



**STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES, DIVISION OF REHABILITATION SERVICES**

**REQUEST FOR INFORMATION
FOR
Vocational Rehabilitation Case Management System**

**RFI # 34570-90818
10/04/2017**

1. STATEMENT OF PURPOSE:

The State of Tennessee ("State"), Department of Human Services, Division of Rehabilitation Services, Vocational Rehabilitation Program ("VR") is issuing this Request for Information ("RFI") for the purpose of obtaining information related to a comprehensive commercial off the shelf case management system of equivalent size to the State's VR clients. We appreciate your input and participation in this process.

The VR program provides a variety of services to persons with disabilities in preparation for their employment in an integrated, competitive labor market. Through the provision of individualized services that are consistent with their individual strengths, resources, abilities, capabilities and informed choice, the program assists individuals with disabilities achieve their employment objectives across 95 counties, divided into nine regions with one residential and seventeen local training facilities.

The State is seeking a technical case management, data collection and report generation solution for the VR program that will support up to 600 concurrent users with role based security levels of access and a minimum of 100,000 active and archived records in accordance with federal and state record retention regulations in a scalable, modular approach that is agile enough to implement changes to data collection and reporting when required in a timely fashion.

The desired solution shall, at minimum, address the following broadly described functional needs:

- Case management, including the collection of applicant data (demographic, employment, income, disabilities, medical, etc.), development of Service Plans, monitoring case progression through all status levels, provide end user alerts/notifications for specified case management milestones and track all services provided to a client, including funds spent on each service and case closures.
- Budgeting functionality to easily and quickly allocate, update and view budgets for clients at the State, Region, Office, and Counselor levels with the ability to provide a two way interface to send and receive financial, wage and other data with various external systems on different platforms.
- Statistical and management reports on an as needed basis through real time ad hoc capability, as well as through regularly scheduled jobs at both the aggregate and detailed level. Reports should satisfy all federal, state and managerial reporting requirements including but not limited to those required by the federal Workforce Innovation and Opportunities Act ("WIOA"); and
- The capability to accept and store scanned documents from the State's document imaging system related to each case, record identifying information about the document in the system including the ability to view and download scan documents.

Respondents should provide a complete description of their VR case management software and platform solution that demonstrates how the product addresses each of the above. The narrative should also include whether the solution was developed by the respondent or a third party.

2. EXPERIENCE:

In order to better understand each respondent's experience, background and technical abilities, please include the following in a detailed narrative and/or in an attachment as appropriate:

- Complete listing of VR specific clients (state agencies or other public sector entities) where the solution described in your response to Section 1 has been fully deployed or implemented and/or maintained in the last five (5) years. A minimum of three (3) to satisfy submission requirements.
- Start and end date of implementation of a VR specific solution if implemented in last 5 years or start date of a client implementation if not yet completed.
- Contact information for VR specific client agency director and their project lead for solution implementation.
- Details of any formal corrective action plans, corrective actions taken and the timeline for action implementation under any contract with a client in last 5 years as well as the status of that contract.
- Provide a detailed description of the ability to provide knowledgeable and experienced staff with VR program specific expertise for implementation the solution of the size and scope described in number 1 above as well as the provision of ongoing maintenance and support.
- Experience complying with federal and state requirements, laws, rules and regulations, including the Workforce Innovation and Opportunities Act (WIOA).
- Demonstrated experience designing, developing and maintaining both live and indirect interfaces with multiple and complex information technology solutions utilizing various platforms and environments

3. APPROACH:

In a narrative form, describe a recommended approach to implementing and supporting a VR case management system in Tennessee with rough estimates for implementation schedule, including data migration from the current .NET based system and interface development for up to 600 concurrent users with role based security levels of access and a minimum caseload of 100,000 active and archived case records as well as any cost or other factors that may need to be considered for successful implementation. Additionally, the responder should describe their approach to ongoing upgrades and/or enhancements as well as ongoing maintenance of the solution to include the application, databases, platform and all other associated elements.

4. COMMUNICATIONS:

4.1. Please submit your response to this RFI to:

Nicholas Edwards
Department of General Services
Tennessee Tower, 3rd Floor
312 Rosa L. Parks Avenue, Nashville, TN 37243
615-741-1075
Nicholas.Edwards@tn.gov

4.2. Please contact the following regarding any questions regarding this RFI.

Matt Brimm
Department of Human Services
400 Deaderick Street, 12th Floor Citizens Plaza
615-837-5050
matt.j.brimm@tn.gov

4.3. Please reference RFI # 34570-90818 with all communications to this RFI.

5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		10/04/2017
2.	RFI Response Deadline		10/18/2017

6. GENERAL INFORMATION:

6.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

6.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

6.3. The State will not pay for any costs associated with responding to this RFI.

6.4. The State is interested in technical solutions that can be achieved through a rapid customization/development and implementation schedule. However, the State recognizes that implementation may need to be done in phases. Based on an understanding of the desired system functionality, the State is requesting that respondents provide:

- A recommended strategy for going forward, including but not limited to the following options: a custom system, a transfer system, commercial-off-the shelf software, or some combination thereof, configured to meet the State's requirements; and
- Recommendations with regard to how required customization/development work might be planned and implemented to provide:
 - (a) Functionality that supports all of the aforementioned business requirements. This deliverable will include any conversion of data that is required from the existing system and any conduits required to interface with other systems within the state.
 - (b) Maximum system performance and uptime (7) days per week, from 6:00 A.M. to 6:00 P.M. for up to 600 concurrent end users.

7. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please complete the following forms:

RFI #34570-90818 TECHNICAL INFORMATIONAL FORM	
1. RESPONDENT LEGAL ENTITY NAME:	
2. RESPONDENT CONTACT PERSON:	
Name, Title:	
Address:	
Phone Number:	
Email:	
3. Provide a description of your company's experience providing this type or similar case management solutions.	
4. Provide a detailed description of how your solution addresses the following:	
a. Describe and provide clarity of your in-production core and optional solutions.	
b. What types of solutions are currently in development?	
c. Describe the technical architecture of existing solutions?	
d. Describe the use of industry best practices in the development and delivery of similar solutions.	
e. Describe and include examples of the process/policy standards you adhere to for data exchange.	
f. Provide any examples where the core solution has been fully implemented in a State of similar size to the State of Tennessee's Department of Human Services Division.	
g. Does your company provide implementation services or do you use a third party?	
h. Describe the optional modules not included in your core solution.	
i. Describe suggested customer and vendor staffing based on your most successful partnership with similar implementations.	
j. Describe the expected timeframe to configure, test, train, convert and implement the solution.	
k. Describe your training approach (one-on-one, train the trainer, etc).	
l. Describe/outline training that could be provided to employees. Is training readily available including on-line formats and easily accessible?	
m. Describe any lessons learned the State should consider on a case management solution.	
n. Describe recommended security measures for case management solutions.	
5. Provide a listing of current State's in which you provide a case management system.	

6. Do you have any State specific Case Management systems that are directly related to Human Services and if so, how many individuals are typically covered within these systems?
7. Does the case management system have the ability to create budgets? i.e. monthly, annual expenditures?
8. Does the case management system have the capability to meet WIOA reporting requirements for the RSA 911?
9. Does the case management system allow the use of signature pads?
10. Is your system capable of customization to meet the unique needs of a state? If so, could you please provide a listing of some of the customized services that you have provided?

COST INFORMATIONAL FORM
PLEASE DO NOT INCLUDE ANY SPECIFIC PRICING

1. Describe various cost modules for this type of solution.
2. What is the total dollar range this type of solution might cost?

ADDITIONAL CONSIDERATIONS

1. Please describe any alternative approach the State might consider.