



**DALLAS COUNTY
PURCHASING DEPARTMENT**

Records Building, 500 Elm Street, Suite 5500
Dallas, Texas 75202

**Michael Frosch
Purchasing Director**

October 21, 2026

**ADDENDUM #1
RFP 2026-048-7133 CHILDCARE COORDINATOR SERVICES**

Whereas,

By the way of this addendum, Dallas County Purchasing will answer the questions received and extend the closing date to 11/5/2026 2 PM CST.

Whereas,

Question 1: Total number of eligible employees who will have access to the program + subsidy?

Answer 1: The program is available to full-time Dallas County employees who meet the established eligibility requirements, including household income limits, dependent age requirements, and documentation requirements. The total number of employees who meet these criteria has not been established. The County will confirm the eligible population after reviewing employee and dependent eligibility data. As of today, 47 employees are eligible and active in the program.

Question 2: Can you share utilization data from the current program? (Total enrolled, unique EE participants, etc.)

Answer 2: As of today, the program overview reports the following participation figures:

Measure	October 2026
Active employees in the program	47
Dependents enrolled	50
New employee sign-ups	9
Employees exiting the program	3
Applications awaiting submission	12

These figures reflect employee participation and application activity.

Question 3: Is your current spending aligned with what you expected when you launched the program? If not, why?

Answer 3: The County's program documents do not contain sufficient financial information to determine whether actual spending is aligned with the original budget or expenditure projections. The program provides \$500 per month for each qualifying dependent, subject to a \$1,500 monthly household cap. Actual expenditures depend on the number of approved dependents, eligibility changes, and active participation.

Question 4: What feedback have you received from employees regarding provider availability, flexibility, reimbursement, or overall experience?

Answer 4: Employees appreciate being able to choose between a childcare center and a familial caregiver arrangement. Both options are fully operational, and the current vendor platform supports enrollment, provider matching, and caregiver setup. That flexibility has been one of the program's most welcomed features.

Reimbursement: Under the program policy, benefits are paid directly to the employee's chosen/approved childcare provider and are not reimbursed to the employee. Some employees have asked about a reimbursement option. The current policy does not provide one, and the County has not made any change to that structure. Overall experience: Employees have spoken highly of the program. A formal participant feedback process is planned for the end of the Initial Term, as described in the program policy.

Question 5: The Terms and Conditions require invoicing in arrears with Net 30 payment. Does this apply to stipend payments, meaning the contractor pays centers first and is reimbursed afterward?

Answer 5: Childcare assistance payments are made directly to approved childcare providers on a bimonthly basis. As outlined in the program overview, an approved vendor facilitates these payments. The County funds the vendor's designated childcare account in advance to ensure sufficient funds are available for disbursement to providers. Invoices are currently generated when the account balance reaches a predetermined threshold, at which point the County replenishes the account to maintain sufficient funding for subsequent payments.

Question 5: The Cost Sheet asks proposers to enter a unit price for "Stipend for Eligible Employee Enrollments." Will the county set the stipend amount, or should proposers propose one?

Answer 5: The current County program policy establishes the childcare assistance benefit at \$500 per month for each qualifying dependent, subject to a maximum of \$1,500 per household per month. Benefits are paid directly to the approved childcare provider. The policy-established amount is \$500 per qualifying dependent per month, subject to the household cap. Proposers should not assume that they may independently change the benefit amount.

Question 5: Who determines employee eligibility for the stipend?

Answer 5: The Human Resources Director is responsible for determining program eligibility under the County policy. Designated HR representatives perform eligibility determinations under the Director's direction. Eligibility is based on full-time County employment, qualifying dependent age, household income, and the required supporting documentation. The contractor cannot and should not independently establish or modify eligibility criteria unless the final contract expressly assigns a defined administrative role.

Question 5: The Cost Sheet totals for every year leave out the stipend line. Please confirm that stipend dollars are a pass-through and are not counted in the contractor's evaluated cost.

Answer 5: Although the stipend dollars are a passed through, it must be accounted for on the cost sheet. It's labeled "Stipend for Eligible Employee Enrollments" on the cost sheet.

Question 5: The Cost Sheet prices 65 enrollments and accounts for up to 100 registered participants per year, while the RFP mentions about 1,000 interested employees. Is 65 the number of funded enrollments per year?

Answer 5: The current program has 47 active employees as of today. The policy overview does not establish an annual funding commitment of 65 enrollments or a maximum of 100 registered participants. The figures for 65 enrollments, 100 registered participants, and approximately 1,000 interested employees should be interpreted according to the definitions and assumptions in the solicitation. It's estimated that 65 children will participate in the program at rate of \$500 per child per month.

Question 5: How should proposers price enrollments above 65 or participants above 100?

Answer 5: The County can't tell proposers how to price enrollments above 65 or participants above 100. The cost sheet asks for pricing for accounts up to 100 registered participants.

Question 5: Is the processing fee charged per enrollment per year or per payment?

Answer 5: Per enrollment per year

Question 5: Does "4-star rating" mean Texas Rising Star 4-Star only?

Answer 5: Current program policy refers to approved childcare providers but does not establish a Texas Rising Star rating requirement or define a four-star standard.

Question 5: May employees use the stipend at 2- or 3-Star centers, other licensed centers, or licensed home-based providers?

Answer 5: The current childcare policy requires participants to use approved childcare providers. It does not specify whether providers with two- or three-star ratings, other licensed centers, or licensed home-based providers qualify. The program overview also describes center-based and familial caregiver arrangements.

Question 5: Would a childcare tuition assistance program that pays centers directly on behalf of families count as experience of "similar size and scope," even if the client was not an employer?

Answer 5: When defining experience with providing services as described in this RFP, experience must be of similar size and scope as Dallas County. (Reference page 5 - IV. Proposal Format)

Question 5: What is the total number of references needed?

Answer 5: Suppliers shall submit three letters of reference from other entities of similar scope and size. (Reference page 5 - IV. Proposal Format)

Question 5: Do references need to be from Dallas County entities?

Answer 5: The required references do not have to be from Dallas County entities, only of similar size and scope as Dallas County.

Question 5: Attachment S limits SBE certification to for-profit firms. Can a nonprofit prime contractor earn up to 10 SBE points by subcontracting to certified SBEs?

Answer 5: Yes

Question 5: Is the vendor list posted with this solicitation the SBE vendor list referenced in the Good Faith Efforts Form?

Answer 5: No

Question 5: Does the one-time "Development and Setup of Child Care Benefit" fee include building the searchable webpage and facility database?

Answer 5: The current childcare vendor has a platform that supports enrollment, provider matching, caregiver setup, funding and reporting. The one time “Development and setup of Childcare Benefit” fee should include the searchable webpage and facility database.

Question 5: Should the contractor host and own the webpage, or will it be on a county website, and must it be live at contract start?

Answer 5: The current vendor has its user-friendly platform and as such hosts and owns the webpage. Yes, it must be live at contract start.

Question 5: Is evening or weekend coverage expected?

Answer 5: The program currently serves employees working standard daytime schedules as well as flexible day and night shifts. So, yes evening and weekend coverages are expected.

Question 6: Must childcare providers be located within Dallas County if the employee happens to live outside of the Dallas County area and would prefer care closer to their home?

Answer 6: The existing policy requires employees to enroll their dependents with approved childcare providers. It does not expressly establish a geographic restriction requiring every provider to be located within Dallas County.

Question 6: Please clarify the contractor’s responsibility for resolving parent-provider disputes versus referring safety or regulatory concerns to the appropriate agency.

Answer 6: While the existing program documents do not define the contractor's responsibilities for resolving parent-provider disputes or handling safety and regulatory complaints. However, we expect all contractors to handle routine parent-provider concerns and refer safety and licensing issues to the appropriate regulatory agency and to County HR. Contractors are not expected to conduct investigations beyond its contractual authority.

Question 6: Will the County establish escalation procedures and resolution timelines, and who has authority to suspend a provider’s participation?

Answer 6: The current policy establishes that the HR Director is responsible for determining participant eligibility, but it does not specify provider suspension authority or dispute-resolution timelines.

Question 6: Will the County provide the results of its employee interest survey, including children’s ages, preferred locations, work schedules, and current care arrangements?

Answer 6: HR may provide a high-level overview of survey results, when available, but will not disclose individual employee information beyond the childcare-related information to which the vendor is already authorized to have access. This restriction is intended to protect employee confidentiality and privacy.

Question 6: If demand exceeds funded capacity, who establishes and administers the prioritization and waitlist policies?

Answer 6: The existing childcare policy provides that priority for benefit allocation is given to employees with the lowest total household income and family size. It also permits the establishment of a waitlist to identify eligible employees when vacancies occur. The policy assigns eligibility decisions to the HR Director and designated HR representatives.

Question 6: What is the anticipated contract start date, and is a phased implementation period permitted for provider onboarding and employee enrollment?

Answer 6: This will be a three-year term contract with two one-year renewal options commencing upon award by Commissioners Court, upon meeting any insurance and/or bonding requirements (if applicable) and/or fully executing the contract (if applicable) (Reference Page 6 of RFP document). Phased implementation for provider onboarding and employee enrollment to be determined upon selection of successful proposer.

Question 6: Please also identify the required reporting schedule, performance measures, and employee-level information to be shared with the County.

Answer 6: 1. Reporting schedule:

Report	Frequency	Due
Implementation status/Enrollment	Weekly/Every other week meeting	As agreed
Operational report (enrollment, useability, provider, challenges customer service)	Monthly	By the 10th business day after month-end
Quarterly summary with performance measures/metrics	Quarterly	By the first business day after quarter-end, to support the County's quarterly update to the Commissioners
Final program report	End of the Initial Term	60 days before the term ends, to support the County's end-of-term evaluation

We also expect the contractor to provide us with any ad hoc reports on request within five business days.

2. Performance measures:

Eligibility, Enrollment and participation

- Application processing time (submission to determination)
- Incomplete applications and the number of follow-ups
- Applications received, processed, and pending
- Active eligible employees and enrolled children (dependents)
- New enrollments and exits, with exit reasons (for example, aging out at age four, leaving County employment, or voluntary withdrawal)
- Waitlist volume and time on the waitlist
- Participation by department and shift type (standard day or flexible night/day)

The HR Director/County determines eligibility, so the contractor's measures should cover intake, completeness checks, and routing, not eligibility decisions.

Provider network

- Number of approved providers, with location, type (center-based and familial caregiver), and quality rating where applicable
- Provider availability, including open slots where known

Funding administration

- Childcare amounts disbursed to employees' providers, by week and by month and date processed to support the County's tax reporting of the benefit as income
- Current account balance and invoice paid/cleared
- Employee funding usage reports

Customer service

- Inquiries received by topic
- Response and resolution times
- Unresolved cases when applicable
- Complaints and their resolution
- Employee satisfaction, collected through a periodic survey
- Proposed targets for: initial response within 1 business day, and 90% of inquiries resolved within 5 business days

Contract performance

- Implementation milestones met
- System or webpage availability (proposed target: 99% monthly)
- Data accuracy (proposed target: 98% on audit)

- Reporting timeliness (proposed target: 100% on time)
- Compliance with contractual service levels

3. Submission format:

Reports should be delivered electronically in a format the County can use for analysis (for example, Excel or CSV/Presentation deck), with a short summary narrative each quarter.

Question 7: Will you need 24/7 access to the childcare facility, what regions will the children be picked up from, if that is required? I just have a few questions due to me missing the conference on what EXACTLY will be required of us so that I can submit my bid.

Answer 7: The program is designed to provide childcare financial assistance to eligible Dallas County employees. The program policy does not establish a requirement for the contractor to operate a childcare facility, provide 24/7 facility access, or transport children.

Whereas,

The updated link for the bid opening is November 5, 2026, at 2:30 PM CST is:

[Bid Reading | Meeting-Join | Microsoft Teams](#)

Except as provided herein/above, all other specification requirements of the original solicitation referenced shall remain unchanged in full force and effect. This addendum should be signed and returned with your Solicitation package on or before 11/5/2026, @ 2 PM (CST).