

Attachment B
TECHNICAL PROPOSAL PACKET
RFP # 710-21-0048

PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:				
Address:				
City:		State:		Zip Code:
Business Designation:	<input type="checkbox"/> Individual	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Public Service Corp	
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation	<input type="checkbox"/> Nonprofit	
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Asian American	<input type="checkbox"/> Service Disabled Veteran
	<input type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Women-Owned
AR Certification #:	_____		* See <i>Minority and Women-Owned Business Policy</i>	
PROSPECTIVE CONTRACTOR CONTACT INFORMATION				
<i>Provide contact information to be used for bid solicitation related matters.</i>				
Contact Person:		Title:		
Phone:		Alternate Phone:		
Email:				
CONFIRMATION OF REDACTED COPY				
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.				
<i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>				
ILLEGAL IMMIGRANT CONFIRMATION				
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.				
ISRAEL BOYCOTT RESTRICTION CONFIRMATION				
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.				
<input type="checkbox"/> Prospective Contractor does not and will not boycott Israel.				

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* **will cause the Prospective Contractor's proposal to be rejected.**

Authorized Signature: _____ Title: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

SECTIONS 1, 2, 3, 4, and 5 -
Vendor Agreement and
Compliance

- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:		Date:	
Authorized Signature:		Title:	
Print/Type Name:			

Attachments J, K, L, and M
- Vendor Agreement and
Compliance

- Do not complete and return any of the above named attachments. They are for your information only.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with the DHS Standard Terms and Conditions as presented in Attachment J, a pro forma contract as presented in Attachment K, the Business Associate Agreement as presented in Attachment L, and the Organizational or Personal Conflict of Interest policy as presented in Attachment M. Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:		Date:	
Authorized Signature:		Title:	
Print/Type Name:			

PROPOSED SUBCONTRACTORS FORM

- Do not include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORSTO PERFORM SERVICES.

INFORMATION FOR EVALUATION

- Provide a response to each section, addressing the item/questions listed. With the exception of the request for company information and experience, each of the sections below corresponds to a section (or sections) in the RFP or Attachment A. Please see the RFP or Attachment A section number listed at the beginning of each section header below for more information on the context of each question. Prospective Contractor may expand the space under each item/question to provide a complete response.
- In addition to this section, the Prospective Contractor must also fill out Attachment C -Functional Requirements Matrix and Attachment - D Technical Requirements Matrix. Responses in these attachments be factored into the respective section’s evaluation and RAW Score.
- **Do not** include additional information if not pertinent to the itemized request.
- Each response should demonstrate a comprehensive understanding of Arkansas’ Child Welfare program and delivery system.

<u>INFORMATION FOR EVALUATION</u>	Maximum Available RAW Score
<p>INSTRUCTIONS: Please reply to the below questions in a separate document, referencing each Section Title (and number), and question number as applicable. Your proposal should have two sections: a “System Proposal” and a “Business Proposal.” Each section below indicates if the section is a System or Business proposal section.</p> <p>There is a 150-page limit to a Respondent’s System Proposal and a 100-page limit to their Business Proposal. This page limit includes any screen shots or diagrams. How these page limits are allocated across the questions/sections of the below prompts is at the Respondent’s discretion.</p> <p>To the extent that this RFP requests Draft Plans, Resumes or other artifacts, these may be attached as exhibits and not counted towards the page limits. However, please provide a clear reference to where these attached exhibits may be located.</p>	n/a

Solution Functionality -System Proposal Instructions	n/a
<p>Instructions: In total for the sections 1.1 through 1.14 below, the Respondent shall provide a summary narrative no longer than one-hundred fifty (150) pages in length including graphics and tables using an 11 point font that describes the functionality of their solution. The precise allocation of pages across sections (<i>i.e.</i> the number of pages to spend on Section 1.3 vs. 1.4) is left to the Respondent.</p> <p>In preparing the narrative, Respondents are encouraged to review the related sections in Attachment A – Agency Current Practices, Challenges, and System Needs by Functional Area and Attachment C – Functional Requirements Matrix and take the DCFS business processes and corresponding functions into consideration. Summary narratives should include at a minimum an overview of the solution’s functionality, an explanation of how the Proposed Solution for the functional area meets the mandatory requirements, Tier 1 and 2 requirements, DCFS business needs, how the Proposed Solution might support efficiencies for DCFS, and in cases where modifications are required, a description of the changes, modifications, expansion and/or 3rd party software that will be necessary in order to meet the business needs. Mobility is addressed in a separate section; therefore, each summary narrative of the other sections should identify specific functions and features not available in the mobile solution.</p> <p>In addition to responding to the specifications described above, fill out the tabs of Attachment C -Functional Requirements Matrix. Your answers to this tab of the matrix will be factored into the Score you receive for this section. Specifically, the quality and nature of how a Respondent proposes to meet a mandatory requirement, as well as the quality and nature by which a Respondent proposes to meet a Tier 1 or Tier 2 requirement, as indicated in a Respondent’s population of Attachment C, will be factored into the relevant</p>	

<p>section’s scores below. A failure to meet any requirement designated mandatory may result in the disqualification of a proposal.</p>	
<p>Attachment A Section 1.1 General Functions, 1.2 Referrals, 1.3 Investigations and Differential Response, 1.4 Assessments, 1.5 Case Management</p>	<p>5</p>
<p>This section will be scored based on a Respondent’s completion of the “1.1 General”, “1.2 Referrals”, “1.3 Investigations/DR”, “1.4 Assessments”, and “1.5 Case Management”, tabs of Attachment C, a Respondent’s narrative regarding sections 1.1. through 1.5 of Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <p>General Questions</p> <ol style="list-style-type: none"> 1. Describe your solution’s search features, including how you can search by different or multiple types of parameters, how searches are presented including whether specific searches have different formats/presentation, and how your solution maximizes the speed of retrieving search results. 2. Provide a description of the availability of detailed client history across the entire system (not just by function) in searches (Refer to Sections 1.1.1 and 1.2.5 in Attachment A for the description of the business need.) 3. A challenge for all DCFS staff is the optimization of travel. By way of example, an FSW may need to make multiple field visits at different places throughout their area and it is presently very difficult for that FSW to sequence those visits and plot an optimal route. How would your proposed solution help a State resource in identifying the optimal way to sequence and route field visits within his or her caseload? Are there different considerations for announced and unannounced visits? 4. A travel related challenge for FSWs is the provision of travel to Clients for case-related purposes. By way of example, FSWs sometimes find that they have driven a Client to the same location where another FSW is also driving a different Client and those rides could have been shared. Describe how your solution would assist DCFS in determining efficient travel for FSWs. 5. Describe your solution’s workflow and workload capabilities. How will it save employee’s time? How will it help them prioritize and address the most pressing tasks? How will supervisors and employees track and address key events? 6. Describe your solution for providing notifications of due dates, including alerts or ticklers and including notifications on mobile devices. 7. Describe any dashboards on desktops and mobile devices that you provide for reporting child welfare information. 8. Describe how your solution helps the State move towards a paperless state. Describe the types of files (video, audio, image) that can be supported in the electronic file and any advantages that offers over a paper-driven solution. 9. Describe your solution’s ability to capture narratives, contacts, and interviews while workers are in the field. 10. Describe your solution for doing automatic redaction within all types of documents, and for scanning all types of documents for specific words. 11. Describe your approach for ensuring data quality within your solution. <p>Referral Questions</p> <ol style="list-style-type: none"> 12. Describe the aspects or features of your proposed Solution that help solution users identify Referrals which may relate to the same incident or allegations (<i>i.e.</i> duplicate Referrals), and whether/how the solution handles consolidation of potentially similar Referrals. 13. Describe how your solution assists Hotline staff to avoid creating duplicate clients. <p>Investigations / Differential Response Questions</p> <ol style="list-style-type: none"> 14. Describe how your proposed Solution captures the information necessary to meet the State’s obligations related to child fatalities and near fatalities, including the tracking and publication of certain related information. 15. Describe the functionality of your proposed Solution related to support and maintenance of a Child Maltreatment Central Registry. 16. Explain how your system will handle Differential Response. Include a description of how the proposed Solution transitions from the Investigations to the Differential Response pathway and vice versa. 	

<p>17. Describe your solution for allowing staff to open multiple cases linked to one investigation.</p> <p>18. Discuss how your solution facilitates notifications in investigations, such as notifying staff regarding key dates related to completion of due process and timely automatic notification letter generation.</p> <p>Assessments Questions:</p> <p>19. Describe how your proposed Solution will be able to accommodate (provide a platform for completion and repository for information) both current and future assessment tools, including those developed by Evident Change (as discussed in Section 1.11.5 of Attachment A).</p> <p>20. Outline how your proposed Solution links all information captured by assessments to relevant Cases(s) and any other relevant files, windows, and interfaces.</p> <p>21. Explain how your proposed Solution will display the results of assessments (including legacy assessment data) in an easy to read format, allow for printing of results when required, and ensure results are easily transferred or displayed for use in relevant reports.</p> <p>Case Management Questions:</p> <p>22. Describe the ways your solution leverages the results of an assessment to assist a user developing a Case Plan.</p> <p>23. Discuss how your solution transitions cases from one type to another, including from a protective services case to an adoptive case or from a supportive services case to a protective services case.</p> <p>24. Discuss how your solution will automate and improve the current process of matching appropriate potential adoptive families to eligible children.</p> <p>25. Describe your understanding of the Family First Preventative Services Act and how your solution will meet the requirements of the Act.</p>	
<p>Attachment A Section 1.6 Client Information – System Proposal</p>	<p>5</p>
<p>This section will be scored based on a Respondent’s completion of the “1.6 Client Information” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.6 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <p>1. Explain how your proposed Solution handles unknown Clients.</p> <p>2. Explain how your proposed Solution handles Clients who are associated with multiple Cases. For example, if a Client is a mother in one Case but, in the next county, an Offender for a different Case, how would your proposed Solution account for this?</p> <p>3. Describe your solution’s process for merging and unmerging potential duplicate clients.</p>	

<p>Attachment A Section 1.7 Provider Management – System Proposal</p> <p>This section will be scored based on a Respondent’s completion of the “1.7 Provider Management” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.7 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. Discuss how your solution identifies available foster care placement matches and how it facilitates efficient ways to communicate with Providers for placements and decrease multiple contacts to the same provider (see Attachment A Section 1.7.3.1). 2. Detail the approach that your solution uses to manage the foster provider recruitment, applications, and credentialing. 3. Describe how your proposed Solution manages re-evaluations for Providers, especially for Providers that render two or more service types with different re-evaluation dates. 4. Describe how your proposed solution would provide the functionality currently supplied by the DCFS Foster and Adoption Family Portal .NET application. 5. Describe the features of your solution that support timely entry and approval of Daycare requests for prompt Daycare provider payment. 6. Explain how your solution handles reports of Provider abuse and how that impacts the availability of providers in your system. 	<p>5</p>
<p>Attachment A Section 1.8 Title IV-E Eligibility – System Proposal</p> <p>This section will be scored based on a Respondent’s completion of the “1.8 Title IV-E Eligibility” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.8 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. Describe how your proposed Solution effectively obtains and presents court orders for the Eligibility Unit’s review. 2. Describe how your solution provides the eligibility information for Medicaid determinations to users of the Solution so that the Medicaid results do not need to be manually entered, with sufficient security so that only appropriate staff are able to create, update, and review Medicaid eligibility determinations and results? 3. The work of the Eligibility Unit is presently assigned, managed and quality controlled mainly offline (<i>i.e.</i> manually tracked on spread sheets, printed paper applications reviewed for quality). What functionality can be provided that will assist with automation of the Eligibility Unit? 4. Eligibility determinations are subject to periodic Federal review. Does your proposed Solution offer any remote auditor access functionalities? If so, please explain how they function. 5. How does your proposed Solution support the assignment, management and quality assurance efforts of the Eligibility Unit, including ensuring accurate Title IV-E Eligibility determinations and the review, adjustment and tracking of payments to ensure the use of proper fund sources? 6. Please discuss how your proposed Solution would reduce the time and effort needed for the entry and review of court orders. 	<p>5</p>
<p>Attachment A Section 1.9 Staff Management – System Proposal</p> <p>This section will be scored based on a Respondent’s completion of the “1.9 Staff Management” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.9 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. Please explain how your proposed Solution tracks Staff training and certification, including the ability to block access to solution features if training or certification is absent or expired. 2. Describe your solution’s on call scheduling functionality for both DCFS and CACD. 3. Explain how your role-based security works, including how cases can be restricted to a small group of individuals. 	<p>5</p>

<p>Attachment A Section 1.10 Courts – System Proposal</p> <p>This section will be scored based on a Respondent’s completion of the “1.10 Courts” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.10 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. Please explain how your proposed Solution will allow DCFS to track its adherence to court timelines, operations, and outcomes, and assess courts’, judges’, and its own performance in accordance with those timelines. 2. Please explain how your proposed Solution will support DCFS’s preparation and distribution of Court Reports. 3. Describe your solution for creating packets of multiple documents for the preparation of Affidavits, and the preparation and distribution of other documents or information for the Courts. 	<p>5</p>
<p>Attachment A Section 1.11 Interfaces – System Proposal</p> <p>This section will be scored based on a Respondent’s completion of the “1.11 Interfaces” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.11 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. Describe your approach to working with interface partners to ensure agreements are reached and interfaces are in place on a timely basis prior to go-live of the solution. Discuss your proposed Interfaces Plan, what it will consider and how it will factor the needs and resources of the State. 2. Describe how your proposed Solution will meet or exceed any minimum type and frequency of access requirements for the solutions, databases, applications, and other interface partners listed in Attachment A Section 1.11.1. 3. Detail, by interface, whether you are able to develop the interfaces listed as either Tier 1 or Tier 2 in Attachment A Sections 1.11.1 and 1.11.2. 4. Describe your approach to testing interfaces. Include information regarding testing environment, coordination with interface partners, confirmation of data accuracy and correct operation within the Solution, and frequency and timing of testing. 5. How will your proposed Solution account for the fact that, at present, Court dockets and DCFS cases are labeled with different names (the former being the child’s last name, the latter the mother’s)? How will this interface allow critical information from the Court’s solution to reach relevant users in your proposed Solution? 6. Describe how your proposed Solution will ensure all Interfaces meet State and federal security standards, including those related to confidentiality and privacy as well as ensuring the Solution facilitates bi-directional sharing of data for all Required Data Exchanges to comply with 45 CFR 1355.52 (e) and (f). 7. Explain how your proposed Solution will ensure all Interfaces exchange and communicate required data without error and within required timeframes. If there are errors, delays, or disruptions in real-time or batch processes how will your solution handle those issues and recover any missed data? 8. Describe how your proposed Solution will interface with State travel systems to streamline the employee travel reimbursement process. 9. How does your proposed solution link work that is done inside the Solution to an external travel solution to make travel more efficient, supervisory approval faster and easier, make reimbursement of travel more efficient, and make documentation of travel by workers simpler and faster with less duplication of data entry and information. 10. Describe how you will integrate the various tools developed by Evident Change described in Attachment A Section 1.11.5. 	<p>5</p>

<p>Attachment A Section 1.12 Reports – System Proposal</p> <p>This section will be scored based on a Respondent’s completion of the “1.12 Reports” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.12 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. Describe your approach to meeting DCFS reporting requirements. Include a description of the report or query builder tool that would enable State users to develop their own reports, save reports, and automate the production of reports. 2. How does your proposed Solution support the generation of AFCARS, NCANDS, and NYTD data? How does it minimize the burden of cleaning this data prior to submission? What method do you use to gather the information required for the NYTD report? 3. Describe your solution for doing the multitude of reports that DCFS must generate, such as reports to the legislature, daily management reports, tracking reports, financial reporting, and compliance with state and federal laws and policies. 4. Outline how your proposed Solution will help display and report high-level data trends across relevant populations over time. 5. Describe how your solution allows users to generate their own reports or dashboards, including the ability to help individual workers manager their tasks and/or caseloads. 	<p>5</p>
<p>Attachment A Section 1.13 Financial Management – System Proposal</p> <p>This section will be scored based on a Respondent’s completion of the “1.13 Financial Management” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.13 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. Describe how your proposed Solution supports the encumbrance process. 2. Describe your Solution’s functionality for processing Board Payments (payments to Foster Parents and other providers), including off-cycle payments and payments at Special Board Rates. What approach do you propose for automating the Board Payment process to ensure that placements are documented into the system for timely payments? 3. Describe your proposed Solution’s capability to track all expenditures for all children receiving services from Providers, including both Placement and Non-Placement providers. 4. Describe how your solution tracks contract information, recoupments, service rates, and units of services available and remaining, (<i>i.e.</i> how much of the contract money remains unencumbered). 	
<p>Attachment A Section 1.14 General Functions – Mobility – System Proposal</p>	<p>5</p>
<p>This section will be scored based on a Respondent’s completion of the “1.14 Mobility” tab of Attachment C, a Respondent’s narrative regarding responsive to Section 1.14 in Attachment A, and based upon the Respondent’s answers to the below questions and prompts:</p> <ol style="list-style-type: none"> 1. What can your solution do on a mobile device with connectivity? What can your solution provide on a mobile device without connectivity? What cannot be done on a mobile device at all? 2. What is your proposed Solution’s ability to upload documents and files, including but not limited to: maximum file size, speed, mobile capabilities, and picture and video upload capabilities? 	

<p>RFP Section 2.13 and 2.14 Adherence to Federal Requirements - Business Proposal</p> <ol style="list-style-type: none"> 1. Please confirm your acceptance of ACF’s software licensing requirements listed in RFP Section 2.13. 2. Please confirm your ability to adhere to all applicable federal requirements listed in RFP Section 2.14. 	<p>Pass/Fail</p>
<p>RFP Section 2.2.12 Minimum Qualifications -Business Proposal</p> <ol style="list-style-type: none"> 1. Please explain how you meet all of the Minimum Qualifications set forth in RFP Section 2.2.12. Specifically address each, by number. To the extent that a Subcontractor is the means by which a Respondent meets a Minimum Qualification, please identify this. <ul style="list-style-type: none"> 2.2.12.1 Financial Stability 2.2.12.2 Experience in Child Welfare (In preparing your explanation for criteria 2.2.12.2, please also explain how your proposed Project Manager has the required child welfare experience and complete the Child Welfare Client History Form located at the end of this Technical Proposal packet) 2.2.12.3 Experience in System Transition 2.2.12.4 Proposed Solution (or Component Thereof) in Use in Child Welfare 2.2.12.5 Experience Producing Federal Reports 2.2.12.6 Experience with Mobility 2.2.12.7 Experience with Privacy 	<p>Pass/Fail</p>
<p>Company Information and Experience – Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Describe your company and all subcontractors and their roles on this Project. Please explain why you would be a stable and dependable Contractor for the State. Please confirm whether your subcontractors have, or do not have, signed agreements or letters of intent. Please explain the role of each subcontractor and the anticipated extent of their involvement. 2. Describe your experience on similar projects for similar clients. In particular, please describe your child welfare systems experience. Please demonstrate your experience in leading the design, implementation and support of large human services information systems system in a timely and cost-efficient manner. <ol style="list-style-type: none"> a. Describe three large human services DDI projects completed or substantially completed of similar size, scope and complexity to the Project identified in this RFP within the last 5 years. b. Demonstrate proven experience with system development lifecycle methodologies and with the development environment that Proposer is proposing for this Project. <p><i>Please note, as this section is holistic, the State may consider information provided elsewhere in a Respondent’s proposal when scoring this Section.</i></p>	
<p>RFP Section 2.3 Project Governance and Project Management - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Discuss your experience with collaborating with the Project Governance Body and the State’s PMO, including how you will incorporate feedback and direction. Describe how you will work cooperatively and effectively with the PMO and the IV&V oversight vendor. 2. Describe your project management methodology, tools and techniques that will be used to support the project from initiation through M&O which addresses the State’s business needs including deployment of the solution, and support of the solution throughout its lifecycle. Describe policies and procedures employed to ensure the timely completion of tasks to a level of quality expected of a professional firm. 3. Describe your risk and issues management approach, including interactions between you and the State in this process. Describe any expected risk areas and initial mitigation plans. Include references to the use of any specific methodologies, as well as any specific tools being used. 	

<ol style="list-style-type: none"> 4. Describe your approach to managing the project lifecycle and M&O documentation. This should include, at a minimum, a discussion regarding the repository that will be used to store and share project and M&O documentation, and the approach to ensuring project team members use the repository, maintaining documents, document security, repository back-up and transition of ownership at the end of the Contract period. 5. Provide a draft Integrated Project Management Plan, Project Schedule, and Project Status Report template. 6. Describe how you will develop and manage an integrated master project schedule. 7. Discuss your deliverable development, submission, quality assurance, and review process, including your standard timelines for deliverable reviews. 8. Describe your Project Change Management approach and explain how you follow the Project Change Management process, providing examples from previous experience where applicable. 9. Explain your understanding of Organizational Change Management and your approach and role in this project activity. 	
<p>RFP Section 2.4 Overall SDLC Approach - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Describe your proposed SDLC methodology for the solution. Include in the response a description of what you believe will be an effective SDLC methodology for both your proposed Solution and for the State during the implementation of the proposed Solution. This should focus on how the different phases interrelate to ensure the requirements are further defined and result in a tested solution which addresses the State’s business objectives. 2. If you are proposing a COTS solution, describe how you define the terms Customization and Configuration. Describe how your COTS product of service will provide a more economical, efficient and effective approach to service delivery and program administration than the use of a custom built or transferred IT solution. 3. Describe the protections and safeguards that clearly demonstrate that the State maintains complete administrative control and ownership of its data. Describe how the State will retain ownership of its data stored transformations so the State’s data may be reliably and easily extracted in industry standard formats. 4. Describe your plan for designing the Solution Architecture, including the set of technologies that support the Solution, detail the software components, design patterns, technology infrastructure and the conceptual, logical and physical architectures for the solution. 5. Describe the environments you require to complete this project and the necessary hardware, software and tools required for each required environment. This should include all environments being proposed. This description should include all hardware and software items that will be required to make each environment functional and how these will leverage/can be leveraged by other State related efforts (if applicable). 6. Describe how you intend to maintain physical and logical security of the solution and its implementation relative to the services it provides. Provide a draft Solution Security Plan. 	
<p>RFP Section 2.5 Solution Design, Development, and Implementation</p> <p><i>All answers to the questions and prompts related to subsections of 2.5 will be scored as a single criterion, with the exception of 2.5.4 and 2.5.6 which are broken out separately and scored separately. The other subsections of 2.5 are broken out below for organizational purposes.</i></p>	<p>5</p>
<p>RFP Section 2.5.1 Solution Design, Development, and Implementation: Planning and Management - Business Proposal Section</p>	
<ol style="list-style-type: none"> 1. Describe your approach to ensure the quality of the project and solution and include details on: management of Federal, State, and project requirements through the traceability matrices, change readiness, and metrics to analyze quality goals, compliance, and management of defect and issue tracking. 	

<ol style="list-style-type: none"> 2. Describe your approach to how you will work with the State during the bootcamp and project kick off period to ensure roles, responsibilities, and expectations are identified and documented, and training or other preparedness activities have occurred to adequately prepare the State for requirements validation sessions. 3. Describe your process for managing your project team composition, as well as the coordination approach with other project entities including State staff and others. 4. Provide a table with sufficient detail to demonstrate how your product or solution meets – or contributes to meeting –1355.52 (a) - (h) and 1355.53, including, at a minimum, modular design, plain language, and sharing and reusability requirements. 5. Describe your overall plan, roles and responsibilities, and key activities necessary to promote data quality within the Future System, including how you will continually track, monitor, and report on the status of compliance during the project. 	
<p>RFP Section 2.5.2 Solution Design, Development, and Implementation: Requirements Validation - Business Proposal</p>	
<ol style="list-style-type: none"> 1. Describe your process for requirements validation, including how you will work with the State to understand the solution requirements and how you will review and validate the detailed Functional and Non-Functional Requirements documentation. 2. Describe how you will take into account State resource constraints when building the requirements validation schedule (staggered sessions, not having multiple meetings in parallel, adequate duration) to ensure State resources can participate in the required sessions to complete a detailed analysis of what needs to be built in the Future solution based on Arkansas’ unique requirements and child welfare practices. 	
<p>RFP Section 2.5.3 Solution Design, Development, and Implementation: Design and Development - Business Proposal</p>	
<ol style="list-style-type: none"> 1. Please fully describe your proposed approach to design and develop the solution. Please include, in your description, the project documentation you propose to create with and for the State and its PMO, any expectation or need you have for State support or resources, a description of what you believe will be an effective approach to validating the requirements and developing detailed designs (e.g., JAD sessions, usability studies, managing policy changes), and how business requirements are translated into solution architecture. <ol style="list-style-type: none"> A. If your approach is a Waterfall approach, what are the proposed steps? If your approach is an Agile approach, what are the proposed steps, how long is each sprint, and how do you propose to deal with the backlog? B. If your approach is an Agile approach, what are the proposed steps, how long is each spring, and how do you propose to deal with the backlog? 2. Describe your expectations for state staffing of the project, including both business and technical staff. Include detail for both full-time and part-time expectations and identify the key points where State participation is critical to success. If you are proposing an Agile solution delivery methodology, describe staffing requirements for State Product Owners (s), including where they are Responsible or Accountable for review or approval activities within Sprints or Iterations. Similarly, if you are proposing a Scaled Agile framework, describe the key points where State Product Owners (POs), stakeholders, or key executives are required to provide approvals of the that features have been developed. 3. Describe how you will work with the state to design and develop a solution that reflects the desired future state and does not merely replicate features, functions and processes in the legacy CHRIS system. Include how you will ensure the solution supports modularity, is based on user 	

<p>experience and user design principles, addresses the needs of users and other stakeholders, and provides the efficient, economical, and effective administration of DCFS programs.</p>	
<p>RFP Section 2.5.5 Solution Design, Development, and Implementation: Testing - Business Proposal <i>(note: the questions that correspond to RFP section 2.5.4 and 2.5.6 are below as they are scored separately from this section)</i></p>	
<ol style="list-style-type: none"> 1. Describe what you believe to be an effective testing approach to ensure that the solution is functioning and processing data correctly. This plan should include the testing approach from unit testing through UAT. This should also include a discussion regarding the anticipated level of automated testing scripts and how these will be handed off to the M&O team for ongoing regression testing, as well as a thorough description of how you will work to ensure all project and design requirements are identified, tested, and validated, including critical activities related to achieving compliance to Federal requirements documented within 45 CFR 1355.52 (a) - (h) and 1355.53. 2. Describe the processes, activities, and steps you will use to ensure that by the time UAT is started, the incidence of defects is limited so that UAT and end-to-end testing can be completed within identified timeframes. Describe the roles and responsibilities and support that will be provided during UAT. 	
<p>RFP Section 2.5.7 Solution Design, Development, and Implementation: Steady State (Warranty Period) - Business Proposal</p>	
<ol style="list-style-type: none"> 1. Describe how you plan to identify, classify, and manage any required warranty fixes including the timing for doing fixes and how this will integrate with the M&O processes. 	
<p>RFP Section 2.5.4 Solution Design, Development, and Implementation: Data Quality, Data Conversion, and Migration - Business Proposal</p>	5
<ol style="list-style-type: none"> 1. Describe your approach to Data Conversion that will optimize the level of automated conversions including the tools that will be used. Describe your approach in detail around mapping of data elements between the source and target solutions, extraction, transformation and load. 2. Describe how you will ensure data and information integrity and consistency in the solution, both during conversion and migration and thereafter, per CCWIS requirements. 3. Describe your approach to testing converted data. 4. Provide a draft Data Conversion Plan, including a high-level schedule that supports ensuing data is clean, accurate, and complete in advance of the corresponding UAT period. 	
<p>RFP Section 2.5.6 Solution Design, Development, and Implementation: Implementation and Go-Live - Business Proposal</p>	5
<ol style="list-style-type: none"> 1. Describe your methodology, tools, and techniques for rolling out the Future System according to the State’s desire for a limited phased approach. Describe how you will work the State to plan, deploy, exercise, and validate full readiness and preparedness across people, processes, data and technology in a pre-production or production environment. For the Pilot, describe the resources, roles and responsibilities and high-level strategy and approach for doing a Pilot that validates implementation readiness, but also mitigates risks for engaging a large segment of end-users who are focused on existing child welfare and case management activities in the legacy system. 2. Describe your approach to successful phased deployment strategy, considering geographically remote locations that may require an extended period of time for roll-out, including communications, training (including multiple types of materials – online refresher training, desk-side support tools, and tips and hints, known and approved workarounds), and on-site support to ensure users have a positive experience with adopting to the new platform, processes, and tools. 3. Describe how Organizational Change Management (OCM) and training activities will be completed for both the Referral module and the remaining modules, features, and functions to ensure that both populations have adequate time to prepare, sufficient time to attend training, and have the proper communications to successfully mitigate implementation risks and end-user acceptance of the new solution. 	

<ol style="list-style-type: none"> 4. As part of change management and readiness, provide an overall strategy based on previous experience with similar projects. Include a detailed list of roles, responsibilities and activities for the various Go-Live support activities, including the War Room, Contractor-led on-site support, and potentially the use of State Change Champions or Super Users across various counties to ensure users and supported and able to seamlessly and efficiently use the new system. 5. Describe how State acceptance will be documented and the implementation phase of the project closed out, including final testing and validation that all compliance criteria have been met, and if requirements or compliance activities have not been met, describe your approach to work with the State to document those gaps. 	
<p>RFP Section 2.6 System Hosting - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Describe how you propose to host the solution. Please include all components (<i>e.g.</i> OS, servers, data center, network, storage etc.) and the related managed services (<i>e.g.</i> back-up, disaster recovery) required to provide the hosting as a service. Describe how you will provide, operate, and maintain the facilities and technology infrastructure (<i>e.g.</i> data center, racks, servers, storage, network and operating solution, engineered appliances, <i>etc.</i>) required to support the Solution, including the disaster recovery environment. If the proposed Solution is a cloud-based or SaaS solution, please explain how this best meets the needs of the State. 2. Describe your approach to reestablishing operations in the event of a catastrophe, as well your envisioned approach to developing a disaster recovery plan for the State. Include the required components, configurations and procedures to enable a recovery. 	
<p>RFP Section 2.7 Project Staffing - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Provide a Staffing Plan and associated organization chart detailing the number of personnel, level, roles and responsibilities, and team reporting relationships, and identify the approach to providing “shoulder-to-shoulder” links for key staff roles between Contractor staff, PMO staff, and DCFS staff. Please ensure that all details listed in a. through f. of RFP Section 2.7.1 are included in your response. 2. Provide a list and description of subcontractors and their key personnel that will be performing the services rendered by this Contract. 3. For each Key Person proposed in Section 2.7.2, please furnish the following: <ol style="list-style-type: none"> A. Resume: The resume will include the candidate’s education, training, experience and qualifications outlined below: <ol style="list-style-type: none"> 1. Education and Training: Respondent will list the relevant education and training of the proposed candidate and demonstrate in detail, how a candidate’s education and training relates to their ability to properly and successfully perform the intended duties and obligations in this RFP. 2. Required Experience and Qualifications: The Respondent will show how the proposed candidate meets the experience requirements for the position. For each proposed candidate, the Respondent must provide the following profile information: <ul style="list-style-type: none"> • Full Name of project or engagement • Contact Information • Date(s) of Experience • Description of Duties 4. For the Engagement Director/Executive and the Project Manager (<i>See</i> RFP Section 2.7.2) please submit two written references, per individual, from clients similar to DCFS. Please submit these references as part of your printed proposals (and electronically with the electronic submission). 5. Describe your staff’s experience in the health and human services and child welfare services sectors. 6. Describe the locations where you propose to perform work associated with this RFP. Indicate the site(s) from which you will perform the relevant tasks identified in this Proposal. If the site(s) for a specific task changes during the Contract term, provide a timeline reflecting where the task will be 	

<p>performed during each time period. Please identify a proposed location for the Local Office contemplated by RFP Section 2.7.5.</p> <ol style="list-style-type: none"> 7. Specifically identify where the Key Personnel identified in RFP Section 2.7.2 will be physically located for the duration of the Contract and your plan for on-site presence of staff. 8. Describe your plan to replace staff throughout the duration of the Contract within the timeframes specified in RFP Section 2.7.3. 9. Describe your overall staff management approach, including internal standards, policies and procedures regarding hiring, professional development and human resource management. 10. Describe your process and methodology for retaining personnel and ensuring that Key Personnel are consistently engaged on this Engagement. Please also discuss steps you have/will take to minimize staff turnover. 11. Describe how your proposed team (including subcontractor(s), if proposed) has a proven track record of successfully collaborating in a similar environment to the environment outlined in the RFP. This should include experiences working with a team to improve DDI and M&O efficiency and effectiveness. Describe how you and any subcontractor(s) will ensure that the proposed team will achieve the required team dynamics. 12. Describe how you will be responsive to the day-to-day customer service needs of the State (<i>e.g.</i> how phone calls about training logistics will be fielded, how State access to the Contractor Local Office will be handled, etc.) 	
<p>RFP Section 2.8 Training - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Provide a draft Training Plan that adheres to the requirements listed in RFP Section 2.8.1. 2. Describe how State Staff will be provided the required technical and functional training. Describe how external users will be trained. 3. Describe what you believe to be an effective approach to training all end-users who will use the Solution including executives. Please include different classifications of users, the proposed method of training for each of these classifications of individuals, estimated duration of each component of the training program, and the method to be used to ensure that the training was successful. Include the tools and techniques you plan to use in training. 4. Describe what you believe to be an effective approach to Knowledge Transfer including a description of the approach to ensuring super users and technical personnel have an appropriate level of understanding of the Solution. 	
<p>RFP Section 2.9 Maintenance & Operations - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Please explain how you will perform the System Monitoring contemplated by RFP Section 2.9.1, including any experience performing similar duties for similar clients. 2. Please explain how you will work with OIT to provide Level 2 and 3 Technical Support in accordance with RFP Section 2.9.2, including any experience performing similar duties for similar clients. 3. Please explain your approach to proposing upgrades to the solution in accordance with RFP Section 2.9.35. 4. Please detail your experience keeping system documentation similar to what is contemplated in RFP Section 2.9.46. 5. Please confirm your ability to collaborate with the State as required by RFP Section 2.9.57. 6. Describe how the State will maintain reliable access to the Future System and the standards for operational uptime and data security. 	
<p>RFP Section 2.10 Privacy, Confidentiality, and Security - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Please state your understanding of 45 CFR 1355.52 (d) (iii) and explain how your Solution will ensure that this requirement is met. In your answer, please describe how your Solution can manage confidential data. 2. Describe all privacy and security incidences (<i>i.e.</i> a breach, improper disclosure) affecting the information of over 10,000 individuals that have occurred in systems implemented or maintained by the Respondent (its subsidiaries and affiliates) or any subcontractor within the past five years. Describe how you handled the incident(s). 	

<ol style="list-style-type: none"> 3. Provide a proposed System Security Plan in accordance with the details outlined in RFP Section 2.10. 4. Describe how your proposed Solution will protect sensitive information, including but not limited to Client information, Provider information and Staff information. 5. Detail how all collected assessment information (including legacy data captured from assessments conducted before the solution) will be stored securely in your proposed Solution, including meeting all relevant federal and State confidentiality standards and requirements. 6. How will you ensure security and confidentiality of case management information, while allowing for a free flow of information accessible through various means? 	
<p>RFP Section 2.11 Transition to Subsequent Vendor - Business Proposal</p>	<p>5</p>
<ol style="list-style-type: none"> 1. Please confirm your acceptance of the end of contract obligations outlined in this section. 	
<p>RFP 2.12 Technical Requirements, Attachment D Technical Requirements - Business Proposal</p>	<p>5</p>
<p>This section will be scored based on a Respondent’s completion of Attachment D (all tabs) and based upon the Respondent’s answers to the below questions and prompts.</p> <ol style="list-style-type: none"> 1. Please explain your proposed Solution’s role-based security solution, including the possible types of profiles, the ability to create customized profiles, any limitations on the number or types of profiles, the ability to create quality reviews of security access reports, and ability to set temporary security access (with or without set expiration dates) and any other features which are included in the proposed solution which may be of interest or benefit to the State. 2. In the event that the State wishes to add more information fields to the information tracked in the solution (e.g. new fields to the Staff Directory, about a Provider type) after implementation and go-live of the Solution, what would be required to accomplish this in your proposed Solution? 3. What is the recommended set of specifications for a users’ computer? What is the minimum specifications? What is the recommended and minimum specifications for mobile devices? 4. Please complete the Technical Requirements Matrix Attachment D. Your answers on this matrix will impact the evaluation of this section and the Score you receive for this section. Please note: a failure to agree to a mandatory requirement in Attachment D may result in the disqualification of a Respondent. Also, the number of Tier 1 and 2 requirements agreed to may impact this section’s score. 	