnel)? A: Yes, there can be some overlap. Please note, major emphasis must be in the development and coding areas. Additionally, where there is a dedicated team specified/required in the Bid Solicitation, the awarded Contractor must adhere to the contractual requirement.
70	Section 4.2.3 MAJOR AND MINOR CHANGES (ONGOING)	Q: RFP states that bidder need to Complete all ongoing maintenance and initiatives as required by the State. Please clarify if bidder need to support ongoing maintenance of existing systems. If yes, please provide us details like a) No. of FTE supporting each of current systems b) Ticket volume and breakup by L1, L2 and L3 tickets A: The Bidder is not expected to support ongoing maintenance of existing systems.
71	Section 4.2.3 MAJOR AND MINOR CHANGES (ONGOING)	Q: Language in warranty requirements: Request to remove this Trained mechanics are regularly employed to make necessary repairs to equipment in the territory from which the service request might emanate within a 48 hour period or within the time accepted as industry practice A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms
72	Section 4.3.2 TESTING	Q: Does the state have an expectation that UAT testing should be done with Prod-like data and handled in production level secured environments?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer						
		A: Yes. UAT is the pre-production changed environment area that would migrate to production when approved. Please refer to Section 4.3.2 (Testing), for further details for UAT.						
73	Section 4.3.2 TESTING	Q: Who is responsible to develop test cases for UAT? A: The State will perform this testing except when special considerations and/or complexities exist. In specific conditions (e.g. database conversion), the State will require the Contractor to assist in performing these functions.						
74	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: 1. Please let us know the name of the Enterprise Data Transfer and Data Warehousing tools provided as part of NJ Enterprise Services (Reference Cloud-based Solutions LSAR Template from https://nj.gov/it/whatwedo/sar/). 2. Are vendors allowed to propose other enterprise Data Transfer and Data Warehousing tools as part of their solution? A: 1. The system does not have data warehousing tools. 2. Yes, the Vendor is permitted to propose other enterprise solutions as long as it meets the requirements of the Bid Solicitation and it receives State approval of the product.						
75	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: How may legacy systems will be involved in the data conversion? And what is the estimated volume of the data conversion? A: All systems included in the Bid Solicitation, which include the current systems NJCCIS, ECC, and LMS databases are to be converted. Volume of data currently is as of March 2025: <table><tr><td>ECC</td><td>475 GB</td></tr><tr><td>NJCCIS</td><td>1,916 and 12 GB</td></tr><tr><td>LMS</td><td>82.6 GB</td></tr></table>	ECC	475 GB	NJCCIS	1,916 and 12 GB	LMS	82.6 GB
ECC	475 GB							
NJCCIS	1,916 and 12 GB							
LMS	82.6 GB							
76	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: Does conversion include any files or document management conversion effort? Are there other outside data sources that require data conversion? A: Yes, conversion does include files and document management conversion. No, there are no other outside data sources that require data conversion.						
77	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: What is the volume of data currently within the existing NJCCIS, ECC, and LMS databases? Can the State provide a data dictionary or data models for these systems to assist in planning for data conversion? What is the anticipated growth rate of this data?						

#	Bid Solicitation Section Reference	Question (Bolded) and Answer						
		A: Volume of data currently is as of March 2025: <table><tr><td>ECC</td><td>475 GB</td></tr><tr><td>NJCCIS</td><td>1,916 and 12 GB</td></tr><tr><td>LMS</td><td>82.6 GB</td></tr></table> The State cannot provide a data dictionary or the data model. The State cannot anticipate the growth rate because of varied federal and state funding influences. The Bidder can review the Bid Solicitation to estimate a growth rate.	ECC	475 GB	NJCCIS	1,916 and 12 GB	LMS	82.6 GB
ECC	475 GB							
NJCCIS	1,916 and 12 GB							
LMS	82.6 GB							
78	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: What specific data mapping processes should be used to associate fields from the source databases (NJCCIS, ECC, LMS) with the new system's database during conversion? A: Field to field association.						
79	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: For each of the 3 databases to be converted in scope, please provide the following volumetrics: 1) How many tables in each of the 3 databases? A: The State is not able to provide this information. 2) What is the data volume of the historical data load(GB/TB) for each database? A: Refer to Question #77. 3) Please provide the number of integrating applications for each database? A: The entire system is integrated. 4) How many semantic layers are needed to support the dashboards (e.g. Business objects)? A: This information is unknown. 5) What is the tech on each of the databases (e.g. Oracle, MySQL, DB2)? Can all 3 of the databases be unified to have the same tech on the target side? (e.g. Postgres) A: Database will be Bidder's choice based on their system design and should be part of the Bidder's Quote.						
80	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: How many years of historical data is required within the new system and do you have an existing Data Warehouse or Database that can be used to archive data that is outside of that window? A: Five (5) years of data is required. Vendor may propose archiving data as part of their bid response. Currently, there is no data warehouse.						

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		Q: Can you provide details of this database? A: The State cannot provide details as this. Vendor has designated its database as proprietary information. Q: Would the State own archival of this data or should that be part of the migration included in the solution? A: The State owns archived data; however, the State does not house the archived data. This is part of the Vendor's approach and should be included in Bidder's Quote.
81	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: Are there additional databases that are going to provide enriching data but not be migrated? If yes, please share the details? A: No, currently there are no additional databases that will be added to provide enriching data that will be not migrated, however there may be enhanced interfacing. Please see Section 4.4.1, <i>System Software</i>, for more information.
82	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: What is the expected level of normalization (e.g. merging duplicate records, consolidating attendance logs) required across the databases? Are there any known data quality issues (missing provider IDs, duplicate attendance records, etc)? A: Normalization is the standard practice of databases. Every system has some data quality issues. The State cannot expand further on these issues.
83	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: What are the different legacy data sources other than the current solution in use, that needs to be considered for data migration to new solution? A: Other than the current solution there are no other different data sources.
84	Section 4.3.3 DATABASE CONVERSION & CONVERSION PLAN	Q: Can you provide the expected number of (internal or external) integrations/APIs? A: There are multiple integrations and APIs and detailed explanation of each are mentioned throughout Section 4 of the Bid Solicitation.
85	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: What is the client Identity Provider (IdP)? A: This is a unique identifier. The State cannot disclose this information.
86	Section 4.4	Q: What are the data types/classification in scope and how is each sourced?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	SYSTEM DESIGN FOR NJCCIS	A: All data types are in use predicated on file and database.
87	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: what connectivity to data sources/external environments is needed? A: This is dependent on the Vendor and State inbound requirements.
88	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: Can you elaborate on the agency's preferences regarding hosting with the vendor? A: The Bidder, with submission of their Quote, should elaborate to the State how they intend to host the system. The State cannot expand on this further.
89	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: The solicitation document states that the contractor shall “design develop, test, implement, and maintain a new child care system.” Is there an expectation that the selected bidder would replace any or all of the existing systems, or is the expectation that the bidder would build upon the systems currently being provided? A: The Bidder, with submission of their Quote, is to explain to the State how they intend to provide a complete, functioning Child Care System.
90	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: Does the agency own any document management system for storing documents etc., If so, can you please provide their names? A: The State does not own the document management system. The document management system is to be provided by the Vendor.
91	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: We understand myNJ Portal Authentication Services - myNJ - Single sign-on (SSO) solution utilising SAML to be used for the proposed solution please confirm. Please also let us know if Active Directory needs to be used for SSO? (Reference Cloud-based Solutions LSAR Template from https://nj.gov/it/whatwedo/sar/) A: Yes, SSO utilizes SAML and Active Directory.
92	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: How many concurrent users will be using the system at a given point of time? A: This is unknown and cannot be answered.
93	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: Can the state clarify which programs are in purview of future expansions. A: All are possible depending on State or federal regulations.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
94	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: Is there a visual map of all system components as required by this RFP, including shared platforms and data warehouses/lakes? A: All visual maps are included in the Bid Solicitation. Please see Exhibit 3 – <i>NJCCIS Current Design Diagram - As Is and To Be</i>. Also, please see Section 4 (<i>Scope of Work</i>) for details of the overall system requirements of this Bid Solicitation.
95	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: Can the agency identify and list the SLAs monitored during DDI & M&O phases of the project. A: SLA's are agreements/contracts between the awarded Vendor and any approved Subcontractors. The Bid Solicitation is a Contract with the awarded Vendor and the requirements are part of the Bid Solicitation.
96	Section 4.4 SYSTEM DESIGN FOR NJCCIS	Q: Does State prefer a time and attendance methodology for enrollment-based model of transactions and real-time recording of time and attendance utilizing ATS, IVR, and other proven technologies (e.g. key chain) A: The Bidder, with submission of their Quote, is to propose how they intend to complete these requirements. The State does not have a preference.
97	Section 4.4.1, System Software	Q: In Section 4.4.1, System Software: " Support the bi-directional integration, which enables Child Care program data and records to flow in all directions in any System that is integrated with DFD's Systems, such as data between NJCCIS and CARES;" Can the State list all the required interfaces that are not identified in Section 4.6, Interface Requirements? A: All the primary interfaces are contained within the following referenced Bid Solicitation Section(s): • 4.0, <i>Scope of Work</i>; • 4.1.7, <i>Job and Interface Execution and Production Control</i>; • 4.1.10, <i>Risk Management</i>; • 4.2.1, <i>Version Control and Release Management</i>; • 4.2.2, <i>Support of Application, Changes, and Upgrades</i>; • 4.3, <i>Technology Management</i>; • 4.4, <i>System Design for NJCCIS</i>; • 4.5.1, <i>Disaster Recovery Plans and Operations</i>; • 4.13.2, <i>System Design</i>; and, • 6.21, <i>Cloud Security</i>.
98	Section 4.4.1 SYSTEM SOFTWARE	Q: We have identified three data tables required to be converted. For cost purposes, can the State verify this number and clarify the data sources that need conversion? A: The Bid Solicitation contains all of the databases (NJCCIS, LMS and ECC) that need to be converted. Please refer to Exhibit 3 - <i>NJCCIS Current Design</i>

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		<i>Diagram - As Is and To Be</i> for all NJCCIS components that need to be converted.
99	Section 4.4.1 SYSTEM SOFTWARE	Q: The requirement indicates an interface with the CARES eligibility system, and that all systems must be bi-directional. Would the state clarify the architecture of the CARES system, and whether or not it is an in-house system or commercial off the shelf (COTS) product. This answer will help a bidder appropriate scope and price for this effort A: CARES is an in-house system and is ORACLE forms based. It is currently being rewritten.
100	Section 4.4.1 SYSTEM SOFTWARE	Q: For payments we presume we need to use NJ Enterprise service e-Payment for online payment, please confirm. Please also let us know the name of the payment system if e-Payment is not an option (Reference Cloud-based Solutions LSAR Template from https://nj.gov/it/whatwedo/sar/). A: The awarded Vendor is required to have a payment system as part of its bid response.
101	Section 4.4.1 SYSTEM SOFTWARE	Q: For geo-mapping capabilities we presume we need to use NJ Enterprise service Geographical Information System (GIS) (Reference Cloud-based Solutions LSAR Template from https://nj.gov/it/whatwedo/sar/). Please also let us know the name of the GIS. A: The State does not host GIS, however, the solution has to be collaborative with State OIT ESRI's ArcGIS platform The vendor must also adhere to New Jersey OIT data standards and metadata standards for any GIS data developed by the vendor or state staff on the vendor's platform.
102	Section 4.4.1 SYSTEM SOFTWARE	Q: What specific geo-mapping capabilities are required, and what types of data should be visualized geographically? What level of granularity is required in the geographic data (e.g., by county, zip code, or specific address)? A: See the response to Question #101.
103	Section 4.4.1 SYSTEM SOFTWARE	Q: Can the state clarify what additional State programs may be subject or candidates to expansion of the NJCCIS system? A: The State cannot clarify what additional State programs may be included in the NJCCIS system that were not included in the Bid Solicitation. No additional State NJCCIS programs are planned for expansion at this time.
104	Section 4.4.1	Q: For service-based integrations, are there any existing SOAP-based web-services or mostly REST-based services are in use integrating with

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	SYSTEM SOFTWARE	other legacy systems and applications? Where are the APIs / services are hosted and what protocols do they support (e.g. REST, SOAP, etc.)? A: REST based services are currently used. APIs are hosted between the vendor and State. REST based services are currently used.
105	Section 4.4.1 SYSTEM SOFTWARE	Q: Do you have any solution for Managed File Transfer (Secured MFT) solution other than SFTP file server for file-based batch integrations? A: No, the State does not have a solution for MFT and encourage Bidders to make recommendations as part of the bid response.
106	Section 4.4.1 SYSTEM SOFTWARE	Q: What is the Integration Platform ESB or API Management such as MuleSoft / Dell Boomi, /or other such solutions in the current environment? A: There is currently no integration platform.
107	Section 4.4.1 SYSTEM SOFTWARE	Q: Can you provide details on APIs or data formats used by current systems? Can you provide an expected number of integrations/APIs A: Each API is based on the business need and solution. The API/interfaces are defined within the Bid Solicitation. Please see Question #97.
108	Section 4.4.1 SYSTEM SOFTWARE	Q: What is the volume and format of existing data that needs to be migrated? A: See Question #77 for data volume.
109	4.4.2 WEB PORTAL	Q: Can we clarify the public exposure to this system? Is it only through a state portal or would there be other means of internet-facing exposure? A: The Web Portal must have exposure to Providers, clients, public facing constituents, and the State. The Bidder is to propose, with submission of their Quote, their proposed solution that meets the requirements of the Web Portal.
110	4.4.2 WEB PORTAL	Q: In Section 4.4.2, Web Portal: “Provide a multipurpose user role specific dashboard on the web portal and Client mobile application with user search functionality, that includes displaying variances of authorized time and attendance, Client and Provider names and ID’s (such as Case numbers), Provider types and demographics, and Client demographics.” Can the State clarify, or provide an example, of a “multipurpose user role”?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: This is a role that permits an individual to have more than one (1) business function/access. This may also mean multiple roles may exist for a specific work function.
111	Section 4.6 INTERFACE REQUIREMENTS	Q: There are at least 10 interfaces identified in the RFP. For cost purposes, can the State verify this number, as well as name them? A: Please see Exhibit 3 – <i>NJCCIS Current Design Diagram - As Is and To Be</i> that identifies all interfaces defined in the Bid Solicitation.
112	Section 4.6 INTERFACE REQUIREMENTS	Q: We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive." Based on this definition, how many Named Users does the agency anticipate having on its new system? A: According to the definition provided, the State has no named users as this violates security protocols. Access to back-end system software is Vendor Personnel associated with the maintenance and development of the system.
113	Section 4.6 INTERFACE REQUIREMENTS	Q: what modes are used to interface with the entities described in section 4.6? JSON, XML, Flat file, etc A: The modules that are used to interface with entities described in this Bid Solicitation currently are flat files, XML, and spreadsheets.
114	Section 4.6 INTERFACE REQUIREMENTS	Q: What is the estimated frequency of integrations for each other partners mentioned in 4.6 A: Daily, weekly, monthly are applicable based on the business function.
115	Section 4.6 INTERFACE REQUIREMENTS	Q: Is there a preferred enterprise middleware/integration platform (in place or not) for this project? A: The Bidder is to propose, with submission of their Quote the preferred enterprise middleware/integration platform that they intend to use.
116	Section 4.6 INTERFACE REQUIREMENTS	Q: Beyond CARES, are there other specific systems that NJCCIS must interface with, and can detailed interface specifications and data dictionaries for these systems be provided? What is the expected data exchange frequency and volume for each interface? A: Data dictionaries are not available. Exchange frequency are dependent on the specific interface.
117	Section 4.6 INTERFACE REQUIREMENTS	Q: Is there any existing Messaging queue in place?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: Currently, there is no Messaging queue in place, and this may be part of the Bidder's Quote.
118	Section 4.6 INTERFACE REQUIREMENTS	Q: Is there a current interface list that are file based vs API (with any technical details about each interace as available) A: The current interface list is detailed in Exhibit 3 - <i>NJCCIS Current Design Diagram - As Is and To Be</i> and throughout the Bid Solicitation.
119	Section 4.6 INTERFACE REQUIREMENTS	Q: Could you please confirm which Enterprise Service Bus (ESB) the agency is currently using? Additionally, are vendors required to use the same ESB for integrations in their proposed solutions? A: The State does not currently utilize an ESB. Bidders can propose, with submission of their Quote, if they intend to utilize ESB.
120	Section 4.6 INTERFACE REQUIREMENTS	Q: What is the total volume of Files and documents in the systems? A: The volume of files and documents is fluid and changes based on user requirements to the system. Because of this, the State does not maintain this information. Q: Do all the historical Files and Documents need to be migrated? A: Yes, all historical files and documents need to be migrated. Q: Where are the existing and Historical files and documents stored? A: They are currently stored with the vendor in a "file cabinet". Q: Are there any paper based files and Documents migration in Scope as well? A: No, there are no paper based files or documents migration in Scope.
121	Section 4.7 TRAINING AND COMMUNICATION	Q: What is the volume of trainees described in 4.7? How many speak Spanish and how many are deaf or hard of hearing? How many are blind or have low vision? A: This is dependent on the type of training being requested. The number of Spanish, Deaf or hard of hearing speakers is unknown. The number of blind or low vision trainees is unknown.
122	Section 4.7 TRAINING AND COMMUNICATION	Q: Per the RFP, the statements "The State must review and approve all training plans, public communications and promotional materials before they are posted or shared. Contractor shall develop and provide the initial System training, technical assistance and instructional materials within 30

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		Calendar Days of the Contract award." and "Training and instructional materials must be approved and finalized at a minimum four (4) weeks prior to System implementation." appear to be conflicting. Please confirm if the Contractor may propose alternative timing to provide a Training Plan within 30 days, and then the system training, technical assistance and instructional materials that aligns to their implementation timeline and accounts for system design and build activities. A: The training approach is due within 30 days of the Contract award. This cannot be altered. The training and instructional materials must be submitted to the State for review four (4) weeks before the training is implemented.
123	Section 4.8 REPORTING REQUIREMENTS	Q: Can the State provide examples or templates of the required daily, weekly, monthly, quarterly, annual, and federal reports? Are there specific data elements that must be included, or specific formats (e.g. CSV, Excel, PDF)? A: The State would like the Vendor to recommend templates for the required reports. Each report does have specific data elements that must be included. The formats should be capable of being converted to different formats (e.g., Excel to PDF, etc.)
124	Section 4.8 REPORTING REQUIREMENTS	Q: What specific business intelligence tools or processes does the State prefer for ad-hoc report generation? A: The State uses Power Bi along with a proprietary Business Intelligence Software for NJCCIS. The Bidder can recommend a solution to this in its bid response.
125	Section 4.9 HELP DESK	Q: Is there a target go live date for contact center/help desk services to begin with the new vendor? A: The target go live date is the date of the Vendor proposed implementation.
126	Section 4.9 HELP DESK	Q: Besides providers, clients, CCR&R and State staff, are there any other groups/caller base that the contact center will support? A: It is anticipated that the audience for all Child Care Stakeholders includes but is not limited to: Department of Children and Families - Office of Licensing (DCF-OOL) - child care provider licensing and inspection; Department of Agriculture (DA) - child and adult food care program; Department of Health (DOH) - youth camp program; Department of Education (DOE) - preschool wraparound services; Child Care Resource & Referral Agencies (CCR&R's) - child care assistance program (CCAP); and Child Care Providers and related collaboratively partners as mentioned in Section 4.15, <i>Collaboration Activities</i>, will require Helpdesk/customer service support.
127	Section 4.9 HELP DESK	Q: Are there any certifications required of desk agents?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: Currently there are no certifications required for desk agents.
128	Section 4.9 HELP DESK	Q: Are there any security clearance requirements for call center staff? A: Please see Section 6.4, <i>Security Awareness and Training</i> . Call center staff would be part of the primary vendor staff or a sub-contractor that would need to abide by the Contract requirements.
129	Section 4.9 HELP DESK	Q: Is there an existing knowledgebase for the Contact Center? If so, who owns it? A: No, there is not an existing knowledgebase for the Contact Center.
130	Section 4.9 HELP DESK	Q: How long is new hire training expected to take for call center agents? A: This depends on the approved Training and Communication Plan submitted by the awarded Vendor.
131	Section 4.9 HELP DESK	Q: How long is new hire training expected for Help Desk agents? A: See response to Question #130.
132	Section 4.9 HELP DESK	Q: Besides being located in the State of New Jersey, are there limitations to remote work for the contact center? A: The Vendor must adhere to the Section 4.14.8 requirements regarding being located in the United States, preferably New Jersey. Additionally, the Bidder, with submission of their Quote, should make staffing recommendations for the Vendor's Help Desk.
133	Section 4.9 HELP DESK	Q: Are call center agents required to handle payment transactions? A: Yes. Business needs for this Contract requires payment/financial services. Please see Section 4.1.4, (Customer Service and Technical Support Help Desk Plan). This Section states the Contractor shall: •Provide a technical support help desk line, with State approved outage timeframes for the purpose of resolving production issues and locating files, transmissions, and payments.
134	Section 4.9 HELP DESK	Q: What are system access/connectivity requirements (VPN, VDI, etc.) to access the systems needed to perform the work? A: The Bidder should, with submission of their Quote, detail what system access/connectivity requirements will be needed to perform the work of the Help Desk.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer											
135	Section 4.9 HELP DESK	Q: Are there licensing limitations for systems access? A: This question is not clear and cannot be answered.											
136	Section 4.9 HELP DESK	Q: What are the Call Center Service Level Agreements (SLA's)? A: SLAs are contracts between agencies and/or Subcontractors if a contract is not used. The State did not specify SLAs in the Bid Solicitation.											
137	Section 4.9 HELP DESK	Q: How many agents man the current call center? A: Approximately thirteen (13) agents.											
138	Section 4.9 HELP DESK	Q: What is the monthly transaction volume for calls, for each desk? A: Monthly call volume as of February 2025: <table><tr><td>NJCCIS-Workforce Registry</td><td>874</td></tr><tr><td>NJCCIS</td><td>1,077</td></tr><tr><td>ECC</td><td>939</td></tr></table>				NJCCIS-Workforce Registry	874	NJCCIS	1,077	ECC	939		
NJCCIS-Workforce Registry	874												
NJCCIS	1,077												
ECC	939												
139	Section 4.9 HELP DESK	Q: What is the monthly transaction volume for emails and web portal inquiries for each desk? A: Monthly email transaction volume as of February 2025: <table><tr><td>NJCCIS</td><td>384</td></tr><tr><td>NJCCIS-Workforce Registry</td><td>700</td></tr><tr><td>ECC</td><td>130</td></tr></table> There is currently no data for web portal inquiries.				NJCCIS	384	NJCCIS-Workforce Registry	700	ECC	130		
NJCCIS	384												
NJCCIS-Workforce Registry	700												
ECC	130												
140	Section 4.9 HELP DESK	Q: What is the monthly transaction volume for live chats? A: Live chats are not provided as this is not a current function on any system.											
141	Section 4.9 HELP DESK	Q: What is the average handle time (Talk Time + On Hold Time + Wrap Time) for these calls? A: <table><tr><td>ECC</td><td>3:56 (Talk Time)</td><td>Hold Time: 00:19</td><td>Wrap Time (Avg. Handle time): 4:16 as of Feb. 2025</td></tr><tr><td>NJCCIS-Workforce Registry</td><td>10:01 (talk time)</td><td>Hold time: Don't have</td><td>Wrap Time (Avg. Handle time): Don't have</td></tr></table>				ECC	3:56 (Talk Time)	Hold Time: 00:19	Wrap Time (Avg. Handle time): 4:16 as of Feb. 2025	NJCCIS-Workforce Registry	10:01 (talk time)	Hold time: Don't have	Wrap Time (Avg. Handle time): Don't have
ECC	3:56 (Talk Time)	Hold Time: 00:19	Wrap Time (Avg. Handle time): 4:16 as of Feb. 2025										
NJCCIS-Workforce Registry	10:01 (talk time)	Hold time: Don't have	Wrap Time (Avg. Handle time): Don't have										

#	Bid Solicitation Section Reference	Question (Bolded) and Answer			
		NJCCIS	4:00 (talk time)	Hold Time: Don't have	Wrap Time (Avg. Handle Time): Don't have
142	Section 4.9 HELP DESK	Q: Will the State provide a physical location and space for the Customer Service and Help Desk operations, or should this be included in our solution? A: The Vendor shall have a physical location and space for the Help Desk operations.			
143	Section 4.9 HELP DESK	Q: 1. Is the expectation that the solution includes the implementation of a new IVR system, or should it inherit an existing IVR solution? 2. If an existing system is in place, can you provide details - what is the current IVR, its capabilities, limitations, and any planned upgrades? 3. What is the current # of IVR intents/sub-intents/flows? A: 1. The expectation is that the IVR System proposed by the Vendor is new. While the current NJCCIS has a fairly current IVR, the E-Child Care IVR is not new and in order to integrate all those factors will require a “New IVR”. The awarded Vendor must provide a complete, functioning child care system. 2. The current IVR dates back to 2018. 3. The IVR intents/sub-intents/flows are bi-directional for NJCCIS registry. The State does not have current number of IVR intents/sub-intents/flows.			
144	Section 4.9 HELP DESK	Q: What is the % of call containment of the current IVR system? A: The percent of call containment of the current IVR system is unknown.			
145	Section 4.9 HELP DESK	Q: Is the current IVR system DTMF or conversational based? A: Both.			
146	Section 4.9 HELP DESK	Q: Is the current IVR system is DTMF, is the State open to conversation/AI based IVR? A: Bidders are to propose, with submission of their Quote, if they intend to use conversation/AI based IVR.			
147	Section 4.9 HELP DESK	Q: Do seasonality and/or annual peak periods of volumes exist (current and future)? If so, please quantify. A: This information is unknown.			

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
148	Section 4.9 HELP DESK	Q: What is the internal agent transfer rate of non-technical contacts to state employees/SMEs? A: This Question is unclear and cannot be answered.
149	Section 4.9 HELP DESK	Q: Please describe target KPIs, SLAs and compliance levels for the last 12 months (include metrics calculations and historical data - last 2+ years or as available). Please provide current actual and target customer service metrics. A: SLAs are contracts between agencies and/or Subcontractors if a contract is not used. KPI's are related to meeting the requirements of the Bid Solicitation which the vendor might wish to monitor. Please refer to Bid Solicitation section(s) 4.10.4, 4.11.4, 4.12.4, 4.13.4 and 4.14.8. The Customer Service and Technical Support Help Desk is summarized in Section 4.9. For actual service metrics, please see Questions #138 and #139.
150	Section 4.9 HELP DESK	Q: Is there current a live agent capability, or is this net new capability? A: Yes, there is live agent capability.
151	Section 4.9 HELP DESK	Q: Is there a live call back requirement for IVR? A: The Bidder should propose, with their Quote submission, if there will be a live call back capability for IVR. The live call back IVR is not a requirement, however the State welcomes the Bidder's approach to the solution.
152	Section 4.10.1 ADMINISTRATIVE FUNCTIONS	Q: Provide the necessary mobile software, tools and equipment for the State to complete and document all Child Care inspections; and for internal users to conduct and document onsite monitoring in all of NJ's twenty-one (21) counties;" Is the expectation that the provider will provide mobile devices and any additional equipment related to mobile inspections or will the Agency be providing the mobile devices? Section 4.14.1 mentions "Agency Issued" and State issued" mobile devices. A: The State provides the equipment. The Provider does not provide the mobile or any additional devices/equipment. This RFP seeks Vendor solutions to this component that includes software and hardware related to the mobile data being updated to the system.
153	Section 4.10.2 SYSTEM DESIGN	Q: Is an external system utilized to conduct the background investigation, with the response information being tracked in this system? A: Yes, but not currently.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
154	Section 4.10.2 SYSTEM DESIGN	Q: Do you account for any out of state providers? A: Yes, the State does account for out of state providers.
155	Section 4.10.2 SYSTEM DESIGN	Q: Do you track illegal providers against new incoming providers? A: The Division tracks unlicensed providers.
156	Section 4.10.2 SYSTEM DESIGN	Q: Is there any worker role separation of the pre-licensure process and maintenance of licensure? A: Yes, eligibility review, approval, inspection and compliance are done by different roles. The maintenance of licensure is also done by different roles.
157	Section 4.10.2 SYSTEM DESIGN	Q: Are there different pre-licensure requirements for the different provider types? A: Yes, provider types are regulated by different State departments who are stakeholder users of NJCCIS.
158	Section 4.10.2 SYSTEM DESIGN	Q: Are there different application processes for the different provider types or is it all streamlined into one application? A: Currently different applications processes exist for the different provider types. The Bidder is welcome to propose a process that is integrated and efficient with their Quote submission.
159	Section 4.10.2 SYSTEM DESIGN	Q: Do you conduct and track any inspections? A: Yes, there are follow-up inspections based on previous inspections when complaints and violations are found. All inspections are tracked.
160	Section 4.10.2 SYSTEM DESIGN	Q: What is the monitoring visit structure and what are the various types of visits? A: Please see provider types and licensing at the following link: https://www.childcarenj.gov/Parents/Licensing/Providers .
161	Section 4.10.2 SYSTEM DESIGN	Q: How many visits are conducted each year and of what types? Will these be manually assigned and announced to the provider? A: This varies and visits are annual at a minimum. The visits are both automated and manual, as well as announced and unannounced.
162	Section 4.10.2 SYSTEM DESIGN	Q: Is there any requirement for provider change reporting functionality?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: Yes, there is a requirement for Provider change reporting functionality.
163	Section 4.10.2 SYSTEM DESIGN	Q: Is there any corrective action associated with violations that requires back and forth streamlined communication? A: Yes, because the Provider may email to abate violations, call to respond to issues, etc. All violations trigger a reinspection and response from the State.
164	Section 4.10.2 SYSTEM DESIGN	Q: Do you have the need to track individuals who violated rules at one agency from being employed at a different agency? A: Yes, the State tracks an individual's eligibility to perform their work function and compliance with State and federal work requirements.
165	Section 4.10.2 SYSTEM DESIGN	Q: Are enforcements tracked solely with child care group or does this information need to be sent and tracked to outside teams? I.e. Legal teams A: Both. There are a variety of stakeholders, including both internal and external stakeholder, that must be apprised and notified of enforcement actions.
166	Section 4.10.2 SYSTEM DESIGN	Q: What is the total number of Licenses and License Types to be built for Child Care? A: License types are the following: Child Care Centers, Registered Family Child Care, Approved Homes, Military, Out of State Centers, Out of State Registered Family Child Care, Licensed Exempt, School Districts, and Summer Youth Camps. Approximately 8,700 Active Licenses in NJCCIS as of December 2024. Q: Is there a breakdown of how many Licenses were issued in the last one year? A: There are approximately 180 new child care centers in the last year. Q: What is the total volume of Licenses within the system in the legacy LPI System? A: Unknown. The State is not familiar with this term. The term legacy LPI does not appear in the Bid Solicitation.
167	Section 4.11 WORKFORCE REGISTRY	Q: For licensing applications and enforcements, workforce development, and QRIS will you provide the forms, validation rules, and workflow details? A: Yes, this is part of the business requirements gathering sessions. We are seeking a vendor that can provide recommendations regarding efficiencies.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
168	Section 4.11 WORKFORCE REGISTRY	Q: Does the State already have a Master Data Management (MDM)/Master Person Index (MPI) solution to maintain unique person information to be used for person match and deduplication? A: The system currently generates a unique person ID.
169	Section 4.11 WORKFORCE REGISTRY	Q: What LMS software is currently in use as part of the Workforce Registry and will that interface with the new NJCCIS or is the expectation to stand-up a new LMS or build-out a new LMS within NJCCIS? A: LMS supports all existing modules within NJCCIS. Please see Section 4.11.1, <i>Administrative Functions</i>, 4.11.2, <i>System Functions</i>, and 4.11.3, <i>Performance Outcomes</i>, for Bid solicitation requirements. A complete and fully functioning LMS is required.
170	Section 4.11.2.3 CAREER LATTICE	Q: Please clarify the expectations regarding the Contractor's and State's responsibilities for development of the Career Lattice requirements. A: The Bidder is to propose, with their Quote submission, the expectations regarding the Contractor's and State's responsibilities for development of the Career Lattice requirements. The Bidder should keep in mind that further discussions about the business requirement sessions will be held during the development process.
171	Section 4.12.1 ADMINISTRATIVE FUNCTIONS	Q: How many evaluation factors make up the QRIS rating? A: Please see Grow NJ Kids website for this information at the following link: https://www.childcarenj.gov/Providers/GNJJK.
172	Section 4.12.1 ADMINISTRATIVE FUNCTIONS	Q: Are these QRIS evaluation factors new or currently maintained in the system? A: Please refer to Question #171.
173	Section 4.13 GRANTS AND SCHOLARSHIPS MANAGEMENT SYSTEM	Q: Does the state have a payment gateway that it recommends the vendor to use. A: No. The Bidder, with Submission of their Quote, is to describe what payment gateway that it recommends.
174	Section 4.13 GRANTS AND SCHOLARSHIPS MANAGEMENT SYSTEM	Q: Please clarify the scope of the vendor's involvement is application evaluation. A: The scope for the Vendor's involvement with Grants and Scholarships Management System is described in Section 4.13.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
175	Section 4.13.1.3 PAYMENT/POST PAYMENT ACTIVITIES AND SERVICES	Q: 1. What is the existing Finance and Accounting System? 2. Could you please confirm what Payment Gateway is currently being utilized? A: 1. This is proprietary information and will be discussed after Contract award. 2. The State does not have this information because this service is subcontracted out by the current Contractor.
176	Section 4.13.1.4 BANKING AND PAYMENT ADMINISTRATION	Q: Does the system need to have the ability to recoup grants or scholarships yet to be paid to providers? A: Yes, the system must have the ability to recoup grants or scholarships yet to be paid to Providers.
177	Section 4.13.1.5 - GRANTS MANAGEMENT STAFFING	Q: Contractor must provide a dedicated staffing team located within the State of New Jersey unless other arrangements are approved by the State, e.g., project manager, fiscal/accounting, business analysis and development, customer support, quality assurance for grant management efforts. The physical location for the grants management staffing team will be determined after Contract award and must be approved by the SCM. Is this a hard requirement of DHS? A: Yes, this is a DHS requirement.
178	Section 4.13.1.5 - GRANTS MANAGEMENT STAFFING	Q: How many grant and scholarship programs will be onboarded? Can you provide more background and details of these programs, please. Within these programs, how many grants and scholarship applications are submitted via the portal per year? How many Grants or Scholarships did the state issue in the past one year? A: The details of the programs vary depending on the funding. There were approximately 1,300 grants submitted in the system.
179	Section 4.13.1.5 - GRANTS MANAGEMENT STAFFING	Q: What are the systems integrate / interface with Grants Management system? Can you provide a list of all integrating systems that need to be retained. A: All systems that are to integrate/interface with Grants Management System can be found in the Bid Solicitation and Exhibit 3.
180	Section 4.13.2.1 TECHNOLOGY DESIGN SOLUTIONS	Q: Will provider sites be required to track vacancies? A: Yes, Provider sites should track vacancies of staff, and time and attendance of children who are enrolled.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
181	Section 4.13.2.1 TECHNOLOGY DESIGN SOLUTIONS	Q: Are auto approvals used today and is the auto denial criteria established? A: Yes, and this varies depending on the requirements of the grant.
182	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: For subsidized care (under Child Care Time and Attendance) do you pay the providers directly for subsidized children or go through CCR&Rs? A: Currently the State pays a Vendor to pay the provider.
183	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: Will the State consider tablets instead of POS machines for tracking time and attendance? A: The State would consider tablets and the Bidder, with submission of their Quote, is to provide their solution for tracking time and attendance.
184	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: For the POS solution- will parents use the same card for multiple benefits (SNAP, TANF, Child Care), if so, who will issue EBT cards for clients receiving multiple benefits including child care and will an interface with the state's SNAP/TANF software be needed? A: No, this is specific to the Child Care program.
185	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: The Contractor shall design, test, implement and maintain a new solution for the Child Care Time and Attendance System (TAS). The Contractor's System shall also include administering Child Care Provider payments and banking services, customer service and technical support services, a mobile responsive design web portal (for Providers, Clients CCR&Rs and State staff), an Interactive Voice Response (IVR) System, a mobile application (for Clients), a Provider Attendance Tracking Solution (PATS) for Providers, and a Client Attendance Tracking Solution (CATS). Would DHS be open to subcontracting or intergratin with 3rd parties to satisfy this requirement? A: Yes, the State would be open to subcontracting or integrating with 3rd parties to satisfy this requirement.
186	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: The requirement indicates a bidder must "offer multiple options for clients to check children in/out of care" and further indicate the solution "must include multiple options (at a minimum a mobile application IVR and card or keychain card)." Would the state consider a solution of multiple options to check children in/out of care that do not include card-based solutions? In our experience, the card-based solutions tend to be costly, and are often misplaced or lost which adds to cost. There are other technology advancements that are more modern and easier for parents to use, without limiting their options. These options would more closely align with the stated solicitation goals on page 16 of "delivering products using

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		best practices and methodologies” and “technology model with the greatest opportunity for long-term sustainability.” A: The Bidder is to propose, with submission of their Quote, how they attempt to meet all of the requirements that are described in Section 4.14. This can include multiple options to check children in/out of care that do not include card-based solutions.
188	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: The requirement indicates “• Providing APIs to capture input that may be provided by other Systems and send output that may be needed by other Systems.” Have specific APIs already been identified outside of the system integrations listed in the solicitation? A: No, there have not been any specific APIs identified outside of the system integrations that are listed in the Bid Solicitation.
189	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: Is the vendor expected to supply hardware for Attendance Tracking Systems? A: Yes, the Vendor is expected to supply hardware for Attendance Tracking Systems.
190	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: Are there any integrations with outside systems for providers to report attendance? Ex: Brightwheel A: No, currently there are no outside systems for Providers to report attendance.
191	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: What volume of data is required to be converted from the legacy Child Care Time and Attendance System? A: Please refer to Question #77.
192	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: Will a thin client mobile responsive web application be acceptable in lieu of a native phone app for clients? A: Bidders should propose, with submission of their Quote, what application they propose.
193	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: Can you share any example scenarios for the mass email requirement listed in this section? How often and what is the quantity of these emails? A: This varies. A recent example that triggered this use was the pandemic response measures to all providers.
194	Section 4.14	Q: Does the Agency currently have an existing key card-based Attendance Tracking Solution (ATS) in place for verifying NJCCAP authorization and

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	CHILD CARE TIME AND ATTENDANCE SYSTEM	recording child care time and attendance? If so, can you provide details on the existing technology, including the hardware, authentication method, system integration points, and any planned upgrades or changes? If no such system exists, would the Agency be open to implementing a key chain card solution, and what requirements or constraints should we consider? A: The Agency currently does not have an existing key card-based ATS in place. Bidders should propose, with submission of their Quote, what they propose to meet the requirement of Section 4.14.
195	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: Can you share more details on the New Jersey Child Care Time and Attendance System (NJCTAS) and Electronic Child Care (ECC) Time and Attendance System or any other existing system that you have? Is it single application / platform or group of legacy applications for specific functions / modules? Can you please provide the list of current legacy applications their technology stack to propose optimized solution and map the legacy apps with our solution's standard modules. A: The Time and Attendance System must perform prospective and enrollment-based payments. Bidders should propose, with submission of their Quote, what they propose to meet the requirement of Section 4.14, <i>Child Care Time and Attendance System</i>.
196	Section 4.14 CHILD CARE TIME AND ATTENDANCE SYSTEM	Q: In 4.14 Child Care Time and Attendance System Pg. 42, 2nd bullet, it states 'The Contractor Must: • Offer multiple options (at a minimum, a mobile application, IVR, and a card or keychain card) for Clients to check their child(ren) in and out of Child Care programs as efficiently as possible through the CATS; However, in Section 4.14.2 Pg. 47 it states: In the event the Contractor's CATS consists of a card or keychain card, the CATS equipment must have a pre-embossed PAN. The following items must be present on the CATS key cards and devices:' Can you confirm if it is a requirement to have a card or keychain card as a required option? A: They are not required. Bidders should propose, with submission of their Quote, what they propose to meet the IT requirement of Section 4.14, <i>Child Care Time and Attendance System</i>.
197	4.14.2 SYSTEM DESIGN	Q: Is the expectation that the solution includes the implementation of a new IVR system, or should it inherit an existing IVR solution? If an existing system is in place, can you provide details - what is the current IVR, its capabilities, limitations, and any planned upgrades? What is the current # of IVR intents/sub-intents/flows? A: Please see the response to Question #143 regarding the current IVR. The Bidder should propose, with submission of their Quote, what is the expectation of implementing a new IVR system.
198	Section 4.14.2.2 CLIENTS AND PROVIDERS WEB	Q: 1. Is there a process in place for transferring of current providers? i.e. transfer of ownership, transfer of location etc.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	PORTAL FUNCTIONALITY	2. If so, does it follow the same application process or is it a net new process? A: 1. There is a current system process in place for transferring current Providers. 2. It follows the same application process and Vendor response and recommendation is welcome.
199	Section 4.14.2.5 CLIENT ATTENDANCE TRACKING SOLUTION (CATS)	Q: Does the state use a software/system to digitally sign the documents? If so, can you please provide their names? A: No. The State does not currently use a software/system to digitally sign documents.
200	Section 4.14.2.6 CLIENT MOBILE APPLICATION	Q: Is the Client Mobile Application, identified in Section 4.14.2.6, a mandatory requirement to be deemed a responsive and competitive vendor? A: Yes, this is a mandatory requirement.
201	Section 4.14.7.3 PROGRAM OPERATIONS REPORT REQUIREMENTS	Q: Page 58 of the solicitation document provides a list of the required reports. Would you clarify the number of anticipated ad-hoc reports? A: This is normally on an as needed report, and depends on the scenario. Multiple State stakeholders request ad-hoc reports for various reasons. This number could be in the hundreds annually.
202	Section 4.14.7 CTAS REPORTING REQUIREMENTS	Q: Page 58 of the solicitation document provides a list of the required reports. Would you describe what you anticipate to be the components of a "Compliant File Report?" A: Compliant file report does not exist in the Bid Solicitation. For the <i>complaint</i> file report, please see Section 4.14.7.12, <i>Operational Report Requirements</i>.
203	Section 4.14.8 CUSTOMER SERVICE AND TECHNICAL SUPPORT REQUIREMENTS	Q: The state indicates that languages other than English or Spanish should be supported for the customer service and help desk contact center. What other languages other than English or Spanish would need to be supported? Can the state please provide corresponding volumes or the proportion of calls that are received requiring such services? A: Translation services must be made available provided by the Vendor. This can be a language interpretation line that provides these services. Volumes are not known
204	Section 4.14.8	Q: How many individuals will need to be staffed on the call center?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	CUSTOMER SERVICE AND TECHNICAL SUPPORT REQUIREMENTS	A: This Bidder is to propose the number of staff needed for the call center within their Quote submission. Currently, there are approximately thirteen (13) agents.
205	Section 4.14.9 BANKING AND PAYMENT ADMINISTRATION	Q: Page 65 of the solicitation document indicates an “interface with any state systems such as CARE.” Would the state provide the specific systems they expect a contractor to interface with in addition to CARE? Knowing this answer will help a bidder appropriately scope and price for this requirement A: The systems are contained within the Bid Solicitation. Please see Sections 4.14.2, <i>System Design</i>, 4.14.4, <i>Transaction Processing Operations</i>, 4.14.9, <i>Banking and Payment Administration</i>, 4.2.1, <i>Version Control and Release Management</i>, and 4.4.1, <i>System Software</i>. Vendor design of the proposed Solution will influence interfaces.
206	Section 4.14.9.1 BANK REQUIREMENTS	Q:1. Can you explain the expectations that Contractor will be responsible for when designated as the State's fiscal agent for the federal payment to the IRS on behalf of Child Care related payments? 2. Does the State have a preferred Bank or financial institution for the Concentrator Bank? A: 1. State fiscal agent does garnishments, levies, etc. on behalf of the State. 2. The State does not have a preferred Bank or financial institution. The Bank or financial institution must meet all FDIC and banking regulations.
207	Section 4.14.9.1 BANK REQUIREMENTS	Q: Do you have samples of Reconciliation forms or Payment authorization forms that use currently use with the bank? A: The Payment Authorization form can be found at the following link: https://www.echildcarenj.org/eccpw/pdf/NJECC_POS_Provider_Packet.pdf .
208	Section 4.15 COLLABORATION ACTIVITIES	Q: Who are the different types of end users of the new Child Care Information system? Can you specify the approximate number of internal and external users? A: End user groups/types and statistics are included throughout in the Bid Solicitation.
209	4.15.1 NJ DEPARTMENT OF AGRICULTURE – CHILD AND ADULT CARE FOOD PROGRAM	Q: will NJCCIS include the ability to conduct CACFP inspections using the software or only the ability to upload inspections completed by other partners/tools?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: Both. NJCCIS will include the ability to conduct CACFP inspections using software and the ability to upload inspections completed by other partners/stakeholders/tools.
210	4.15.1 NJ DEPARTMENT OF AGRICULTURE – CHILD AND ADULT CARE FOOD PROGRAM	Q: will NJCCIS allow child care providers to apply for CACFP within the system? A: Yes. The Bidder should propose, with submission of their Quote, how NJCCIS will allow for child care providers to apply for CACFP within the system.
211	4.15.1 NJ DEPARTMENT OF AGRICULTURE – CHILD AND ADULT CARE FOOD PROGRAM	Q: Will NJCCIS include case management for CACFP providers? if so, what workflows should be included? A: Yes. Workflows would be determined during the business requirement sessions.
212	4.15.1 NJ DEPARTMENT OF AGRICULTURE – CHILD AND ADULT CARE FOOD PROGRAM	Q: will adult food care providers be included in NJCCIS or only child care programs participating in CACFP? A: This is only for the Child Care programs.
213	Section 4.15.4 CCR&RS	Q: Does the State and CCR&R offices already have scanning equipment and functions to scan and index paper documents or does the State need the vendor to provide, install and configure scanning equipment as part of the electronic document management functions? A: No, the State does not have this currently.
214	Section 5 GENERAL CONTRACT TERMS	Q: Would the State agree to the following changes in RFP Section 5? Except for the State’s obligations as set forth herein, tThe Contractor shall have sole responsibility for the complete effort specified in this Contract. Payment will be made only to the Contractor or to the authorized dealers/distributors, if applicable. The Contractor is responsible for the professional quality, technical accuracy and timely completion and submission of all deliverables, services or commodities required to be provided under this Contract. The Contractor shall, without additional compensation, correct or revise any errors, omissions, or other deficiencies in its deliverables and other services for a period of [[]] days after the applicable deliverable is delivered to the State (“Warranty Period”). The approval of deliverables furnished under this Contract shall not in any way relieve the Contractor of responsibility for the technical adequacy of its work. The review, approval, Acceptance or payment for any of the deliverables, goods or services, shall not be construed as a waiver of any rights that the State may have arising out of the Contractor’s performance of this Contract.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: The State declines to alter or modify Bid Solicitation Section 5 <i>General Contract Terms</i> as suggested in this question.
215	Section 5 GENERAL CONTRACT TERMS	Q: Suggested Change: The Contractor shall have sole responsibility for the complete effort specified in this Contract. Payment will be made only to the Contractor or to the authorized dealers/distributors, if applicable. The Contractor is responsible for the professional quality, technical accuracy and timely completion and submission of all deliverables, services or commodities required to be provided under this Contract. The Contractor shall, without additional compensation, correct or revise any errors, omissions, or other deficiencies in its deliverables and other services, provided reason for such error, omission or deficiency can be solely attributable to the Contractor. This Contract may be extended up to two (2) years with no single extension exceeding one (1) year, by the mutual written consent of the Contractor and the Director at the same terms, conditions,. Notwithstanding the foregoing, the Contractor shall be allowed to make annual COLA adjustments to the pricing rates shared with the State for the Initial Term at agreed rates. A: The State declines to alter or modify Bid Solicitation Section 5 <i>General Contract Terms</i> as suggested in this question.
216	Section 5 GENERAL CONTRACT TERMS	Q: Suggested Change: The Contractor shall have sole responsibility for the complete effort specified in this Contract. Payment will be made only to the Contractor or to the authorized dealers/distributors, if applicable. The Contractor is responsible for the professional quality, technical accuracy and timely completion and submission of all deliverables, services or commodities required to be provided under this Contract. The Contractor shall, without additional compensation, correct or revise any errors, omissions, or other deficiencies in its deliverables and other services, provided reason for such error, omission or deficiency can be solely attributable to the Contractor. A: The State declines to alter or modify Bid Solicitation Section 5 <i>General Contract Terms</i> as suggested in this question.
217	Section 5.1 CONTRACT TERM AND EXTENSION OPTIONS	Q: The base term of this Contract is set to be for a period of four (4) years. The bid solicitation does not specify any expectations or requirements for design, development and implementation timeline. Does the State have any mandates or requirements that would dictate or influence the timeline for the design, development and implementation of the NJCCIS? A: Bid Solicitation Section 3.18 <i>Mobilization Plan</i> and 3.19 <i>Additional Plans</i> request specific draft information from the Bidder. The Additional Plans are to include timetable, methodology, staffing/back-up, and key equipment supplies.
218	Section 5.1 CONTRACT TERM AND EXTENSION OPTIONS	Q: Suggested Change: The base term of this Contract shall be for a period of four (4) years ("Initial Term"). The anticipated Contract effective date is provided on the "Summary" page of the Bid Solicitation in NJSTART. If

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		delays in the procurement process result in a change to the anticipated Contract effective date, the Parties shall mutually agree on an effective start of the Contract for the Initial Term. A: The State declines to alter or modify Bid Solicitation Section 5 <i>General Contract Terms</i> as suggested in this question. Prior to award, any changes to the Quote Opening Date will be posted as a Bid Amendment on NJSTART.
219	Section 5.1 CONTRACT TERM AND EXTENSION OPTIONS	Q: Suggested Change: The base term of this Contract shall be for a period of four (4) years ("Initial Term"). The anticipated Contract effective date is provided on the "Summary" page of the Bid Solicitation in NJSTART. If delays in the procurement process result in a change to the anticipated Contract effective date, the Parties shall mutually agree on an effective start of the Contract for the Initial Term. This Contract may be extended up to two (2) years with no single extension exceeding one (1) year, by the mutual written consent of the Contractor and the Director at the same terms, conditions Notwithstanding the foregoing, the Contractor shall be allowed to make annual COLA adjustments to the pricing rates shared with the State for the Initial Term at agreed rates. A: The State declines to alter or modify Bid Solicitation Section 5.1 <i>CONTRACT TERM AND EXTENSION OPTIONS</i>.
220	Section 5.2 CONTRACT TRANSITION	Q: Would the State agree to clarify, in RFP Section 5.2, that the Contractor would receive appropriate compensation for its transition services in a mutually agreeable change order? A: The State declines to alter or modify Bid Solicitation Section 5.2 <i>CONTRACT TRANSITION</i>.
221	Section 5.2 CONTRACT TRANSITION	Q: Suggested Change: A. No Award Made -- In the event that a new contract has not been awarded prior to the expiration date for this Contract, including any extensions exercised, then by written notice to the Contractor, the State may exercise its right to transition this Contract for a period of up to XXXX Calendar Days (the "Initial Transition Period"). In the event the State exercises its right pursuant to this Section, then the Contractor shall continue performance under this Contract under the same terms, conditions, and pricing until a new contract is awarded or the Initial Transition Period expires. At no time shall this Initial Transition Period extend more than XXXX Calendar Days beyond the expiration date of this Contract, including any extensions exercised. A: The State declines to alter or modify Bid Solicitation Section 5.2 <i>CONTRACT TRANSITION</i>.
222	Section 5.2 CONTRACT TRANSITION	Q: Contract Transition: B. New Contract Awarded (NCA) Suggested Change: In the event that a new contract has been awarded prior to the expiration date for this Contract, including any extensions exercised , then by written notice to the Contractor the State may transition this Contract (the "NCA Transition Period") and the Contractor shall continue

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		performance under this Contract, under the same terms, conditions, and pricing, for a period of up to XXX Calendar Days beyond the expiration date of this Contract, including any extensions exercised, or until the new contract(s) can be completely operational, whichever first occurs A: The State declines to alter or modify Bid Solicitation Section 5.2 <i>CONTRACT TRANSITION</i>.
223	Section 5.4 OWNERSHIP OF MATERIAL	Q: Ownership of Material D. Third Party Intellectual Property Suggested Change: Unless expressly stated otherwise in this proposal, the State shall be responsible for obtaining all third party tools, intellectual property and services and making the same available to the Contractor to perform its services. State has obtained all consents necessary from third parties reasonably required for the Contractor to perform its obligations hereunder, and the State shall be responsible for the contractual relationship with and performance of such third parties as required. In addition, State shall ensure the co-operation and performance of any other suppliers of the State reasonably required to enable Contractors to perform its Services under this Contract A: The State declines to alter or modify Bid Solicitation Section 5.4 OWNERSHIP OF MATERIAL.
224	Section 5.5 SUBSTITUTION OF STAFF	Q: Suggested Change: If a Contractor needs to substitute any management, supervisory or key personnel, the Contractor shall identify the substitute personnel and the work to be performed. The Contractor must provide detailed justification documenting the necessity for the substitution. Resumes must be submitted for the individual(s) proposed as substitute(s) whom must have qualifications and experience equal to or better than the individual(s) originally proposed or currently assigned. The Contractor shall forward a request to substitute staff to the State Contract Manager for consideration and approval. No substitute personnel are authorized to begin work until the Contractor has received written approval to proceed from the State Contract Manager, which approval shall not be unreasonably withheld or denied. A: The State declines to alter or modify Bid Solicitation Section 5.5 SUBSTITUTION OF STAFF.
225	Section 5.9 RETAINAGE	Q: Would the State agree to the following changes in RFP Section 5.9? The amount of retainage for this Contract is 5%. The Using Agency shall retain the stated percentage of each invoice submitted. At the end of each three (3) month period, the Using Agency shall review the Contractor's performance. If performance has been in accordance with the requirements hereunder satisfactory, the Using Agency shall release 100% of the retainage for the preceding three (3) month period. Following certification by the State Contract Manager that all services have been satisfactorily performed as required hereunder, the balance of the retainage shall be released to the Contractor. A: The State declines to alter or modify Bid Solicitation Section 5.9 RETAINAGE.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
226	Section 5.9 RETAINAGE	Q: Suggested Change: Delete "The amount of retainage for this Contract is 5%. The Using Agency shall retain the stated percentage of each invoice submitted. At the end of each three (3) month period, the Using Agency shall review the Contractor's performance. If performance has been satisfactory, the Using Agency shall release 100% of the retainage for the preceding three (3) month period. Following certification by the State Contract Manager that all services have been satisfactorily performed the balance of the retainage shall be released to the Contractor" A: The State declines to alter or modify Bid Solicitation Section 5.9 RETAINAGE
227	Section 5.9 RETAINAGE	Q: Is NJ willing to negotiate the 5% retainer language in section 5.9. A: The State declines to alter or modify Bid Solicitation Section 5.9 RETAINAGE.
228	Section 5.11 CONTRACT ACTIVITY REPORT	Q: Suggested Change: Delete "B. Procurement Efficiency Program Fee - For all purchases made under this Contract, that have been invoiced, the Contractor shall remit the Procurement Efficiency Program Fee in the amount of one percent (1%) of all Purchases to Periscope acting on behalf of the State of New Jersey. C. Remittance of the Procurement Efficiency Program Fee - On a quarterly basis, the Contractor shall remit the Procurement Efficiency Program Fee directly to Periscope no later than thirty (30) days after the end of each calendar quarter. The calendar quarters will end March 31, June 30, September 30, and December 31. Failure to remit the Procurement Efficiency Program Fee timely and accurately may result in Contract termination as outlined in the "Termination of Contract" clause of the State of New Jersey Standard Terms and Conditions" A: The State declines to alter or modify Bid Solicitation Section 5.11 CONTRACT ACTIVITY REPORT
229	Section 6 DATA SECURITY REQUIREMENTS – CONTRACTOR RESPONSIBILITY	Q: Is there a shared responsibility matrix? A: No, there is not a shared responsibility matrix.
230	Section 6 DATA SECURITY REQUIREMENTS – CONTRACTOR RESPONSIBILITY	Q: Section 6 of the RFP has Data Security Requirements and 34 sub-points under that. Are we required to address these points in the proposal response? A: All Bidders must satisfy each of the "shall" requirements contained in Section 6 of the Bid Solicitation.
231	Section 6 DATA SECURITY REQUIREMENTS –	Q: Suggested Change: Contractor reserves the right to negotiate the Data security terms contained in Section 6 (Data Security Requirements -

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	CONTRACTOR RESPONSIBILITY	Contractor Responsivity) in its entirety post being down-selected and once the scope of services are determined finally Reason: The Contractor, as a global organization, adheres to standardized IT policies aligned with the certifications we hold. While we can accommodate specific client requirements on a project basis (if feasible), doing so may impact overall costs and require additional skill sets. However, implementing bespoke IT policies at an individual account level is not practical. A: The Data Security Requirements in Section 6 have been derived from NIST and other industry standards, which should be generally adhered to by any organization handling sensitive data. The Contractor's ability to adhere to these standards will be reviewed through the NJ Office of Homeland Security & Preparedness' security review. The State does not provide Contractors with the ability to negotiate these State security requirements.
232	Section 6.1 INFORMATION SECURITY PROGRAM MANAGEMENT	Q: Would the State agree to the following changes to RFP Section 6.1? The Contractor shall establish and maintain a framework to provide assurance that information security strategies are aligned with and support the State's business objectives, are consistent with applicable laws and regulations applicable to Contractor in its performance under this Contract through adherence to policies and internal controls, and provide assignment of responsibility, in an effort to manage risk. Information security program management shall include, at a minimum, the following: *** D. Independent review of the effectiveness of the Contractor's information security program. Except as otherwise expressly agreed in the Contract, nothing shall require Contractor to be responsible for the implementation and maintenance of any security controls concerning the equipment or information systems of the State as such controls shall be the State's responsibility. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
233	Section 6.2 COMPLIANCE	Q: Can the State provide expectations around compliance? Will there be mandatory requirements for SOC2 or StateRAMP/FedRAMP? A: There is no mandatory requirement for SOC2 audits, StateRAMP or FedRAMP, however these are requested as "supplemental documentation" during the State's security review. If these are not available for review, please ensure adequate details are provided within the Security Questionnaire.
234	Section 6.2 COMPLIANCE	Q: Would the State agree to the following changes to RFP Section 6.2? The Contractor shall develop and implement processes to ensure its compliance with all statutory, regulatory, contractual, and internal policy obligations applicable to this Contract. Examples may include but are not limited to General Data Protection Regulation (GDPR), *** A. Within ten (10) Calendar Days after award, the Contractor shall provide the State with contact information for the individual or individuals responsible for liaising with the State regarding Contractor maintaining a control framework that captures statutory, regulatory, contractual, and policy

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		requirements relevant to the organization's programs of work and information systems; *** A: The State approves this modification. Please see the revision to Section 6.2, <i>Compliance</i>, in REVISED T3108 Bid Solicitation 5.12.2025.
235	Section 6.3 PERSONNEL SECURITY	Q: Would the State agree to the following changes to RFP Section 6.3? *** B. To the extent permitted by law, employment screening checks are conducted and successfully passed in accordance with Contractor's policies for all personnel used to perform work under this Contract prior to beginning work or being granted access to State information assets; *** E. Contractor disables system access for terminated personnel and initiates collection of all organization owned assets prior to within one (1) business day of the individual's departure; and *** A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
236	Section 6.4 SECURITY AWARENESS AND TRAINING	Q: Would the State agree to the following changes to RFP Section 6.4? The Contractor shall provide periodic and on-going information security awareness and training to ensure personnel are aware of information security risks and threats, understand their responsibilities, and are aware of the that statutory, regulatory, contractual, and policy requirements that are intended to protect information systems and State Confidential Information from a loss of confidentiality, integrity, availability and privacy. Security awareness and training shall include, at a minimum: *** Individuals are provided with timely information security training that is informed by regarding emerging threats, best practices, and new policies, laws, and regulations related to information security. A: The State approves this modification. Please see the revision to Section 6.4, <i>Security Awareness and Training</i>, in REVISED T3108 Bid Solicitation 5.12.2025.
237	Section 6.6 PRIVACY	Q: Would the State agree to the following changes to RFP Section 6.6? *** B. Data usage, storage, and protection of Personal Data are subject to all applicable international, federal and state statutory and regulatory requirements, as amended from time to time, including as applicable, without limitation, those for HIPAA, Tax Information Security Guidelines for Federal, State, and Local Agencies (IRS Publication 1075), A: The State approves this modification. Please see the revision to Section 6.6, <i>Security Awareness and Training</i>, in REVISED T3108 Bid Solicitation 5.12.2025. *** C. Security: Contractor agrees to take appropriate administrative, technical and physical safeguards reasonably designed to protect the security, privacy, confidentiality, and integrity of user information State Data. Contractor shall ensure that State Data is secured and encrypted during transmission or at rest. *** E. Data Storage: All data provided by the

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		State of New Jersey or State Data obtained by the Contractor in the performance of the Contract must be stored, processed, and maintained solely in accordance with a project plan and system topology approved by the State Contract Manager that meets the requirements of this Section. No State dData shall be processed on or transferred to any device or storage medium including portable media, smart devices and/or USB devices, unless that device or storage medium has been approved in advance in writing by the State Contract Manager that meets such requirements. The Contractor must not store or transfer State of New Jersey dData outside of the United States. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
238	Section 6.6 PRIVACY	Q: : Data Re-Use: All State Data shall be used expressly and solely for the purposes enumerated in the Contract. State Data shall not be distributed, repurposed or shared across other applications, environments, or business units of the Contractor except as reasonably necessary in connection with performance of the Contract. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms. *** G. Data Breach: *** (a) immediately notify the State of such Breach of Security, but in no event later than 24 72 hours after learning of such security breach; *** (d) assist the State in investigating, remedying and taking any other action the State deems necessary regarding any Breach of Security and any dispute, inquiry, or claim that concerns the Breach of Security by making available reasonably requested information about such Breach of Security; (e) follow all reasonable, written instructions provided by the State relating to the Personal Data affected or potentially affected by the Breach of Security breach; (f) take such actions as reasonably necessary to prevent future similar Breaches of Security; and (g) unless prohibited by an applicable statute or court order, notify the State of any third party legal process relating to any Breach of Security including, at a minimum, any legal process initiated by any governmental entity (foreign or domestic). H. Minimum Necessary. Contractor shall ensure that State Data requested represents the minimum reasonably necessary information for the services as described in this Bid Solicitation, and the State shall limit disclosures of State Data to the minimum reasonably necessary, and, unless otherwise agreed to in writing by the State, that only necessary individuals or entities who are familiar with and bound by confidentiality and security obligations no less restrictive than those set forth in the Contract will have access to the State Data in order to perform the work. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
239	Section 6.6 PRIVACY	Q: End of Contract Data Handling: Upon termination/expiration of this Contract and except to the extent retention is required by law, the Contractor shall first destroy all State Data in its possession or, if requested in writing by the State, return all such State Data to the State in a usable format as defined in the Contract, or in an open standards machine-readable format if not. The Contractor shall then erase, destroy, and render unreadable all Contractor backup copies of State Data in accordance with industrying to the standards enumerated in accordance with the State's most recent Media Protection policy, .cyber.nj.gov/grants-and-resources/state-resources/statewide-information-security-manualism, and certify. Contractor shall confirm in writing that these actions have been completed within thirty (30) days after the termination/expiration of the Contract or within seven (7) days of the written request of an agent of the State whichever should come first. Before disposal or reuse, media must be sanitized in accordance with the NIST Special Publication (SP) 800-88 Revision 1. A: A: The State approves this modification. Please see the revision to Section 6.6(l), in REVISED T3108 Bid Solicitation 5.12.2025.
240	Section 6.6 PRIVACY	Q: Suggested Change: Data Breach: In the event of any actual, probable or reasonably suspected Breach of Security, or any unauthorized access to or acquisition, use, loss, destruction, compromise, alteration or disclosure of any Personal Data, Contractor shall: (a) promptly notify the State of such Breach of Security, but in no event later than 48 hours after learning of such security breach; (b) designate a team of personnel employed by Contractor who shall be available to the State 24 hours per day, seven (7) days per week as a contact regarding Contractor's obligations under Bid Solicitation Section 6.34 - Incident Response; (c) not provide any other notification or provide any disclosure to the public regarding such Breach of Security without the prior written consent of the State, unless required to provide such notification or to make such disclosure pursuant to any applicable law, regulation, rule, order, court order, judgment, decree, ordinance, mandate or other request or requirement now or hereafter in effect, of any applicable governmental authority or law enforcement agency in any jurisdiction worldwide (in which case Contractor shall consult with the State and reasonably cooperate with the State to prevent any notification or disclosure concerning any Personal Data or Breach of Security); (d) reasonably assist the State in investigating, remedying and taking any other action the State deems reasonably necessary regarding any Breach of Security breach and any dispute, inquiry, or claim that concerns the Breach of Security; (e) follow all reasonably instructions provided by the State relating to the Personal Data affected or potentially affected by the Breach of Security... A: A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
241	Section 6.8	Q: Has the State completed a Data Classification exercise for the NJ Child Care system?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
	SECURITY CATEGORIZATION	A: The State has not completed a Data Classification exercise for the NJ Child Care system.
242	Section 6.10 CRYPTOGRAPHIC PROTECTIONS	Q: Would the State agree to delete the phrase “in use” form RFP Section 6.10? A: The State agrees to delete the phrase “in use” but replaced the deleted phrase with the phrase “in transit”. Please see the modification that was made to Section 6.10, Cryptographic Protections in REVISED T3108 Bid Solicitation 5.12.2025.
243	Section 6.11 ACCESS MANAGEMENT	Q: What is the IAM provider solution (on-prem Microsoft AD or Azure AD or any other solution) used by the State? Please clarify if the State has a single sign-on (SSO) for its internal users? Please elaborate on what are the IAM solution / products being used for external users for authentication and where they are hosted? A: The myNJ system described in Section 4.4 provides single sign-on and identity management for both internal and external users. Connectivity will be available regardless of where the NJCCIS application is deployed. Product and deployment details will be discussed with the successful bidder.
244	Section 6.12 IDENTITY AND AUTHENTICATION	Q: What Identity stack (e.g., Identity management Governance/Provisioning, Access management, privilege access management) is in use at the State today? A: The Identity stack is Privilege Access Management.
245	Section 6.14 SECURITY ENGINEERING AND ARCHITECTURE	Q: Would the State agree to change the phrase “industry recognized leading security practices” to “industry recognized standard security practices” in RFP Section 6.14? A: The State agrees to this modification. Please see REVISED T3108 Bid Solicitation 5.12.2025.
246	Section 6.17 ICS/SCADA/OT SECURITY	Q: Would the State agree to the following changes to form RFP Section 6.17? The Contractor shall, to the extent applicable to it in its performance of work under the Contract, implement controls and processes to ensure risks, including risks to human safety, are accounted for and managed in the use of Industrial Control Systems (ICS), Supervisory Control and Data Acquisition (SCADA) systems and Operational Technologies (OT). ICS/SCADA/OT Security requires, to the extent applicable, the application of all of the enumerated control areas in this Bid Solicitation, including, at a minimum: A: The State agrees to this modification. Please see REVISED T3108 Bid Solicitation 5.12.2025.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
247	Section 6.25 VULNERABILITY AND PATCH MANAGEMENT	Q: In RFP Section 6.25, Would the State agree to insert the phrase “or internal teams” after the word “third-parties” in sub-(D)? A: The State agrees to this modification. Please see REVISED T3108 Bid Solicitation 5.12.2025.
248	Section 6.26 CONTINUOUS MONITORING	Q: What are the expected audit/assessment deliverables and at what cadence? A: The audit/assessment is monthly scanning against the application for any vulnerabilities. Access to the audit log file information upon receipt of any inquiries is expected.
249	Section 6.26 CONTINUOUS MONITORING	Q: Can we assume a State SIEM to which we can forward the security logs? If so, can we also assume that these alerts will be available to use in near real-time, to manage the security incidents? A: Logs may be forwarded to the State SIEM in the event logs are requested in the event there is a security incident.
250	Section 6.27 SYSTEM DEVELOPMENT AND AQUISITION	Q: In RFP Section 6.27, would the State agree to insert the phrase “that Contractor uses” after the word “third-parties” in the first sentence? A: The State agrees to this modification. Please see REVISED T3108 Bid Solicitation 5.12.2025.
251	Section 6.28 PROJECT AND RESOURCE MANAGEMENT	Q: Can you please confirm if the agency expects only the key resources to be onsite for specific critical activities and allow other project personnel to work offsite? A: The State requires for all personnel and activities relating to this Contract to be within the United States.
252	Section 6.33 INCIDENT RESPONSE	Q: What kind of visibility does the client expect as far as: do they want visibility in their own security tooling or do they just want notified of security trends and escalations? A: Vendor should notify the State of security issues/breaches as stated in the Bid Solicitation. Alerts and escalations are required.
253	Section 6.34 TAX RETURN DATA SECURITY	Q: In RFP Section 6.34, would the State agree to add the statement, “This section only applies to the extent Contractor receives federal tax information.” as a lead in to the section A: The State agrees to this modification. Please see REVISED T3108 Bid Solicitation 5.12.2025.

#	Bid Solicitation Section Reference	Question (Bolted) and Answer
254	Section 7 MODIFICATIONS TO THE STATE OF NEW JERSEY STANDARD TERMS AND CONDITIONS	Q: Will the State consider revising the subsections noted below of its indemnification provision to better apportion risk and more closely align with industry standards? 4.1 A. CONTRACTOR RESPONSIBILITIES - The Contractor's liability to the State and its employees in third party suits shall be as follows: 1i. add "tangible " before property and delete the following "work and/or products supplied under this contract" 1ii. Add "US" before patents and add "existing as of the effective date of this contract after appliance. 1 iv. Remove 2 Add "and" after suit. Remove "provided ... withheld" 3. add after Contractor's "or its subcontractor's" and remove "provided that if the State provides Contractor with such" and add "unless the Contractor complied with the State's" and add after instructions, "with the knowledge that it would. Remove the rest up to (4) except for "present potential issues of the patent or copyright infringement" 6. Remove after limit "the Contractors...party" and after it remove all until 'at law..) A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
255	Section 7 MODIFICATIONS TO THE STATE OF NEW JERSEY STANDARD TERMS AND CONDITIONS	Q: Will the State consider revising its Limitation of Liability provision? 4.3 a. add "aggregate" before liability add after "to the State" add after for "all claims, losses and/or damages arising under or related to the contract (including without limitation, for breach of contract, breach of warranty, negligence or other tort claim) shall not exceed the State's" Remove after damages "resulting..aggregate"add"up to 100%" Remove sentence "Notwithstanding ...\$1,000,000" Remove "the" before Contractor's add after described in " Bid Solicitation Section 4.1 (Indemnification), Paragraph 1, romanettes: (i) and (ii). " remove excluding and subsection iiB. remove "Notwithstand the foregoing excluding" and add after pursuant to "the data protection obligations further described in the Scope of Work this Bid Solicitation or otherwise prevent its release pursuant to Contractor's data protection obligations described in the Scope of Work,: remove as reasonably determined by the state. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
256	Section 7 MODIFICATIONS TO THE STATE OF NEW JERSEY STANDARD TERMS AND CONDITIONS	Q: Will the State consider revising its Limitation of Liability provision? 4.3 Add "C. The Contractor's liability under the following sections shall not exceed \$1,000,000 in the aggregate: Section 7 (Modifications to the State of New Jersey Standard Terms and Conditions), Subsection 7.1 (Indemnification), Subsection 4.1 (Indemnification), Subsection A(1)(iii); and Section 7 (Modifications to the State of New Jersey Standard Terms and Conditions), Subsection 7.2.3 (Limitation of Liability Options), Subsection 4.3 (Limitation of Liability), Subsection (A)(ii); and Section 7 (Modifications to the State of New Jersey Standard Terms and Conditions), Subsection 7.2.3 (Limitation of Liability Options), Subsection 4.3 (Limitation of Liability), Subsection (B)."Remove "DC" and add "any lost

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		profits, loss of business, loss of use, loss of data, lost savings, cost of substitute goods or services or other exemplary, “ and after damages add “even if the Contractor has been advised of the possibility of such damages.” A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.
257	Section 7.1 IDEMNIFICATION	Q: Would the State agree to the following changes to RFP Section 7.1 (which replaces Section 4.1 of the SSTC)? A. CONTRACTOR RESPONSIBILITIES - The Contractor’s liability to the State and its employees in third party suits shall be as follows: 1. The Contractor shall indemnify, defend, and save harmless the State and its officers, agents, servants and employees, from and against any and all third party claims, demands, suits, actions, recoveries, judgments and costs and expenses in connection therewith: i.For or on account of the loss of life, real or tangible personal property or bodily injury or damage to the person, body or real or tangible personal property of any person or persons whatsoever, which shall arise from or result directly or indirectly from the work and/or products supplied under this Contract or the order; and... ... A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.
258	Section 7.1 IDEMNIFICATION	Q: Suggested Change: Add ""4.1 Unless otherwise specified in writing between the Parties, Contractor (the “Indemnifying Party”) will indemnify, hold harmless, save, and defend the State, its agencies, affiliates, successors, and their directors, officers, employees, agents and representatives (collectively the “Indemnified Parties”), from and against any and all third party claims, costs, expenses, demands, damages, lawsuits, fines, penalties and liabilities (including, without limitation, interest, penalties attorneys’ fees and court costs) to the extent caused by: (a) damage to the other party’s personal property or injury to or death of any persons, when such damage is caused by the its sole negligence relating to the delivery of the Services. In the event of any suit or claim, the Parties shall give each other immediate notice and provide all necessary assistance to respond. The failure of the State to give notice shall only relieve the Contractor of its obligations under this Section to the extent that the Contractor can demonstrate actual prejudice arising from the failure to give notice. This Section shall not grant the Contractor, through its attorneys, the right to represent the State in any legal matter, as the right to represent the State is governed by (Insert specific State Code/ Statutory provision)." A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
259	Section 7.1 IDEMNIFICATION	Q: Suggested Change: Add " 6.2 The Indemnifying Party will further defend and indemnify the State, including its affiliate agencies, subsidiaries, and their directors, officers, employees, agents and representatives (collectively, "the Indemnified Party"), against any third-party claims, including fines and penalties (and including interest and court costs), that a Party's IP or Deliverable provided pursuant to the Agreement: (a) infringes a third-party's United States copyright, trademark existing or U.S. patent granted as of the date of delivery in the State of New Jersey, or (b) misappropriates a third-party's trade secrets. If any Contractor IP used in the Services or embedded in the Deliverable is, or is likely to be held to be, infringing, Contractor will at its expense and option either: (i) procure the right for the State to continue using it, (ii) replace it with a non-infringing equivalent, (iii) modify it to make it non-infringing, or (iv) direct the return of the infringing IP or Deliverable and refund to State the fees paid for it." A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
260	Section 7.1 IDEMNIFICATION	Q: Suggested Change: Add "6.3 The Indemnifying Party will have no liability to the extent the alleged infringement or misappropriation was caused by: (i) modifications to any IP or Deliverable made by or on behalf of the receiving or Indemnified Party; (ii) use of the IP or Deliverable other than as permitted under the Contract or in combination with any products or services where such combination was not within the reasonable contemplation of the Parties; (iii) the failure to use corrections or enhancements to the IP or Deliverable provided by the Indemnifying Party; or (iv) specifications or direction provided by the Indemnified Party. To receive the benefits of this provision, the Indemnified Party must promptly, and in any event within 5 business days, notify the Indemnifying Party in writing of the third-party claim and provide reasonable cooperation and full authority to the Indemnifying Party to defend or settle the claim, provided that such settlement does not impose any obligation (monetary or otherwise) on the Indemnified Party (other than to cease using the infringing IP or Deliverable) without its consent. This section sets out the sole and exclusive remedies for indemnified claims" A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
261	Section 7.2 INSURANCE	Q: Would the State agree to the following changes in RFP Section 7.2? 7.2.1 PROFESSIONAL LIABILITY INSURANCE Section 4.2 of the SSTC is supplemented with the following: Professional Liability Insurance: The Contractor shall carry Errors and Omissions, Professional Liability Insurance, and/or Professional Liability Malpractice Insurance sufficient to protect the Contractor from any liability arising out of the professional obligations performed pursuant to the requirements of this Contract. The insurance shall be in the amount of not less than \$3,000,000 or higher ,as reasonably requested, if appropriate per each claim occurrence, and in such policy forms as shall be approved by the State 7.2.1 CYBER BREACH

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		INSURANCE Section 4.2 of the SSTC supplemented with the following: Cyber Breach Insurance: The Contractor shall carry Cyber Breach Insurance in an amount sufficient to protect the Contractor from any liability arising out of its performance pursuant to the requirements of this Contract. The insurance shall be in an amount of not less than \$5,000,000 or higher, as reasonably requested, if appropriate per each claim occurrence and in such policy forms as shall be approved by the State. The insurance shall at a minimum cover the following: Data loss, malware, ransomware and similar breaches to computers, servers and software; Protection against third-party claims; cost of notifying affected parties; cost of providing credit monitoring to affected parties; forensics; cost of public relations consultants; regulatory compliance costs; costs to pursue indemnity rights; costs to Data Breach and Credit Monitoring Services analyze the insured's legal response obligations; costs of defending lawsuits; judgments and settlements; regulatory response costs; costs of responding to regulatory investigations; and costs of settling regulatory claims. The insurance may be included within a professional liability coverage form. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
262	Section 7.2.1 PROFESSIONAL LIABILITY INSURANCE	Q: Suggested Change: Section 4.2 of the SSTC is supplemented with the following: Professional Liability and Cyber Insurance: The Contractor shall carry Errors and Omissions, Professional Liability and Cyber Insurance, sufficient to protect the Contractor from event arising out of the professional obligations performed pursuant to the requirements of this Contract. The insurance shall be in the amount of not less than \$2,000,000 per claim and in aggregate A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
263	Section 7.2.1 PROFESSIONAL LIABILITY INSURANCE	Q: Is the state of NJ willing to accept Technology E&O insurance instead of professional liability insurance A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
264	Section 7.2.2 CYBER BREACH INSURANCE	Q: Suggested Change: 7.2.2 CYBER BREACH INSURANCE: This clause is proposed to be deleted as Cyber liability is covered in our professional liability A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
265	Section 7.2.3 LIMITATION OF LIABILITY OPTIONS	Q: Would the State agree to the following modification in the last sentence of Section 7.2.3 (which modifies Section 4.3 of the SSTC)? The Contractor shall not be liable for special, consequential, punitive, or incidental damages. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
266	Section 7.2.3 LIMITATION OF LIABILITY OPTIONS	Q: Suggested Change: 7.2.3 Limitations of Liability Options: 4.3 Limitation of Liability: A. The Contractor's liability for actual, direct damages resulting from the Contractor's performance or non-performance of, or in any manner related to, the Contract for any and all third party claims, shall be limited in the aggregate to 200% 100% of the fees paid by the State during the previous twelve months to Contractor for the products or services giving rise to such damages. Remove: Notwithstanding the preceding sentence, in no event shall the limit of liability be less than \$1,000,000. This limitation of liability shall not apply to the following: i. The Contractor's indemnification obligations as described in Section 4.1; and ii. The Contractor's breach of its obligations of confidentiality described in this Bid Solicitation A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
267	Section 7.2.3 LIMITATION OF LIABILITY OPTIONS	Q: Suggested Change: Remove "B. Notwithstanding the foregoing exclusions, where a Breach of Security is a direct result of Contractor's breach of its contractual obligation to encrypt Personal Data pursuant to this Bid Solicitation or otherwise prevent its release as reasonably determined by the State, the Contractor shall bear the costs associated with (1) the investigation and resolution of the Breach of Security; (2) notifications to individuals, regulators, or others required by federal and state laws or as otherwise agreed to; (3) a credit monitoring service required by state or federal law or as otherwise agreed to; (4) a website or a toll-free number and call center for affected individuals required by federal and state laws — all not to exceed the average per record, per person cost calculated for data breaches in the United States in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute for the public sector at the time of the Breach of Security; and (5) completing all corrective actions as reasonably determined by Contractor based on root cause of the Breach of Security" Reason: Suggested to be deleted and related provisions to be discussed upon determining the exact scope of services and nature of data to be accessed by the Contractor under this Contract A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
268	Section 8.5 ORAL PRESENTATION	Q: Section 8.5, Oral Presentation states: “NOT APPLICABLE TO THIS PROCUREMENT” Can the State clarify the accuracy and validity of this acknowledgement? Choosing a solution without seeing it in action implies the State already has a preferred vendor in mind. Is this accurate? A: Oral presentations are not applicable to this procurement. The Bidder can, with submission of their Quote, submit screen shots and other visual aids that can suffice the need for an oral presentation. No, the State does not have a preferred Vendor in mind.
269	Section 8.9 EVALUATION CRITERIA	Q: What is the weight of the price evaluation and the technical evaluation as it relates to the total score? A: The Evaluation Committee or assigned Division staff member will evaluate and score Quotes based upon the overall ability of the Vendor {Bidder} to undertake and successfully complete the Scope of Work set forth in the Bid Solicitation as demonstrated by the submitted Quote.
270	Section 8.9.1 TECHNICAL EVALUATION CRITERIA	Q: Page 85 lists the categories of evaluation for the technical proposal to include: Personnel, Experience of Firm, and Ability of Firm as criteria, yet does not indicate how each of these elements are weighted in comparison to the other. This section further describes that each “criterion will be scored, and each score multiplied by a predetermined weight to develop the Technical Evaluation Score.” Would the state please clarify what criteria will be used to score a bidder’s proposal, and the predetermined weight, and how each of the listed categories are weighted. A: See the answer to Question #269.
271	Section 8.9.1 TECHNICAL EVALUATION CRITERIA	Q: How much weight will be given to each technical evaluation criteria - Personnel, Experience of Firm, and Ability of firm to complete the Scope of Work based on its Technical Quote? How much weight will be given to the price evaluation relative to the total points available for scoring of Contractor responses? Can you provide detail of the scoring methodology/approach? A: See the answer to Question #269.
272	Section 9.2 DEFINITIONS	Q: Suggestion: The definitions of the terms to be negotiated at the time of contract negotiation as applicable A: This is not a question and cannot be answered. Additionally, terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.
273	ATTACHMENT 1 - SSTC Section 2.13	Q: Will the State consider revising this provision to clarify that the Contractor will comply with all laws applicable to it as an IT service

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		provider? To add after applicable to “it under” and instead of goods say “product” A: The State declines to alter or modify the State Standard Terms and Conditions set forth in Section 2.13 COMPLIANCE - LAWS
274	ATTACHMENT 1 - SSTC – Section 3.12	Q: 15. Would the state consider the following language changes to the section 3.12 Cyber Security Incident Reporting Requirement This reporting required by N.J.S.A. 52:17B-193.2 et seq. (P.L.2023, c.19) to NJ OHSP is in addition to the Contractor's responsibility to report Security Incidents as may be set forth in Contract Scope of Work or the Waivered Contracts Supplement to the State of New Jersey Terms and Conditions. If the Waivered Contracts Supplement is not made part of the contract and a notification period is not specified in the Contract Scope of Work, the Contractor shall give notice of the Cybersecurity Incident to the Using Agency as soon as practicable, but no less than two business day, after the Contractor reasonably believes that a Cyber Security Incident has occurred. A: The State declines to alter or modify the State Standard Terms and Conditions set forth in Section 3.12 CYBERSECURITY INCIDENT REPORTING REQUIREMENT.
275	ATTACHMENT 1 - SSTC – Section 4.2	Q: Would the State agree to the following changes in Section 4.2? The contractor shall secure and maintain in force for the term of the contract insurance as provided herein. All required insurance shall be provided by insurance companies with an A-VIII or better rating by A.M. Best & Company or the equivalent rating from another nationally recognized ratings provider. All policies must be endorsed to provide 30 days' written notice of cancellation or adverse material change to the State of New Jersey at the address shown below unless replacement coverage meeting the terms and conditions hereunder are obtained without lapse. If the contractor's insurer cannot provide 30 days written notice, then it will become the obligation of the contractor to provide the same. The contractor shall provide the State with current industry standard ACORD certificates of insurance for all coverages and renewals thereof. Renewal certificates shall be provided within 330 days of the expiration of the insurance. The contractor shall not begin to provide services or goods to the State until evidence of the required insurance is provided. The certificates of insurance shall indicate the contract number or purchase order number and title of the contract in the Description of Operations box and shall list the State of New Jersey, Department of the Treasury, Division of Purchase & Property, Contract Compliance & Audit Unit, P.O. Box 236, Trenton, New Jersey 08625 in the Certificate Holder box. The certificates and any notice of cancelation shall be emailed to the State at: ccau.certificate@treas.nj.gov A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
276	ATTACHMENT 1 - SSTC Section 4.2	Q: Would the State agree to the following changes in Section 4.2? The insurance to be provided by the contractor shall be as follows: A. Occurrence Form Commercial General Liability Insurance or its equivalent: The minimum limit of liability shall be \$1,000,000 per occurrence as a combined single limit for bodily injury and property damage. The above required Commercial General Liability Insurance policy or its equivalent shall include name the State, its officers, and employees as “Additional Insureds” with respect to Contractor’s acts or omissions in performance under this Agreement and include the blanket additional insured endorsement or its equivalent. The coverage to be provided under these policies shall be at least as broad as that provided by the standard basic Commercial General Liability Insurance occurrence coverage forms or its equivalent currently in use in the State of New Jersey, which shall not be circumscribed by any endorsement limiting the breadth of coverage; B. Automobile Liability Insurance which shall be written to cover any automobile used by the insured. Limits of liability for bodily injury and property damage shall not be less than \$1,000,000 per accident occurrence as a combined single limit. The State must be included named as an “Additional Insured” with respect to Vendor (Contractor’s) acts or omissions in performance under this Agreement and a blanket additional insured endorsement or its equivalent must be provided when the services being procured involve vehicle use on the State’s behalf or on State controlled property; A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.
277	ATTACHMENT 1 - SSTC Section 4.2	Q: Would the State agree to the following changes in Section 4.2? A. Automobile Liability Insurance which shall be written to cover any automobile used by the insured. Limits of liability for bodily injury and property damage shall not be less than \$1,000,000 per accident occurrence as a combined single limit. The State must be included named as an “Additional Insured” with respect to Vendor (Contractor’s) acts or omissions in performance under this Agreement and a blanket additional insured endorsement or its equivalent must be provided when the services being procured involve vehicle use on the State’s behalf or on State controlled property; B. Worker’s Compensation Insurance applicable to the laws of the State of New Jersey and Employers Liability Insurance with limits not less than: 1. \$1,000,000 BODILY INJURY, EACH OCCURRENCE; 2. \$1,000,000 DISEASE EACH EMPLOYEE; and 3. \$1,000,000 DISEASE AGGREGATE LIMIT. a. This \$1,000,000 amount may have been raised by the RFP when deemed necessary by the Director; and In the case of a contract entered into pursuant to N.J.S.A. 52:32-17 et seq., (small business set asides) the minimum amount of insurance coverage in subsections a., b., and c. above may have been lowered in the RFP for certain commodities when deemed in the best interests of the State by the Director A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
278	ATTACHMENT 1 - SSTC Section 5.2	Q: Will the State consider revising this provision to account for any fee adjustments that may be required as a result of the delay caused by a Force Majeure event? Add after “force majeure” and, if warranted, the compensation payable to the Contractor shall be equitably adjusted. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.
279	ATTACHMENT 1 - SSTC Section 5.4	Q: Will the State consider revising this provision to clarify that any changes to the scope of work are subject to the mutual agreement of the parties? 5.4 add “and the Contractor may agree” remove “has the option, in its sole discretion” and change to “Scope of Work within ten business days of receipt of such written notice”. Remove from A up to “Contractor” after ‘adjusted’ add ‘project schedule’ and remove after price the rest of the sentence. B. change the Director shall.... To and “the parties shall mutually agree on the compensation payable for the work effort already completed.” A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.
280	ATTACHMENT 1 - SSTC Section 5.5	Q: Will the State consider revising this provision to clarify that any changes to the Scope of Work and contract price resulting from a change in applicable law is subject to the mutual agreement of the parties? To remove after good faith through ‘contract price’ A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.
281	ATTACHMENT 1 - SSTC Section 5.6	Q: Will the State consider revising this provision to add a 30-day advance notice period to allow for the safe and orderly wind down of services prior to the start of a suspension and to account for any fee adjustments that may be required as a result of the Suspension of Work? Add after “time” the following “which shall take effect thirty (30) calendar days after the receipt of such stop order by the Contractor” Change from goods to “deliverables” and after performed change until to ‘up to’. After ‘performance’ add “ and if the suspension extends beyond thirty (30) calendar days, the compensation payable to the Contractor shall be equitably adjusted.” A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor’s terms.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
282	ATTACHMENT 1 - SSTC Section 5.7	Q: In the unlikely event of breach, any termination for default should reasonably be limited to a material failure of either party to perform a fundamental obligation under the contract. In addition, prior to any such termination, the breaching party should be afforded a reasonable opportunity to cure (i.e. no less than 30 days) in order correct the issue such that the project can proceed as originally planned. Will the State consider revising the termination provision as indicated below as it is a generally accepted commercial standard for clients, including most public agencies in similar positions as the State? B. For Cause: change to the following: 1. Where either party fails to perform or comply with a material term of the contract (a "Breach"), and does not, within thirty (30) calendar days after receiving notice of the failure or noncompliance from the State, either (i) cure such Breach; or (ii) if the Breach is not one that can reasonably be cured within thirty (30) days, develop a plan to cure the Breach and diligently proceed according to the plan until the Breach has been cured, then the non-breaching party may terminate the contract in whole or in part or Scope of Work for cause by providing separate written notice of termination to the breaching party. D. In the event of termination under this section, the contractor shall be compensated for work performed in accordance with the contract, up to the effective date of termination. Such compensation may be subject to mutually agreed adjustments. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
283	ATTACHMENT 1 - SSTC Section 5.7	Q: · Termination for cause, in the contract terms needs to be made mutual. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
284	ATTACHMENT 1 - SSTC Section 5.11	Q: Will the State consider revising this provision as indicated below to remove terms inapplicable to the contemplated scope of this contract? The contractor hereby certifies that: F. During the warranty period the contractor shall promptly modify or replace any deliverable(s) which fails to meet the requirements specified in the Scope of Work; and G. All services rendered to the State shall be performed in accordance with the specifications stated in the contract and Scope of Work. The Scope of Work shall not be considered complete until final approval by the State's using agency is rendered in accordance with the acceptance criteria provided in the Scope of Work. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
285	ATTACHMENT 1 - SSTC Section 5.12	Q: Given this contract is not for the delivery of goods, we request to mark this Section 5.12 [RESERVED].

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: Not all State Standard Terms and Conditions are applicable to all contracts however they are and remain standard terms incorporated into all State Contracts. The State declines to alter or modify the State Standard Terms and Conditions Section 5.12 DELIVERY REQUIREMENTS.
286	ATTACHMENT 1 - SSTC Section 5.14	Q: Will the State consider revising this provision to clarify that any changes to the contract will be subject to the written agreement of the parties? The contract may only be amended by written agreement of the State and the contractor. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
287	ATTACHMENT 1 - SSTC Section 5.15	Q: Will the State consider limiting audits to financial records related to the contract, including a notice period prior to conducting an Audit and specifying the frequency of Audits to ensure minimal disruptions to the project and Contractor's business operations? 5.15 A. Pursuant to N.J.A.C. 17:44-2.2, the contractor shall maintain all applicable documentation related to invoicing for: products, deliverables, or services under this contract ("Records") for a period of five (5) years from the date of final payment. Such Records shall be made available to the New Jersey Office of the State Comptroller upon 30 days' prior written request during the Contractor's normal business hours. B. The State may request, receive, review, and audit copies of any and all Records related to the contract upon 30 days' prior written request and during the Contractor's normal business hours. The Contractor shall make a good faith effort to cooperate with the request and upon receipt of the request, the Contractor shall promptly provide the requested Records free of charge in the time, place, and manner specified. Failure of the contractor to comply with the request or the audit may be used by the State to take any action, or seek any remedy available under the contract, at law, or in equity. C. Audits under this Section shall be limited to once per calendar year to ensure minimal disruptions to the project and Scope of Work. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
288	ATTACHMENT 1 - SSTC Section 5.16	Q: Will the State consider discussing this provision during contract negotiation to discuss its applicability to this contract? A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
289	ATTACHMENT 1 - SSTC Section 5.21	Q: Will the State consider revising this provision as indicated below? 5.21 A. All claims asserted against the State by the Contractor shall be subject to the New Jersey Tort Claims Act, N.J.S.A. 59:1-1, et seq., and/or the New Jersey Contractual Liability Act, N.J.S.A. 59:13-1, et seq. B. The State shall

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		not be construed to have waived any warranty, expressed or implied, of any remedy at law or equity, except as specifically and expressly stated in this contract. C. In accordance with Section 5.7(B), if Contractor commits a Breach and does not cure such Breach as provided therein, the Director may take steps to terminate this Contract in accordance with the SSTC, authorize the delivery of substantially similar Contract deliverable(s) by any commercially reasonable means. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
290	ATTACHMENT 1 - SSTC Section 5.23	Q: 16. Would the state consider the following language changes to the section 5.23 Confidentiality 5.23 Notwithstanding the foregoing or any contrary provision, Contractor may retain a copy of information received, developed, or otherwise relating to this contract in order to comply with its contractual obligations and applicable professional standards. Information stored on routine back-up media for the purpose of disaster recovery will be subject to destruction in due course. Latent data such as deleted files and other non-logical data types, such as memory dumps, swap files, temporary files, printer spool files and metadata that can customarily only be retrieved by computer forensics experts and are generally considered inaccessible without the use of specialized tools and techniques will not be within the requirement for the return or destruction of records as contemplated by this paragraph. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
291	ATTACHMENT 1 - SSTC Section 5.23	Q: Will the State consider revising expanding the definition of "Contractor Confidential Information" in subsection (B) as indicated below? 5.23 B. By virtue of this Contract, the parties may have access to information that is confidential to one another. The parties agree to disclose to each other only information that is required for the performance of their obligations under this Contract. Contractor's Confidential Information, to the extent not expressly prohibited by law, shall consist of all tangible or intangible information furnished or disclosed to the State during the term of the contract (including third party confidential information and information provided in contemplation of entering into the contract) and is: (i) marked or designated in writing in a manner to indicate it is confidential or a trade secret; (ii) of a nature that a reasonable person would understand to be confidential or a trade secret; or (iii) identified as confidential or a trade secret in a writing provided to the State within thirty (30) business days after disclosure. The Contractor's Confidential Information includes any information pertaining to its client data, information and materials, and Contractor's (or its third party's) proprietary software and associated training, documentation and other materials, regardless of how they are disclosed or whether they are marked confidential ("Contractor Confidential Information"). Notwithstanding the previous sentence, the terms and pricing of this Contract are subject to disclosure under OPRA,

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		the common law right to know, and any other lawful document request or subpoena; A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
292	ATTACHMENT 1 - SSTC Section 6.1	Q: Due to our varying customer requirements and the unique nature of each solution that we design to meet them, there are numerous complexities associated with determining the final terms and price of any specific engagement, including the volume of services, the period of performance, the geography, the various risk factors associated with the services (e.g. liability related provisions, performance bonds, budget and schedule constraints, etc.) and other factors. Unlike with goods or commodities, the pricing of complex IT projects of this nature is not done by applying or reading from a price list, and no "contractor price decrease" will take place that could be automatically or formulaically passed on to the State. Further, it would be costly, overly burdensome and likely impossible for Contractors to track and then try to compare the pricing across thousands of projects each year. Therefore, would the State consider removing this provision from this contract? 6.1 [RESERVED] A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
293	ATTACHMENT 1 - SSTC Section 6.3	Q: Will the State consider revising this provision to remove subjective terminology such as "satisfactory completion"? For consistency, we suggest that the same approach be applied to similar terminology within the SSTCs. In V. Remove 'Strict' before accordance. A: The State does not accept this proposed modification. Terms and conditions on publicly bid procurements must be consistent for all potential Bidders, and cannot be based on a single vendor's terms.
294	ATTACHMENT 1 - SSTC Section 7	Q: Will the State please clarify whether this contract is funded, in whole or in part, by federal funds? A: The funding for this Contract may come in part from federal funds. Accordingly, Bidders are directed to review the provisions of the State Standard Terms and Conditions Section 7.0
295	Attachment 2	Q: Which, if any, forms in the standard procurement forms are required for subcontractors? A: The Bidders are directed to review Bid Solicitation Section 3.0, <i>Quote Submission Requirements</i> for information on what Forms are required with Submission In addition Bidders should review Bid Solicitation Section 3.13.8, <i>Subcontractor Utilization Plan</i> for information necessary to add Subcontractor's in the Quote submission.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
296	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Priceline 21 - can you please state each of the systems that should be included in this line? A: This is maintenance of systems, CATS and PATS.
297	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Should lines 18 and 20 on Attachment 3 - State-Supplied price Sheet both be for Implementation of Mobile Application? A: This is a typo. Only Price Line 18 is for Implementation of Mobile Application. Price Line 20 is for Implementation of Financial Services. Please see REVISED Attachment 3 – State-Supplied Price Sheet 5.12.2025.
298	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Lines 18 and 20 of the Pricing Sheet both indicate “Implementation of Mobile Application.” We assume this is an error given lines 7 and 8 call for the design of a web and a mobile application respectively. Please clarify which line you want a bidder to input implementation costs for these two items. A: See response for Question #297.
299	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Price line item 18 & 20 are duplicative in the Pricing sheet; can you please clarify your expectations? A: See response for Question #297.
300	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Can you please confirm that the price lines for Web Application, Mobile Application and Web and Mobile Application are all designated for the Time and Attendance functionality pricing? A: This is for all system functions, not only Time and Attendance functionality.
301	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: There is not a Price Line Item for Implementation of Financial Services, should there be a line item for that? A: Price line 20 has been corrected to add Implementation of Financial Services. Please see REVISED Attachment 3 State-Supplied Price Sheet 5.12.2025.
302	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: What would be the proper way to submit a budget narrative and pricing assumptions A: The Bidders should submit a quote with enough information that it addresses the requirements in the Scope of Work, demonstrates that the Bidder can perform the identified tasks and meets the evaluation criteria set forth in Bid Solicitation Section 8.9.

#	Bid Solicitation Section Reference	Question (Boded) and Answer
		The Bidders are warned that any assumptions submitted must not conflict with the scope of work required in this Bid Solicitation, the terms and conditions of this Bid Solicitation, or the State of New Jersey Standard Terms and Conditions. Any such conflicting terms may render the Quote Non-Responsive.
303	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Should cloud hosting fees and managed services be included in price lines 21 and 22? A: Hosting fees should be included in Price Line 25 in Software Licenses and managed services in appropriate line item in Section C: Maintenance and Operations.
304	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Can you provide a definition with details of scope expected to fall under Section A - Design & Development and Section B - Implementation within Attachment 3 - State Supplied Price Sheet. There is overlap between Design & Development and Implementation across all listed lineitems.Can you provide more detail as to what activities should be part of Design and Development and which implementation activities are assumed to be part of implementation, please. A: Implementation refers to conversion activities and going "live". Design and development refer to the vendor's proposed host system.
305	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Software price is listed within the M&O section, though software will be required during Design, Development and Implementation. How would you like us to account for software licensing during the Design, Development and Implementation period? Are we required to submit a detailed list of licensing (quantities, SKUs, Unit Costs, etc) used as input for the software licensing costs A: Licensing and software costs should be incorporated into the appropriate Design and Development Price Line in Section A. Recurring software and licensing costs should be incorporated into the appropriate Price Line in Section C. These costs should be assigned to where applicable on the price sheet.
306	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: As a part of the Quote the Bidder is expected to provide a draft Emergency Implementation Team Plan. However Attachment 3: Section C Maintenance and Operations (price sheet) doesn't list down Emergency Implementation Team. Can you please add separate line item for Emergency Implementation Team. Also, please clarify if Emergency Implementation Team is required for all four years of Maintenance and Operations. A: Yes, the Emergency Implementation is required for all four (4) years base term plus two (2) years possible extension of the Bid Solicitation. The Bidders should incorporate the costs for the Emergency Implementation Team on the Price Line that is applicable to the Emergency Implementation Team's function.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
307	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: For the equipment for the CATS and PATS solutions, where do we include the cost of the equipment/hardware (inclusive of shipping, replacement, etc.,)? A: Please see response to Question #296.
308	ATTACHMENT 3 STATE-SUPPLIED PRICE SHEET	Q: Can you add a line item to allow us to further breakdown equipment costs (#, per unit price, replacement inventory,etc.,) A: No. This will be added to the applicable line item, for example when pricing for CATS/PATS, Bidder would use line 6 (Design and Development of Time and Attendance CATS and PATS), line 17 (Implementation and Installation of Time and Attendance CATS and PATS), and line 21 (Maintenance of Systems, CATS and PATS). This pattern would be used for any Bid cost.
309	EXHIBIT 3 – NJCCIS As is/To Be Diagram	Q: For the systems listed on the first slide of Exhibit 3 of the “as is” depiction, is there a current vendor providing this solution or is the solution provided by the state of New Jersey? A: The “as is” solution is provided by multiple Vendors and the State.
310	EXHIBIT 3 – NJCCIS As is/To Be Diagram	Q: We understand from the As Is and To Be system design diagram that Power BI is used as analytics and visualization tools ? Are vendors allowed to propose other analytics and visualization tools as part of their solution? A: Yes, Vendors can propose other analytics and visualization tools as part of their solution.
311	EXHIBIT 3 – NJCCIS As is/To Be Diagram	Q: The design diagram of the Current NJCCIS and to be NJCCIS system seems identical except for the inclusion of the Time and Attendance component in future NJCCIS. Could the department please clarify if the rest of the components also need to be replaced by the new solution A: The Vendor must provide a solution that is a complete functioning child care system, which contains a component-by-component replacement, which contains the items in the diagram/bid solicitation.
312	EXHIBIT 3 – NJCCIS As is/To Be Diagram	Q: For each current and future NJCCIS component, please clarify the current number of users by stakeholder audience, as mapped to each RFP section: • 4.10 Licensing and Inspections • 4.11 Workforce Registry • 4.12 Quality Improvement Management System • 4.13 Grants and Scholarship Management System • 4.14 Child Care Time and Attendance System Please also provide the unique counts of users by each stakeholder audience across all To Be NJCCIS components. A: Information available regarding current users is included in Exhibit 1 and stated in the background section.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
313	EXHIBIT 3 – NJCCIS As is/To Be Diagram	Q: For each current and future NJCCIS component, please clarify the current technologies as mapped to RFP section: • 4.10 Licensing and Inspections • 4.11 Workforce Registry • 4.12 Quality Improvement Management System • 4.13 Grants and Scholarship Management System • 4.14 Child Care Time and Attendance System Please also provide the current Providers for each system and the end of contract date for the technology and service? A: The technology varies for each component. The Bidder should propose within their Quote each technology that they will use.
314	OTHER	Q: Can you provide the total expected number of tablets required? What is the expected tablet price for cost worksheet (Exhibit C)? A: No, because this may be based on Contractor variables in design solution. The expected solution equipment price is determined by the Vendor within their Quote submission.
315	OTHER	Q: Have any vendors presented a demo to NJ DHS for this initiative? If yes, what are their names A: This Bid Solicitation solicits Quotes “for the design, development, testing, implementation, maintenance and support of the New Jersey Child Care Information System (NJCCIS) as well as accompanying modules and components for the DFD, OCC Assistance Program.” The responsive information required by the Agency is set forth in Bid Solicitation Section 4.0 Scope of Work. The State declines to address information outside the parameters of the Bid Solicitation through the Q & A process.
316	OTHER	Q: Does NJ DHS's 3-5 year strategic plan provide any insights into this new system? A: NJ DHS's strategic plan is not applicable to this Bid Solicitation.
317	OTHER	Q: Are there any indications of a preference for Salesforce, Microsoft, or another specific solution? A: The Bidder should describe, with its Quote proposal, what software will be used for their solution. The State does not have a preference.
318	OTHER	Q: What is the name of the incumbent vendor(s)? A: Conduent Inc. (Conduent) is the current E-Child Care (ECC) vendor. The Consultants Consortium Solutions (TCC) is the NJCCIS vendor. Conduent and TCC subcontracts portions of its work out to other vendors.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
319	OTHER	Q: Are you looking for your current vendor to add Child Care Time and Attendance, or are you open to having a new vendor put together a new, modern, and more flexible, AI-driven system? A: The Bidder should describe, with its Quote proposal, how they will design and implement their solution for a new Child Care system.
320	OTHER	Q: Who built your current NJCCIS and when? A: TCC built the current NJCCIS system. Conduent built the current E-Child Care (ECC) Time and Attendance System. The NJCCIS system went fully live in May 2019. The ECC system went live 2012.
321	OTHER	Q: Is any development, management or maintenance of www.childcare.nj.gov in scope in this RFQ? A: Website is hosted by the State. The website is developed and maintained by the Vendor.
322	OTHER	Q: There is little mention of HCD or iterative process of design; does the state intend to use agile methodology incorporating human centered design. A: The Bidder is to propose, with submission of their Quote, what methodologies or processes that will be used with their solution.
323	OTHER	Q: Does NJ DHS have a preferred cloud platform? A: No. As long as it meets all security requirements outlined within the Bid Solicitation.
324	OTHER	Q: Will the office of Child Care Assistance host the contractor for QBRs? A: Yes, the office of Child Care Assistance will host the contractor for QBRs.
325	OTHER	Q: Will the awardee be considered a Federal Subrecipient under 2 CFR 200? A: Yes, the vendor will receive funds from both federal and State sources.
326	OTHER	Q: Please identify instances where any agency employee has viewed or discussed a potential software application similar to the one being solicited in this RFP in the last 24 months. Please name the vendor(s), dates of contact and describe the nature of the contacts including whether pricing was discussed.

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		A Please see the response to Question #315.
327	OTHER	Q: Has the agency seen demonstrations of any solutions prior to the RFP release? If so, can you share the vendor's name? A: Please see the response to Question #315.
328	OTHER	Q: Is there any DevOps tools such as, Jenkins, Bamboo,Azure DevOps? A: Yes, but minimal.
329	OTHER	Q: What is State's technology /platform preference for the new solution such as Microsoft .NET / SQL server-based or Open-Source Java-based, or Salesforce-based platform? solution. Do you have any existing tenants in MS Azure or AWS? Is there any cloud provider preference A: The State does not have a preference on the technology that the Vendor is to use with their solution.
330	OTHER	Q: The State needs a cloud-based contractor-hosted as well? A: With submission of their Quote, the Bidder should describe how their solution is to be hosted.
331	OTHER	Q: Does the State have any existing Cloud contracts/tenant that they would wish to use as part of the hosting strategy for new CCIS? Please provide information on any existing cloud tenants such as Azure Gov or Azure Commercial Cloud, in any of the US regions. A: No, the State does not have existing tenants they wish to use. With submission of their Quote, the Bidder should describe how their solution is to be hosted.
332	OTHER	Q: The Scope of Work under the Contract is to be discussed and finalized to avoid ambiguity and scope creep A: This is not a question and cannot be answered.
333	OTHER	Q: Will the State consider removing terms in the contract that are not applicable to the contemplated scope and services such as provisions related to: Prevailing Wage Act, Public Works Contractor Registration Act, Public Works Contract - Additional Affirmative Action Requirements, Building Service, The Worker and Community Right to Know Act, Davis-Bacon Act, Copeland Anti-Kick-Back Act, Contract Work Hours and Safety Standards Act, Exhibit B - Construction Contracts, Exhibit C - Executive Order No. 151 Requirements.

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		A: Not all State Standard Terms and Conditions are applicable to all contracts however they are and remain standard terms incorporated into all State Contracts.
334	OTHER	Q: Will the State consider adding the following missing terms to the contract as they are relevant to the scope and services contemplated by the Bid Solicitation: State's responsibilities; mutually agreed upon acceptance criteria; solution warranties and remedies for breach of warranty; an industry standard warranty disclaimer; non-solicitation; provision specific to ownership of deliverables / materials; protection for Contractor's pre-existing intellectual property; and formal and informal dispute resolution? A: The State declines to alter or modify the State Standard Terms and Conditions and / or the Bid Solicitation as stated in this Question.
335	OTHER	Q: Are they willing to accept modifications to the IP language (Internal note: is there anything we would be creating here that we want to resell?) A: The State declines to alter or modify the State Standard Terms and Conditions and / or the Bid Solicitation as stated in this Question.
336	OTHER	Q: why has this procurement been re-issued? A: The State may seek to procure or reprocure products / services from time to time for various reasons including securing terms most advantageous to the State, price, and other factors considered This is a partial re-procurement of T-1087 Electronic Benefits Transfer for DHS. The purpose of this procurement is to solicit quotes for the design, development, testing, implementation, maintenance and support of the New Jersey Child Care Information System (NJCCIS), accompanying modules and components for the DFD, OCC Assistance Program. System components of NJCCIS include: a) Licensing, b) Workforce Registry, c) Quality Improvement, and d) grants & scholarships. These System components shall also incorporate a new component for the New Jersey Child Care Time and Attendance System (NJCTAS) that encompasses overall project management for the conversion of the State's existing Electronic Child Care (ECC) Time and Attendance System to the Contractor's newly developed NJCTAS.