

**Sole Source  
Written Determination**

**Agency Identification:** South Carolina Department of Social Services

**Description of the agency need that this procurement fulfills:** *(See instructions on last page for guidance)*

SCDSS- Division of Early Care and Education (DECE) serves as the state's Child Care Development Fund lead agency. Lead Agencies must have the capability to efficiently capture and provide timely responses to federal and state inquiries regarding a wide range of topics and supports related to the child care workforce, to track and link child care provider's participation and compliance with quality improvement standards/initiatives, and identify strategies/services that impact the overall quality of child care are indicative of the need for a comprehensive child care data management system. The former information technology/software contractor worked closely with the DECE's staff to make improvements to, and sustain capabilities of, the former system. However due to business/clientele expansion and change of focus they were no longer able work with the DECE.

**Describe the Market Based on Research Performed:** *(See instructions on last page for guidance)*

SCDSS-DECE originally began contracting with New World Now (NWN), LLC in January 2019 under a sole source contract. Prior to execution of the contract, DECE's staff devoted substantial time contacting other states with similar needs and interests as South Carolina's about their experiences and processes to select a software company to develop and implement an early care and education integrated data management system. Contact was made with Michigan, New York, Montana, and Minnesota regarding their work with NWN. The staff also sought guidance regarding this initiative from the National Workforce Registry Alliance. The Alliance promotes use of efficiently designed professional development management systems that capture comprehensive information about the workforce. The information helps to identify the basis for establishing learning opportunities for the workforce, strategies for improving the quality of child care, and guidance for policy makers.

NWN designed and developed the Insight system, a proprietary comprehensive early care system which they have exclusive rights. NWN only sells directly to clients. The agency was unable to find a competitor to NWN's Insight system: a system uniquely designed to combine the core functions of an early care education professional development registry, quality rating and improvement features, and continuous quality improvement components into a single comprehensive web-based data management system.

Based on the functionality of the Insight system, information obtained from other states, information from National Workforce Registry Alliance, and NWN's experience with development and maintenance of early care and education professional development registry and learning management systems, it was determined they were only company with the capability to meet the needs of SCDSS-DECE. The agency has continued to contract with NWN as they are the exclusive provider of Insight which assures continued access to the proprietary data system.

In addition, NWN had established Professional Development Registry and Quality Rating Improvement System Consortia. Membership is offered to all NWN's contractors at no cost. Benefits of these memberships have led to sharing costs with other states to add/expand features,

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access to any previously built reports at little/no cost, participation in discussion of national ECE topics, and opportunities to provide input/feedback regarding topics specifically related to system enhancements. No other vendors provide this option for contractors.

**Sole Source Vendor Name:** New World Now, LLC.

**Based upon the following determination, Agency proposes to acquire the supplies, construction, information technology, and/or services described herein from the vendor named above per SC Code Ann § 11-35-1560 and SC Regulation 19-445.2105, Sole Source Procurement.**

**Description of supplies, construction, information technology, and/or services vendor will provide under the contract:** *(See instructions on last page for guidance.)*

The Insight system includes core features of a comprehensive ECE professional development registry system, the QRIS system, and a continuous quality improvement (CQI) system. The information contained within the registry system provides valuable data across multiple areas regarding the early childhood workforce through the training system, the statewide early childhood career ladder, and the statewide credentialing system. Within the professional development system, the DECE is able to track the required child care training hours for compliance with the agency's Child Care Licensing regulations. In addition, the system tracks trainers and training courses to offer statewide learning opportunities for child care providers. A contracted partner with SCDSS-DECE, Palmetto Shared Services Alliance, uses the systems' learning management system product to offer training seamlessly through the registry system. Within the CQI system, each three SCDSS-DECE funded partners documents technical assistance events offered to child care programs statewide. These events are coordinated between all funded partner agencies and leads to increased continuous quality improvement as well as data regarding improvements within child care programs quality rating. In addition, the system encompasses the consumer education platform with the state's Child Care Resource and Referral agency to provide parents with locating programs serving children in SC. These functionalities strengthen the DECE capability to readily provide data regarding services made available to support child care providers across the state. Inclusive to this contract, NWN provides Support and Maintenance for the web-based data management system.

**Explain why the described solution is the only solution that meets the agency's need and how no other identified solutions were sufficient.** *(See instructions on last page for guidance)*

SCDSS-DECE is continuing with progressive efforts to establish and maintain a multifunctional web-based early care and education workforce data management system. New World Now LLC is the sole proprietary creator of Insight. The functionalities of the Insight system combine and enhances core functions of the ECE professional development registry, the quality rating and improvement system, and continuous quality improvement/ learning management into a single comprehensive data system. Continuing to contract with New World Now assures access to the Insight system and avoids disruption to existing setups, operation, and enhancements.

Additionally, NWN is the only software company that has made consortiums available to states for both the professional development registry and quality rating improvement systems. The

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consortiums facilitate coordination of services and partnerships with other states using the Insight platform. As a result, SCDSS-DECE receives enhancements and/or system upgrades at no cost, or lower cost that can be used within the system. Some examples of additional development that were received as a result of the consortiums includes:

New York - QRIS- Ability to change a pathway after case is in Accepted Status

Oklahoma - Registry - Email to Org when Employment is Ended

Michigan - Registry - Allow Trainers/TSOs to remove attendees from the rosters of their own events

Michigan - Add Event to Calendar Feature

In addition, SCDSS-DECE was able to offer the SC BOOST, Wage enhancement module, to disperse the federal ARPA funding, because Oklahoma had previously developed a module for this type of activity. This significantly reduced the cost of providing this important service for individuals within the child care workforce. NWN's grant module is a feature that was previously developed by North Dakota, and as a result, was configured for SC's use to offer the Business Start-Up Grants using federal funds in 2024. SCDSS-DECE will continue to benefit from other state's initiatives that can be used to implement and/or enhance programs and products in the state's system.

***Note:** Determination is not complete without required signatures and dates*

**Required Signatures:**

**Prepared by:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Printed Name:** Enter Name of Preparer

**Title:** Enter Title of Preparer

**Approved by:** \_\_\_\_\_

**Approval Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Printed Name:** Enter Authorized Approver Name

**Title:** Enter Authorized Approver Title

*The last page contains instructions and is not required to be retained.*

**REVIEWED**

**By DWC at 9:14 am, Aug 05, 2025**

**Sole Source  
Written Determination - Instructions**

**Agency Identification:** *(Provide Agency and Number)*

**Description of the agency need that this procurement fulfills:**

*(Do not describe the vendor solution that meets the agency's need. This is often accomplished best by describing the problem the agency is trying to solve.)*

**Describe the Market Based on Research Performed:** *(Enter a description of the market based on research you performed for this procurement including such things as commercially available off the shelf products, vendors providing solutions in the market space, barriers to entry to the market space, benefits and types of customized solutions and how and by whom those solutions are provided.*

- *How were the specifications or scope of work developed?*
- *Will the product be obtained from a third-party vendor or reseller, or the manufacturer?*
- *Will the reseller assist or consult in the implementation?*
- *Length of time and place of delivery?*
- *What types of warranties or other performance guarantees are available in the market?*
- *How and by whom will training be provided?*

*Document and retain market research in the procurement workpaper file.)*

**Sole Source Vendor Name:** *(Provide Vendor Legal and dba Name)*

**Based upon the following determination, Agency proposes to acquire the supplies, construction, information technology, and/or services described herein from the vendor named above per SC Code Ann § 11-35-1560 and SC Regulation 19-445.2105, Sole Source Procurement.**

**Description of supplies, construction, information technology, and/or services vendor will provide under the contract:** *(Provide a description of the product(s) and/or service(s) identified that will meet the agency's need.)*

**Explain why the described solution is the only solution that meets the agency's need and how no other identified solutions were sufficient.** *(Provide an informed, objective explanation for the sole source procurement method, including the agency's factual grounds and reasoning as supported by the agency's market research. The agency's explanation should be based on its own conclusions supported by its description of the market space.*

- *Vendor assertions of product differentiation or availability may be obtained as part of market research and are valuable information in the agency's assessment of available solutions, but are not, by themselves, sufficient justification for a sole source determination.*
- *Please do not cut and paste vendor claims, content, or literature in this space.*

*Recommend this section be pasted into the required public notice of intent to award without competition.)*

**Notes:**

**Authorized Approver** signature is the agency head unless the agency head has delegated that authority in writing to someone above the level of procurement officer and provided written notification the MMO.

**Approval Date:** Sole Source Determinations are required to be approved **prior to contract execution**. The approver should hand write the date at the time of approval.

**Drug Free Workplace Act:** The agency must obtain a DFWA certification from the vendor if the sole source procurement is \$50,000 or greater.

**Cost or Pricing Data** must be addressed and documented in the file for any sole source procurement exceeding \$500,000