Attachment A

RFP 4236

Mississippi Department

of Child Protection Services

Comprehensive Child Welfare Information System (CCWIS)

Functional and Technical Requirements

ITS Project No. 43166

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# General

1. How to Respond
2. Beginning with Section B, Item 8 of this attachment, label and respond to each outline point in this section as it is labeled below.
3. The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items in which they disagree.
4. The Vendor must respond with “WILL COMPLY” to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State’s sole discretion, being subject to disqualification.
5. “WILL COMPLY” is used to indicate that the vendor can and will adhere to the requirement. This term is used to respond to statements that specify that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.
6. If the Vendor cannot respond with “WILL COMPLY”, then the Vendor must respond with “EXCEPTION”. (See Section V of the RFP, for additional instructions regarding Vendor exceptions.)
7. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
8. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.
9. Statement of Understanding
10. Vender must acknowledge that CCWIS certification is required for maximum federal funding to be awarded to the State.
11. Vendor must agree to design and implement a solution that enables the State to comply with the requirements of the U. S. Department of Health and Human Services (HHS) Administration for Children and Families (ACF) Final Rule. Specifically, the solution must provide data capture, tracking, reporting, case management, and staffing functionality and features that would be common to a solution that will enable the State’s compliance with the Final Rule.
12. Vendor must agree to provide best practice, industry standard tools and methodologies. Vendor acknowledges that the State will not accept proprietary formats.
13. Vendor must acknowledge the following website provided by the State for Vendor reference and incorporation as it relates to the statutes, regulations, and other federal issuances to assist in the planning, developing, and implementing of child welfare information systems.

<https://www.acf.hhs.gov/cb/research-data-technology/state-tribal-info-systems/federal-guidance>

1. Vendor must agree to design and implement a solution that will comply with all relevant CCWIS regulation(s), whether or not said requirements are articulated by this RFP. CCWIS regulations can be accessed at the below link.

<https://www.customsmobile.com/regulations/expand/title45_chapterXIII_part1355_section1355.53>

1. Specifically, Vendor must acknowledge Title 45, Chapter XIII, Part 1355.51 – Definitions applicable to CCWIS.
2. Specifically, Vendor must acknowledge and agree to comply with the provisions of Title 45, Chapter XIII, Part 1355.52 – CCWIS Project Requirements.
3. Specifically, Vendor must acknowledge and agree to comply with the provisions of Title 45, Chapter XIII, Part 1355.53 – CCWIS Design Requirements.
4. Vendor must acknowledge and agree that if a conflict exists between the requirements of this RFP and the referenced CCWIS requirements, said CCWIS requirements shall govern.
5. The State reserves the right to rule on any questions of interpretation that may arise between the State and the Vendor regarding the referenced Federal and State requirements.
6. Vendor must agree to deliver a solution that will comply with Mississippi Code 1972 Annotated regarding Public Welfare/Child Welfare, which is specified in § 43-15-1 through § 43-27-401.
7. Vendor must agree that if a conflict exists between the requirements of this RFP and the above referenced Code, said Mississippi Code shall govern.
8. The State reserves the right to rule on any questions of interpretation that may arise between the State and the Vendor regarding the referenced Mississippi Code.
9. The State of Mississippi is subject to the 2nd Modified Mississippi Settlement Agreement and Reform Plan (MSA). Many of the provisions of the agreement will be directly automated, managed, tracked, and reported by the proposed CCWIS solution. Below is a link to the 2nd Modified Mississippi Settlement Agreement and Reform Plan.

<https://www.mdcps.ms.gov/wp-content/uploads/2016/12/Second-MSA.pdf>

1. Vendor must agree to deliver a solution that will enable the State to comply with all provisions of the MSA that are subject to being managed, tracked, regulated, or reported by the proposed solution, whether or not they are articulated by this RFP.
2. Vendor must agree that if a conflict exists between the requirements of this RFP and the MSA, the Agreement shall govern.
3. The State reserves the right to rule on any questions of interpretation that may arise between the State and the Vendor regarding the requirements of the MSA.
4. The State and the Vendor acknowledge that the 2nd MSA is subject to future amendment.
5. The Vendor will be responsible for the implementation of the CCWIS solution. The comprehensive solution proposed by the Vendor must address the general and functional requirements set forth in this RFP including all applicable State and Federal requirements.
6. The solution must be compatible with current Microsoft products available through the MDCPS Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure, etc.
7. The solution must be customizable and highly configurable to meet MDCPS’s business needs and decrease the agency’s reliance on outside vendors after deployment of the system.
8. The Vendor must propose a single release and implementation to replace the current MACWIS application with limited interruption to service/business operations. Any interruption to current MACWIS operations must be approved by MDCPS and conducted in a way to prevent loss of service.
9. Current Overview and Configuration
10. MACWIS is a custom-built application. The front-end application was developed in VB6 18 years ago and still operates within this context. Initially, the back-end infrastructure was running on a mainframe system, but in 2018, the data was transitioned to a Linux environment employing a Natural/ADABAS framework. The State additionally replicates the MACWIS data to SQL for reporting purposes and maintains updates to the SQL tables in a real-time process. The current Linux version is RHEL 7, and the SQL servers are running 2012 Windows server R2 with SQL 2012.
11. Hosting Environment
12. MDCPS is seeking a government cloud-based solution. The cloud hosted environment must be capable of supporting the CCWIS application at maximum user capacity as well as the system’s database functions. Capacity at implementation is more fully described in Section II, Item A, General Requirements and in Table 3.
13. For a Vendor hosted solution, Vendor must meet the following minimum requirements.
14. Vendor must provide Managed Services (government cloud), including migration of any on-premise services.
15. Vendor must be a provider/reseller of hosting services (government cloud).
16. Vendor must provide professional services such as monitoring, help desk support, security, etc.
17. Vendor must provide cloud hosting details and pricing in Section VIII, Cost Information Submission.
18. Vendor Qualifications
19. **MANDATORY**: Vendor must be in the business of providing vendor hosted, child welfare/human services solutions of similar size, scope, and complexity. Vendor must have been in the business of providing such solutions for at least three years. Vendor’s response should indicate how many years of experience they have in providing such services and should include descriptions of the provided services.
20. **MANDATORY**: Vendor must provide three references as specified in Section IX of RFP No. 4236 that represent successful child welfare/human services implementations of similar size, scope, and complexity.
21. Vendor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.
22. Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).
23. Vendor must disclose any company restructurings, mergers, and acquisitions over the past three years.
24. The Vendor must agree that under no circumstances shall any data or equipment associated with this project reside outside the continental United States, nor shall any data or equipment associated with this project be accessible to people outside the continental United States.
25. Vendor must provide the following organizational information:
26. Date established (Minimum 10-Year Requirement);
27. State of incorporation;
28. Ownership information including public or private, parent company and subsidiaries;
29. Name, title, address, telephone number, and email for “Notice” article of the contract.
30. Vendor must include in the disclosure a summary of the legal action, citations where filed, and status.
31. Vendor must have experience with the MDCPS partner systems including but not limited to Title IV-E, Medicaid, SNAP, TANF, Social Security Administration, etc. Vendor must identify and describe experience with each such system.
32. The vendor must agree that no individual formerly employed by, or contracted with, MDCPS within the past five years shall have any involvement whatsoever in the project, and that any individual employed by, or under contact with the vendor that was employed by MDCPS within the past five years shall have no access to information related to the project without written permission from MDCPS.
33. Vendor Implementation Team and Work Requirements
34. Vendor must demonstrate that all team members have the necessary experience for design, installation, implementation, training, and support of the services required by this RFP No. 4236. At a minimum, Vendor response should include team member roles, functional responsibilities and experience with projects similar in size and scope to the services required by this RFP.
35. The State defines Key Personnel/Named Staff as those who fill critical project roles and who have the authority and responsibility for planning, directing and controlling the project activities necessary for a successful project implementation. Key Personnel, (whether Prime or Sub-contractor), shall be committed and dedicated for the duration of the project and shall have sufficient prior experience to address the specifics of the project. Vendor shall clearly identify all staff who are considered Key Personnel.
36. At a minimum, the Vendor shall name a Project Manager, a Technical Manager, and a Test Manager as Key Personnel for this project. The State expects the named staff to be available on-site a minimum of 50% of the time. Required onsite activities include planning, status meetings, discovery sessions, design sessions, client walkthroughs, and key testing and implementation activities. At the State’s discretion, additional on-site time may be required for Key staff during certain periods.
37. If additional staff beyond Key Personnel are required to perform the functions of the contract, the Vendor should describe its plans and resources for fulfilling the functions and shall describe its retention plan to ensure continuity of project operations.
38. The Contractor cannot substitute Key Personnel during the duration of the contract period, except for the following conditions: a request by the State , an individual's sudden illness, death, resignation, or as otherwise approved or requested by the State. In any of these events, or time periods, the Contractor shall immediately notify MDCPS and provide the information required below:
39. All proposed substitutions of Key Personnel shall be made in writing at least 20 business days in advance of the substitution and shall be submitted to MDCPS;
40. The State shall agree to the substitution before the substitution shall become effective; and
41. Vendor is only allowed to propose an Interim staff member to fill a Key staff role for a total of 45 days while they seek another qualified Key staff member.
42. The Vendor must submit organizational charts to substantiate each of the following:
43. Identify the roles and associated staff proposed for the CCWIS project;
44. Specify which roles are designated as Key Personnel;
45. Depict the reporting relationships within the Vendor’s project team delivering the services; and
46. Specify where each proposed staff member falls within the Vendor’s internal organizational structure.
47. Vendor must ensure that each team member assigned to this project has the ability to communicate clearly in the English language both verbally and in written form.
48. Project Work Plan and Schedule
49. In response to this RFP, Vendor must submit a preliminary project work plan that includes an implementation plan and schedule. The plan must include but is not limited to tasks (all phases), estimated hours per task, major project milestones, and quality assurance checkpoints, etc. Provide an estimated timetable detailing all phases of implementation from the point of contract execution through completion of go-live, final system acceptance, and user training.
50. Upon award, the Vendor and MDCPS will jointly modify the preliminary plan as appropriate to meet implementation objectives. MDCPS expects the Vendor to work with the MDCPS Project Manager to ensure effective project management during all phases.
51. Vendor will be responsible for any integration, migration, or implementation issues that may arise during implementation.
52. As it relates to this procurement, Vendor must state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline, and project management.
53. Vendor should identify any potential risks, roadblocks, and challenges encountered in similar implementations that could negatively affect a timely and successful completion of the project. Vendor should recommend a high-level strategy that to mitigate these risks.
54. The proposed Project Work Plan and Schedule which will require MDCPS approval, must include multiple environments, including Development, User Testing, Production, Training, and Help Desk support.
55. In the user testing environment, all customizations, integrations, and interfaces must be tested and validated by MDCPS.

# Functional/Technical Requirements

1. General
2. The proposed solution must consist of five environments, including Development, User Testing, Production, Training, and Help Desk.
3. The proposed solution must enable the incremental enhancement/ addition/replacement of MACWIS applications and workflows.
4. The proposed solution must provide efficient and cost-effective storage and retrieval.
5. The proposed solution must detect and provide alerts when systems, applications, equipment, or networks are interrupted or when there is a loss of power.
6. The proposed solution must be sized to meet current needs and must accommodate future growth.
7. The proposed solution must conform to national CCWIS standards.
8. The proposed solution must provide configurable, role-based, administrative tools and controls.
9. Solution must be highly configurable and, at a minimum, allow authorized users to configure business rules, data elements, screens, workflows, triggers, navigation, and dashboards.
10. Solution must include a calendar function for scheduling applicable workflow actions, deliverables, due dates, and notifications, etc.
11. Solution must provide real-time information to all modules so that data is immediately available for use in all functions, including reports.
12. Solution must ensure that notes or comments added to a record can only be edited or deleted by the originator or another authorized user.
13. Solution must provide a method of managing and cataloging frequently used notes.
14. Solution must provide data import and export capabilities.
15. Solution must accommodate context sensitive messaging, error messaging, help, and instructions to authorized users and/or MDCPS staff.
16. Solution must support typical Microsoft Office functions such as cut, copy, paste, spell/grammar check, etc.
17. Proposed solution must provide familiar keyboard shortcuts such as those common to Microsoft Windows applications.
18. Solution must allow the viewing of multiple projects and screens simultaneously, along with the ability to minimize and resize windows as needed.
19. Solution must comply with ADA Standards for Accessible Design released by DOJ in September 2010.
20. Solution must be customizable for data elements applicable to MDCPS case management submittal and management actions.
21. Data elements must be accessible through dropdown menus, checkboxes, data pickers, etc. to ensure standardization of MDCPS processes and data collection formats.
22. Solution must have the ability to manage, verify, and apply digital signatures.
23. Solution must include standard email templates, correspondence templates and the ability to produce mailing labels based on user defined criteria.
24. Solution must provide a User Interface (UI) to build and manage templates.
25. Solution must allow authorized users to configure and maintain templates and components.
26. Solution must allow templates and components to be cloned and/or deleted by authorized users.
27. Solution must accommodate and accept the migration of current MDCPS templates.
28. Task logs must reveal daily assigned tasks, task details, task due dates, task status, and all other details pertinent to task management.
29. Solution must provide flexible, configurable time keeping capabilities.
30. Solution must include flexible output formats such as .pdf and .xls, or any other common format used by the MDCPS.
31. Solution must provide conflict checking to flag such conflict occurrences as defined by the MDCPS.
32. At implementation, the proposed solution must accommodate at least 1,700 staff member users who manage and track an average of 5,000 children in foster care at any given time, and over 8,500 children in custody at some point during the average fiscal year.
33. Solution must prevent users from permanently deleting records.
34. Authorized MDCPS staff must be able to change a record status to inactive.
35. Authorized MDCPS staff must be able to hide a record and/or related documentation from general view.
36. Authorized MDCPS staff must be able to assign rules for data entry and validation rules for all entry points.
37. Authorized MDCPS staff must be able to add, edit, and delete rules as determined by MDCPS.
38. Web Access
39. Solution must be web accessible to MDCPS staff and external approved system users.
40. The proposed solution must provide an additional Active Directory implementation for external third-party users for the purpose of authenticating and privileging. Child welfare contributing agencies will make up this third-party group. This implementation will provide access to the web-accessible portal for contributing agencies
41. The proposed solution must offer a web-accessible portal to grant access to credentialed users for MDCPS defined functions. The web-accessible portal for the solution must be intuitive and easy to navigate.
42. Solution must be browser neutral and work with all common browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, and Microsoft Internet Explorer.
43. Vendor must specify any downloads, plug-ins, or additional software (add-ons) (e.g. Java, Flash, etc.) required to access the proposed solution.
44. For any necessary downloads, plug-ins or add-ons, instructions for access and installation must be easily accessible to participants as a part of the proposed solution. Vendor must describe how the additional software is presented to the user and detail the process for download and installation of the software. Vendor should include a sample screen shot or sample instructions with Vendor's response to this requirement.
45. For any necessary downloads, plug-ins or add-ons, Vendor must describe the process for educating users on installation and maintenance, including new users as they are added.
46. Any costs associated with the use and maintenance of these downloads, plug-ins, or additional software must be included in Section VIII: Cost Information Submission of RFP No. 4236.
47. Mobile Access
48. Solution must be accessible to iOS and Android mobile devices.
49. Solution must have offline functionality which allows users to access, add, and edit data. Modifications must synchronize to the database when connectivity is restored.
50. Solution must include mobile applications for iOS and Android platforms for use in the field by MDCPS employees.
51. Solution must be compatible with Microsoft tablet, Android tablet, iOS, and related devices for the current and two immediately preceding versions.
52. Solution must incorporate mobile case viewing for credentialed users.
53. Solution must accommodate project management functions on mobile platforms.
54. Solution must provide real-time data exchange with field devices having adequate access.
55. Case Management
56. The solution must accommodate all present case management policies and procedures being processed by the present MACWIS. Vendor must agree to work with MDCPS to improve and expand current procedures as necessary.
57. Solution must support the need to conduct on-going case staffing during the lifetime of a case.
58. The Case Management module must include functionality that addresses and incorporates the overall management of a case into the system. This includes but is not limited to all case documentation (generated by the user or uploaded to the system), service planning, eligibility for services, authorizing the provision of services, and managing the delivery of those services. This is applicable to all types of cases, including Foster Care, Adoption, In-Home Services, Adoption Subsidy, and Interstate Compact on the Placement of Children (ICPC) cases.
59. Solution must provide user access to in-progress cases to view records, attach required documentation, determine status, and satisfy pending requirements, etc.
60. Solution must assign a unique identifier to every case which would link all the relevant data/information pertaining to the case.
61. Solution must allow the assignment of both concurrent users and multiple users per case for case management purposes.
62. Solution must auto-generate case numbers and must also accommodate manually assigned case numbers.
63. Solution must allow comments or notes to be added to case records and attachments.
64. Case records must accept attachments from all authorized users.
65. Solution must allow for an unlimited number of data elements to be associated with cases, e.g., names, aliases, addresses, birth dates, comments, and narratives, etc.
66. All case related activities must be trackable and viewable by users for purposes of status and case management.
67. Authorized MDCPS staff must be able to flag cases for reasons such as inactivity, receipt of documents, missing court order(s), missing birth certificate, and missing social security card, etc.
68. The solution must capture and maintain a viewable, chronological history of all relevant case events including but not limited to family team meetings, family service plans, and family visitations, as well as doctor appointments, court dates, and eligibility start/end dates for each child in the case.
69. Solution must generate task logs for all case management deliverables.
70. Solution must support the management of all person-related activities, case–related activities, and all other activities and parties involved in the case.
71. Solution must allow MDCPS to create links between related cases for the purpose of aligning common case activities, common staffing, and common scheduling functions.
72. MDCPS must be able to define an unlimited number of additional case types without having to purchase additional modules or capacity.
73. Solution must allow for the use of MDCPS mandatory, agency-specified fields on all screens.
74. Solution must allow for the use of MDCPS mandatory, agency-specified codes in certain fields.
75. For MDCPS purposes, the solution must capture multiple referrals and the date they were assigned to another agency. The solution must automatically assign the current date as the date of referral and Other State Agency (OSA) as the *referred to* agency. The authorized user must be able to override each field.
76. The proposed solution must be able to easily merge, unmerged, and/or split cases.
77. The solution must allow participants in cases to be merged, unmerged, and/or split.
78. The solution must allow context sensitive flags to be set for participants.
79. The solution must be able to seal and password protect certain case documents.
80. The solution must be able to monitor the caseloads of caseworkers to ensure that they do not exceed caseload standards as defined by MDCPS in Table 1.

For caseworkers who work multiple types of cases, their caseload is considered at 100% capacity when the caseload weight equals 1.00.

Example: A caseworker specialized in investigations has 14 investigations for a total case weight of 0.9996 (14 x 0.0714 = 0.9996).

A caseworker with multiple case types has 8 investigations and 6 foster children (Placement R&S) for a total case weight of 0.9996 [(8 x 0.0714) + (6 x 0.0714)].

**Table 1**

| Type of Case | Standards | Weight Per Case –  100% Capacity |
| --- | --- | --- |
| Child Protection  (Investigations Levels 2 and 3) | 14 Investigations | 0.0714 |
| Ongoing Foster Care  (Placement Responsibility & Service) | 14 Children | 0.0714 |
| Ongoing Foster Care  (Placement County of Responsibility) |  | 0.0357 |
| Ongoing Foster Care  (Placement County of Service) |  | 0.0357 |
| In-Home Cases  (Protection Responsibility & Service, Prevention  Responsibility & Service and Interstate Compact on the Placement of Children (ICPC)-Incoming) | 17 Families | 0.0588 |
| In-Home Cases  (Protection or Prevention County of Responsibility) |  | 0.0294 |
| In-Home Cases  (Protection or Prevention County of Service) |  | 0.0294 |
| Adoption  (Adoption County of Service) | 15 Children | 0.0667 |
| New Application Licensing  (Resource Inquiry, Interstate Compact on the Placement of Children (ICPC) Application, and Foster Home Study) | 15 Homes | 0.0667 |
| Renewal Licensing  (Foster Home Supervision and Foster Home Renewal) | 36 Homes | 0.0278 |

1. Vendor must agree to work with the State to define the notification thresholds for issuing alerts when a caseworker is near or at a maximum caseload allowance.
2. Solution must document all case-related activities in digital format for tracking, monitoring, and reporting. Case documentation includes the development and/or storage of all data types including but not limited to case narratives, case plans of all types, and personal information (court orders, birth certificates, social security cards, Medicaid cards, and photo documentation).
3. Solution must provide all aspects of case management activities including but not limited to the development and execution of case plans.
4. Solution must support the case review and evaluation of a case not only during the review of a case plan, but also at any given point in time (Case Review/Evaluation/Quality Assurance). This includes the review of case files for accuracy, supervisory administrative reviews, safety reviews, foster care reviews, comprehensive family service reviews (CFSR), and compliance with Federal/State requirements.
5. Solution must support all types of assessments needed during the life cycle of a case. Assessment types include but are not limited to Safety Assessments, Risk Assessments, and Comprehensive Family Assessments (CFA). The incorporation of proprietary assessments may be required by MDCPS or other federal requirements such as the Family First Prevention and Services Act. Examples include but are not limited to: The Child and Adolescent Needs and Strengths (CANS), The Child and Adolescent Functional Assessment Scale (CAFAS), Functional Assessment Screening Tool (FAST), Structured Decision Making (SDM), and Signs of Safety.
6. Solution must have the ability to incorporate the agency’s existing placement matching functionality.
7. Eligibility
8. Solution must include functionality that addresses and incorporates procedures to make eligibility determinations regarding programs for which financial support is available for clients receiving services, and the tracking and management of financial authorizations and transactions within the system.
9. Solution must support all eligibility determination functions that may result in funding for foster care/adoption payments. Further, it must be capable of determining the types of programs that will allow a client to receive services such as Title IV-E, Medicaid. Solution must be capable of issuing referrals from the system to providers such as SNAP and TANF.
10. Solution must provide functionality for the determination, tracking, and documentation of Title IV-E eligibility.
11. Solution must support automated referrals from the system to benefits such as child support, SNAP, TANF, childcare assistance, and other programs/resources both internal and external to the agency. Examples of this include eligibility determination for parental contributions, referral to the Social Security Administration, and Families First Resource Centers, etc. Documentation of eligibility must be tracked within the system.
12. Solution must provide a workload dashboard that provides eligibility staff with pertinent information related to their assigned workloads and assist them in visualizing and prioritizing work. This dashboard must have the ability for supervisors to view total workload efforts and reassign workloads as needed.
13. Grievance/Appeal Process
14. Solution must provide the ability to track and document a grievance, which is a formal statement of complaint for a wrong or hardship suffered.
15. The Solution must be customizable to accommodate the grievance/appeal process as defined by MDCPS and must be configurable to accommodate static and dynamic conditions encountered during the grievance/appeal process.
16. Solution must allow clients to submit grievances from the web portal and view their grievance procedure.
17. The solution must support the appeals process for unresolved formal grievances, findings of abuse/neglect/exploitation (ANE) investigations, and licensure decisions regarding resource homes.
18. The solution must allow an authorized user to change the finding of an ANE investigation if the finding is overturned on appeal and must maintain the history and audit trail of the original finding and the current request for the change.
19. The solution must allow an authorized user to change the licensure decision on a resource home if it is overturned on appeal and must maintain the history and audit trail of the original decision and the current request for the change.
20. Staff Management
21. Solution must offer functionality to cover all aspects of MDCPS human resources, including but not limited to maintaining employee information as determined by MDCPS, maintaining, tracking, and reporting on work assignments as determined by MDCPS, and maintaining staff performance as determined by MDCPS.
22. In accordance with MDCPS guidelines and policies, solution must enable MDCPS management to maintain adequate staffing levels and to manage staffing adjustments as necessary throughout the lifetime of a case.
23. Administrative Management
24. The proposed solution must accommodate the need for MDPS and Provider system administrators to perform necessary administrative functions, including but not limited to creating and maintaining user accounts, backing up and restoring files, exporting files, and generating reports, etc.
25. The proposed solution must support system administrators in preparing selective reports such as worker count by type and county, dedicated service workload by region, count of supervisors and their assigned caseloads, and direct service workloads exceeding two times the required minutes by county, etc.
26. MDCPS administrators must be able to use input workflows to test new and modified types of transactions (TOTs). The TOTs can be any of those ingested by or created as output by any other workflow.
27. The proposed solution must permit system administrators to selectively set up and manage at least fifty classes of users with configurable permissions per class.
28. Access must be based on Active Directory groups linked to MDCPS Active Directory accounts for centralized user management and single-sign-on.
29. Financial Management
30. Solution must provide for the fiscal administration of financial transactions, including authorization processes, business rules to guide all processes, and robust accounting reports.
31. Solution must support the generation of provider payments and remittance advices. For example, a remittance advice to a resource provider for a foster child must include information such as the name of the child and the dates of the placement for which payment is being made. A remittance advice to a medical facility that provides drug testing for clients must include information such as the purchase order numbers and/or the invoice numbers being covered by the remittance.
32. The solution must track financial activities related to child management processes such as fees, fines, court costs, case time, and expenses.
33. Solution must accommodate time keeping, case costs, and billing needs expressed by the MDCPS. Solution must generate invoices from time and expense data as determined by the needs of the MDCPS.
34. Solution must be able to associate time entry statuses with specific workflow processes such as the amount of time to enter an investigation, length of time to complete a comprehensive family assessment, length of time to complete a family service plan, and length of time to complete a home study.
35. The State of Mississippi uses an ERP solution known as MAGIC (SAP Product) as its statewide accounting and procurement system of record. MAGIC encompasses accounting, budgeting, and grants management. The financial management functionalities sought by this RFP will not rely upon MAGIC or require interfacing with MAGIC for completion. However, the resident MACWIS solution does transfer batched accounting and financial transaction data to MAGIC. The proposed CCWIS solution must be capable of replicating the interactions presently taking place between MACWIS and MAGIC.
36. Solution must accommodate the need to adjust the claims process as a result of status change notifications. Such notifications might originate from Title IV-E and other Federal or State programs and might include termination of the case.
37. Solution must include robust accounts payable functionalities to provide payments to a variety of providers for numerous products and services. The solution will support but not replace the state’s accounting system, MAGIC.
38. Solution must include robust accounts receivable functionalities to take in funds such as payback for overpayments, trust fund payments, and SSI payments, etc. The solution will support but not replace the state’s accounting system, MAGIC.
39. Solution must include robust functionalities for the timely reconciliation of financial transactions, including overpayments and underpayments. The solution will support but not replace the state’s accounting system, MAGIC.
40. Solution must accommodate the withholding of payments based on business rules governing such issues as levies and liens.
41. Solution must include automated functionalities necessary to physically print and mail IRS Form 1099 to vendors or any state mandated requirements and processes for the generation and distribution of 1099s.
42. Solution must be capable of managing foster care maintenance payments in accordance with policies and procedures defined by MDCPS.
43. Vendor agrees to work with MDCPS to incorporate foster care maintenance payment schedules known at the time of system design and implementation.
44. Solution must be capable of tracking and reporting foster care maintenance payments for the purpose of any related audits or monitoring.
45. The solution must be capable of accepting and implementing any necessary adjustments to the rates and frequencies of foster care maintenance payments.
46. Solution should allow electronically submitted invoices if required by the MDCPS.
47. Solution must offer comprehensive collection and disbursement capabilities and produce any financial reports required by MDCPS staff.
48. Provider Management
49. The Provider Management module must include functionality that supports the maintenance and monitoring of information on an array of service providers, including prevention programs, facilities, foster/adoptive homes, contracts, and non-contract agreements.
50. Solution must offer comprehensive person management functionality, including the tracking and reporting of internal and external relationships. Examples include but are not limited to caseworker assigned, head of household, previous victim, alleged perpetrator, etc.
51. Solution must be relatable to all resource types including facilities, foster/adoptive homes, contracts, and non-contract agreements.
52. Solution must support the maintenance and monitoring of information that is specific to residential facilities and other child placing agencies.
53. Solution must support the resource provider licensure process that includes but is not limited to resource home study, training, background/fingerprint checks, and re-evaluation.
54. Solution must support the maintenance and monitoring specific to both licensed and unlicensed foster homes seeking to become licensed.
55. Solution must support the monitoring of contracts established for departmental programs. It does not take the place of MAGIC Contract Support.
56. Solution must support the monitoring of non-contract agreements specific to memorandums of understanding (MOUs) with vendors and all other MDCPS providers.
57. Solution must offer a web-accessible portal to allow MDCPS licensed foster parents and agency providers to access case related information as well as input and upload details including but not limited to their service plan, treatment plan, progress report, case notes, or supplemental documentation.
58. Court Processing
59. The Court Processing module must include functionality that encompasses an array of legal activities and procedural documentation related to the judicial oversight of MDCPS.
60. Solution must accommodate the need to prepare court documents such as intake forms, youth court tracking forms (for court approval of MDCPS investigation findings), petitions, court reports, foster care review/county conference reports, letters, packets for termination of parental rights (TPR), attorney approvals, and supervisory approvals.
61. For vendor reference, below is a hyperlink to youth court legislation as of the 2009 regular session of the Mississippi State Legislature.

<https://courts.ms.gov/trialcourts/youthcourt/2009_youthcourt_deskbook.pdf>

1. Solution must accommodate the documentation, tracking and reporting of court decisions, court events and court hearing data.
2. Solution must accommodate the need to provide notifications to the court including but not limited to receipt of new intake, investigation findings, case plans, and placement changes.
3. Solution must accommodate the need to provide notifications to inform relevant parties of impending court actions.
4. Solution must accommodate the need to send and receive electronic verification and other data to and from external systems.
5. Solution must accommodate the need to monitor, track, and report on court-related events requiring State agency actions. Examples of such events are recording outcomes for all petitions, trials, hearings, continuances, detention proceedings, periodic reviews, adoptions, changes of placements, court reviews of investigations findings, custody start dates, custody end dates, TPR status, legally freed dates, and all relevant court decisions.
6. Solution must accommodate the requirements of the Indian Child Welfare Act. For reference purposes, below are two URLs for the Indian Child Welfare Act that were active at the time of posting this RFP.

<https://www.bia.gov/sites/bia.gov/files/assets/bia/ois/pdf/idc1-034238.pdf>

<https://www.ssa.gov/OP_Home/comp2/F095-608.html>

1. Intake and Investigation
2. The solution must accommodate all present intake and investigative policies and procedures being processed by the present MACWIS. Vendor must agree to work with MDCPS to improve and expand current procedures as necessary. Any process improvement plans recommended by the Vendor must be pre-approved by MDCPS prior to implementation.
3. The solution must include functionality to address and incorporate all points of entry for Child Welfare needs into the system. Such points of entry include but not limited to:
4. ANE (Abuse, Neglect, and Exploitation);
5. Resource Inquiries;
6. ICPC (Interstate Contact on the Placement of Children);
7. ICAMA, (Interstate Compact on Adoption and Medical Assistance);
8. Case Management (One Time Services);
9. Information and Referral - CARA (Comprehensive Addiction and Recovery Act of 2016 and I&R (Information and Referral);
10. CHINS (Child in Need of Services) (URM);
11. URM (Voluntary Placement/Safe baby/Unaccompanied Refugee Minor Program); and
12. Post-Adoption Services.
13. The solution must accommodate MDCPS policies governing intake. Vendor agrees to work with MDCPS to incorporate such functionalities and to recommend improvements where appropriate.
14. The solution must accommodate MDCPS screening requirements which govern the process after intake information has been gathered. Screening processes aid in uniform decision-making and making appropriate referrals.
15. The solution must include functionality that addresses and incorporates the overall management of an investigation. This includes but is not limited to all user generated and/or uploaded investigative documentation, investigative findings/supporting evidence, recommendations for opening a case, safety planning, and authorizing support services. Examples of support services are arranging/paying for drug screens and arranging/paying for pest control treatments.
16. The solution must support the need to conduct on-going case staffing during the lifetime of the investigation. Investigation staffing requirements must adhere to MDCPS guidelines and policies.
17. The solution must accommodate all assessments made during the lifecycle of an investigation. Examples are safety assessments and risk assessments.
18. Workflow
19. Solution must accommodate configurable workflows and business rules that are common to best practice case management solutions, regardless of whether or not they are specified by this RFP.
20. MDCPS case management processes follow prescribed steps, depending on the type of required action. The proposed solution must allow multiple, configurable workflows and processes in accordance with all MDCPS data driven parameters and established procedures and mandates.
21. Solution must provide flexible workflow routing to accommodate MDCPS processes involving multiple case types with differing workflows. Some examples include:
22. ANE Intake > Investigation >In-Home Case;
23. ANE Intake > Investigation > Placement Case;
24. ANE Intake > Investigation > Placement Case > Adoption Case;
25. Resource Inquiry Intake > Home Study > Resource Case;
26. CHINS Intake > In-Home Case Intake;
27. CHINS Intake > Placement Case;
28. Safe Baby Intake > Placement Case > Adoption Case;
29. Unaccompanied Refugee Minor (URM) Intake > Placement Case > Referral to Other Agency;
30. ICPC Intake > Home Study > Resource Case > Placement Case;
31. Case Management (One-Time Services) Intake > Financial Support Services;
32. ICAMA Intake > Post Adoption Services; and
33. Information & Referral Intake > Referral to Other Agency.
34. Solution business rules and workflows must allow multiple, related triggers.
35. Solution must provide configurable triggers that will initiate events and/or data driven workflow actions that will result in automatic updates to cases.
36. Solution must provide configurable time standards that trigger and route workflows based on multiple variables such as event aging and failure to comply with MDCPS prescribed actions. Such events and conditions will be defined by MDCPS.
37. Solution must allow authorized users to redirect workflows in response to circumstances that require temporary or permanent changes.
38. Solution must automatically calculate service deadlines; this feature must be configurable.
39. Workflow routing must accommodate, track, and report on due dates as defined by MDCPS.
40. Solution must distribute case management information and/or tasks to relevant parties simultaneously.
41. Solution must display workflows in simple, graphic formats which are easily understood by system users.
42. Workflow graphics must indicate current status of a work item in the workflow.
43. Solution must allow workflows to be saved as templates to be reused for other types of case management actions.
44. Solution must provide the ability to create and modify workflows using built-in administrative tools.
45. Workflows must be capable of routing case management functional responsibilities to specific staff member work queues.
46. MDCPS will consider it an advantage if the solution allows workflows to be configured with drag-and-drop tools through a graphic user interface.
47. Authorized MDCPS staff must be able to reassign and/or override workflow tasks as necessary to manage workloads, staffing, and processes.
48. Solution must offer pre-configured workflows for processes common to MDCPS CCWIS activities.
49. Document Manager
50. Solution must offer all document management features and functionality common to best case management practices, whether or not they are specified by this RFP.
51. Solution must offer a full featured document management system (DMS) that accommodates generating, scanning, indexing, manipulating, editing, and storing paper and electronic documents.
52. In addition to scanning on demand, proposed solution must provide bulk scanning of paper documents.
53. Proposed document manager must provide a robust, organized, and user-friendly document storage and retrieval structure.
54. Proposed document manager must accept and upload large gigabyte documents, including but not limited to All Microsoft Office formats, .pdf, and all photo formats including JPEG, TIFF, GIF, and PNG.
55. Solution must accommodate printing and/or exporting of maintained and managed documents, including but not limited to multiple documents in a single batch job.
56. Solution must allow mobile users to upload and attach documents to targeted case management records.
57. Solution must allow permission-based review and editing of documents in the document manager.
58. Proposed document manager must offer and manage document collaboration among authorized users.
59. Proposed document manager must accept the import of migrated documents and other digital assets presently used by MDCPS for case management processes. Common MDCPS document formats include: All Microsoft Office formats, .pdf, and all photo formats including JPEG, TIFF, GIF, and PNG.
60. Solution must accept approximately 15 TB of migrated documents as described above.
61. Proposed solution must allow authorized users to design and implement workflow-aware document templates.
62. Based on workflow and case management criteria determined by the MDCPS, proposed solution must provide automatic document routing to appropriate work ques for users and/or automatic response.
63. Proposed document manager must offer common features as described below:
    1. Customizable case document types;
    2. Customizable flags and meta-data for document types;
    3. Attach multiple file types to case, including proprietary file types;
    4. Viewer for all allowed document file types;
    5. Docs can be searched by file name and metadata;
    6. Docs can be searched by content;
    7. Docs can be searched within a case and across cases;
    8. Docs can be attached to case and linked to events and participants;
    9. User-initiated and system-initiated OCR of pdfs;
    10. Notification can be sent to users of new document attached to case;
    11. E-signature functionality;
    12. Customizable document retention policies - based on case type;
    13. Customizable document organization and display, using folders, tags, column sort, views;
    14. Documents can be scanned directly into CMS and OCR'd;
    15. Generated documents can be distributed to multiple people (internal and external), and system captures/displays whom document was sent to;
    16. Docs can be redacted, and both original and redacted versions saved;
    17. Docs can be saved for cases that are not opened;
    18. Doc title/file name can be modified;
    19. Docs can have "draft" status, and drafts can be modified;
    20. Docs can have "final" status, and cannot be modified;
    21. Queue for docs waiting for signature;
    22. Multiple documents can be attached/copied/printed with a single action, including by drag-and-drop;
    23. Document generated in one case can be used as a template for another case, and the new document can be saved to the other case;
    24. Document-type pick list should be context-sensitive, by case type;
    25. Users can bookmark documents;
    26. Template-type approach to document;
    27. Available and configurable version control;
    28. Documents can be accessed offline, consistent with security requirements;
    29. Documents can be annotated within the DMS;
    30. Document can be attached directly from email;
    31. Documents from a batch letter generation can be saved to the applicable sub-case, with the combined document saved to the master case;
    32. Automatic notification to support staff that document has been drafted and is ready to be finalized; and
    33. Approval workflow available for generated documents.
64. Search Functions
65. Solution must offer all search features and functionality common to best practice case management solutions, whether or not they are specified by this RFP.
66. Solution must offer full featured, configurable data search functions that can be scheduled to run automatically and/or as a result of an individual request from an authorized user.
67. Solution must allow users to search by any indexable attribute required by MDCPS.
68. Solution must be able to search on all data elements and have full keyword search capability.
69. Solution must be able to produce search results that represent the search term, as well as subtle variations of the search term.
70. Solution must offer pre-defined searches that would be common to CCWIS activities.
71. Searches must be exportable or downloadable to common file formats such as Excel, .pdf, xml, and csv.
72. Users must be able to save frequently used searches for repeated use.
73. Users must be able to search by groupings or related matters such as outcomes, settlements, dispositions, etc.
74. Users must be able to search for items opened or closed during specific time frames.
75. Users must be able to search for upcoming events, deadlines, or other quantifiable parameters as determined by MDCPS.
76. Solution must provide global search functionality. At a minimum, this function should allow a user to search for any data or combination of data in the system. The results should be presented in a prioritized structure determined by the relevance to the search criteria. All connected or relatable data based on the search criteria should be presented within the prioritized results.
77. Reports and Dashboards
78. Solution must offer pre-designed, standard reports common to best case management practices, whether or not they are specified by this RFP.
79. The solution must provide all tracking and reporting functionality necessary to meet the day-to-day reporting requirements of field management/staff, ad hoc reporting, and IRS 1099s.
80. The solution must provide all tracking and reporting functionality necessary to meet the mandated reporting requirements associated with the State of Mississippi Second Modified Settlement Agreement (MSA).
81. The solution must provide all tracking and reporting functionality necessary to meet the mandated Federal reporting requirements, which include but are not limited to: Adoption and Foster Care Analysis and Reporting System (AFCARS), National Youth in Transition Database (NYTD), and National Child Abuse and Neglect Data System (NCANDS).
82. Solution must accommodate the creation and modification of standard reporting templates as defined by MDCPS.
83. Solution must accommodate user defined reporting for the purpose of creating custom reports from any and all data elements for which MDCPS requires tracking and/or reporting.
84. User defined reporting tool must be intuitive and easy for the user to comprehend.
85. Solution must provide configurable reporting of all case-related, person-related, court-related, and event-related activities required by MDCPS.
86. Solution must provide the ability to save user-generated reports under user profiles.
87. Solution must allow authorized MDCPS staff to create their own reports using an interface that does not require specialized knowledge of a third-party tool such as Crystal Reports.
88. Solution must allow MDCPS Staff to create and save customized reports and queries.
89. The solution must provide ad hoc reports of all users with system access, including level of access and the date/time of last access.
90. Solution must be capable of exporting reports into file formats including but not limited to PDF, MS Excel, and MS Word.
91. Solution must be able distribute reports through the workflow as email attachments.
92. Solution must provide dashboards that can be configured according to roles and preferences of individual users.
93. Solution must provide configurable dashboards on throughput performance measures and system activities such as active users, active investigations, etc.
94. Solution must provide configurable dashboards where investigation and/or cases can be viewed along with pertinent case information such as: case members, court events for individuals within the case, vital demographic information, services received, etc.
95. Solution must provide configurable dashboards for users to manage open tasks.
96. Solution must provide dashboard views that provide caseworkers with pertinent information related to their workloads and cases to assist them in visualizing and prioritizing work.
97. Solution must provide configurable executive dashboards or integrate with an existing Data Analytics solution. The State will consider it a plus for solutions that can integrate with Microsoft Power BI.
98. Solution must generate caseload and case status reports.
99. Solution queries must filter out repetitive results and cases that do not require action.
100. Solution must generate email and phone lists from user account and participant information.
101. Solution must automatically generate reports on a configurable schedule and distribute them to selected users.
102. Solution must offer a case narrative report that includes such information as narratives, comments, or notes related to the case.
103. Solution must offer a case closing summary report.
104. Ticklers
105. Solution must provide all tickler capabilities common to best practice case management solutions, including but not limited to the following:
106. Ticklers can be directed to a specific person or people, with a due date and a description of the task to be accomplished;
107. Ticklers can be updated and modified, e.g., assign new due date, add recipient, etc.;
108. Priorities can be set for ticklers;
109. Ticklers can be viewed within a case and across cases;
110. Authorized users can configure tickler displays, including the ability to set an expiration date;
111. Solution provides a configurable display of a user's unsatisfied ticklers within a case and across cases;
112. All case ticklers should remain permanently viewable in case view;
113. Satisfied ticklers can be filtered from display, but remain accessible;
114. Provides notification to users of unsatisfied overdue ticklers; and
115. Ticklers can be directed to multiple recipients.
116. If possible, solution should allow:
117. Tickler content to be saved as a case note;
118. All ticklers in a workflow to be displayed, showing due dates and which are satisfied; and
119. Configurable user notification when a new tickler is received.
120. Alerts and Notifications
121. The Solution must provide all notification capabilities common to best practice case management solutions, whether or not they are specified by this RFP.
122. The solution must include internal and external notifications. Internal notifications might include notifications to workers that a new case has been assigned to them, or a work product has been acted upon by the approver, etc. External notifications might be generated to inform clients of pending case activities such upcoming visitation, Family Team Meeting (FTM), Foster Care Review (FCR), and court dates.
123. Protective Services Alerts (PSAs) are issued to advise of certain conditions related to at-risk children and/or families. In the event of such needs, the proposed solution must provide the ability to issue PSAs internally to alert MDCPS staff and externally to alert other states.
124. Other states often issue PSAs requesting MDCPS to be on the lookout for certain families or individuals involved in child protective issues. These PSAs contain identifying information (Name, SS, DOB) about the individual or family members being sought. Presently, MDCPS manually emails this information throughout the State to advise staff workers to be on the lookout for these individuals.

The proposed solution must accommodate the capture and flagging of identifying information for out-of-state PSA subjects and issue alerts when these individuals present themselves for MDCPS services.

1. The solution must be able to broadcast agency notifications to inform all system users or selected user groups about any update, security alert, issue, or agency- related communication.
2. Solution must auto-generate emails or notifications based on conditions and thresholds set by MDCPS.
3. Solution must provide email and/or correspondence templates for notification purposes.
4. Calendar Functions
5. Solution must offer full featured calendar functions that are common to all best practice case management solutions, whether or not they are specified by this RFP.
6. Solution must allow users to schedule meetings, court dates, home visits, doctor visits, and other relatable events connected to the case or the MDPCS staff’s activities.
7. At a minimum, solution must offer calendar functions as described below:
8. Can generate calendars based on CCWIS data; Calendar event can be sent to Outlook calendars. If event is updated, Outlook event is automatically updated;
9. Configurable meeting notification and event fields display;
10. Calendars can be shared with participating entities, as determined by MDCPS;
11. Calendars are exportable;
12. Events can be displayed in calendar style;
13. Cancelled hearings can be excluded from calendar reports; and
14. Users can subscribe to calendar events.
15. Audit Functions
16. The solution must offer common audit trail functions inherent to best practice case management solutions and must at a minimum, include:
17. Ability to audit based on activity type (view, modify, delete);
18. Ability to set audit requirements based on data type or case type;
19. Ability to set audit retention schedule based on data type or case type;
20. Ability to audit user activity including but not limited to logins, logouts, and changes within a record;
21. Ability to restrict access to auditing data;
22. UI for query/search and reporting of audit data; and
23. Ability for users to customize audit reports.
24. For tracking and audit purposes, solution must assign unique identifiers to all users.
25. The solution must time-stamp all actions taken by users and reflect the activity in the audit trail.
26. The solution must maintain an audit trail of data changes including but not limited to previous and new values, change dates, and the identity of the person making the change.
27. Audit trails must be accessible in real time by authorized MDCPS staff.
28. The proposed solution must also be able to produce an audit trail of the historical security access changes for each user.

# System Design

1. Data Management
2. The solution must allow for manual data entry by role-based user accounts.
3. The solution must support manual or automated imports and exports of data into common text file formats (.txt, .csv. etc.)
4. The solution must be NIST compliant relating to security standards to ensure the data is protected and is secure in a resting state.
5. The solution must provide mitigation for incorrect or duplicative data.
6. Vendor agrees to develop, document, and implement comprehensive procedures for the management of data and data documentation (Data Management Plan). The Data Management Plan is more fully described in Section IV, H.
7. As previously specified in Section I, E., Vendor must agree that all MDCPS data will remain within the continental United States borders. At no time will the transmission or storage of any MDCPS data be permitted to any resource outside of the United States.
8. Standards
9. Proposed solution must comply with the most recent form of any and all regulatory standards that apply to the CCWIS technologies sought by this RFP, whether or not they are defined by this RFP.
10. Interfaces
11. Solution must be capable of interfacing with the MDCPS Active Directory implementation for internal MDCPS users for the purpose of authentication and privileging. Active Directory changes such as user account deletion or account disabled statuses must have no effect on log transactions, case reassignment, or historical data in the system.
12. In the implementation of the proposed solution, Vendor must agree to provide, implement, test, and make operational each of the key interfaces and exchanges in the proposed solution. Interfaces known at this time are described in Table 2.

| ***Table 2*** | | | | |
| --- | --- | --- | --- | --- |
| **Interface** | **Status** | **Direction** | **Type** | **Description** |
| **AFCARS**  *Adoption and Foster Care Analysis and Reporting System*  **Required per CCWIS Regs** | Active | 1-way  Data out | Text file format export/import | AFCARS collects case-level information from state and tribal Title IV-E agencies on all children in foster care and those who have been adopted with Title IV-E agency involvement. Examples of data reported in AFCARS include demographic information on the foster child as well as the foster and adoptive parents, the number of removal episodes a child has experienced, the number of placements in the current removal episode, and the current placement setting. |
| **CCPP**  *Child Care Payment Program* | Active | 2-way | Manual Paper Process | CCPP is administered by the Division of Early Childhood Care and Development (DECCD) of the Mississippi Department of Human Services (MDHS). Referrals are sent via DocuSign. MDCPS intends to automate this process in the CCWIS solution. |
| **Credit Bureaus** *(TransUnion, Equifax, Experian)* | Active | 2-way | Webservice | The purpose of these interfaces is to provide identity protection services for children in custody. This is currently one-way transmission to the credit bureaus. Negotiations are on-going to automatically receive data from the bureaus. |
| **CWCAs**  *Child Welfare Contributing Agencies*  **Required per CCWIS Regs** | Semi-Active | 2-way | Text file format export/import | In general, data exchanges with CWCAs must support the goals of serving clients and improving outcomes by sharing data required for purposes such as reporting, program administration, Title IV-E eligibility determinations, and audits. This interface will need to be developed in CCWIS to have a uniform format for all CWCAs. |
| **DPS**  *Department of Public Safety* | Inactive | 2-way | API | This interface is no longer in use.  However, it will be re-started in the future. The MS Department of Public Safety has an API interface for external systems. MDCPS intends to utilize the DPS interface in the CCWIS solution. |
| **EPPIC**  *Electronic Payment Processing Information Control*  **Required per CCWIS Regs** | Active | 2-way | Text file format export/import | The purpose of EPPIC is to distribute child welfare payments to licensed foster parents. The data exchange is a text file format used for export and import. |
| **FITS**  *Financial Information Tracking System*  *(MDHS)*  **Required per CCWIS Regs** | Active | 2-way | Text file format export/import | The solution must track and send payment information and receive reconciliation information. Currently the system is only tracking the payment information. |
| **FPS**  *Family Preservation Service*  Interface is for child service resources | Active | 1-way  Data In | XML File | This interface is with Youth Villages and Canopy Solutions. Data is received from both resources as an XML file using the following steps:   1. User Interface in the DFCS Web portal to upload and validate the XML file. 2. Windows Service is used to handle the XML file. Once the XML file uploads then it validates the XML file and loads data into the SQL Server database. 3. FPS Interface is used to read data from SQL server database and loads or send the uploaded data into the MACWIS database. |
| **ICAMA**  *Interstate Compact on Adoption and Medical Assistance*  **Required per CCWIS Regs** | Active | 2 -way | Text file format export/import | The purpose of the ICAMA interface is to transfer Medicaid eligibility information for adopted children that move across state lines. |
| **MAGIC**  *Mississippi Accountability System for Government Information and Collaboration*  **Required per CCWIS Regs** | Active | 2-way | Manual Text file format | MAGIC is Mississippi state government’s Enterprise Resource Planning solution, based on SAP Public Sector software. |
| **MAVERICS**  (Person Search Tab in MACWIS) | Active | 2-way | Text file format export/import | The MAVERICS Tab is updated with data from MAVERICS during nightly processing. This process is integrated with MACWIS. |
| **MAVERICS** *Mississippi Automated Verification Eligibility Reporting and Information Control System*  *Includes Dept of Education Data*  **Required per CCWIS Regs** | Active | 2-way | Text file format export/import | MAVERICS provides information that includes but is not limited to income, resources, Social Security, vital statistics, child education, and Medicaid. Information is shared using Batch, Internal data Exchanges, Text files and ACI. MAVERICS is also a candidate to provide data on the following:   1. Social Security 2. Department of Health for vital statistics 3. Department of Education for child education data |
| **MCTS**  *Master Client Tracking System (MDHS)* | Active | 2-way | Text file format export/import | The solution must support transmission of data to the MCTS. Person data is sent from MDHS. |
| **METSS**  *Mississippi Enforcement & Tracking of Support System*  **Required per CCWIS Regs** | Active | 2-way | Text file format export/import | A file is sent from METSS to assist with missing data in MACWIS. This data is being moved by IT Staff. |
| **Microsoft Active Directory** | Active | 2-way | Integration | The purpose of this interface is to integrate the current MDCPS AD in order to avoid the management of multiple user accounts. |
| **MMIS**  *Medicaid Management Information System*  **Required per CCWIS Regs** | Active | 2-Way | Text file format export/import | The purpose of this interface it to ensure that all the children in custody, whether in foster Care or adoption, have insurance coverage.  MDCPS Records are sent to Medicaid twice a day. Also, between the 21st and 25th, a master file of the current month’s daily is sent over for Medicaid to upload into their system. |
| **MYCIDS** *Mississippi Youth Court Information Delivery System*  **Required per CCWIS Regs** | In Development | 2-way | Text file format export/import | The system is designed to support the Youth Court staff in the decision-making process by providing rapid access and visibility to information shared in a common information repository.  The purpose of this interface is to limit the amount of data the users have to enter. |
| **NCANDS**  *The National Child Abuse and Neglect Data System*  **Required per CCWIS Regs** | Active | 1-way  Data Out | Text file format export/import | NCANDS is a voluntary data collection system that gathers information from all 50 states, the District of Columbia, and Puerto Rico about reports of child abuse and neglect. |
| **NEICE/ICPC**  *The National Electronic Interstate Compact Enterprise/* *Interstate Compact on the Placement of Children* | Active | 1-way  Data out | Text file format export/import | NEICE is an information technology solution that supports the administration of ICPC by exchanging data and documents across state jurisdictions electronically.  NEICE will export the case data along with the child and placement resource information. All case related data will be exported whenever there is an update to a case.  The case export will be a full export with the most current record. The export will be in .csv format and will be placed in the FTP folder. NEICE will also export the documents that are added or modified to the case.  The documents are then placed in the FTPS folder for retrieval. |
| **NYTD**  *National Youth in Transition Database*  **Required per CCWIS Regs** | Active | 1-way  Data out | Text file format export/import | The NYTD reports on the following:   1. Collecting information on youth and the independent living services they receive paid for or provided by the State agencies that administer the Chafee Foster Care Independence Program (CFCIP); and 2. Collecting outcomes information on youth who are in or who age out of foster care |
| **SSA**  *Social Security Administration* | Active | 2-way | Text file format export/import | Currently, only select records are sent to the SSA for verification. There are plans to send all active persons in MACWIS to ensure that the correct info is in MACWIS. |
| **US Postal Service**  Address Verification | Active | 2-way | Webservice | Melissa Data is utilized for address verification. |

1. Backup and Recovery
2. Vendor must agree that the proposed solution will need to be backed up (data and system configurations) at least daily for continuity of operations considerations. Copies of the backup tapes will be stored off site from the central operations site (primary and disaster sites) to increase the likelihood of their availability in case of a natural or man-made disaster.
3. Vendor must agree that the proposed solution will permit system administrators to selectively create full and incremental backups of any and all CCWIS files without impacting functionality of the system. Such backups include but are not limited to administrative files, MACWIS/NIST archive files, transaction files, master identity indexes, and transaction results.
4. Vendor must agree that the proposed solution will permit system administrators to selectively support the recovery of any and all files from the backups to the appropriate locations.
5. Vendor must agree that the proposed solution will maintain synchrony between the primary CCWIS site and the failover site to ensure that each and every transaction successfully enrolled in the operational site is still available in case of a switchover to the other CCWIS site.
6. Vendor must provide a backup solution that will allow MDCPS to create archive tapes for offsite storage.
7. Service Availability and Restoration
8. For the initial term and any extended terms of service, the Vendor must agree that, except as the result of a catastrophic event, the proposed solution will provide at least 99 percent availability of all CCWIS services, to be measured monthly.
9. Vendor agrees to include as unavailable time:
10. Any scheduled outages for preventive maintenance;
11. Planned upgrades where the CCWIS users do not have access to and the use of CCWIS services.
12. For purposes of this requirement, “catastrophic event” is defined as a natural or man-made disaster that destroys both the primary and the disaster recovery CCWIS sites or renders both unusable due to fire, water damage, earthquake, radioactive leak, large-scale power outage, declared medical pandemic, or a large-scale communications infrastructure outage (telephones and Internet access). Large-scale means at least affecting the city where the site is located.
13. Continuity of Operations Plan
14. Many of the requirements of this RFP No. 4236 refer to the need for continued operations if a local or regional event adversely affects access to the primary site or interrupts normal operations. To address these needs, Vendor must submit, a *Continuity of Operations Plan* (COOP) in response to this RFP.
15. COOP services include but are not limited to the provision of cloud computing, system data, and documentation to ensure essential services in the event of a disaster declaration. The COOP must include plans for periodic training drills involving all pertinent personnel, equipment, and systems to maintain readiness to respond to disaster declarations. MDCPS and Vendor will agree on the timing of disaster training drills.
16. The COOP must document procedures to ensure the performance of essential functions during abnormal conditions, including system maintenance and system upgrades. Essential functions are defined as those functions that enable Vendor to provide vital services under any and all circumstances.
17. Vendor agrees that COOP services will be considered a part of system maintenance and will be covered by the system maintenance fees.
18. At a minimum, the COOP must:
19. Ensure continuous performance of essential CCWIS functions and operations during an emergency or planned outage;
20. Protect essential system functionality, continuity of records, and other assets;
21. Reduce or mitigate disruptions to operations; and
22. Achieve a timely and orderly recovery from an emergency and resume of full service to users.
23. At a minimum, the capabilities provided by the Vendor in the COOP must:
24. Be maintained as an active-failover service;
25. Be capable of providing 100 percent of the CCWIS services both with and without warning/scheduling; and
26. Be continuously operational in a cloud environment during normal operations.
27. At a minimum, the COOP must contain:
28. Plans and procedures;
29. Identification of essential functions;
30. Alternate facilities;
31. Interoperable communications;
32. Vital records and databases; and
33. Tests, training, and monthly exercises and drills;
34. Upon implementation, the COOP must:
35. Outline a decision process for determining appropriate actions in implementing COOP plans and procedures.
36. Establish a roster of fully equipped and trained emergency provider and State personnel with the authority to perform essential functions and activities.
37. Include procedures for employee advisories, alerts, and COOP Plan activation, with instructions for relocation to predesignated facilities, with and without warning, during duty and non-duty hours. This includes providing for personnel accountability throughout the duration of the emergency and providing for continuous operational status in an active-active environment.
38. Establish reliable processes and procedures to acquire resources necessary to continue essential functions.
39. Declaration of Disaster
40. A declaration of disaster may be called by the State or by the Vendor.
41. In the event of a declared disaster, MDCPS expects the Vendor to be completely responsible for the restoration of CCWIS operations.
42. Vendor will be expected to invoke the appropriate disaster recovery plan within four (4) hours from the disaster declaration and the disruption of normal CCWIS operations.
43. MDCPS must be able to log on to the failover system at the disaster recovery site immediately upon the disaster declaration.
44. Vendor shall have 100% capacity of the operational system regardless of the declaration of the disaster by the State or the Vendor.
45. Vendor’s failure to make a declaration of a Disaster within four (4) hours shall result in any system downtime, as a result of this incident, being deemed as unscheduled downtime.
46. In the event of a disaster declaration, Vendor must remain in regular and consistent communications with MDCPS, keeping all relevant managers and responders informed and updated on efforts to restore normal operations.

# Implementation Requirements – Statement of Work

1. Vendor Acknowledgement
2. This Section outlines the MDCPS minimum expectations of the awarded Vendor for implementation of the selected solution. Implementation deliverables will reveal the Vendor’s expertise in project management, CCWIS process management and improvement, data migration, and acceptance testing, etc. MDCPS expects the proposed preliminary implementation plans to be refined by the awarded Vendor and MDCPS project managers during the implementation process.
3. This Section includes requirements for proposing Vendors and requirements for the awarded Vendor. Proposing Vendor specifications require the Vendor to present detailed plans, strategies, and methodologies to prove Vendor capabilities. Post-award requirements require implementation of the proposed plans, strategies, and methodologies as agreed upon by the State and the awarded Vendor. For all such requirements, the term Vendor is used interchangeably, and the intent is determined by the context of the requirement.
4. Upon award, MDCPS intends for the requirements set forth in this Section, and the responding Vendor’s proposal, including any subsequent, agreed upon provisions and revisions, to act as the Implementation Statement of Work.
5. Vendor must acknowledge that he has read and understands the intent of Section IV, Implementation Requirements - Statement of Work.
6. General Scope
7. Vendor must agree to implement the selected solution to achieve the following minimum goals:
8. Replicate the functional, technical, and administrative capabilities of the existing MACWIS;
9. Enhance the functional, technical, and administrative capabilities of the existing MACWIS to meet all CCWIS requirements.
10. Migrate the existing formatted MACWIS database content from the existing solution to the selected solution;
11. Conduct extensive testing of the proposed system to identify and correct deficiencies in base capabilities, customizations, integrations, interfaces, migrations, and MDCPS processes. Such efforts must include but may not be limited to:
    1. On-site Testing;
    2. COOP Testing;
    3. User Acceptance Testing; and
    4. Final Acceptance Testing.
12. Train system users and provide complete system documentation and user documentation.
13. Program Management
14. The Vendor agrees to establish a formal *Program Management Office* (PMO), which will be responsible for executing the total effort required for implementation, testing, acceptance, training, and maintenance of ongoing operations of the proposed CCWIS solution.
15. Vendor must define roles, responsibilities, authority structures, and reporting requirements for each organizational element.
16. Vendor agrees to appoint a Project Manager to be responsible for overseeing the execution of all facets of implementing the proposed solution.
17. The Project Manager will have full authority over all program activities and Vendor resources, subject to MDCPS oversight and approval.
18. The Project Manager will be responsible for Vendor’s technical, schedule, and cost performance.
19. The Project Manager will be the principal interface between the Vendor and the State for all matters relating to the implementation of the proposed solution and the resulting contract with the State.
20. The Project Manager or his designee will be available to the State on a 24/7/365 basis, as needed.
21. As a part of program management, Vendor agrees to conduct technical reviews and provide technical reports for ongoing operations for the term of the resulting contract.
22. Vendor agrees to log all transaction and system activity necessary to evaluate performance and facilitate trend analysis; and
23. Vendor agrees to conduct appropriate quality assurance and audits to ensure that logs are complete and accurate.
24. During the implementation phase, Vendor agrees to meet with State designees to review program objectives, at least on a monthly basis or more often as needed, and on-site as needed:
25. To confirm that technical problems have not caused the program to fail to maintain agreed upon service levels;
26. To provide immediate feedback for the resolution of any issues on a timely basis;
27. To ensure that the parties are proactively identifying and addressing issues that could adversely affect service levels; and
28. To provide a written review of the status of all plans and documents described in RFP No. 4236.
29. Vendor agrees to participate in a program kickoff meeting at a State facility 30 days prior to the date scheduled for declaring the State’s *Initial Operating Capability* (IOC). The purpose of the meeting is to introduce key State and Vendor operations support personnel, discuss plans, examine risks, and address any other issues important to successful operations.
30. Vendor agrees to conduct periodic quarterly or semi-annual *Operational Management Reviews* for the purpose of addressing concerns such as:
31. Performance against SLAs;
32. Financial and schedule status;
33. Planned activities;
34. Action items/status;
35. Problem report status;
36. Configuration management and quality assurance reporting;
37. Issues and risks; and
38. Other service level shortfalls and plans for corrective action.
39. Vender understands that the State expects operational management review meetings to be held at MDCPS or State sites. For meetings not held at State sites, Vendor agrees to assume vendor related travel expenses.
40. Vendor agrees to participate in required operational management review meetings as requested by the State, or as required by operational conditions.
41. For operational management review meetings, Vendor agrees to provide agendas, presentation materials, minutes, technical reports, and system performance reports.
42. Project Management Plan
43. *Project Management Plan* (PMP): The MDCPS desires to implement the proposed solution as rapidly as possible after contract execution. So that MDCPS can assess Vendor’s ability to implement an accelerated schedule, Vendor must submit with his response, a PMP that includes, but is not limited to all tasks (all phases), estimated hours per task, major project milestones, quality assurance checkpoints, testing, etc. The Vendor should detail any components of the implementation that would exceed the June 30, 2021 deadline referenced in RFP No. 4236, Section VII, Item 4.6.
44. MDCPS prefers the Vendor to use Microsoft Project as the tool for preparing and maintaining the PMP.
45. Vendor’s PMP must reflect industry best practice standards and must detail Vendor’s plans for planning, monitoring, supervising, tracking, and controlling all project activities.
46. Vendor’s PMP must describe the organizational structure the implementation team, team member roles and responsibilities, resources, processes, and all other information necessary for MDCPS to assess your ability to manage the CCWIS implementation.
47. MDCPS will provide resources to work with the awarded vendor in the various stages of project development, design, implementation, testing, and maintenance of the proposed solution. Below is an overview of the available MDCPS staff. Based on prior experience, proposing Vendor should provide a high-level estimate of the amount of time state resources might be necessary for the primary stages outlined the preliminary project management plan.

|  |  |
| --- | --- |
| **Job Function** | **Available Staff** |
| Chief Information Officer | 1 |
| Project Manager | 1 |
| Business Analyst – Knowledge Expert | 10 |
| Senior Programmer Analyst – Technical | 5 |
| Senior Business System Analyst – Technical | 3 |
| DBA/Programmer Analyst - Technical | 1 |
| **Total Available** | **21** |

1. Vendor’s PMP must include an Integrated Master Schedule (IMS), that the Vendor agrees to maintain and update as necessary in response to implementation requirements. The project timetable must estimate the time necessary for all phases of implementation from the point of contract execution through completion of go-live, final system acceptance, and user training.
2. RFP No. 4236 Compliance Documents
3. Reference documents and required standards cited by this RFP will be considered compliance documents.
4. If Federal or State compliance documents or standards are updated during the scope of this implementation, the Vendor must agree with the State to recognize and comply with the updated documents or standards.
5. If Vendor proposes changes to compliance documents during the scope of this implementation, Vendor agrees to:
6. Identify existing material needs to be replaced or updated;
7. Identify the proposed new material and/or associated data items;
8. Provide a rationale for using the new items including cost, schedule, performance and supportability impact; and
9. Obtain State approval.
10. System Design and Development
11. Prior to implementation, Vendor must prepare a *System Design Document* (SDD) for review and State approval. The SDD must:
12. Include a conceptual model of the system architecture. This can be illustrated by flowcharts;
13. Include descriptions and illustrations of modules which handle specific system tasks;
14. Include descriptions and illustrations of components that provide a function or group of related functions;
15. Include descriptions and illustrations of interfaces that share boundaries across the components where the system exchanges related information;
16. Include descriptions and illustrations of data flow and the management of this information;
17. Include complete workflows for all operational user and administrative functions; and
18. Include database scheme, listing all the table, fields, and characteristics.
19. When the SDD document has been approved by the State, the Vendor may proceed with implementation.
20. System Migration Plan
21. Vendor must prepare a comprehensive *System Migration Plan* that details the Vendor’s approach to migrate MDCPS from its current legacy MACWIS to a new CCWIS environment under the proposed solution. So that MDCPS can assess Vendor’s ability to conduct such a migration, Vendor must provide a preliminary *Migration Plan* for MDCPS with the following details and requirements:
22. Vendor must be specific about the tools, data, facilities, personnel, and other resources required for the migration. Regarding personal and other resources, be specific about whether the resources are supplied by the Vendor, MDCPS, or other. Vendor should keep in mind that MDCPS has limited available resources; and
23. Upon award, the system migration plan will be amended to meet specific migration needs as determined by the Vendor and MDCPS.
24. Data Quality and Management Plan
25. Vendor must agree to develop and document a Data Quality and Management Plan for the management of data, including legacy data and ongoing production data.
26. The Data Quality and Management Plan must detail how data will be handled during and after the implementation phase of the project.
27. The Data Quality and Management Plan must include multiple domains that can be managed through data governance such as:
28. Data architecture;
29. Development & deployment;
30. Testing;
31. Operations;
32. Vendor management;
33. Security and Access;
34. Document and Content Management;
35. Legacy Data; and
36. Data quality and management.
37. Data Quality and Management Plan must ensure that data is:
38. Consistently and uniformly collected;
39. Exchanged and maintained confidentially; and
40. Monitored by automated functions.
41. At a minimum, the Data Quality and Management Plan must address data quality, data creation, acquisition, usage, storage, bi-directional exchanges with stakeholder entities, and any other data management practices critical to the success of the proposed solution.
42. Data Conversion and Migration Plan
43. Vendor must migrate legacy data from the current MACWIS to the awarded CCWIS.
44. So that MDCPS can assess Vendor’s ability to migrate MDCPS legacy data to the proposed CCWIS, Vendor must submit a preliminary Data Conversion and Migration Plan. Vendor must be specific about Vendor’s methodology. Highlight any known risk factors and present risk mitigation plans.
45. Data Conversion and Migration Plan must specifically address plans for ensuring that converted and migrated data is accurate and complete.
46. Vendor agrees to work with MDCPS to define and execute data cleanup efforts prior to conversion.
47. Vendor must migrate additional case data from spreadsheets and other external platforms including but not limited to *Footprints*. *Footprints* is an in-house issue tracking system. Some of the data external to the MACWIS database will not be formatted for an import process and will be entered into the CCWIS system manually by MDCPS staff.
48. The current MACWIS database is an ADABAS database that resides on a Linux server. The database consists of 173 files that are stored in a 60,000 megabytes database. Table 3 below contains the number of records that are currently stored in each file. The actual number will vary from day-to-day as new records are added to the files.

| ***Table 3*** | | |
| --- | --- | --- |
| **File Number** | **File Name** | **Number of Records** |
| 1 | MW-PERS | 1,410,317 |
| 2 | MW-CASE | 88,970 |
| 3 | MW-NOTEPAD | 173 |
| 4 | MW-TICKLER | 428,558 |
| 5 | MW-TICKLER-TYPE | 440 |
| 7 | USER-DATA-FILE | 21,825 |
| 8 | SECURITY-FILE | 0 |
| 11 | MW-HOME-STUDY | 0 |
| 12 | MW-COURT-ACTN | 847,546 |
| 13 | MW-RESRC-DIR | 123,389 |
| 14 | MW-CUSTODY-PER | 53,248 |
| 15 | MW-TO-DO-LIST | 138 |
| 16 | MW-SUPP-SRVC | 4,539,428 |
| 18 | MW-MONTHLY-ELIG | 0 |
| 19 | CHECKPOINT-FILE | 6,506 |
| 20 | MW-ELIG-ADOP-BEN | 9,877 |
| 21 | MW-IMMUNIZATION | 184,588 |
| 22 | MW-ISP | 337,556 |
| 23 | MW-RES-SERVICES | 210,493 |
| 24 | MW-DIR-SRVC | 1,055,232 |
| 25 | MW-TASK | 2,110,900 |
| 26 | MW-HEALTH-REC | 294,289 |
| 27 | MW-ELIG-ADOP-BEN | 50,617 |
| 29 | MW-MASTER-PIN | 3,076 |
| 30 | MW-REGION | 22 |
| 31 | MW-CO | 89 |
| 32 | MW-TPR-HISTORY | 8,363 |
| 33 | MW-GL-ACCT | 386,343 |
| 34 | MW-FAILED-LOGON | 22,636 |
| 35 | MW-FINL-TRANS | 6,592,550 |
| 36 | MW-RES-LICENSE | 30,186 |
| 37 | MW-RES-WAIVER | 96 |
| 38 | MW-MED-REC | 267,824 |
| 39 | MW-COE-REQUEST | 1,078 |
| 40 | MW-RES-LIC-CHANG | 17,626 |
| 41 | MW-ADDR-XREF | 1,059,041 |
| 42 | MW-ADDR | 1,058,687 |
| 43 | MW-PERS-REL | 1,037,982 |
| 44 | MW-TRANSACTION-L | 114,965,241 |
| 45 | MW-PLACE-PAY-CON | 353,934 |
| 46 | MW-ELIG-ADOPTION | 464,524 |
| 47 | MW-ELIG-ADOP-SUB | 74 |
| 48 | MW-STATE-FINL | 959,906 |
| 49 | MW-VISITORS | 176,614 |
| 50 | MW-PLACEMENT | 187,196 |
| 51 | MW-RES-RSP-WKR | 77,750 |
| 52 | MW-METSS-PERS | 2,544 |
| 53 | MW-INDEPENDENT-L | 0 |
| 54 | MW-EDUC | 110,423 |
| 55 | MW-PERM-PLAN | 583,440 |
| 56 | MW-RES-RSP-HOME- | 95,411 |
| 57 | MW-RES-RSP-TRAIN | 203,307 |
| 58 | MW-NON-MDHS-ADOP | 179 |
| 59 | MW-RES-RSP-TASK | 549 |
| 60 | MW-CODE-TABLE | 3,519 |
| 61 | MW-METSS-UPDATE | 8,451 |
| 62 | MW-APPROVAL | 651,464 |
| 63 | MW-NON-CASE-ADOP | 11,138 |
| 64 | MW-ERROR-MSGS | 246 |
| 65 | MW-RES-FOST-ADOP | 821 |
| 66 | MW-CO-REL | 1,377 |
| 67 | MW-COURT-REF | 550,185 |
| 68 | MW-PERS-CONF-REL | 884,612 |
| 69 | MW-STATE-CHECK | 159,797 |
| 70 | MW-LINE-ITEMS | 722,670 |
| 71 | MW-SCRTY-HEADER | 0 |
| 72 | MW-RES-FH-ADDEND | 410 |
| 73 | MW-TEEN-CONF-RET | 10,437 |
| 74 | MW-EMPL | 53,245 |
| 75 | MW-TRAINING | 32,412 |
| 76 | MW-APPRAISAL | 4,302 |
| 77 | MW-PIN-REL | 13,980 |
| 78 | MW-BOARD-CONF-RE | 99,847 |
| 79 | MW-TRAINING-SESS | 2,832 |
| 80 | MW-ELIG | 0 |
| 81 | MW-CENTRAL-REG | 116,608 |
| 82 | MW-GPKMENU-SECUR | 27 |
| 83 | MW-RATE | 91 |
| 84 | MW-MSSIS | 93,031 |
| 85 | MW-DISCIPLINARY- | 2 |
| 86 | MW-IVE-ELIG | 146,899 |
| 87 | MW-CONF-NOTES | 579 |
| 88 | MW-SEED-FILE | 357 |
| 89 | MW-TPR-REQUEST | 12,065 |
| 90 | MW-DEPRVTN | 146,273 |
| 91 | MW-FAMILY-INCO | 0 |
| 92 | MW-TPL | 230 |
| 93 | MW-BANK-ACCT | 251 |
| 94 | MW-PLACE-SHELTER | 1,080 |
| 95 | MW-TELEPHONE | 563,333 |
| 96 | MW-ELIG-ADJ | 15,913 |
| 98 | MW-MEDICAID-ELIG | 0 |
| 99 | MW-EPSDT-REFERAL | 5,181 |
| 100 | MW-COURT-DETAIL- | 81,051 |
| 101 | MW-DEPRVTN-ADJ | 15,935 |
| 102 | MW-RISK-ASSESSME | 69,251 |
| 103 | MW-CASE-PERS | 394,120 |
| 104 | MW-RISK-CHILD-CA | 274,305 |
| 105 | MW-BLANKET-COURT | 0 |
| 107 | MW-FSP | 173,286 |
| 108 | MW-COMMENTS | 46,556,046 |
| 109 | MW-WITNESS | 829 |
| 110 | MW-PLACE-PAY-TEM | 431,219 |
| 111 | MW-PLACE-RATE | 178,029 |
| 112 | MW-BOARD-PAY | 550 |
| 113 | MW-RECOUPMENT | 8,590 |
| 114 | MW-PROXY | 24,301 |
| 115 | MW-ALIAS-PERS | 91,198 |
| 116 | MW-RECOUPMENT-HI | 0 |
| 117 | MW-SAR | 86,734 |
| 118 | MW-RES-INQUIRY | 37,824 |
| 119 | MW-INT-SAFETY-AS | 326,580 |
| 120 | MW-INT-REPORT | 790,108 |
| 121 | MW-INT-RPT-PERS | 3,629,186 |
| 122 | MW-INT-RPT-PERS- | 1,611,286 |
| 123 | MW-ASSESSMENT | 138,441 |
| 124 | MW-INT-SCREEN | 750,344 |
| 125 | MW-INT-SERV-REQ | 0 |
| 126 | MW-INT-INVESTIGA | 447,841 |
| 127 | MW-INT-WKR-REL | 1,590,515 |
| 128 | MW-NARR-PART-REL | 11,221,921 |
| 129 | MW-ASSESS-HOME | 47,316 |
| 130 | MW-ASSESS-HOME-M | 146,800 |
| 131 | MW-ASSESS-HOME-T | 141,785 |
| 132 | MW-ENTITY-REL | 665,728 |
| 133 | MW-NARRATIVE | 12,369,302 |
| 134 | MW-CHILD-EVALUAT | 13,409 |
| 135 | MW-EVAL-HISTORY | 749,159 |
| 136 | MW-CASE-WORKER | 489,925 |
| 137 | MW-VISIT-PLAN | 277,963 |
| 138 | MW-VISIT-LOG | 62,200 |
| 139 | MW-ICPC-OUTGOING | 4,548 |
| 140 | MW-BANK-RECON | 26,990 |
| 141 | MW-CO-DESIG | 1,196 |
| 142 | MW-RES-RSP-SAFET | 35,327 |
| 143 | MW-RES-INQUIRY-M | 81,260 |
| 144 | MW-RES-SPECIAL-N | 3,307 |
| 145 | MW-RES-LIC-COR-A | 0 |
| 146 | MW-RES-LIC-ASSIG | 3 |
| 147 | MW-FSP-MEMBER | 673,708 |
| 148 | MW-NYTD-SQL-AUDI | 40,092 |
| 150 | MW-SSN-REFERRAL | 38,970 |
| 151 | MW-NYTD-SQL-SERV | 15,694 |
| 152 | MW-NYTD-SURVEY-I | 1,082 |
| 153 | MW-CFA-TOOL | 156,462 |
| 155 | MW-SAFETY-PLAN-M | 482,915 |
| 156 | MW-SAFETY-PLAN | 148,117 |
| 157 | MW-PAD-REVIEW | 50,583 |
| 158 | MW-PAD-REL | 0 |
| 159 | MW-PAD-PARENT | 129,166 |
| 160 | MW-PAD-CHILD | 86,085 |
| 161 | MW-DISABILITIES | 70,554 |
| 162 | MW-INT-CARA-ANE | 67,640 |
| 163 | MW-RES-CONTRACT- | 80 |
| 164 | MW-PERIODIC-SAFE | 58,205 |
| 165 | MW-HOME-ENV-CHEC | 10,604 |
| 166 | MW-HH-BACKGROUND | 68,179 |
| 182 | MW-FINL-CODES | 571 |
| 183 | MW-ELIG-NEED-STA | 1 |
| 184 | MW-ELIG-HISTORY- | 61,408 |
| 200 | MW-MEDICAID-DAIL | 11,231 |
| 215 | MW-PROFILE | 7,670 |
| 217 | MW-CHILD-SUPPORT | 825 |
| 220 | MW-METSS-CSE-HIS | 0 |
| 225 | MW-ON-ERROR | 214,956 |
| 228 | MW-METSS-REFERRA | 29,595 |
| 229 | MW-AFCARS-PRIOR- | 8,504 |
| 235 | MW-WORKER | 5,798 |
| 236 | MW-ADOPTION-CONV | 738 |
| 238 | MW-FEDERAL-REPOR | 411 |
| 242 | MW-AFCARS-PARENT | 26,458 |
| 243 | MW-RES-UA-MEMB | 2,317 |
| 244 | MW-RES-ADOP-CHAN | 82 |
| 245 | MW-MASS-TRANSFER | 297,886 |
| 246 | MW-PERS-AUDIT | 1,333,307 |
| 247 | MW-RES-LF-CHANGE | 1,522 |
| **Total** |  | **232,901,570** |

1. Vendor must detail data migration testing plans to validate the successful migration from the legacy MACWIS to the proposed CCWIS.
2. Vendor must work with the MDCPS project implementation team to update and modify the preliminary data migration plan as appropriate.
3. Vendor must agree that final data migration and data migration testing plans are subject to approval by the MDCPS.
4. Vendor must propose a set of system acceptance validations/tests that will demonstrate that the Vendor has complied with the Data Conversion and Migration Plan. This set of system acceptance validations/tests, along with the Data Conversion and Migration Plan, must be approved by MDCPS before any data migration occurs.
5. Vendor must perform Load Testing following the data conversion given the volume of active data being migrated.
6. During/following conversion completion, the Vendor/MDCPS must perform the acceptance tests in the Data Conversion and Migration Plan. MDCPS will review the acceptance plan results and provide an acceptance or rejection letter signed by the proper MDCPS authority to the Vendor. Only if the Vendor receives the acceptance letter will the conversion be considered complete and accepted.
7. User Acceptance Testing
8. Vendor agrees to conduct User Acceptance Testing (UAT) to prove that the CCWIS system fully meets the requirements of RFP No. 4236.
9. Vendor agrees that UAT procedures will include both scripts and normal operations to test end-to-end workflows, including all MDCPS interfaces.
10. Vendor agrees that UAT will include all reasonably expected events, such as full backup and restore and switchover to the COOP site.
11. Vendor agrees that UAT will provide a full suite of reports generated during the UAT period to validate the reporting functions.
12. Vendor must agree to regular status meetings with MDCPS project management team to review progress on UAT.
13. Vendor agrees to submit meeting agendas, presentation materials, and subsequent meeting minutes.
14. Vendor must submit a preliminary, comprehensive UAT plan to demonstrate Vendor’s ability to conduct CCWIS user acceptance testing.
15. Vendor’s UAT plan must incorporate the following minimum components:
16. UAT Test Procedures and Methodologies;
17. UAT COOP Plans;
18. UAT Test Report; and
19. Training Materials;
20. Upon award, Vendor agrees to finalize the preliminary UAT plan with input from the MDCPS project team.
21. Vendor agrees that the final UAT plan requires approval from MDCPS.
22. Vendor agrees that MDCPS expects to witness the execution of the UAT.
23. Vendor agrees that MDCPS retains the right to determine the success or failure of individual UAT tests.
24. Vendor must provide the facilities, equipment, and personnel to support the services identified in UAT.
25. Vendor must agree to provide the equipment and personnel to identify and resolve discrepancies between the results of the legacy system(s) and results of Vendor delivered system(s).
26. Vendor must agree to take corrective measures at no additional cost to MDCPS when such discrepancies result as a failure of the Vendor-delivered system(s).
27. User Training and Documentation
28. Solution must provide thorough online tutorial/training geared toward CCWIS users. Solution must track the progress of participants enrolled in training.
29. Vendor must provide training documentation and keep it updated as appropriate. Web-accessible format is acceptable to MDCPS.
30. Prior to go-live, Vendor must agree to adequately train MDCPS staff users and administrators in how to use the system to successfully perform their respective tasks and workflows.
31. Vendor must agree to train MDCPS staff users and administrators in the effective use of the document management system.
32. Vendor must train the primary system administrators in all facets of system use, including but not limited to oversight, reporting, security, workflow, archival, and audit trail functions.
33. Solution must provide context sensitive help for users throughout the case management process from origination to archival.
34. Product Updates
35. Describe your release management methodology and processes for updating your software for all types of releases, including but not limited to:
36. Security Updates;
37. System Maintenance;
38. System Enhancements; and
39. Education and Training
40. Describe how new functions and features are released and how much control clients have over which new features are implemented.
41. Enhancements and updates must be included with annual maintenance fees. Vendor must include the related cost in the Section VIII, Cost Information Submission of RFP No. 4236.
42. Change Management and Control
43. Vendor must agree that upon award, Vendor will describe, justify, and submit all proposed changes to the agreed upon project deliverables to MDCPS for approval. Such proposed changes include, but are not limited to project scope, any and all implementation requirements, technical, functional, and configuration requirements, and/or all other agreed upon project deliverables.
44. The Project Manager must develop a *Change Management Plan* (CMP) for MDCPS that will be executed during implementation and followed throughout the lifecycle of the CCWIS project. At a minimum, the CMP must include the following components:
45. Readiness assessments;
46. Communication and communication planning;
47. Change management activities/events and related roadmaps;
48. Coaching and manager training for change management;
49. Developing and providing all facets of user training, including *train the trainer;*
50. Mitigation of change resistance to the awarded solution;
51. Data collection, feedback analysis, and corrective actions;
52. Celebrating and recognizing success; and
53. After-project review.
54. Vendor must agree to follow the State’s process for change control, which consists of the following minimum components:
55. Change Request Identification via Change Request Form - Documentation of change details such as type of change, benefits of change, resources, time and cost estimates, authorizations, etc. (Vendor);
56. Change Request Assessment (State);
57. Change Request Analysis (State/Vendor);
58. Change Request Approval (State);
59. Change Request Implementation (Vendor, overseen by State); and
60. Change Log – Project details such as project number, priorities, target date, status, etc. (Vendor).

# Software Administration and Security

1. General
2. For hosted services, the CCWIS design must be compliant with the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy. For access to the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy, send an email request to Khelli.Reed@its.ms.gov. Include a reference to this RFP requirement as justification for your request.
3. Solution must provide all software and system administration security features common to best practice CCWIS management solutions, whether or not specified by this RFP.
4. Solution must provide controlled access to features and functions by configurable, role-based permissions as defined by MDCPS.
5. Solution must allow the system administrator to set rights for access to data by individual or group.
6. Solution must prevent unauthorized access to the system.
7. Solution must accommodate administrator user rights to any and all workflows and tasks as determined by MDCPS.
8. Authorized MDCPS staff must be able to restrict specific user groups from being able to view or print certain types of documentation.
9. Roles, security, and access rights must be easily configurable without Vendor assistance.
10. The proposed solution must adhere to all current, relevant security and privacy standards.
11. The proposed solution must offer up-to-date, best practice identity management tools to govern user access, such as forced password changes, historical password checks, and the setting of temporary passwords, etc.
12. The Vendor shall describe how their proposed solution adheres to established security and privacy standards such as HIPAA, Federal Information Security Management Act (FISMA), Privacy Act, Federal Tax Information (FTI), and other Federal and State laws, regulations, and policies.
13. The Vendor shall describe their established business and technical protocols to ensure that the transmission and storage of information remains encrypted while in transit and at rest.
14. At the State's request, the Vendor shall invoke a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g., PHI/PII) when extracting data from the production environment for use in another environment for testing purposes.
15. Security Audit
16. The Vendor shall complete Risk Assessments and Security Audit reports on an annual basis and when additions or changes to functionality affect the security framework and architecture, or when a new vulnerability is identified.
17. The Vendor shall cooperate and assist the State in responding to all Federal, State, and law enforcement questions, and audit and review requests. The Vendor shall provide audit support including random sample generation, data extracts, and hard-copy documents, and shall provide any requested data or information.
18. The Vendor shall make themselves available for third party auditors that ensure compliance with State and Federal security and privacy rules. The Vendor shall provide a mitigation plan for all reported deficiencies. Major and critical deficiencies shall be corrected within established and agreed upon timelines.

# Final Acceptance Review

1. Vendor agrees that upon the successful completion of all implementation phases, MDCPS will conduct a *Final Acceptance Review* (FAR) to determine whether or not Vendor has satisfied the terms and conditions of the awarded contract, which includes the requirements of this RFP No. 4236, Attachment A.

# Support and Maintenance

1. Customer Support
2. The Vendor must provide a continual, around the clock (24/7/365), manned network operating center (NOC) support and monitoring. This includes but is not limited to operating system support, network monitoring and health performance, network availability, and network security reporting. These services must be offered within the continental United States.
3. Vendor must provide a toll-free telephone number for MDCPS staff to call 24/7/365 and an always-accessible website for trouble reporting. All telephone customer support must originate in the Continental United States and all support staff must be able to communicate clearly in the English Language.
4. Vendor must disclose instances where a third party or sub-contractor is being used for any portion of customer support services, including the intake of reported problems.
5. Vendor must keep the appropriate MDCPS management and technical support staff updated on the status of trouble resolution.
6. Vendor agrees to provide adequate training for the effective access and use of support services as requested by the State.
7. Vendor agrees to provide always-updateddocumentation of all support processes.
8. Issue Tracking
9. The Vendor shall use an industry standard tracking system to thoroughly document issues and requests for MDCPS.
10. Describe how operational trouble issues are submitted, prioritized, tracked, and resolved.
11. Describe how software performance issues are submitted, prioritized, tracked, and resolved.
12. Describe how user support issues are requested, prioritized, tracked and resolved.
13. Detail your escalation procedures for responding to trouble tickets, software performance, and user support issues.
14. The Vendor shall provide a customer portal for MDCPS to track help desk ticketing and incident resolution.
15. Details of MDCPS environments within the custody of the provider must be readily available to any authorized support personnel of the provider, including but not limited to architecture diagrams, network connectivity diagrams, service level agreements (SLA), contacts, backups, and monitoring alerts.
16. The Vendor must provide a monthly issue tracking report as defined by MDCPS. For example, the report must detail and comment on any open tickets at month’s end, all issues opened and closed within the past month, and other details as required by MDCPS.
17. For issue tracking, solution must be capable of on demand as well as auto-run reporting.
18. Service Level Agreements
19. MDCPS requires notifications of service outages or degraded performance. The Vendor shall communicate notifications via a support ticket, email, telephone call, or by all three methods, depending upon the severity of the situation. Upon service restoration, the provider shall provide fault isolation and root-cause analysis findings in restoration notices to MDCPS points of contact.
20. Vendor must provide root-cause analysis notifications within two business days of the incident. The Vendor must have proven technology, processes, and procedures to escalate problems to MDCPS points of contact via a call tree-based solution, depending on the severity and type of issue.
21. The Vendor must provide a work effort estimate once a root-cause analysis is complete and be willing to expedite issues which rate “Major” or “Severe” depending on the root-cause.
22. The provider shall follow the problem severity guidelines specified in Table 4 for assigning severity levels for incident creation.

| ***Table 4 - Deficiency Priority Levels*** | | | |
| --- | --- | --- | --- |
| **Priority Level** | **Description of Deficiency** | **Response Timeframe** | **Resolution Time** |
| **1**  **Critical** | System is down (unscheduled downtime) or is practically down (e.g., extremely slow response time) or does not function at all, as determined by State. There is no way to circumvent the problem; a significant number of State users are affected. A production business system is inoperable. | One hour  from intake | Eight consecutive hours from intake |
| **2**  **Severe** | A component of the solution is not performing in accordance with the specifications (e.g., slow response time), creating significant State business impact, its core functionality is not available, or one of system requirements is not met, as determined by State. | Four hours from intake | 24 hours  from intake |
| **3**  **Moderate** | A component of the solution is not performing in accordance with the specifications; there are unexpected results, moderate or minor operational impact, as determined by State. | 24 hours from intake | 14 days  from intake |
| **4**  **Low** | As determined by the State, this is a low impact problem, that is not significant to operations or is related to education. Some examples are: general *how to* or informational solution software questions, understanding of reports, general *how to create reports,* or documentation requests. | 48 hours  from intake | Resolve educational issues as soon as practicable by Vendor. Low impact software or operational issues to be resolved by next version release or six months, unless otherwise agreed to by State and Vendor. |

1. Remedies for Failure to Meet Service Levels
2. Vendor agrees that service credits will accrue for unscheduled downtime, including Vendor’s failure to meet system availability requirements or response time requirements for curing deficiencies.
3. For purposes of assessing service credits, response timeframes will be measured from the time the Vendor is properly notified until the State determines that the deficiency has been resolved.
4. For purposes of assessing service credits, Vendor agrees that credits will be measured in monthly cumulative minutes for unresolved deficiencies and unscheduled downtime.
5. Vendor agrees that Priority Levels 1 and 2 response time deficiencies will be considered unscheduled downtime and will entitle the State to service credits in accordance with Table 5, Service Credit Assessments.
6. Without limiting any other rights and remedies available to State, Vendor agrees to issue service credits in accordance with the measures prescribed by Table 5, Service Credit Assessments.
7. Vendor agrees that service credits will be calculated separately for each applicable deficiency and will be assessed at the end of each month of system maintenance.
8. Vendor agrees that after 30 days of continued, deficient response time, according to the SLA, the State will consider the conditions to be equal to unscheduled downtime and the service credits in the Table 5 will go into full force and effect.
9. Vendor agrees that service credits are not penalties and, when assessed, will be deducted from the State’s payment due to the Vendor.

| ***Table 5 – Service Credit Assessments*** | |
| --- | --- |
| **Length of Continuous Unscheduled Downtime** | **Service Credits** |
| 1 to 4 hours | One day of Service Credits equal to 1/30th of Monthly Fees |
| 4 to 48 hours | Two days of Service Credits equal to 1/15th of Monthly Fees |
| 48 to 96 hours | Five days of Service Credits equal to 1/6th of Monthly Fees |
| Each additional block of 96 hours thereafter | Additional Five days of Service Credits equal to 1/6th of Monthly Fees |

1. System Monitoring
2. Vendor agrees to provide monitoring services to cover all the services provided by the Vendor, including but not limited to:
3. Network connectivity (i.e., whether the network is up or down, and real-time bandwidth usage);
4. Full stack application monitoring;
5. Services running on the operating systems;
6. Performance indicator;
7. Network latency;
8. Utilization (e.g., memory, disk usage);
9. Trending (for minimum of one year);
10. Sharing of the monitored data with MDCPS through a portal;
11. High Availability—provider must have capabilities to detect failover to another region or availability zone in the event MDCPS workload and services failover; and
12. Vendor must provide detailed examples of how it has integrated alerts that are triggered by monitoring technologies into their support processes.
13. Backup Services
14. The Vendor must be able to configure, schedule, and manage backups of all the data including but not limited to files, folders, images, system state, databases, and enterprise applications.
15. The Vendor must maintain backup system security and application updates.
16. The Vendor must provide cloud backup options.
17. The Vendor must encrypt all backup files and data and must manage encryption keys. At a minimum, the backup options must encompass a strategy of daily incremental and weekly full backups. All cloud instances must include options for snapshots and backups of snapshots.
18. The encrypted backup should be moved to another geographical cloud region. Regardless of the method of backup, weekly full backups must include system State information. MDCPS retention requirement for all backups is 55 weeks. Backup retrieval must be started within two hours of notification from MDCPS. Vendor must monitor all disaster recovery instances, including replication and instance performances.
19. Solution must be capable of running backup reports on a weekly basis, or whatever sequence is required by MDCPS. For example, report should reveal which jobs successfully completed, which jobs failed, and which jobs restarted, etc.
20. For backup reporting, solution must be capable of on-demand as well as auto-run reporting.
21. The Vendor must be willing to provide backups on demand related to development, database changes, or emergency situations.
22. The Vendor must provide unlimited data retention to prevent spoilage of documents and/or data due to the 2nd Mississippi Modified Settlement Agreement, Olivia Y. v. Bryant, 351 F.Supp.2d 543 (5th Cir. Nov. 18, 2004), and the litigation hold notice.
23. Patching
24. The Vendor must provide patching capabilities for all MDCPS systems in the cloud. Patching must cover all Microsoft and non-Microsoft vulnerabilities.
25. The Vendor must manage deployment of new patches in MDCPS environment before production deployment and must be capable of excluding patches from normal patching based on requests from MDCPS. This may include service packs and other application-specific patches.
26. The Vendor must provide MDCPS with a list of patches to be applied before each patching event.
27. From time to time, MDCPS may request that specific patches be performed outside of the normal monthly patching cycle. The provider must be capable of support these out-of-cycle patch requests.
28. Processes
29. The Vendor shall have mutually agreed upon processes and policies in place to support CCWIS operations.
30. Any modifications to the agreed upon policies and processes must receive prior approval from MDCPS.
31. Such processes and policies must be thoroughly documented.
32. Such processes and policies must be reviewed by the Provider and MDPS at least annually.
33. Software Updates
34. Once available, Vendor must provide all software updates necessary to keep current with the proposed solution’s technology standards, industry standards, third party software upgrades, enhancements, updates, patches, and bug fixes, etc.
35. Such Software updates shall include but not be limited to enhancements, version releases, and other improvements and modifications to the core solution software, including application software.
36. Vendor agrees that maintenance services will also include maintaining compatibility of the solution software with any and all applicable contractor provided interfaces.
37. Vendor must provide notice to MDCPS at least three (3) business days prior to any anticipated service interruption; notice must contain a general description of the reason for the service interruption.
38. Vendor agrees that prior to installation of any third-party software or any update thereto, Vendor must ensure compatibility, promptly upon release, with the then‑current version of the software.
39. Vendor agrees to ensure compatibility with all required or critical updates to third party software, including without limitation, service and compatibility packs, and security patches.
40. Vendor agrees that third party application software incorporated by the Vendor is subject to the same maintenance and service obligations and requirements as the application software components that are owned or are proprietary to the Vendor.
41. Technology Refresh and Enhancements
42. Vendor agrees to conduct joint technology reviews with the State to guarantee that the software and system security are adequate for State purposes and are consistent with then-current technology used in similar systems.
43. Change Order Rate
44. After implementation and acceptance of the services procured by this RFP, MDCPS may require additional services, such as enhancements or other system related needs. Vendor must include a fully loaded change order rate as a separate line in the Vendor’s Cost Information Submission, Section VIII of RFP No. 4236.

# Deliverables

1. General
2. Vendor must agree to provide the deliverables described in Table 6 below. So that the State can evaluate Vendor capabilities, Vendor should make preliminary deliverables as detailed as possible to show compliance with the specific RFP requirements. Post award and prior to implementation, Vendor and MDCPS will amend deliverables as appropriate. MDCPS approval is required for all deliverables prior to implementation.

| ***Table 6 - Deliverables*** |
| --- |
| **Deliverable/Plan Title** |
| 1. Project Work Plan and Schedule (Section I, Item G) |
| 1. Continuity of Operations Plan (COOP)   (Section III, Item F) |
| 1. Implementation Requirements (Section IV) |
| * 1. Project Management Plan (PMP)   (Item IV D) |
| * 1. System Design and Development (SDD)   (Item IV F) |
| * 1. System Migration Plan   (Item IV G)  *(Preliminary, then updated after the award)* |
| * 1. Data Quality and Management Plan   (Item IV H) |
| * 1. Data Conversion and Migration Plan   (Item IV I) |
| * 1. User Acceptance Test Plan   (Item IV J) |
| * 1. User Training Documentation   (Item IV K) |
| * 1. Change Management and Control Plan (CMP)   (Item IV M) |
| 1. System manuals and project documentation - complete and all inclusive. |