GOVERNMENT OF PUERTO RICO

Department of Health
Auxiliary Secretariat for Family Health, Integrated Services and Health Promotion
Maternal, Child and Adolescent Health Division

REQUEST FOR PROPOSALS FOR:

EARLY INTERVENTION SYSTEM'S DATA MANAGEMENT SYSTEM

RFP Number: SP-2022-2023-011-MCAHD

RFP Publication Date: October 19, 2022

RFP Due Date: October 31, 2022

Table of Contents

(To be finalized, named, and listed)

INTRODUCTION

RFP Purpose

The Puerto Rico Department of Health has issued this Request for Proposals (RFP) to solicit responses, define minimum contract requirements, detail response requirements, outline the process for evaluating responses including selecting a contractor to provide the needed goods or services. Through this RFP, the Puerto Rico Early Intervention Program seeks to procure the most favorable, competitive solution and give ALL qualified businesses, including those that are owned by minorities, women, disabled veterans, and small business enterprises, an opportunity to do business with the territory.

The territory is soliciting a third-party software solution for an early intervention data system. This data management system will maximize the collection and reporting of record-level data and other information necessary for the Part C, Individuals with Disabilities Education Act (IDEA).

The final approved software solution will be hosted by the territory but will be managed by the selected vendor. The solution must be a web-based application with no workstation client software or code required, other than a browser. The software must be user friendly and flexible, with the ability to respond to changing federal US mandates, and satisfy the requirements set forth in this RFP. (More detailed technical requirements are included later in this RFP.)

The State's budget for the contract awarded through this RFP is $750,000-$950,000 under accounts: E1290-272-071-0000-06F-2022-H22H181X210038 (PS8.4), and E1290-272-071-0000-081-2022-22-H181X210038 (PRIFAS). This amount is inclusive of the final software solution and an additional 3 years of vendor management of the solution after initial deployment.

Program Description

The Federal Individuals with Disabilities Education Act (IDEA) Part C requires and funds state and territory programs that provide services to eligible infants and toddlers birth through age two and their families. These children have disabilities or suspected disabilities. The Puerto Rico Early Intervention Program for IDEA Part C – Avanzando Juntos – resides within the Maternal, Child and Adolescents Health Division of the Department of Health. Early intervention services are provided island-wide through seven regional programs led by regional supervisors. The data management system must support approximately 150 users across all regional programs to access the solution in addition to the program staff at the head office.

RFP SCHEDULE OF EVENTS

The following RFP Schedule of Events represents the territory's best estimate for this RFP. Events and dates are subject to change.

EVENT	DATE
1. RFP Issued	Oct. 19, 2022
2. Written RFP question and comment period opens	Oct. 24, 2022
3. Responses to written questions and comments received,	Oct. 28, 2022
4. Proposals due	Oct. 31, 2022

PRE-PROPOSAL VENDOR INFORMATION AND REQUIREMENTS

RFP Availability

This RFP is available from October 19th until October 31, 2022. To submit a proposal, the vendor will request the proposal instruction package by sending an email to subastas@salud.pr.gov.

RFP Questions and/or Comments

Interested vendors may submit questions or comments in writing related to the RFP only during the period noted in the above table. Where applicable, include the page number and direct language from the RFP with submitted questions and/or comments. Written questions and comments should be submitted to subastas@salud.pr.gov.

GENERAL SUBMISSION REQUIREMENTS

Vendors submitting a response to this RFP must adhere to the following general requirements for their proposals to be considered responsive and eligible for evaluation.

1. Both the Technical and Cost Proposals could be provided in both Spanish or English
2. Separate Technical and Cost Proposals must be submitted. Each must have a separate cover page with proposal type, vendor name, date, and RFP number.
3. Proposals must be double-spaced using Arial, Times Roman, or Calibri font. Body text should be in 12-point font, with appropriately upsized headings. (If applicable,).
4. Hard or electronic copies of both Technical and Cost Proposals must/may be submitted. Paper proposals are to be submitted to:
   - Departamento de Salud
     Oficina de Subastas, piso 2, Oficina 223
5. Both Technical and Cost Proposals must be received by 4:00 PM Puerto Rico time on or before the Proposal Due Date (October 31, 2022). Late proposals will be considered non-responsive and will not be evaluated.
6. Technical Proposal
   - A vendor's Technical Proposal must address Required Technical Requirements
   - A vendor's Technical Proposal must address Required System Functionality
   - In addition, that portion of the Technical Proposal addressing Required System Functionality must be organized for ease of reviewer reading and scoring.

   The Puerto Rico Department of Health may determine any vendor's response as non-responsive and reject it without review if the Technical Proposal fails to meet all of the above criteria.

EVALUATION AND SCORING

All Technical Proposals meeting the above General Submission Requirements will be read by all evaluation committee members. Evaluation committee members will independently evaluate and score each Technical Proposal on the first four areas in the table below and assign initial points up to the maximum shown.

Points Possible by Evaluation Area

Area	Points Possible
1. Technical Proposal: Technical, security approach, inclusive of system functionality	30
2. Technical Proposal: Previous applicable experience	15
3. Technical Proposal: Staff and business qualifications, availability, project schedule	20
4. Technical Proposal: Warranty, training, support, documentation	15
5. Cost Proposal: Total *including* 3 years post deployment maintenance	20
Total Possible Points	100

After independent evaluation by each evaluation committee member, all evaluation committee members will convene to discuss the strengths and weaknesses of the Technical Proposals. Committee members will have the opportunity to modify their original Technical Proposal scores based on discussion.

Technical Proposal Evaluation

Evaluation committee members will independently evaluate and score each Technical Proposal in the four areas described below.

1. Technical and Security Approach, Inclusive of System Functionality (max 30 points)

a. Include required information described in Appendix A- Technical Requirements.
b. Address the each required technical requirement found in Appendix B. Required System Functions ad respond to the requires system function using the provided response options.

2. Previous Applicable Experience (max 15 points)

A thorough understanding of IDEA Part C is critical to this work. Provide a brief history of firm's experience in performing work similar in nature to those needed for the prospective contract. Describe experience working with public agencies, IDEA, Part C in general, and developing **child/client-based data systems**. Similar IDEA Part C case management systems built for other states should be described in detail.

Provide 2-3 letters of support from previous clients or other entities that support applicable experience.

Describe the firm's programmer base (number of programming staff, number of staff assigned to this project, and other general descriptions of vendor business and relevant experience.

3. <u>Staff and Business Qualifications Availability, Project Schedule (max 20 points)</u>

Describe the firm's proposed project team and their qualifications in developing case management systems. Identify the vendor's proposed project manager and proposed key staff, including programmers/coders for this project. (Key staff resumes should be included in an appendix.) Denote proposed key staff availability for this project.

Describe the firm's methods of coordinating and expediting all elements of projects (similar to the project described in this RFP) to meet delivery schedules without sacrificing quality. Describe the firm's approach to prioritizing work for multiple clients, and adjusting the level of effort if needed, in order to meet the proposed schedule while keeping a project within budget.

Describe the firm's project approach and provide a proposed schedule to address.

<u>Primary deliverables</u>

1. Approved *Communication Plan*
2. Final *Project Plan and Schedule*
3. Establish work environments for internal and external access and use (state staff, vendor programmers, IT)
4. Child-based functionality
    a. IFSP
    b. Etc.
5. Part C Report
6. System testing
7. UAT (user acceptance testing)
8. ETL legacy data into new system
9. Documentation associated with every design
10. Training materials
11. Any other deliverable vendor identified by the vendor

4. <u>Training, Support, Documentation, Warranty (max 15 points)</u>

a. **Training** Fully describe the vendor's training sessions using the train-the-trainer model. The sessions should be addressed to the EIP's personnel according to their level of access to the system. PREIP's personnel includes the State Team (Part C Coordinator, Operations Coordinator, Program Evaluator and Data Manager), and the regional programs' teams (Regional Supervisor, Data Entry

Personnel, Service Coordinators and Service Providers)

b. **Support** Fully describe vendor's support of data system, including:
   - Bug fixes
   - Minor and major planned updates
   - Planned for updates
   - Ongoing operations and maintenance for the 3-year (36 month) period beginning on the go live date.

   Describe availability of vendor to support above tasks. Provide expected response times for addressing data system updates, disruptions, and minor bug fixes.

c. **Documentation** Describe firm's approach to developing and maintaining system documentation and assists. Include how vendor will develop and maintain, and proposes to work with PR (IT, state, and where applicable local) staff where

d. appliable, on data system:
   - training material
   - system helps
   - data dictionary
   - local agency user manual
   - state agency user manual

   Describe vendor expectations and request of PR state staff with documentation, including document updates, document management, system documentation updates.

e. <u>Warranty</u> Describe warranty on data system, data within the system. Describe what is proposed to keep the data system maintained and updated for the 36-month period after deployment.

Cost Proposal Evaluation

After scoring all Technical Proposals the Cost Proposals will be open and scored based on the calculation shown below. The vendor's Cost Proposal will be evaluated on the total cost of the data system provided AND that total cost must include an additional 3 years of vendor operations and maintenance to support (but not host) the system. The 3-year period will support any system updates, annual updates, and general bug fixes to address required system functionality.

The lowest priced Cost Proposal will receive the maximum number (20) of cost points. All higher cost proposals that meet the general requirements will receive a proportionally reduced number of cost points. Cost points will be assigned using the following formula:

$$(1-((B-A)/A))*20 \text{ points})$$

Where:

A = Total cost of ***lowest valid proposal***
B = Total cost of ***proposal being scored***

The evaluation committee may request the vendor of the top scoring proposal, and if desired vendors of the next one or two highest scoring proposals, virtually demonstrate their solution (assuming vendor has developed similar data systems) to the evaluation committee. If demonstrations are conducted, the evaluation committee shall reconvene after all demonstrations and establish final proposal scores.

Where best and final offers are provided, the final cost points will be adjusted assuming no substantive changes made to functionality.

PROGRAM/AGENCY PROJECT MANAGEMENT AND SUPPORT

The Puerto Rico Early Intervention Program will hire a person/entity for project management purposes. The project manager will be available for 120 hours each month to work with the vendor and the Program to answer their questions on day-to-day decisions, manage timelines, conduct alpha testing, report internally on progress and issues to agency and program staff, work internally with procurement (if problems occur), approve deliverables alongside the State Team, be involved with local training, changes, review support documentation, suggest, negotiate, and oversee any state directed change orders, and perform any other related work. The Department of Health IT office, the Part C State Team and Regional Programs and the State Interagency Coordinating Council will be the oversight groups of this project.

APPENDICES

Appendix: A

REQUIRED TECHNICAL REQUIREMENTS

Security Considerations	Vendor Response
1. The system's role-based access (state program staff, local program staff, contracted service providers, parents/guardians, service coordinators, etc.) will comply with HIPAA, FERPA and other state privacy laws and requirements. (Describe how the system will restrict system users to only what they should be able to access.)	
2. The system must have a level of password strength and authentication of at least 8 characters, one capital letter and a special character.	
3. The system will maintain access only for currently authorized users. (For example, automatic expiration of inactive users after 6 months, automatic notification sent to local and state system administrators of inactive users.)	
4. The system will have a level of data encryption of HL7.	
5. Secure data transference should be supported.	
6. End users' connection to the system time-out after 10 minutes.	
7. Security standards and industry security standards will be required for the system, such as change of passwords every 35-40 days.	
8. Environments will need to comply with and maintain compliance with all state security requirements, such as different role-based access.	
9. Security measures are in place on all environments where data will reside, such as firewall.	

Access Considerations	Vendor Response
1. The system will be supported by and be responsive with all end-user web browsers browser and versions.	

Architecture Considerations	Vendor Response
1. The system should be written in DEVOPS program language.	
2. The requirements for the system information technology platform (hardware, software, database, network) will be preferably Windows – SQL or Oracle. The Program is open to hearing other suggestions for this solution.	
3. VMWare Windows and Lynux will be the infrastructure specifications will support the different environments (development, testing, staging, production, reporting, training, disaster recovery), including but not limited to specifications for servers, load balancers, clusters, storage, operating systems, and databases.	
4. HL7 Interoperability standards will be used.	
5. The system will be deployed as a web-based application as IIS Cloud based or a web server suggested by the vendor.	
6. Third-party tools should be incorporated into, used by, or the system should be compatible with, such as Business Intelligence tools, reporting and data visualization tools, qualitative analysis tools.	
7. Data Warehouse will be used to extract, transform, and load (ETL) legacy data. Describe procedures to address potentially incompatible data.	
8. Describe how will legacy data and new data be accurately processed together for reports that span the transition period between legacy and new system (Data Migration).	

9. The Part C program will perform user acceptance training (UAT) and how will UAT be supported?	
10. In-system helps will be incorporated into the system, such as “Frequently Asked Questions (FAQ) and email or real time live assistance such as a help desk.	

System Performance, Availability, Maintenance Considerations	Vendor Response
1. Go live date July 1st, 2023 -	
2. Initial deployment schedule will include first demo, approval, and production. This will need to be included in a development plan.	
3. The system will need to be maintained to ensure compliance with any new federal or state requirements. A 3-year maintenance XXX must include support and any change in requirements.	
4. System maintenance, including major and minor updates as well as hot fixes, will be scheduled for evenings and weekends.	
5. Scheduled and emergency updates be communicated to via email and a message to the system users posted in the home page.	
6. System quality assurance and functionality will be monitored by the Part C Program.	
7. What tools will be used to manage and track system issue management and correction?	
8. Who will have access to issue management tools?	
9. What incident response system will be in place in the event of a data breach? (Data Gov Toolkit: Data Breach Response)	

System Performance, Availability, Maintenance, and Environment Considerations Environment Considerations	Vendor Response
1. What system environments of development, testing, production, reporting, training will be established.	
2. What roles will have access to each environment? Development – vendor, State team Testing – vendor, state team, regional programs Production – vendor, state team Reporting – vendor, state team, regional programs Training – vendor, state team, regional programs	
3. All data environments will be monitored for performance by the PR DoH IT Office.	
4. How will the production environment scale to meet load requirements?	
5. The production environment will have a daily backup schedule.	
6. Redundancy and failover metrics will be supported on production environment by PR DoH IT Office	
7. The disaster recovery process will be in place is MWare, Azure.	

Appendix: B
REQUIRED SYSTEM FUNCTIONS

Vendor Levels of Development

The following data system functionality is desired and generally deemed required in the new system. Within the Technical Response, vendors should respond to each function listed according to one of the three options below with a detailed explanation under the "Vendor Response" column. (Vendors who respond to functionality with simply a number [1,2,3] will be redeemed unresponsive.) Please use additional pages if needed, noting the specific section and function (e.g. A1, B1, etc.) for clarity. Note vendors with additional non-listed functionality that wish to provide that functionality as part of their proposed PR solution, should add additional rows describing that functionality.

1. Vendor already has developed this functionality
   Describe how current system supports this functionality **and** clearly note if this ***functionality can be demonstrated*** by the vendor if selected as a finalist. Strong responses to an item or requirement at this level may include:
   - Links to currently active websites or staging/demo websites
   - Screenshots showing evidence of functionality in currently available products
   - Clear and documented evidence (e.g., data system user manual) of how this functionality is currently in available products
   - Any other evidence deemed relevant to the item proposed included as an attachment

   Example: B1. The system will search for existing "same child" records when a "new" child record is being created. The system will run matching/partial matching criteria and return possible "same child" records that already exist in the system.

   Vendor Response: Screenshot #12. a shows our developed data system has the capability of searching the existing database for a child record and presents the user with potential matches. Shown are key child level data elements to assist the user (e.g., date of birth, city/state of primary address). If no potential match is found, the user is provided with an option to create a new child record (Screenshot 12.b.)

2. Vendor **has not** developed this functionality but agrees to develop this functionality if awarded the PR contract
   Vendor shall briefly describe how vendor anticipates building out the functionality. Include any inherent,

anticipated, or significant challenges to developing the functionality. Strong responses to an item or requirement at this level may include:

- Clear, explicit descriptions of how this functionality can be developed within the timelines and budget referenced within this RFP
- Mockups of any proposed functionality to be developed
- A proposed implementation schedule to demonstrate the planned approach for delivery of the item(s) or requirement(s) noted for this level.
- Any other evidence deemed relevant to the item proposed included as an attachment

Example: B19. The system will automatically calculate and display calendar days remaining to meet due dates (e.g., referral to initial IFSP, initial service delivery, transition meeting).

Vendor Response: Our system developed for another state displays due dates as shown in Screenshot #31. c. but the system does not calculate and display calendar days remaining. Within the timeframe and budget specified, we will update the code to calculate calendar days remaining for all due dates within the system. In attachment XX, we have included a sample screenshot of what this would like within our current data system.

3. <u>Vendor has not developed this functionality and anticipates that a particular listed data system function is outside scope and/or budget</u>

   Vendor shall briefly describe the high-level challenge with developing the functionality. (PR understands that specific vendors may not be able to provide all functions listed. While a vendor's inability to provide all functions will impact the evaluation of the vendor's Technical Proposal, inability to provide some functions will not necessarily eliminate the vendor from consideration.) Strong responses to an item or requirement at this level may include:

   - Descriptions of challenges attempting to develop this functionality in previous data system development projects and why they could not be overcome
   - Description of the assumed challenges and complexity of developing the functionality

   Example: G12. The system will support a method in which confidential information can be redacted on reports, search results, and screens based on role-based permissions.

Vendor Response: We have attempted in the past to provide differentiated user functionality to redact information based on role-based permissions. However, to do this properly, this has required extra time, research and testing due to the different privacy laws required in each state in which our systems have been implemented. In our experience the cost to deliver this functionality outweighed the benefit. It was determined in other states they could extract the information and edit as needed the content for reports and documents using their existing software tools (e.g., Word, Excel). If still desired, this functionality will require extra funding to implement this properly and effectively in Puerto Rico.

(When responding to these functions, format for ease use and readability. Please do NOT modify item numbers.)

A. Program Administration Functions	**Level (1, 2, 3)**	**Vendor Response**
A1. The system will support local and state program staff's review of child records to assure/verify local compliance by local program staff and contracted service providers.		
A2. The system will track time-based compliance items and calculate the percentage of compliance by child, item, service provider, and local program level.		
A3. The system will support authorized local program staff's data entry for the correction of noncompliance and support authorized state program staff's ability to track and approve correction of noncompliance at the individual child and item level.		
A4. The system will support local program staff ability to upload and associate the files that document the correction of noncompliance at the individual child- and item-level.		

B. Case Management (Child) Functions	**Level (1, 2, 3)**	**Vendor Response**
B1. The system will search for existing "same child" records when a "new" child record is being created. The system will run matching/partial matching criteria and return possible "same child" records that already exist in the system.		
B2. The system will support the initial and ongoing completion of child assessment, evaluation, and re-evaluation forms by authorized users.		
B3. The system will support Part C eligibility information based on assessment, informed clinical opinion or established condition, and the date of eligibility determination.		
B4. The system will support the entry of family concerns, priorities, and resources.		

B5. The system will support the entry of child routine and functions.		
B6. The system will support the entry of domain and subdomain scores from screener and evaluation tools.		
B7. The system will support the creation and archival of: initial IFSP (based on the standard state form), 6-month IFSP, annual IFSP, interim IFSP, compensatory IFSP, state-allowed IFSP extension.		
B8. The system will restrict access to child IFSPs based on authorized user and case assignment.		
B9. The system will support authorized local program staff assigning cases to service coordinators. The system will also support authorized local staff to reassign cases.		
B10. The system will support the creation and management of services (frequency, duration, intensity) based on IFSP and associate assign services to child and provider.		
B11. The system will support and associate with child records: contracted staff, local program staff, and service providers entering appointment details such as duration, intervention/service provided, delivery method (e.g., direct, group, teleservice), and results/progress notes.		
B12. The system will support direct entry of progress notes and upload of progress note documents associated with each stage of the case lifecycle (referral, evaluation, IFSP, intervention, goals, service appointments, etc.) and restrict access to these notes based on user roles.		
B13. The system will support local program staff ability to transfer assigned cases to other staff in the same local program.		
B14. The system will support in-state transference of a child's case to a new local in-state program and the notification process required for both the sending and receiving local programs.		
B15. The system will support the new receiving local program with access to all case data and uploaded documents, while the original sending local program will retain access only to data and documents necessary for reporting and management functions.		
B16. The system will support transition planning meetings for a child exiting the program (e.g., checklists, forms, updating enrollment status, updating COS ratings in cooperation with 619 staff).		

B17. The system will support program staff's ability to collect early childhood transition information (transition steps, notification to school district, school district participation, transition meeting information, district of residence) when appropriate.		
B18. The system will support contracted service providers' electronic communication via email or text with local program staff and with parents/guardians. (Copies of messages to parents will also be available to parents via the parent portal.)		
B19. The system will automatically calculate and display days remaining to meet due dates (e.g., referral to initial IFSP, initial service delivery, transition meeting).		
B20. The system will populate forms and screens throughout the system based on data already entered in the child's case (e.g., name, address, date of birth, referral date, IFSP date). Updates to selected child data (e.g., address) will auto update forms and screens.		
B21. The system will calculate child's real-time age throughout system based on the date of birth entered.		
B22. The system will populate forms and screens based on data already entered in user account (e.g., staff name, address, contact information).		
B23. The system will support online and offline (non-internet connected) entry of data and support the upload of such information when internet connection us restored.		
B24. The system will show users upon login the upcoming tasks and due date countdowns related to children in their caseloads (e.g., to be completed within XX days).		
B25. The system will use the program issued unique ID as the primary child record identifier in the system.		
B27. The system will support only authorized users reopening closed records for children younger than age of 3 years old. Authorized users will have read-only access to closed records of children age 3 and older.		
B28. The system will maintain record-level information about closed records to satisfy and complete all required reports and comply with program requirements, applicable agency governance policies, and state archive rules.		
B29. The system will support an auditable electronic signature from a parent/guardian (or a signature proxy) on selected documents.		
B30. The system will track and assign a status to child records based on the current step of the record (e.g., referral, eligibility determination, IFSP, transition, exit). Status change dates will be maintained by system.		

C. Communication Functions	Level (1, 2, 3)	Vendor Response
C1. The system will automatically notify specific local program users when a new case or task has been assigned to them.		
C2. The system will automatically notify specific local program users about pending tasks at predetermined number of days before such tasks are due.		
C3. The system will automatically notify specific local program users (e.g., local directors) of pending deadlines of tasks not completed associated with specific children, service coordinators, and service providers (e.g., 45-day referral to IFSP timeline, transition meeting).		
C4. The system will generate and proactively notify users of possible data quality issues at the child-item level upon logging into the system. Upon failure to address within a predetermined period, the system will notify the service coordinator; then after an additional period, it will auto notify the local program director.		

D. Data Management Functions	Level (1, 2, 3)	Vendor Response
D1. The system will perform data entry validation and edit checks (e.g., format checks, field validation restrictions, logical consistency checks) during data entry/or entry saving event for checkable fields.		
D2. The system flags unusual entries and requires user confirmation before saving data such as service delivery outliers (e.g., weekend services, unusually lengthy appointments) and allows state or local program staff to set parameters for the business rules upon which these flags are based.		
D3. The system will contain the child-level and service provider-level data elements found in the System Design and Development subcomponent of the DaSy Framework.		
D4. The system will restrict data entry of past, current, or future dates, in fields where as applicable.		
D5. The system will use and align all system data fields with the Common Education Data Standards (CEDS; https://ceds.ed.gov/) or a similar convention to support agency/state interoperability.		

D6. The system will retain data according to the state's schedule for records retention, inclusive of all agency and program data reporting requirements and data governance policies.		
D7. The system will maintain transaction logs of all events including, field content modification, document uploads, event creation, meetings scheduled, and so on. Transaction logs will contain and preserve the date and time of each transaction, user ID that triggered the transaction, previous value, and new value for entered data.		
D8. The system will allow only authorized state staff to destroy limited system data (to be determined) according to the state's schedule for records destruction, agency policies, and program data reporting requirements and data governance policies. Records destruction procedures will require two authorized state agency persons authentication.		
D9. The system will allow authorized users at local and state program levels to have read access to inactive records of children.		
D10. The system will allow authorized users at local and/or state program levels to change the status of a closed record to open when an eligible child has returned to the state for service after having moved out of state.		

E. Document Management Functions	**Level (1, 2, 3)**	**Vendor Response**
E1. The system will support the upload of documents (e.g., pdf, doc(x), xls(x), txt, jpg, gif), both general interest and documents associated with a child's case record and uploading of limited size TBD audio and video files (e.g., embedded system helps and training materials).		
E2. The system will support document management features for authorized users to index and organize uploaded documents (e.g., creating folders; uploading, renaming, copying, deleting, contextually associating help files.)		

F. Referral and Eligibility Functions	Level (1, 2, 3)	Vendor Response
F1. The system will support the initiation of intake and referral forms including child info, parent info, referral source, reason for referral, etc. by authorized users. (If state applicable, system may support system referrals from stakeholders outside local programs.)		
F2. The system will support local program's online completion of intake and referral forms including case-level documents, attaching additional supporting documents.		
F3. The system will indicate the status of a new referral (e.g., pending, in progress, complete, assigned).		
F4. The system will support sending an acknowledgement via email to those making referrals once the referral has been assigned in the system.		
F6. The system will retain necessary information on children found not eligible so that follow-up contact may occur as needed.		
F7. The system will remind service coordinators to make and document child/family referrals made to other programs for children found not eligible (and whose parents consented to referrals).		
F8. The system will support the direct entry of demographic and case data on children and parents/guardians and allow this data to be updated as needed by authorized users including parents.		
F9. The system will flag records as late referrals (children referred to Part C after age XX months) and support reporting on late referral records.		

G. Reporting Functions	Level (1, 2, 3)	Vendor Response
G1. The system will directly support the following standard child-based reports based on authorized user and program affiliation: • G1a. Children by status. • G1b. Children by key IFSP plan information (e.g., type of plan, plan date, close date, amendment start date, amendment end date, plan delay reason.) • G1c. Children on caseload. • G1d. Children awaiting initial evaluation. • G1e. Children awaiting eligibility determination.		

• G1f. Children determined eligible waiting entry child outcome summary. • G1g. Children determined eligible awaiting initial IFSP. • G1h. Children with an active IFSP. • G1i. Children with approaching 6-month IFSP review. • G1j. Children with approaching annual IFSP. • G1k. Children by transition steps, including delays. • G1l. Children approaching age 3 and school district not yet notified. • G1m. Children approaching age 3 without scheduled transition meeting. • G1n. Children by LEA monthly transition notification report. • G1o. Children whose transition meetings have occurred. • G1p. Children approaching age 3 without exit child outcome summary. • G1q. Children by a start of service (e.g., within days of referral, release of information, IFSP) • G1r. Children that failed to receive services and the reason for failure.		
G2. The system will directly support the following standard state-level reports, with the ability to disaggregate by local program: • G2a. The system will generate APR indicator 1, timely receipt of services report. • G2b. The system will generate APR indicator 2, settings report. • G2c. The system will generate APR indicator 3, early childhood outcomes reports. • G2d. The system will generate data to support APR indicator 5, child find birth to one report. • G2e. The system will generate data to support APR indicator 6, child find birth to three reports. • G2f. The system will generate APR indicator 7, 45-day timeline report. • G2g. The system will generate APR indicator 8, early childhood transition reports.		
G3. The system will directly support, or through an associated BI application, the following standard reports based on authorized user and program affiliation: • G3a. Planned, delivered, and planned vs delivered units of service by provider, child, service type, location, time, local program. • G3b. Compliance monitoring reports by child, content area, provider, program, original noncompliance, corrected noncompliance, timely corrected noncompliance, not-yet-corrected noncompliance.		

• G3c. Multiyear compliance monitoring reports by content area, provider, program, original noncompliance, corrected noncompliance, timely corrected noncompliance, not-yet-corrected noncompliance. • G3d. Data quality report of records that contain errors, probable errors, incomplete data, etc.		
G4. The system will support role-based report access.		
G5. The system will support authorized users' creation of ad hoc reports via sophisticated multicriteria field-based record search queries (e.g., child name, parent name, provider name, services, date of birth, record status, program) to return all records meeting search criteria based on program (local, state).		
G6. The system will format search results in a table, exportable to .xlsx, and offer to save query as a report name for local users to access later for use their own agency.		
G7. The system will support search functionality within both ad hoc and standard system reports.		
G8. The system will support authorized users' access and query of transaction logs.		
G9. The system will support authorized users' interaction with query results on ad hoc and standards reports such as: column sorting, filtering, searching.		
G10. The system will support exporting of report query content to Excel.		
G11. The system will support printing standard and ad hoc reports and include report creation date, page numbers, and report title.		
G12. The system will support a method in which confidential information can be redacted on reports, search results, and screens based on role-based permissions.		

H. System Administration Functions	**Level (1, 2, 3)**	**Vendor Response**
H1. The system will support state system administrators' ability to create, suspend, delete, manage, and associate local system administrators with local programs.		
H2. The system will support local system administrators' ability to create, suspend, delete, manage, and associate local system users including staff, contracted service providers, and parents with their local program.		
H3. The system will support users' ability to update their user profile.		

H4. The system will support state and local system administrators' ability to assign, delete, manage, and associate roles with specific functionality for users under their authority.		
H5. The system will support state system administrators’ ability to create, delete, edit, and manage local programs.		
H6. The system will support a permissions manager allowing state system administrators to create and manage roles in the system and assign system developed functionality to roles.		
H7. The system will support password resets through local and state system administrators.		
H8. The system will notify state and local system administrators of inactive users associated with their agency after a defined period.		
H9. The system will support local and state system administrators' ability to modify portions of landing page for state and local messages upcoming reminders (e.g., due dates, trainings), and general interest messages.		
H10. The system will support selected administrative modifications within the database application with little or no reliance on the IT team, such as adjusting user permissions and adding support documents.		
H11. The system will support state system administrators’ ability to access and export all data within the system.		
H12. The system will support local program system administrators’ ability to access all their local program’s data in the system.		
H13. The system will support local and state system administrators’ ability to view and search applicable transaction logs.		
H14. The system will support all authorized users’ ability to read transaction logs of their data transactions and the transactions of others on children in their case load.		
H15. The system will support state system administrators’ ability to create and manage data collection protocols including, creating, editing, deleting, naming, setting open/close dates.		
H16. The system will support state system administrators’ ability to create and manage fields within protocols including, field types (Y/N, multiselect, single select, text based, required/optional, etc.), copying, deleting, numbering, and simple skip pattern logic.		

H17. The system will support state system administrators to define item-level error messages.		
H18. The system will support state system administrators' ability to support management of business rules associated with workflow parameters, calculated dates, record status, illogical entry, record status, error messages, error warnings, etc.		
H19. The system will support state system administrators' ability to override an action taken by a local program system administrator (the system will notify local program system administrator of any state change.		
H20. The system will support state system administrators' ability to configure dashboards based on user roles with selected content and report displays allowing for users to directly access reports from dashboard.		

I. System Help Functions	Level (1, 2, 3)	Vendor Response
I1. The system will integrate context specific help resources such as information screens, prompts, links to short how-to media (developed by state program staff and/or vendor), field definitions, FAQs, screen, or tool tips, etc.		

J. User Interface Functions	Level (1, 2, 3)	Vendor Response
J1. The system will use state branding.		
J2. The system will support spell-check features available for data entry.		
J3. The system will support type ahead functionality on selected fields.		
J4. The system will support the use of translation tools (e.g., Google Translate) to translate system web pages and documents.		

Appendix C
COST RESPONSE FORMS

Cost proposal must include the total cost of the solution segregated into the following areas:

- System development – deliverable-based invoices need to be submitted as per contract.
- Training cost must be described. Include resources, materials, hours of training sessions and any other relevant information.
- System Documentation
- System Support
  - First additional year operations and maintenance
  - Second additional year operations and maintenance.
  - Third year additional year operations and maintenance