

April 10, 2015

RFP #Y15-180-ZM

**CASE MANAGEMENT INFORMATION SYSTEM
SOFTWARE AND IMPLEMENTATION SERVICES**

ADDENDUM NO. 3

To all respondents:

This Request for Proposals is being changed as follows:

1. **Question:** For the 50 names users, how much time each day will the solution be utilized?

Answer: Not all users will on the system at the same time. About 20-25 users may have the system open most of the day between 8:00 and 5:00.

2. **Question:** Are samples of the required forms available?

Answer: Most of the forms are manual, forms in system would be general case management forms, ie demographics, case notes, household income, relationships, etc.

3. **Question:** Are the Workflow/Process Diagrams available? If so, please provide.

Answer: No diagrams are available at this time.

4. **Question:** Is there a need for Public Users?

Answer: No, only staff will use the system.

5. **Question:** What Authentication methods are required?

Answer: When a voucher is entered by case manager, the system should provide a mechanism for a fiscal/supervisory staff to approve the transaction.

6. **Question:** Are there any integrations requirements with any other systems?

Answer: ESRI's ArcGIS product and CGI's Advantage.

7. **Question:** Please provide as much information as possible on the Softscape software, i.e. capability to export data, amount of current storage, operating system, type of database utilized, etc.

Answer: Softscape is a web-based application that runs on a Windows server. The reports in the application have an option to export the data in a specific report to an Excel spreadsheet. The application data is stored in an Oracle database in a UNIX environment. The database size is 2.5 GIG. The current data storage represents information that has been entered into the application from multiple divisions and departments.

8. **Question:** What is the allocated budget amount?

Answer: There is no allocated budget for this solicitation. Pricing is a consideration of award and part of the selection criteria.

9. **Question:** Is it a requirement to provide online help screens?

Answer: It is not a requirement; however, it is a preference.

10. **Question:** Named users are listed as 50, how many concurrent users will be there?

Answer: There would be about 25 concurrent users on a regular basis.

11. **Question:** What would be the frequency of data import from GIS and volume?

Answer: Monthly, in the amount of 460,000 records.

12. **Question:** Are there any other systems other than Softscape with which integration will be required?

Answer: The new application will not be integrating with Softscapes.

13. **Question:** What is the volume of data to be migrated from Softscape?

Answer: We would like to migrate two years of data and we average approximately 5,000+ households with multiple family members annually. The

data would include client demographics, case notes, and financial assistance records for all clients.

14. **Question:** Does the migration involve any documents apart from Data Migration?

Answer: No other documents would need to be migrated.

15. **Question:** What are the current challenges / improvement areas in Softscape system that are envisaged

Answer: More flexibility in creating reports/queries. Calendar function that will allow staff to schedule case managers in the system instead of in a separate outside system, improved ability to print list of all financial assistance received with dates.

16. **Question:** What is the as-is process for case management that is currently being used by the county?

Answer: The current process as it relates to the software includes entering all client and household data/demographics, services received, case notes and financial assistance with dates, amounts and vendors.

17. **Question:** As observed with other implementations, Case Management Solutions also include Agile Process Modelling requirements and Business Rules Engine. Is there any such requirement with the County?

Answer: We do not specifically require these items but if they are part of the consultant's implementation process or product, they can be utilized as needed.

18. **Question:** As per the latest trend, there is a manifold increase in mobile adaption. Mobile based approvals and managing the cases on mobile devices are currently being viewed as part of the next generation solutions. Will the county be looking for such processes?

Answer: No, we are not currently looking at mobile solutions.

19. **Question:** Concerning client information, what information is collected about the client?

Answer: Demographic information collected for all members of a household include DOB, gender, race, ethnicity, relationship to head of household, education level, employment status, address, SS number.

20. **Question:** Concerning client information, what are the sources of information?

Answer: Sources of information include SS cards, photo ID, application completed by client.

21. **Question:** Concerning client information, what documentation/substantiation is required?

Answer: See question 20.

22. **Question:** Concerning eligibility, what are the factors for determining eligibility for financial assistance?

Answer: The only eligibility factor that the system is used to determine is related to time period. Clients can only receive assistance once every 2 years so the staff has to be able to quickly view the date of the last time client received financial assistance. Other factors are verified manually by staff.

23. **Question:** Concerning eligibility, how are these factors verified?

Answer: The last date that a client received financial assistance will be verified by information in system. Other factors are verified manually.

24. **Question:** Concerning eligibility, can you provide the existing form or worksheet used to support this process?

Answer: There is no form to support process related to software system, staff views last date client received assistance in system, no form needed.

25. **Question:** What are the factors used in the calculation of financial assistance?

Answer: The only software system factor used in the calculation of financial assistance is prior financial assistance received by household.

26. **Question:** Concerning vouchers. How many vouchers are issued annually?

Answer: Between 3,000 and 4,000 vouchers/checks are issued annually. Copy of vouchers/check issued for most recent fiscal year is attached.

27. **Question:** At what point do vouchers expire?

Answer: When a voucher is generated, it will be used to generate a check within 2 days so vouchers would not have an expiration date. If an error was discovered with a voucher, the voucher would be canceled.

28. **Question:** Are vouchers printed or electronic? If printed, what steps are taken to prevent counterfeiting?

Answer: At this time, vouchers (payment requests) are generated in the system by case management staff and they are used to create checks to vendors within 48 hours. In addition, we use posi-pay, a file is created each night with information for checks written that day and the file is submitted to the bank overnight so bank can verify transactions before releasing any checks.

29. **Question:** How are the vouchers transmitted to the utility provider, landlord, and/or mortgage holder?

Answer: Vouchers are similar to a bill from vendor so they are turned into checks with 48 hours and the checks are mailed to vendors/providers.

30. **Question:** How is the value of the voucher redeemed by the utility provider, landlord, and/or mortgage holder?

Answer: Checks are created from vouchers and the checks are deposited by vendors/providers.

31. **Question:** Is there a budget against which the vouchers are issued?

Answer: Yes, there is an overall budget and subsidiary fund budgets within the system or another method to track subsidiary budgets/expenses.

32. **Question:** Is the system expected to be able to report on the current balance in that budget and the projected balance of that budget at the year end?

Answer: The system would only need to report on the current balance, it would not need to project a balance at the end of the year.

33. **Question:** Is the beneficiary notified that the voucher is in effect and the amount the beneficiary is now responsible?

Answer: Yes, the beneficiary is notified by staff that the voucher is in effect and the amount they are responsible for paying.

34. **Question:** Is the beneficiary notified when the voucher will expire? Can a voucher be renewed? Are there limitations/business rules about number of renewal or total value of the voucher?

Answer: The check generated from voucher has an expiration date printed on it. The assistance generated from a voucher is a one-time event and can't be renewed. The total value of voucher is the amount on check that is issued.

35. **Question:** What information is collected about vendors?

Answer: Vendor name and subsidiary name (if applicable), type of service provided, type of business, address, tax information for 1099's (SS # or Fed Tax ID), contact name, phone number, fax number, email address, and pay to name for check if different than main vendor name (i.e. subsidiary) – (sample forms completed by vendors attached)

36. **Question:** What data in the system might require enhanced security, including masking, selective visibility, detail change auditing, locking, etc.?

Answer: Enhanced detail change auditing that would provide information on when data entered and/or changed and by whom. Ability to have supervisor finalize data transactions so they could not be edited.

37. **Question:** Can you provide a description of the major systems with which this new product needs to interface?

Answer: See question 6.

38. **Question:** Concerning Appointments/Calendaring, what role do appointments and their scheduling play in the system?

Answer: Multiple case managers are scheduled by multiple administrative staff at several locations. On average, approximately 7-8 case managers are scheduled by 2-3 administrative staff. In addition, supervisory staff must be able

to manage available appointment slots for case managers due to vacation, illness, etc.

39. **Question:** Concerning Appointments/Calendaring, is the system expected to auto schedule case managers?

Answer: No, case managers will be scheduled by administrative staff.

40. **Question:** Are case numbers generated by the system, manually defined/entered by case managers, or both?

Answer: Case numbers are manually defined and entered.

41. **Question:** What system are they using now, and who provides it? What is the current annual cost to the county?

Answer: The current application is not being supported by the vendor; there is no cost involved.

42. **Question:** What accounting system are you currently using?

Answer: None

43. **Question:** What interfaces does it currently allow?

Answer: None

44. **Question:** Can we export details of payables to the accounting system and have that perform the check printing function and have our system hold the details?

Answer: Yes, information can be exported to another system for check printing.

45. **Question:** You asked for an installation guide, are they ok with cloud hosted?

Answer: Yes.

46. **Question:** Could you please clarify this response requirement: The Proposer shall limit explanations to one (1) page or less per question. Do not attach manuals or other documentation in lieu of written explanations. Explanation

response pages shall indicate section number, subsection number and question number. Each section and subsection shall start on a new page. Explanation response pages shall follow the question response forms for each section in the proposal response binder. Are we limited to one page per response, more specifically in the technical approach we will more than likely need more than one page to describe the following: 1.3.1 Documentation, a. Provide a system overview of the proposed solution inclusive of a pictorial (illustrative) representation depicting all major interfaces. b. For each application of the proposed solution, provide the original development date, the date and version number of the last two (2) releases and the date of any upcoming releases. c. Provide a copy of the proposed solution's standard software and hardware installation guide(s).

Answer: Narratives are limited to 1 page. This limitation does not apply to Documentation and illustrations.

ACKNOWLEDGEMENT OF ADDENDA

- a. The proposer shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned not later than the date and time for receipt of the proposal.
- b. Receipt acknowledged by:

Authorized Signer

Date Signed

Title

Name of Proposer