



RFP No. 4383

Case Management System

Mississippi Department of Human Services



Welcome

- First Roll Call
 - Vendor participation is Mandatory for the entire conference.
 - Each vendor representative participating in this conference, please forward your business contact information.
- Send it to: **Bill.Brinkley@its.ms.gov**
- Attendees will be posted to the ITS website (www.its.ms.gov).



AGENDA

Welcome – First Roll Call

Bill Brinkley – ITS

Project Background

Bill Brinkley

Project Overview

Department of Human Services

Procurement Guidelines

Bill Brinkley

Question and Answers

Answers to vendor questions during this conference are not official unless and until submitted to ITS in writing.

Closing Comments

Bill Brinkley

Final Reminders, Conclusion

Bill Brinkley



Request For Proposals

The Mississippi Department of Human Services (MDHS), Office of the Inspector General (OIG) and Office of Compliance (OC) is seeking a single vendor to implement, host, support, and maintain a cloud-hosted case management solution that will eliminate in-house, manual processes.



Project Background

The Mississippi Department of Human Services (MDHS), Office of the Inspector General (OIG) is responsible for investigating and collecting over-issued payments for various programmatic divisions including Child Care, SNAP, Temporary Assistance for Needy Families (TANF), Low Income Home Energy Assistance Program (LIHEAP), Community Services Block Grant (CSBG), Weatherization, and our subgrantees. Federal mandates and state statutes require MDHS to investigate, conduct hearings, and recoup any improper payments made to MDHS clients or subgrantees. These OIG functions are conducted through the Internal Audit Division, Investigations Division, Administrative Hearings Division, and Benefit Recovery Unit



Project Overview

The MDHS Office of Compliance (OC) is responsible for conducting fiscal and programmatic monitoring of MDHS subgrantees who receive funding through federal grants to administer specific programs, conducting quality control reviews of MDHS programs, tracking, and resolving client and stakeholder complaints.

The fiscal and programmatic monitoring functions are conducted by the Division of Monitoring. Such services include tracking, auditing, recovery of overpayments, reporting, hearing participation, and/or referral to OIG Benefit Recovery or Investigations Divisions. The federal programs include Child Care, SNAP E&T, TANF, LIHEAP, CSBG, Weatherization and Aging.



Project Overview

MDHS OC is also responsible for conducting quality control reviews of all programs to ensure eligibility and other requirements have been met. These programs include SNAP, Child Support, Child Care, Aging, Youth Services, LIHEAP, CSBG and TANF eligibility. These functions are conducted by the Programmatic QC and SNAP QC Divisions.

MDHS OIG Divisions will conduct investigations and hearings, and initiate recoupment actions based on fraud tips received by MDHS OIG. MDHS OIG currently receives approximately 50 fraud tips daily with approximately 82% being related to the SNAP federal program.



Project Overview

Both the OIG and the OC rely on internal, manual processes for comprehensive case management activities including intake, audit, quality control, investigation, resolution, and compliance reporting. Manual case tracking processes are incapable of meeting current process management, tracking, and reporting needs.

MDHS OIG and OC intend to select a single vendor who can provide a proven solution that is already being used effectively in environments of similar size and complexity for similar purposes.

MDHS OIG and OC intend to select a vendor with a proven record of outstanding system design, customization, implementation, data migration, user training, customer support, and system maintenance.



Evaluations Overview

- Evaluation Team, Categories, and Possible Points (Section VII. Item 6)
 - Stage 1 – Selection of Responsive/Valid Proposals (Section VII. Item 6.2.1)
 - Stage 2 – Non-cost Evaluation (Section VII. Item 6.2.2)
 - Stage 3 – Cost Evaluation (Section VII. Item 6.2.3)
 - Stage 4 – Selection of the successful Vendor(s) (Section VII. Item 6.2.4)
 - On-site Demonstrations and Interviews (Section VII. Item 6.2.4.1)
 - Site Visits (Section VII. Item 6.2.5.1)
 - Final Quantitative Evaluation (Section VII. Item 6.3)



Technical Evaluation

Category	Possible Points
Non-Cost Categories:	
Technical Requirements	25
Vendor Qualifications	5
Implementation Plan	25
Training Plan	10
Total Non-Cost Points	65
Lifecycle Costs	35
Maximum Possible Points	100

- The ITS scoring methodology is explained in RFP 4383 Section VII, Number 18.
- Vendors must respond with “Will Comply” or “Exception” on every requirement in Section VII beginning with Item 5.1 through Item 17.1.
- This RFP contains **MANDATORY** items.
- ITS scores non-cost categories on a 10-point scale, with 9 points earned for meeting the individual requirement.
- Proposals meeting fewer than 80% of the non-cost requirements may be eliminated from further consideration.



Contract

- Exhibit A – Software License and Application Service Provider Agreement
- Vendors must review this document, and if necessary, take exception.
- If a Vendor takes no exceptions to Exhibit A, the State assumes that these terms are agreeable and cannot be negotiated after award.
- If additional terms and conditions beyond what is included is required, Vendor should submit them with their RFP response for consideration.



Additional Information

- Vendor communication with the State
- See RFP No. 4383 Section II Proposal Submission Requirements
- Answers to questions asked during this vendor conference are not official until and unless the questions are submitted to Bill Brinkley in writing before 3:00 p.m. Central Time on May 13, 2022.
- Vendors should continue to check the ITS website for updates related to this RFP No. 4383. Access the ITS website: www.its.ms.gov



Upcoming Dates

- Deadline for Vendor's Written Questions
 - **Friday, May 13, 2022, by 3:00 p.m. Central Time**
- Responses to Vendor Questions
 - **Posted to the ITS Website by COB Friday, May 27, 2022**
- Proposal Due Date
 - **Thursday, June 9, 2022, by 3:00 p.m. Central Time**
- Proposal Validation, Evaluation, ITS Board Approval
 - **Demonstration Request (if needed)**
 - **ITS Board Approval scheduled for August 21, 2022**



Vendor Questions – Open Floor



Conclusion

- Final Roll Call
- Please send an email that contains your signature block to: Bill.Brinkley@its.ms.gov.
- Attendees will be posted to the ITS website (www.its.ms.gov).
- Thank you for your participation.
- **Please make sure I have acknowledged your company's participation on the web conference.**