



Iowa Department of Human Services

REQUEST FOR INFORMATION (RFI)

Comprehensive Child Welfare Information System

ACFS 18-124

April 4, 2018

RESOURCE MATERIAL

On December 22, 2017 the Agency release a Request for Information (RFI) regarding solutions to develop and build a Comprehensive Child Welfare Information System (CCWIS). Information from the previous RFI may be helpful to vendors choosing to respond to this RFI, ACFS 18-124. Below we have provided the following resource material documents:

1. RFI ACFS 18-119 – Amendment 2 with all amendments incorporated
2. RFI ACFS 18-119 Bidder Q&A Document



Iowa Department of Human Services

REQUEST FOR INFORMATION (RFI)

Comprehensive Child Welfare Information System

ACFS 18-119

January 24, 2018

AMENDMENT 2 Incorporated

For information about the notice
Interested persons shall contact only:

Michelle L. Muir
Iowa Department of Human Services
Division of Adult, Children and Family Services
Hoover State Office Bldg., 5th Fl.
1305 E. Walnut St.
Des Moines, IA 50319-0114
Phone: (515) 281-878
mmuir@dhs.state.ia.us

Section 1 Purpose.

RFI Purpose.

This Request for Information (RFI) is issued by the Iowa Department of Human Services (DHS) to solicit information regarding solutions to develop and build a Comprehensive Child Welfare Information System (CCWIS).

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. The DHS is seeking Vendor community insight and information prior to finalizing business, functional, operational, and technical requirements for a Request for Proposal (RFP). There is no definitive plan to purchase any business services, equipment and/or software at this time as a result of responses to this RFI.

This solicitation for information does not commit the State to publish a RFP or award a contract. The issuance of a RFP, as a result of information gathered from these responses, is solely at the discretion of the State. Should a RFP be issued, it will be open to qualified Vendors, whether those Vendors choose to submit a response to this RFI. The RFI is not a pre-qualification process.

After information from this RFI is fully evaluated, and depending on funding and other factors, a Request for Proposal (RFP) may be published by the Iowa Department of Human Services to select a Vendor for specific work to be done which would result in a contract. The anticipated contract could procure consultants to do Business Workflow Analysis, a gap analysis between current business procedures and the existing system, a cost benefit analysis on enhancing the current application to bring it more in-line with the business processes, a cost benefit analysis on creating a new application (or any other feasible options), and/or the development of one or more CCWIS system modules/components.

The Agency encourages Respondents who may only have experience in particular segments of the products or services described herein to respond to help provide a full picture of the industry offerings.

This is not an RFP where *bidders* respond with a specific solution to Agency specifications, including cost. An RFP process is a separate process with further defined requirements.

If cost is requested in an RFI, it will be for budget purposes only.

Section 2 Timetable

Event	Date
Agency Issues RFI	December 22, 2017
Questions Regarding the RFI Due	2:00 p.m. January 12, 2018
Agency Posts Answers to Questions	January 24, 2018
All responses to the RFI are due no later than	2:00 p.m., February 9, 2018
RFI Presentations	Week of February 26 th , 2018

Section 3 Overview

The DHS has developed an IT solution for the front-end Intake and Assessment (investigation) modules which is called JARVIS. The Administration for Children and Families (ACF) has revised the Statewide and Tribal Automated Child Welfare Information System regulations and issued the Comprehensive Child Welfare Information System (CCWIS) Notice of Proposed Rulemaking¹ (NPRM) to address these changes, and provide agencies with increased flexibility to build smaller systems that more closely mirror their practice models.

A CCWIS, as proposed in the NPRM, is a case management information system that states and tribes may develop to support their child welfare program needs. In order to meet the federal requirements for enhanced federal funding, the system must be designed to support social workers' automation needs to organize and record quality case information about the children and families receiving child welfare services.

Iowa DHS intends to study the feasibility, costs and benefits of purchasing versus internally building a system to meet the new CCWIS requirements. The State seeks to gather information from a variety of Vendors to aid it in evaluating approaches to develop high quality automation support for its Child Welfare Program.

The State is considering the merits of the following solutions:

- Purchasing one or more of the modules – excluding intake and assessment – a software Vendor has available, or
- Purchasing a complete commercial off-the-shelf (COTS) product for the modules needed.

Concise, conceptual responses are sought which will inform the DHS leadership of the options available, estimates of cost, and implementation timeframes. The State seeks to gain a better understanding of the available approaches; therefore, responses are being solicited from a wide range of respondents in accordance with the objectives and parameters established in this document. Vendors may submit a response that includes one or more proposed solutions; however, responses should separately address all applicable information sought in Section 3.6 of this RFI as it pertains to each solution.

Terminology

ACF – Administration for Children and Families

CCWIS – Comprehensive Child Welfare Information System

COTS – Commercial Off-the-Shelf

DHS – Department of Human Services

NPRM – Notice of Proposed Rulemaking. The NPRM can be found at:

<https://www.federalregister.gov/articles/2015/08/11/2015-19087/comprehensive-child-welfare-information-system>

RFI – Request for Information

3.1 Preliminary Objectives

The DHS' preliminary objectives for a CCWIS include the following key provisions identified in the Comprehensive Child Welfare Information System (CCWIS) Notice of Proposed Rulemaking (NPRM) 45 CFR Part 95, 45 CFR Parts 1355 and 1356 (Dated August 11, 2015):

- 3.1.1 Promote data sharing with other agencies: The proposed rule requires, if practicable, data exchanges with other health and human service agencies, education systems, and child welfare courts. Data exchanges will help coordinate services, eliminate redundancies, improve client outcomes, and improve data quality.
- 3.1.2 Require quality data: Title IV-E agencies implementing a CCWIS must develop and implement data quality plans and processes to monitor data quality. The rule also requires agencies to take corrective action to address identified problems.
- 3.1.3 Reduce mandatory functional requirements: While the SACWIS/TACWIS regulations require that the system supports a minimum of 51 functional requirements, CCWIS only has 14 requirements. The proposed rule allows agencies to build functions in the CCWIS or collect needed data through exchanges with other systems.
- 3.1.4 Allow agencies to build systems tailored to their needs: The proposed rule focuses federal requirements for this optional system on quality data and exchanges between related information systems. This will allow agencies to build systems tailored to their unique business needs rather than on functions defined by the federal government.

3.2 Background Information

The focal point of this RFI is the need for Iowa to evaluate the feasibility and cost/benefit of purchasing vs. internally building a CCWIS. The DHS has developed a web-based system called JARVIS to support child welfare system needs, serving as an ancillary system to our legacy child welfare system FACS (Families and Children's System). FACS is used to manage client services, provider information, and support client service invoicing and payment. Other DHS housed systems that the new CCWIS would need to have interface capability include WISE, IABC (TANF, SNAP, and Non-Magi Medicaid), ELIAS (Magi-Medicaid information), MMIS, ICAR, and others. Any additional modules – either purchased or built – are expected to have interoperability with JARVIS.

3.2 Reserved

3.4 DHS Child Welfare Core Functions

Case Managers coordinate treatment, parenting, and rehabilitative services which are provided to families whose children have been neglected or abused. Case Managers interact with families, courts, education services, and providers to ensure that children's safety is maintained and that goals and objectives are met in a timely manner.

If treatment and rehabilitative services are unable to provide a safe environment for the children, temporary out-of-home placement with a relative or in foster care may be utilized to provide children

with the safety they require. When children cannot safely return home, other options including Adoption are considered in order to achieve permanency and stability for them.

3.5 Function Environment

3.5.1 JARVIS Functionality

- Child Abuse Intake and Assessment modules for receiving and completing child protective services intake and assessments through the disposition of the assessment.
- Dependent Adult Abuse Intake and Assessment modules.
- IV-E Tracking module used to assist in the IV-E eligibility determination process.
- Child Services module which includes:
 - Multiple child welfare forms and notices which pull data from the FACS mainframe system and allow for users to complete and save remaining information. Some forms allow users to submit through Central Print for printing and mailing.
 - Case planning.
 - Safety and Risk Assessment tools
 - Family visit/case notes documentation
- Youth Credit Reporting module.
- Community Care module for the exchange of referrals and information with the contracted Community Care service provider.
- Mainframe reporting module for fiscal department to more easily view mainframe reports.
- CISR (Crisis Intervention, Stabilization and Reunification) module, utilized by contracted providers to enter basic information on critical incidents and child/family contacts during placement.
- General/System wide functionality:
 - File manager is available for storage of documents related to an assessment or case.
 - Case load functionality for workers to easily access cases on their case load.
 - Alerts functionality to provide on screen and e-mail alerts throughout the system.
 - Role based security that determines access to modules and functionality within modules.

3.5.2 Interfaces

The FACS and JARVIS systems have multiple interfaces with other systems, including interfaces with each other. A few of the interfaces are listed below.

3.5.2.1 FACS and JARVIS Interfaces

- A. Mainframe table procedures to pull client information and service data from FACS into various forms throughout the JARVIS system.
- B. Services to generate new FACS IDs in JARVIS from FACS.
- C. Batch processes to send family visit data from JARVIS to FACS.
- D. Batch processes to update data in JARVIS and other child welfare supporting systems including Case Manager assignment, client demographic data, staff information and various other items.

3.5.2.2 JARVIS

- A. Juvenile Court Services sends family case visit data through a combination of services and batch processes.
- B. KinderTrack – retrieve child care information for child abuse intakes/assessments.
- C. WISE – retrieve household and related information from eligibility cases.
- D. Department of Education – batch interface to provide Early Access Data.
- E. Federal Government – NCANDS and NYTD Reports
- F. FACS

3.5.2.3 FACS

- A. ICAR (child support system) – referral of individuals for collection of child support for foster care children.
- B. IABC (eligibility system) – foster care information sent to determine Foster Care Medicaid eligibility and return of information on that eligibility decision to FACS for help in determining IV-E Eligibility.
- C. I/3 – fiscal/financial system for paying providers
- D. MMIS – foster care information
- E. WISE – change of address files
- F. Federal Government – AFCARS reporting
- G. JARVIS – foster care, adoption, and payment information and reports
- H. Data Warehouse – foster care and adoption data for Ad hoc queries, FACS receives data on Medical recipients.

3.5.2.4 Interfaces a New System will need to Support

- A. Central Print – State’s central printing and mailing for all forms
- B. G360 – document storage and retrieval for an Electronic Case File process
- C. Mobile technologies to allow field staff to utilize case information in a connected or disconnected state while out in the field.

3.5.3 System Architecture

3.5.3.1 JARVIS

- A. **Base Hardware:** 2 Load Balanced IIS servers each with 12 core Intel Xeon E5-2620 CPU's for a total of 24 cores, and 32GB of RAM.
- B. **Base Operating System:** Microsoft Windows Server 2012
- C. **Data Base(s):** Microsoft SQL Server 2012 & 2016
- D. **Application Language:** ASP.NET, C#, JavaScript
- E. **Reporting Tool(s):** Microsoft SQL Server Reporting Services 2016
- F. **Number of Users:** Approximately 1,800 current users. Approximately 1,200 DHS Child Welfare staff (Child Protection Workers, Case Managers, Supervisors, Clerical) are the primary users of the current system.

3.5.3.2. FACS

- A. **Base Hardware:** IBM Z13S Mainframe
- B. **Base Operating System:** Z/OS 2.1
- C. **Data Base(s):** IDMS

- D. **Application Language:** COBOL & DC-COBOL, ADS/O
- E. **Reporting Tool(s):** CA VIEW
- F. **Number of Users:** Approximately 1,200 DHS Child Welfare staff (Child Protection Workers, Case Managers, Supervisors, Clerical) are the primary users of the current system.

3.6 Potential Solutions

The DHS can foresee possible alternative means of ensuring DHS is in compliance with the ACF requirements for a child welfare system. These are:

1. Develop a new application that will be unique to Iowa based on a combination of purchasing modules and building some modules internally;
2. Develop the CCWIS with a commercial off-the-shelf (COTS) product that meets all of the core CCWIS requirements that will ensure that the DHS is compliant with the ACF rules;
3. Compliance with mandates set forth in the ACF Federal regulations; and
4. Flexible design in anticipation of fiscal limitations that may fluctuate according to budget availability.

Section 4 RFI Responses

4.1 RFI Response.

The State is seeking a better understanding in the areas listed below. Respondents are requested to submit a response to this RFI by answering the following questions. Respondents may address each question at their discretion and are not required to answer all questions in order to submit a response to this RFI.

1. Briefly describe the Vendor's organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.
2. With which cyber security national standards does the Vendor's organization/product comply?
3. The State is interested in a comparative analysis of the advantages and disadvantages of the scenarios listed in section 3.6, which would include a plan for developing all of the modules – excluding Intake and Assessment – or developing only select modules with interoperability with JARVIS and internally developed modules. Provide the Vendor's analysis/recommendations for one or both of the proposed scenarios.
4. Every project has certain inherent risks. Describe the significant risk factors associated with all outlined solutions and how they should be mitigated.
5. Provide the Vendor's experience with adherence to state standards, minimization of impact on state staff, and minimization of impact on providers and recipients. Additionally, describe the Vendor's experience staffing a project of this size with the Vendor's personnel.
6. Illustrate current experience the Vendor has with state child welfare program operations and systems. Specific to child welfare, list the state(s) in which the Vendor is currently working and describe the services/products being provided. If applicable, describe examples of Vendor initiatives which were particularly successful in aiding a state in enhancing operational efficiency. If none, explain how the Vendor's product/services would fit into child welfare

programmatic and systems requirements. Please delineate how the services/products the Vendor is providing to other states would match the solutions Iowa is seeking. Please provide specific client examples where the proposed solution has worked and is successfully operational.

7. Describe the Vendor's recommended approach to converting data from the existing FACS legacy database to its successor. In doing so, describe the basic strategy and the specific tasks required to execute the conversion.
8. Describe the Vendor's recommended approach to continuously improving data quality and reporting on the metrics base on the data improvements/management.
9. Provide an overview of the Vendor's experience with commercial off-the-shelf (COTS) products that support child welfare systems.
10. Provide an overview of the Vendor's experience with Child Welfare federal reporting (e.g. Adoption and Foster Care Analysis and Reporting System (AFCARS) and the National Child Abuse and Neglect Data System (NCANDS)).
11. Describe how the Vendor's proposed solution would support anticipated Federal initiatives in the areas of Medicaid Support and TANF Reauthorization.
12. Describe the Vendor's experience integrating solutions as part of a strategic agency enterprise application.
13. Describe the Vendor's experience in developing interoperability between state agencies (e.g. interfaces, shared modules) (preferably on similar or like systems).
14. Provide a description of the ongoing cost for maintaining each type of solution post deployment. Give specific information as to the numbers and types of resources required to maintain each type of solution.
15. Provide an overview of the technology and service offerings that the Vendor currently provides. Provide a breakdown of the number of customers served currently by the Vendor's various product offerings.
16. Describe the platform that the Vendor's system operates on (database, code base, etc.). Describe any "wraparound" systems that the Vendor offers to augment the claims payment function such as front-end document imaging, OCR, claims re-bundling, credentialing, Structured Decision Making (SDM) or medical management. Describe any mobile technology integration and/or functions the system offers or that are available. If any of these systems are third party systems, please note.
17. Include details of the recommended software solution options including database management system, licensed software for data retrieval and reporting, proposed approach to developing the custom-built software components, and, when appropriate, compatibility with other state systems software.
18. Describe any technology that the Vendor has used to address the challenges inherent in meeting the demands of an environment consisting of constant regulatory changes, with expanding requirements for data sharing. The State's specific interests include: web functionality; mobile technologies, new technologies/architectures developed and implemented for child welfare or other related programs that resulted in program savings, greater staff efficiency, error reduction, and similar benefits; development strategies and technology that achieve a rapid turn-around time for incorporating regulatory changes.

19. The State considers this to be a complex project that may span an extended period of time and requires both capability and commitment from a Vendor. The State is interested in gaining a better understanding of the Vendor's approaches to managing a similar project. Because the State is familiar with standard system development methodologies, the preferred emphasis is on an explanation of the rationale for timeline decisions and insight into the Vendor's strategies and concerns for managing the timeline.
20. Provide suggestions and considerations for the State to evaluate as the State develops the cost model and associated evaluation criteria. Describe the Vendor's pricing/reimbursement methodology. Include costs for implementation, hardware or data lines, upfront licensing, ongoing licensing, and maintenance and support. Include a copy of the Vendor's "boiler plate" customer contractual agreement.
21. Discuss the costs and benefits inherent in the Vendor's solution and compare them using the Federal Revenue Funding Stream Models (IV-E, Medicaid, CCDF etc.).
22. Include any additional comments or suggested alternatives, as deemed appropriate based on the Vendor's industry knowledge and expertise, that the Vendor feels would be beneficial to the State of Iowa.

4.2 Submission Instructions.

The Agency requests that responses adhere to the following instructions:

- RFI responses should respond to the questions included in section 4.1 of this RFI
- Feedback shall be submitted electronically to the Issuing Officer at the email address listed on the cover page of this RFI.
- Responses shall provide a signed transmittal letter on the Respondent's letterhead that includes the company and the main contact's information such as name, title, telephone, and email.
- Responses that include budgetary cost shall be submitted by general price ranges with their cost information, where applicable, to be used for reference only. No formal quotations shall be received or awarded in the RFI process.

No awarded contract shall be issued from the RFI process. Submitting a response to this RFI is optional. Submitted RFIs shall in no way bind the Agency or any other State agency to any purchase for any reason. The RFI is for information gathering purposes only. All information provided by Respondents shall be at no cost and without obligation to the Agency.

4.3 Questions About the RFI Process

This RFI contains a question and answer process to address questions from interested parties related to either clarifying the information the Agency is seeking in the RFI or regarding the process of responding to this RFI. Note that the Agency is using this process to seek feedback to assist with making future decisions and cannot address questions related to future plans at this time. Any clarifying or procedural questions related to responding to this RFI must be received by the date provided in the RFI timetable. Questions should be submitted in an electronic word processing document that is compatible with Microsoft Word software and sent as an attachment to an email directed to the issuing officer. Parties submitting questions are encouraged to request a confirmation of the issuing officer's receipt in their email.

Responses to the questions will be posted with the previously-posted RFI at the State of Iowa's website for bid opportunities: <http://bidopportunities.iowa.gov/> by the end of business on the date noted in the RFI timetable.

4.4 RFI Presentations

The Agency will make time available the week of February 26, 2018 for Vendors to provide a 90-minute presentation. Presentations may be held via webinar or in-person in Des Moines, IA.

The Agency is interested in an overview of the CCWIS capabilities including:

- An overview of the modules available within the system,
- An overview of the functionality of the system from case management thru case closure.

Vendors are requested to email the Issuing Officer to set up an appointment for your solution presentation. In your request please identify if your presentation will be in-person or via webinar. Presentations will be scheduled in the order requests are received. Vendors will be responsible for providing any materials and/or equipment needed to deliver their presentation (i.e. webinar set-up including a login for Agency participants, handouts, laptop, projector, etc...)

If you are interested in providing a presentation, you must contact the Issuing Officer no later than February 9th, 2018.

Section 5.0 GENERAL TERMS AND CONDITIONS

5.1 General Terms

- 5.1.1** Information is being requested solely to identify possible methods, approaches, and solutions associated with expected outcome.
- 5.1.2** The State of Iowa and the Agency will not enter into a contract with any respondent based on the responses provided to this RFI.
- 5.1.3** A respondent's submission of a response to this RFI will not be a factor in any subsequent competitive selection process. The Agency will provide public notice of any subsequent bidding opportunity following notice requirements associated with the respective competitive procurement(s).
- 5.1.4** Information submitted in response to this RFI will become the property of the Agency.
- 5.1.5** The Agency will neither pay for any information herein requested nor will it be liable for any other costs incurred by the respondent.
- 5.1.6** The Agency reserves the right to modify or delete any and all sections of this RFI at any time.

5.2 Clarification of Responses

The Agency reserves the right to contact a respondent for the purpose of clarifying a response to ensure mutual understanding.

5.3 Copyrights

By submitting a response, the respondent agrees that (1) the Agency may copy and distribute the response for purposes of reviewing the response or to respond to requests for public records, and (2) that such copying does not violate the rights of any third party. The Agency shall have the right to use ideas

or adaptations of ideas that are presented in the responses.

5.4 All Responses Are Treated as Public Information

With the submission of a response, each respondent agrees that information submitted in response to this RFI will be treated as public information and that no part of the response will be treated as confidential. The Agency's release of information is governed by Iowa Code chapter 22. The Agency will copy or share public records as required to comply with public records laws.

5.5 Release of Claims

With the submission of a response each respondent agrees that it will not bring any claim or have any cause of action against the Agency or the State of Iowa based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the respondent with pertinent information as intended by this RFI.

5.6 Choice of Law and Forum

This RFI is governed by the laws of the State of Iowa without giving effect to the conflicts of law provisions thereof. Respondents are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFI shall be brought and maintained in the appropriate Iowa forum.

5.7 Vendor Responsibilities.

Respondents shall submit information for explanation of products and services to the Agency.



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

Request for Information ACFS 18-119-RFI Comprehensive Child Welfare Information System

January 24, 2018 - Respondent Questions and Agency Responses:

This document includes all questions that were received by the Agency. Table 1 below lists all questions that were submitted within the guidelines outlined in section 4.3, *Questions about the RFI Process*. The Agency response to these questions has also been provided. All other questions received are listed in Table 2. Per the RFI the Agency has not responded to these questions.

Table 1 – RFI Section 4.3, *Questions about the RFI Process*, “...questions from interested parties related to either clarifying the information the Agency is seeking in the RFI or regarding the process of responding to this RFI.”

	Question	Response	RFP Reference
1.	The RFI makes 2 references to Section 1.5 however we are unable to find those sections within the document. Would you please provide us with section 1.5 or the location where we may find it?	Please refer to RFI ACFS 18-119-RFI Amendment 1.	Overview, Paragraph 5, Section 4.1, RFI Response, question number 3
2.	Will the State please clarify where the Client Services module currently resides? For example, <ul style="list-style-type: none">· Does JARVIS interface with FACS for the Client Services module;· Will a Client Service module be needed in the new system;· if multiple Client Services modules are in place, what is the State’s plan for syncing up the data?	JARVIS interfaces with FACS and the Client Services Module resides in JARVIS. The Client Services Module will need to be rebuilt and other new modules developed to house all data and functions that currently exist in FACS.	
3.	The document goes from 3.2 to 3.4 without a 3.3. Did the State intend to provide additional information in 3.3?	Please refer to RFI ACFS 18-119-RFI Amendment 2.	Section 3.3

4.	Can the State provide more detailed information on current systems in place, including JARVIS and FACS Specifically integration APIs, database structures, technical architecture documents and user guides?	All available information regarding the Department's Request for Information (RFI) for a Comprehensive Child Welfare Information System Services has been included in the RFI document that can be found on the <u>State of Iowa Bid Opportunities website</u> .	Section 3.5, Function Environment
5.	Can the State please provide additional details regarding how STAR is currently used?	All available information regarding the Department's Request for Information (RFI) for a Comprehensive Child Welfare Information System Services has been included in the RFI document that can be found on the <u>State of Iowa Bid Opportunities website</u>	Section 3.5, Function Environment
6.	Our response to guide the State decision making regarding cost is influenced by the scope, complexity and general availability of support for technology investments. Will the State make available additional information/system documentation regarding the currently functioning systems as well as the other related systems?	All available information regarding the Department's Request for Information (RFI) for a Comprehensive Child Welfare Information System Services has been included in the RFI document that can be found on the <u>State of Iowa Bid Opportunities website</u>	Section 3.5, Function Environment
7.	The Federal Assessment of the child welfare IT functionality supporting Iowa references STAR. Can the State elaborate on whether JARVIS has fully replaced the functionality of STAR?	All available information regarding the Department's Request for Information (RFI) for a Comprehensive Child Welfare Information System Services has been included in the RFI document that can be found on the <u>State of Iowa Bid Opportunities website</u>	Section 3.5, Function Environment
8.	It appears JARVIS does more than Intake and Assessment. As you reference the desire to integrate with the Intake and Assessment in JARVIS are you including all functionality in JARVIS or mostly the Intake and Assessment functionality?	We recommend Vendors make proposals for a complete system beginning to end, allowing DHS to make best determinations on what JARVIS modules we may or may not want to keep.	Section 3.5, Function Environment
9.	The RFI lists case planning and family visit/case note documentation as Jarvis Functionality. Please clarify whether case planning and family/visit case notes in JARVIS pertains to just intake and assessment or will Iowa DHS Division of Adult, Children and Family Services	We recommend Vendors make proposals for a complete system beginning to end, allowing DHS to make best determinations on what JARVIS modules we may or may not want to keep.	Section 3.5, Function Environment

	leverage case planning and family/visit case notes in JARVIS across the lifecycle of child welfare (foster care and adoption)?		
10.	The RFI lists JARVIS functionality, but omits a description of JARVIS' mobile interface. Does JARVIS have a mobile interface?	JARVIS does not currently have a mobile interface.	Section 3.5, Function Environment
11.	In this section, the last two bullets appear to be constraints / considerations when considering the first two bullets. Are the last two bullets requirements for the system, or are they constraints that the potential offeror should take into account when they are bidding on the work?	The last two bullets are requirements.	Section 3.6 Potential Solutions
12.	<p>Did the State intend for #3 and 4 below to be included in the listing of alternative means for ensuring DHS is in compliance with ACF requirements?</p> <p>The DHS can foresee possible alternative means of ensuring DHS is in compliance with the ACF requirements for a child welfare system. These are:</p> <ol style="list-style-type: none"> 1. Develop a new application that will be unique to Iowa based on a combination of purchasing modules and building some modules internally; 2. Develop the CCWIS with a commercial off-the-shelf (COTS) product that meets all of the core CCWIS requirements that will ensure that the DHS is compliant with the ACF rules; 3. Compliance with mandates set forth in the ACF Federal regulations; and 4. Flexible design in anticipation of fiscal limitations that may fluctuate according to budget availability. 	The last two bullets were not intended to be alternative means but requirements the Vendor needs to consider.	Section 3.6 Potential Solutions
13.	Could you expound more on point number 4 of 3.6 "Flexible design in anticipation of fiscal limitations that may fluctuate according to budget availability"?	Bullet #4 requires the Vendor to take into consideration our budget may fluctuate, requiring flexibility regarding when and how much of the new system may be built in any given year.	Section 3.6 Potential Solutions

14.	Bullet #3 states scenarios listed in 1.5..., however there does not seem to be a section labeled 1.5 in the document. Did you mean 3.5?	Please refer to RFI ACFS 18-119-RFI Amendment 1.	Section 4.1 RFI Response
15.	Can the State provide additional details regarding the data expected to be converted from FACS?	All available information regarding the Department's Request for Information (RFI) for a Comprehensive Child Welfare Information System Services has been included in the RFI document that can be found on the <u>State of Iowa Bid Opportunities website</u> .	Section 4.1 RFI Response
16.	The third response requirement refers to “advantages and disadvantages of the scenarios listed in 1.5”. However, no section “1.5” is provided with the RFI. Can the state please clarify where this content is located?	Please refer to RFI ACFS 18-119-RFI Amendment 1.	Section 4.1 RFI Response
17.	The third response requirement asks vendors to provide a “a plan for developing all of the modules – excluding Intake and Assessment – or developing only select modules with interoperability with JARVIS and internally developed modules”. To assist us with our response, can the State please provide a full list of required modules?	We recommend Vendors provide a response for a complete system beginning to end, allowing DHS to make best determinations on what JARVIS modules we may or may not want to keep.	Section 4.1 RFI Response
18.	It is our understanding that Medicaid Eligibility is calculated by the ELIAS system and TANF reauthorization is a part of the IABC eligibility system. Does the Agency expect the new CCWIS will handle this functionality?	No, but we expect the new system to be able to successfully interface with these and other systems.	Section 4.1 RFI Response Question 11
19.	What is the meaning of Question 12 “Describe the Vendor’s experience integrating solutions as part of a strategic agency enterprise application”?	Being able to build modules that integrate with existing systems and modules could be critical depending on the decisions DHS makes. Please describe your experience with building additional modules that successfully integrate with existing agency systems, both internal and external.	Section 4.1 RFI Response Question 12
20.	Describe the difference between questions 16 and 17.	The questions are similar. Question 16 is geared toward details of a current system the Vendor may have now. Question 17 is broader assuming	Section 4.1 RFI Response Questions 16 and 17

		the Vendor has a system or will build a new system.	
21.	Explain the comparison part of Question 21. Are you looking for the impact to existing costs that are currently funded by IV-E, Medicaid, or CCDF?	This is related to how the Vendor solution matches with federal funding options. DHS anticipates a IV-E focus.	Section 4.1 RFI Response Question 21
22.	Please clarify the question: 4.1.21. How much detail is being requested about our specific pricing and cost for our product and services, as opposed to our competent understanding of the Federal Revenue Funding Stream Models?	Detail on Vendor pricing and costs is desired in addition to how that may coordinate with the Federal Revenue Funding Stream Models.	Section 4.1 RFI Response Question 21
23.	A cost benefit analysis of the new CCWIS is an important exercise for both the vendor and the state to execute. However, we are unsure of the request to do so using Federal Funding stream models which are specific to funding for their individual programs. Does the Agency have specific guidance they can provide on this request?	DHS expects a focus on IV-E funding and cost benefit under the enhanced match rate.	Section 4.1 RFI Response Question 21
24.	When submitting our final response would we simply email that document to you at this email address?	Yes. Per the RFI, Section 4.2 <i>Submission Instructions</i> , second bullet, “ <i>Feedback</i> ” (responses) “ <i>shall be submitted electronically to the Issuing Officer at the email address listed on the cover page of this RFI.</i> ”	Section 4.2, Submission Instructions
25.	We are looking for clarification on the process to submit our response to this RFI. Is online response submission to the RFI permitted? If so, please provide the instructions on how to submit online. If it's simply by forwarding the RFI response via email to the procurement contact named in the RFI document, please confirm. Currently, the RFI does not show up in the Iowa Vendor Self Service portal, where we believe it would need to be submitted from. https://vss.iowa.gov/webapp/VSS_ON/AltSelfService	Per the RFI, Section 4.2 <i>Submission Instructions</i> , second bullet, “ <i>Feedback</i> ” (responses) “ <i>shall be submitted electronically to the Issuing Officer at the email address listed on the cover page of this RFI.</i> ”	Section 4.2, Submission Instructions
26.	Can the State provide clarity around how responses should be submitted? “4.2 Submission Instructions” on page 9 of the RFI states “feedback	This section refers to how the full RFI response should be submitted. Per the RFI, Section 4.2 <i>Submission Instructions</i> , second bullet,	Section 4.2, Submission Instructions

	shall be submitted electronically to the Issuing Officer at the email address listed on the cover page of this RFI". Is this instruction simply referring to how questions (feedback) should be submitted, or on how the full RFI response should be submitted?	<i>"Feedback" (responses) "shall be submitted electronically to the Issuing Officer at the email address listed on the cover page of this RFI."</i>	
27.	Will the RFI responses become publicly available in the public domain?	Yes. Per the RFI, Section 5.4, <i>All Responses are Treated as Public Information, "With the submission of a response, each respondent agrees that information submitted in response to this RFI will be treated as public information and that no part of the response will be treated as confidential. The Agency's release of information is governed by Iowa Code chapter 22. The Agency will copy or share public records as required to comply with public records laws."</i>	Section 5.4, All Responses Are Treated as Public Information
28.	At what point in the process will responses to the RFI become public? Is information public upon receipt, or not until after an RFP has been issued and a contract awarded?	The Agency cannot guarantee that information received in response to this RFI will not be released prior to the release of a formal Request for Proposal (RFP)	Section 5.4, All Responses Are Treated as Public Information
29.	We understand that RFI responses will become public record. Can the State please clarify at what point the responses will become public record? For example, will they become public after the RFI response deadline, or can the State hold them confidential until the conclusion of any future procurement(s) related to the CCWIS project?	<i>Responses to this RFI are a matter of public record and may be released upon request pursuant to Iowa Code chapter 22.</i>	Section 5.4, All Responses Are Treated as Public Information
30.	Could provide me with more information and details regarding the RFI you have posted for Comprehensive Child Welfare Information System Services?	All available information regarding the Department's Request for Information (RFI) for a Comprehensive Child Welfare Information System Services has been included in the RFI document that can be found on the <u>State of Iowa Bid Opportunities website</u> .	
31.	Can the State share the latest Child Welfare Annual Planning Document (APD)?	All available information regarding the Department's Request for Information (RFI) for a Comprehensive Child Welfare Information System Services has been included in the RFI	

		document that can be found on the <u>State of Iowa Bid Opportunities website</u> .	
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Table 2 – RFI Section 4.3, *Questions about the RFI Process*, “...Note that the Agency is using this process to seek feedback to assist with making future decisions and cannot address questions related to future plans at this time.”

Question	
1.	When an RFP is issued, will companies from outside the USA be eligible to apply? (i.e. from India or Canada)
2.	Will the contractor be required to come there for meetings?
3.	Can tasks (related to the RFP) be performed outside the USA?
4.	Can proposals be submitted via email?
5.	What is the estimated cost of the CCWIS system?
6.	Has the Department allocated funding for the CCWIS yet? If so, through which source (budget, CIP, state/federal grant etc)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?
7.	<p>The document mentions the following:</p> <p><i>“After information from this RFI is fully evaluated, and depending on funding and other factors, a Request for Proposal (RFP) may be published by the Iowa Department of Human Services to select a Vendor for specific work to be done which would result in a contract. The anticipated contract could procure consultants to do Business Workflow Analysis, a gap analysis between current business procedures and the existing system, a cost benefit analysis on enhancing the current application to bring it more in-line with the business processes, a cost benefit analysis on creating a new application (or any other feasible options), and/or the development of one or more CCWIS system modules/components”</i></p> <p>Does the Department anticipate releasing one RFP which will be awarded to one vendor that will provide the services outlined? Or will the Department release multiple RFPs for the services outlined?</p>
8.	When would the RFP outlined above be issued?
9.	<p>Does the department anticipate procuring any of the following? Please specify what will be procured together versus separate:</p> <ul style="list-style-type: none"> a. Quality Assurance b. Project Management c. IV&V d. Gap Analysis e. Implementation services f. Planning services
10.	<p>Does the Department anticipate procuring any of the following modules part of the CCWIS project and if so, when?</p> <ul style="list-style-type: none"> a. Case management

	<ul style="list-style-type: none"> b. Financial module c. Intake module d. Provider management
11.	When does the Department want this solution to be implemented by?
12.	Who is the technical contact and/or project manager for the CCWIS?
13.	What solutions, COTS or other, have the State reviewed and/or seen demos of?
14.	Did the State receive support from any vendors in building or maintaining JARVIS and FACS? If so, who are these vendors?
15.	What is the size and structure (roles) of the team currently maintaining JARVIS and FACS?
16.	As an option, has Iowa considered a Child Welfare solution that consists of a core platform-based product (e.g., MS Dynamics, Pega, Salesforce) for major case and financial management functions that will function within an interoperable environment to accommodate data exchanges and other Child Welfare functional components? Should this be addressed in the RFI response within the COTS solution category or are framework based Child Welfare solutions not within the scope of this RFI?
17.	Is any part of the FACS IDMS database replicated to a relational database on a non-mainframe platform?
18.	Does DHS or the State of Iowa have a defined enterprise integration architecture that leverages an integration tool (examples - Microsoft SSIS, Mulesoft, Oracle SOA Suite)
19.	Do any of the entities delivering child welfare services (Child Welfare Contributing Agencies) utilize their own systems? If so, does Iowa intend to improve integration with these systems in the future?
20.	Do any of the current systems utilize any type of 3rd-party Business Rules Engine (BRE)? If so, for what purpose and what software?
21.	Does DHS provide any public-facing applications such as a provider portal? If so, what are they and for what purpose(s)?
22.	Does DHS currently offer mobile capabilities? If so, does the current mobile environment/application allow for offline or disconnected functionality?
23.	Has the State received funding for the system and does it have an anticipated timeline for project initiation?
24.	What is your current experience with/and are you open to a cloud based system?
25.	Does data need to be held on premise in your own data agency centers?
26.	Are there any specific security requirements?
27.	Are you looking at SaaS and/or SpaaS?
28.	What type of integration systems are already in place for data today (Is there an ETL or Middlewear Tool)?
29.	When the RFP is released, is it the State's expectation that a single vendor will be engaged to do all of what is detailed in this section/paragraph?
30.	Is it the State's expectation that any data exchanges will be above and beyond the interfaces listed within Section 3.5.2, or is this an all-inclusive list?

31.	Does the State have an existing Case planning tool? If yes, is this a 3 rd party product or an internally developed tool? Please provide details.
32.	Is it the State's intent that the Case planning capabilities, included in the new system, supplement or replace the existing Case planning capability in JARVIS?
33.	Does the State use best practice type assessment tools? If not, please provide examples of the assessment tools currently in use.
34.	Will the State please clarify if JARVIS is the only system for all assessment and reassessment purposes? Does the State require reassessments be compared to previously completed assessments?
35.	What mandatory functionality would the State like to maintain with both JARVIS and FACS?
36.	Does the State have an existing Mobile solution? If not, can you provide details around what the expectations are in this area?
37.	Will the State please provide a detailed definition of the features and functionality it expects in their case management solution?
38.	In which systems do foster care and adoption placements functionality currently reside? Is it the State's intent to continue with this approach?
39.	Which system currently determines IV-E eligibility?
40.	Can the State please share information regarding the existing enterprise technology assets (Master Client Index (MCI), Identity Management, Rules Engine, Notices/Correspondence, ESB, Document Management and other assets) currently being used by Iowa DHS?
41.	Is there a desired format mode of data sharing you require as there are a number of competing methods?