



ADDENDUM 2

DHHS Response to Vendor Questions

No.	Question (Section Ref.)	Answer
1	(1.1) Has the State reviewed any potential solutions?	This RFI is the first phase of research and analysis on a new CCWIS and potential solutions.
2	(1.1) What solutions has the State reviewed and/or seen demos?	This RFI is the first phase of research and analysis on a new CCWIS and potential solutions.
3	(1.1) Of the five solution options that the State is considering what is the difference between option 1 and 5? Since the State has continually enhanced the original Bridges system, why would the State now consider only keeping it as it is vs. continuing to enhance it?	Option 1 is enhancing the current Bridges system to meet the new CCWIS model. Option 5 is just to maintain the current SACWIS model.
4	(1.1) We are instructed to address information sought in Section 4.5. Where is Section 4.5?	This reference is incorrect. Please review Addendum 1 to RFI-2016-DCYF-01-REPLA. http://www.dhhs.nh.gov/business/rfp/index.htm#rfi
5	(1.1.1) What is the budget range that the State is considering for any future system?	This RFI will help the State to determine a budget.
6	(1.1.1. Does the state need the new system to have a citizen portal for the citizens to apply for/view benefits/status (e.g., emancipation application)?	Due to the sensitivity of our business and state law we will not have a public portal to apply for/view benefits/status. The external users consist of providers that submit bills through the Bridges Electronic Billing (BEB) portal.
7	(1.1.1.2) What is the current data retention policy?	Section 169-C:35-a Records Management of Abuse and Neglect Reports. – of RSA TITLE XII PUBLIC SAFETY AND WELFARE, CHAPTER 169-C CHILD PROTECTION ACT http://www.gencourt.state.nh.us/rsa/html/xii/169-c/169-c-mrg.htm
8	(1.2) Who is the incumbent vendor?	The New Hampshire SACWIS, Bridges is completely State managed and supported. There is no incumbent vendor.

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9	<p>(1.3) Approximately what percentage of the existing core Bridges functionality (i.e. the integrated assessment model, etc.) would meet DHHS's future business vision if they were retained, modernized consistent based on the RFI objectives, and augmented with additional industry best practices? Overall, are you generally satisfied with the business functionality of the existing solution?</p>	<p>The State of New Hampshire will be moving forward with a feasibility study as part of this process. Part of the feasibility study will be a Gap analysis on the business functionality. Overall the case management system does capture the current casework practice model. However, as part of this research the State is going to research "industry best practices" as well.</p>
10	<p>(1.3.1.) Does the state need the new system to be fully accessible to multi-disciplinary team members?</p>	<p>Yes, to include but not be limited to: child protective services workers (CPSWs), juvenile probation and parole officers (JPPOs), fiscal staff, legal staff, administrative staff and supervisors.</p>
11	<p>(1.3.1.2.) Does the state need any pre-defined notes/comments integrated within the new system that can be used during the field visits/interviews?</p>	<p>That is an area that we would like to explore however there are no CCWIS requirements or mandated functionality for predefined notes.</p>
12	<p>(1.3.1.2.) Does the state currently use any weightage formulas/algorithm to determine eligibility or assessment?</p>	<p>Eligibility is determined by the eligibility system New HEIGHTS.</p> <p>There is an applied weightage algorithm to assessments. The Practice Model was implemented in the decision making process by creating a new model of assessing safety, risk and needs with families that reflects these beliefs and principles. The model integrates Solution-Based Casework methods of defining problems in the context of everyday family tasks with a safety-informed Structured Decision Making model. The model was designed by a representative group of CPS staff in consultation with the developers of Solution-Based Casework & Structured Decision Making, and is also influenced by Andrew Turnell's Signs of Safety model.</p>
13	<p>(1.3.2.) Should there be a real time capture of court proceedings/hearings integrated within the new system?</p>	<p>This is not a requirement however any technical recommendations that meet the CCWIS model will be reviewed.</p>

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14	(1.4.1.5) Are there any state-level reports required for SACWIS compliance or operations that are not currently supported? Is the State looking to preserve/extend existing reporting or is there a significant gap between current and desired state and federal reporting?	There are no State level reports required for the SACWIS model. However there are many state-level reports that are generated for multiple subject areas (e.g. fiscal, case practice and provider reports). The State is currently compliant with the federal reporting requirements. Additionally, there are many reports that are generated that are for DCYF management. Reports and the reporting process will be evaluated during the feasibility study.
15	(1.4.1.5) How many of the systems being replaced will need to have data migrated to the new application? Please provide the list.	There is only one system, Bridges, the state SACWIS.
16	(1.4.1.5 f & i) Does the state use any third parties for provider credentials and monitoring? Should this function be built or integrated within the new solution?	No the state does NOT use any third parties for provider credentials and monitoring? (These functions are currently included in Bridges.) Yes.
17	(1.4.2) Are there any state-level reports required for SACWIS compliance or operations that are not currently supported? Is the State looking to preserve/extend existing reporting or is there a significant gap between current and desired state and federal reporting?	There are no State level reports required for the SACWIS model. However there are many state-level reports that are generated for multiple subject areas (e.g. fiscal, case practice and provider reports). The State is currently compliant with the federal reporting requirements. Additionally, there are many reports that are generated for agency that are for DCYF management. Reports and the reporting process will be evaluated during the feasibility study.
18	(1.4.2.) Do any of the interfaces require a real-time exchange?	The eligibility system New HEIGHTS may require a real-time exchange in the future to build a "Master Client Index" across various State systems. Currently there are no real-time interfaces.
19	(1.4.2.) Does the system need an interface with the USPS for address validation and standardization?	Not at this time. DHHS is currently evaluating a department wide Master Client Index project that will include a "golden" demographic record.
20	(1.4.2.) Which of the required interfaces in the current system is inbound, outbound or bi-directional?	All are bi-directional with the exception of the Department of Education which is inbound only.
21	(1.4.2.2.) Is it the State's intent to have billing and payment functionality built in or integrated with new system?	The claims processing will be evaluated during the feasibility study. Whether it is managed in the new system or externally, the provider payment process has to be implemented.
22	(1.4.2.2. – 3) Does the new system need to track the over payment/under payments to the providers?	Yes, the State will require the ability to balance every manifest and handle claims adjustments as well.
23	(1.4.3.) Will the State accept a Microsoft based .Net/SQL Server solution without Oracle?	This will have to be determined during the RFP phase. All potential solutions will be reviewed.

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24	(1.4.3.) the State have any requirements and/or preferences to technology used in a solution?	This will have to be determined during the RFP phase. All potential solutions will be reviewed.
25	(1.4.3.) Would the State be open to a solution currently in use for Child Welfare at the large city/county level that is scalable for statewide use?	If the solution is scalable, meets the CCWIS requirements and fits one of the solutions outlined in section 1.1 of the RFI than the State would review and consider the solution.
26	(1.4.3.) Does the state need to have cloud hosting solution, a production and disaster recovery environment integrated within the new solution?	DHHS is reviewing cloud hosting as a viable solution to many projects however it is not a requirement for the current SACWIS, Bridges or the proposed CCWIS model.
27	(1.4.3 and 1.4.3.6) Will the State please provide a breakdown of the user population by user type, including whether or not the user is internal or external to the State's staff?	The internal users include the child protective services workers (CPSWs), juvenile probation and parole officers (JPPOs), fiscal staff, legal staff, administrative staff and supervisors. The external users consist of providers that submit bills through the Bridges Electronic Billing (BEB) portal.
28	(1.4.5.) Any data warehousing technologies used in the current system?	Yes, there is a nightly operation feed from the production system to the Bridges EDW (Oracle DB). The Bridges EDW is used primarily for federal and Ad-Hoc reporting.
29	(1.4.5.) Does the state need the new system to have the ability to store the notices/letters within the system?	Yes, we are currently reviewing a department wide central scanning solution. Currently Bridges will scan, store and retrieve fiscal documents only.
30	(1.4.5.) Should the new system have the capability to integrate the case workers' appointments/schedules within an exchange server outside of the system (e.g., MS Outlook)?	This is not a core requirement. This is an item that can be reviewed during the feasibility study phase.
31	(1.4.5.) Any predictive analytic solutions used in the current system?	Yes, the Practice Model was implemented in the decision making process by creating a new model of assessing safety, risk and needs with families that reflects these beliefs and principles. The model integrates Solution-Based Casework methods of defining problems in the context of everyday family tasks with a safety-informed Structured Decision Making model. The model was designed by a representative group of CPS staff in consultation with the developers of Solution-Based Casework & Structured Decision Making, and is also influenced by Andrew Turnell's Signs of Safety model.
32	(1.4.5.) What document management system (DMS) is used in the current system?	Currently, DHHS uses KoFax for imaging and OnBase for Storage. The SACWIS retrieves the documents from the OnBase database.

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33	(1.4.5.) Is it the State's intention now or in the future to utilize barcode technology for field visits and evidence collections?	This approach is not part of the vision of a CCWIS model at this time.
34	(1.4.5.) Should the new system have email capability?	Yes, the solution recommended should have e-mail capability.
35	(1.4.5.) Does the State have a mobile component to their current system? Is this a desired feature of the next generation?	The State does not currently have a "true" mobile component. A mobile workforce is part of the vision the DCYF management team.
36	(1.4.5.) Does Bridges use any geo-coding functionality?	No, the DCYF data analysts utilized an external tool called ArcGIS.
37	(1.4.5.) Is geo-coding important functionality for a new systems?	It is not a CCWIS core requirement however this would be part of the feasibility study to determine if geo-coding functionality should be embedded in the new CCWIS application.
38	(1.4.5.) How are notices/letters delivery currently handled? Is it in house our outsourced to a third party?	They are generated in multiple ways. Some are generated by the Bridges application. Others are generated by the eligibility system, New HEIGHTS through. All notices/letters are processed in-house.
39	(1.5 and 1.5.1.4)Does the State currently have an existing enterprise system that Bridges would integrate to? If so, will the State please provide details concerning the enterprise system?	No, there is no current DHHS enterprise system. The agency has been researching a department wide enterprise solution as part of their strategic solution.
40	(3.8) Reference to Exhibit C and Appendix B. Where are these?	This reference is incorrect. Please review Addendum 1 to RFI-2016-DCYF-01-REPLA. http://www.dhhs.nh.gov/business/rfp/index.htm#rfi
41	(3.8) The RFI states that collaborating organizations must be designated as subcontractor subject to the terms of Exhibit C, Special Provisions (see Appendix B: Contract Minimum Requirements). Will the State please provide access to Exhibit C and Appendix B?	This reference is incorrect. Please review Addendum 1 to RFI-2016-DCYF-01-REPLA. http://www.dhhs.nh.gov/business/rfp/index.htm#rfi
42	(4.2.1) The response format is indicated section 4.2.1, are we limited to only those sections or are we allowed to add additional sections?	Yes, vendors are allowed to add additional information with appendices.
43	(4.2.1) If we are allowed additional sections can they be added to the document as additional sections or do they need to be added as appendices?	Vendors are allowed to add additional information with appendices.

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44	(4.2.1.3.c) In particular, the Executive Summary, Section 4.2.1.3 c requests that we show the overall design. As this is a summary, does the State want us to provide full detail in the Executive Summary Section or shall we have a separate section to detail a solution?	Vendors are allowed to add additional information or expand on a detailed response with appendices.
45	(Q5, Q7, Q8) All questions request information on the vendor's involvement/experience with other States. While Child Welfare Systems outside the US are not SACWIS compliant or certified would the State consider expanding the vendor experience to include CW projects outside the US?	Yes, the State is aware that there are similar case practice models and solutions outside of the US (e.g. Ireland) and would consider this experience.
46	(Q.9) Please define all data conversion/migration anticipated?	<p>There are 490 plus tables in the SACWIS, Bridges. There are multiple functional areas in the application to include the following:</p> <ul style="list-style-type: none"> • Central Child Protective Services Intake • Child Protective Services Assessment • Case Management • Juvenile Justice • Finance • Service Provider Management • Staff Training • Federal and State Reporting • Foster Care, Permanency and Adoption • DCYF and JJS Policy <p>The exact conversion details will have to be determined as part of the requirement development phase.</p>
47	(General) How is the Bridges system currently being maintained	The New Hampshire SACWIS, Bridged is completely State managed and supported. There is no incumbent vendor.
48	(General) have you received any response from IBM for RFI-2016-DCYF-01-REPLA	You will need to check with IBM.