



REQUEST FOR INFORMATION
FOR
VR CLIENT MANAGEMENT SYSTEM
RFI 2018-61

**Florida Department of Education
325 West Gaines Street
Tallahassee, FL 32399-0400**

Please email submissions to:

**Florida Department of Education
Attn: Voncelia Dixon
Email: voncelia.dixon@fldoe.org**





Florida Department of Education VR Client Management System

I. INTRODUCTION

The State of Florida, Florida Department of Education (FDOE), hereinafter referred to as the Department, is issuing this Request for Information (RFI) for the purpose of obtaining information regarding available solutions to replace the Division of Vocational Rehabilitation (VR)'s current case management system.

II. PROGRAM BACKGROUND

VR is a federal/state program that works with people who have physical or mental disabilities to prepare for, gain, or retain meaningful employment. The program is authorized by the federal Rehabilitation Act of 1973, as amended, and Chapter 413, Part II, Florida Statutes. The program is funded by the U.S. Department of Education, Rehabilitation Services Administration (RSA) on a 4:1 ratio, or 78.7% federal dollar to 21.3% state general revenue.

VR's mission is to assist individuals with disabilities find and maintain employment, and enhance their independence. To fulfill this mission, VR performs case, vendor, employer and financial management services relating to employment and in accordance with state and federal regulations.

In 2014, the federal government passed the Workforce Innovation and Opportunity Act (WIOA), which is designed to give job seekers easier access to employment, education, training and support services needed to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy. WIOA also requires VR to coordinate planning and services, and to regularly share data with core partners (Department of Economic Opportunity, CareerSource Florida, FDOE Blind Services, FDOE Career and Adult Education).

III. PROGRAM GOALS

The Department is seeking information regarding a case management, data collection, and report generation solution for the VR program that will support approximately 1,400 users located in 97 offices statewide. The information provided should be for solutions that are able to support 1,500 concurrent users with role based security levels.

VR's current system, known as the Rehabilitation Information Management System or RIMS, is primarily a custom built system including: a VB.NET thick client; ASP.NET websites; WCF services; Excel, Word and Adobe components; Active Report components, and many custom SQL jobs and routines. RIMS is primarily used to manage and deliver services to approximately 40,000 customers. RIMS is also used to maintain staff assignment information, position and office hierarchy, customer and case management information, vendor management information, contract and grant management information, task management information, enterprise security for applications, and reporting with commercial off-the-shelf systems.

The desired replacement should be intuitive and easy to use and provide enough flexibility to adapt to future process, legislative or organization changes which includes but is not limited to compliance with Section 508 of the Rehabilitation Act of 1973, as amended. Information being requested includes details regarding the following broadly described functional needs:

1. Case Management – including the collection of relevant customer demographic data, development of case service plans, monitoring of case progression through all status levels, and tracking of all services provided to a customer from application through case closure, including funds spent on each service. Information regarding end user alerts/notifications, support case note templates with the ability to add attachments, and grammar and spell check functionality is also needed.
2. Communication – including a calendaring function and the option for automated customer alerts and reminders.
3. Budgeting – including the ability to easily and quickly track and manage budgets for customers at the counselor, unit, county, and Area level.
4. Reporting – including statistical and management reports to be generated on both a scheduled and ad hoc basis. Information regarding the system’s capability to collect all data elements required for Federal and State reporting including, but not limited to, those required by WIOA is also needed.
5. Document Retention – including the ability to accept and store scanned documents related to each case. Documents would need to be viewable and downloadable.
6. Data Integration – including the ability to exchange information with existing data partners and other internal systems and reporting applications.
7. Security – including the ability to meet data security requirements for the Social Security Administration (SSA), the RSA and the Florida Agency for State Technology (AST).

IV. PURPOSE OF THE REQUEST FOR INFORMATION

This RFI is issued for the purpose of obtaining information regarding solutions available to replace VR’s existing case management system.

V. PROCESS

Department management will review and analyze information received in response to this Request for Information (RFI) to determine the feasibility of issuing a competitive solicitation for these products/services. Any request for cost information received will be used solely to gain a perspective of the potential budgetary magnitude.

Responses to this request will be reviewed for informational purposes only and will not result in the award of a contract. Vendors submitting a response to this RFI are not prohibited from responding to any related subsequent solicitation.

VI. RESPONSE FORMAT

Respondents are asked to address all of the following in their response:

1. Company Name
2. Company Contact Person Information, including:
 - a. Name and Title
 - b. Address
 - c. Phone Number
 - d. Email Address
3. Solution Description:
 - a. In-production core and optional solutions;
 - b. The types of solutions that are currently in development;
 - c. The technical architecture of existing solutions;
 - d. Any hosting configuration options (on-premises, cloud or hybrid);
 - e. The use of industry best practices in the development and delivery of similar solutions;
 - f. Examples of the process/policy standards being adhered to for data exchange and/or conversion;
 - g. Implementation services (in house or via a third party);
 - h. Optional modules;
 - i. Customization capabilities that would meet the unique needs of the State of Florida;
 - j. Reporting capabilities responsive to the WIOA requirements for RSA 911;
 - k. Estimated timeframe needed to configure, test, train, convert and implement the solution;
 - l. Any lessons learned the Department should consider on a case management solution.
 - m. Recommended security measures for case management solutions.
 - n. Electronic invoice and billing solution or module;
 - o. Electronic signature capabilities that may be available;
 - p. An example your training and system documentation.
 - q. System maintenance and performance plan

4. Describe Cost Considerations based on the requirements outlined in Section III., Program Goals, including:
- a. Total possible dollar range.
 - b. Possible development costs.
 - c. Possible migration costs.
 - d. Typical ownership and maintenance costs.

SCHEDULE OF EVENTS

A. Time Schedule

The following timetable shows the approximate dates for this Request for Information. All times indicated are Eastern Time (ET).

Request for Information Issued	January 08, 2018
Questions Due to no later than	January 15, 2018 @ 3:00 PM EST
Answers to Vendors on or before	January 24, 2018
Receipt of e-mailed RFI responses	January 31, 2018 @ 3:00 PM EST

PLEASE PROVIDE RESPONSES VIA EMAIL

B. Questions and Restrictions

The Department of Education may be contacted via email or fax regarding submission of questions concerning this RFI. Any respondent's questions must be submitted in writing and received by the Department on or before the specified due date at the following email address or fax:

Please deliver questions to:
Florida Department of Education
Attn: Voncelia Dixon
325 W. Gaines Street, Suite 332
Tallahassee, FL 32399
Email (preferred): voncelia.dixon@fldoe.org
Fax Number: 850-245-0719
Telephone Number: 850-245-0768

The Department will provide written answers to all questions that respondents submit by the specified due date. Questions and Answers and notice of changes (addenda) will be posted on the Florida Vendor Bid System (VBS) at www.myflorida.com (click on Business & Industry, under Doing Business with the State of Florida click on State Purchasing, click on Everything for Vendors and Customers, then Vendor Bid System and Search Advertisement, select the Department of Education in the Agency window and initiate search), under this RFI number. It is the responsibility of all respondents to monitor this site for any changing information prior to submitting a response.