

A

REQUEST FOR INFORMATION (RFI)

For:

Maternal and Child Health System Replacement

RFI #1733-DPH-BC

Issued by:

THE STATE of WISCONSIN
DEPARTMENT of HEALTH SERVICES

November 15, 2011

Responses are requested by
December 23, 2011

For further information regarding this
RFI contact Linda Hale at (608) 267-7174

TABLE OF CONTENTS

1.	INTRODUCTION and PURPOSE.....	3
1.1	Purpose of the Request for Information.....	3
1.2	Scope	3
2.	PROCEDURE and INSTRUCTIONS.....	5
2.1	Method and Response.....	5
2.2	Calendar of Events.....	5
2.3	Format of Response	6
2.4	Demonstrations	6
2.5	Incurring Costs	7
2.6	Questions	7
3.	Current State - Background	8
4.	Future State – Vision	9
5.	OBJECTIVES.....	13
6.	COST INFORMATION	14
	ATTACHMENT A.....	15
	ATTACHMENT B	16
	ATTACHMENT C	17
	ATTACHMENT D.....	18

1. INTRODUCTION and PURPOSE

1.1 Purpose of the Request for Information

The purpose of this document is to solicit information from vendors on stand-alone Maternal and Child Health (MCH) systems. The State of Wisconsin Department of Health Services (DHS), Division of Public Health (DPH) currently uses the internally-developed Secure Public Health Electronic Record Environment (SPHERE) to perform case management and activity tracking at the individual, community and system level for statewide Maternal and Child Health clients, as well as other non-Title V programs such as Lead and Home Visiting. The current SPHERE architecture is reaching the end of its useful life, and DHS is considering options for its replacement.

This is not a request for bid. No purchases will be made on the basis of responses to this Request for Information (RFI).

The State of Wisconsin, as represented by DHS, intends to use the results of this process to assist it in determining the best approach to replacing its current MCH system. The results of this information gathering process may also be used by the State to create and issue a Request for Bids or Request for Proposals that may result in the issuance of State contract(s).

1.2 Scope

The scope of this RFI is to gather information on MCH systems, or similar case management and activity tracking systems that can be configured to manage MCH clients and activities. The State is looking to replace its current SPHERE application and will use results from this RFI to determine if the best approach is to consider a vendor-provided solution, to manage MCH clients and activities in other existing case management systems currently used by DHS for other programs, or to re-engineer SPHERE to meet an expanded set of business requirements using a more robust architecture.

There is no intent to purchase any equipment, software, or services at this time as a result of this RFI, but only to review and to make recommendations to DHS management as to the future direction of the Department and whether such a system is cost-effective.

DHS is an umbrella human service agency headed by a cabinet-level Secretary. DHS has responsibility for a wide range of health and human services program areas. The MCH program is administered by the Family Health Section of the Bureau of Community Health Promotion (BCHP) within the Division of Public Health (DPH). Wisconsin's MCH program works with local public health departments, community-based organizations, statewide organizations and other providers to ensure quality health services are delivered to mothers, children, and families in Wisconsin. Further information on departmental services and organization charts can be found on the DHS

web site at <http://dhs.wisconsin.gov/>. Information regarding the MCH program can be found on the DHS web site at <http://www.dhs.wisconsin.gov/health/mch/>.

Definitions and Acronyms

The following definitions are used throughout this RFI:

DHS: The Department of Health Services of the State of Wisconsin

DPH: The Division of Public Health

MCH: Wisconsin's Maternal and Child Health program

SPHERE: The Secure Public Health Electronic Record Environment, Wisconsin's current system to manage MCH clients and activities

State: The State of Wisconsin.

2. PROCEDURE and INSTRUCTIONS

2.1 Method and Response

Vendors should submit three (3) original copies and one electronic copy of all materials by the date specified in § 2.2 to:

Linda Hale, RN BSN EMT
WI Title V MCH Director
Family Health Section Chief
Bureau of Community Health Promotion
Division of Public Health
WI Department of Health Services
PO Box 2659
Madison, WI 53701-2659
Phone: (608) 267-7174
linda.hale@wisconsin.gov

DHS recognizes that vendors may include proprietary information and trade secrets in their responses. The Department will treat all responses with the same level of content security as afforded bid documents. Therefore, all documents must be packaged, sealed and show the following information on the outside of the package:

Vendor's Name and Address
Request For Information Title
Request For Information Number
Request For Information Due Date

2.2 Calendar of Events

Listed below are important dates and times by which actions related to this RFI must be completed. In the event that the State finds it necessary to change any of these dates and times it will do so by issuing a supplement to this RFI.

EVENT	DATE
RFI Published	November 15, 2011
Written questions due from vendors	November 22, 2011
Answers to questions posted to VendorNet	December 2, 2011
Responses requested from vendors due by:	December 23, 2011

2.3 Format of Response

Vendors responding to this RFI should comply with the following requirements:

(a) TAB 1 - VENDOR DATA SHEET/REFERENCE DATA SHEET:

Include here the Vendor Data Sheet (Attachment A) and the Reference Data Sheet (Attachment B) that have been included in this RFI. Each vendor is asked to furnish a list of a minimum of one (1) reference that will be capable of verifying information supplied by the vendor in his or her response. Vendors may submit additional Reference Data Sheet forms. Include here the Designation of Confidential and Proprietary information if vendor chooses to complete the form.

The State reserves the right to contact and/or visit any party listed as a reference, which has previously utilized or is presently utilizing products(s) and/or services(s) identical or similar to those being proposed by the vendor. It may also utilize other sources of information about the product(s) and/or service(s) proposed by the vendor where these sources are publicly available and are equally available for all competing vendors.

(b) Tab 2 - MANAGEMENT SUMMARY:

Provide a narrative summary of the information being submitted. This summary should identify all product(s) and/or service(s) that are being discussed in the response. A brief description of the vendor's organization and its history should also be included.

(c) Tab 3 - RESPONSE TO REQUIREMENTS:

Provide answers to the numbered questions as listed in § 5 Objectives.

(d) Tab 4 - ADDITIONAL INFORMATION:

Include any additional information which will be beneficial to an understanding of the response. This might include diagrams, excerpts from manuals or other explanatory documentation, which would clarify and/or substantiate the response. Any material included here should be referenced elsewhere in the document.

(e) Tab 5 - COST INFORMATION (optional):

Cost information on the product(s) and/or service(s) included in this RFI is requested but not required. The purpose of this cost information is to provide the State with an idea of costs associated with the implementation of the proposed solution. The State will use this information to help determine whether a vendor-provided solution is likely to be competitive when compared to the estimated costs of re-engineering the existing SPHERE system or modifying an existing case management system. List prices and estimated State discounts (if available) are satisfactory. Include costs related to software licensing, maintenance, hardware, implementation, conversion, documentation and training. Refer to § 6 Cost Information for more detail.

2.4 Demonstrations

DHS recognizes the cost and time commitment incurred by vendors in providing demonstrations of their products. Demonstrations are not specifically requested as a

response to this RFI. DHS may determine that it is desirable to view a demonstration of some products and may contact vendors at a later date to request a demonstration. Recognizing this is a Request for Information, vendors will not be penalized if demonstrations cannot be provided.

2.5 Incurring Costs

The State of Wisconsin is not liable for any cost incurred by the vendor in response to this RFI.

2.6 Questions

All questions must be in writing and directed to Linda Hale (see § 2.1).

Note: e-mail is the only method for submitting questions.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFI, supplements or revisions will be provided to all recipients of this initial RFI.

3. Current State - Background

DPH currently uses the SPHERE data system to support its MCH program. SPHERE collects statewide, standardized data for Title V Block Grant reporting requirements and assists in the tracking and monitoring of MCH local, state and federal performance measures, and in reviewing the outcomes for program quality improvement. SPHERE documents MCH, Family Planning/Reproductive Health, Children, and Youth with Special Health Care Needs, and other public health programs providing services to individuals, families, groups, and communities. All individual and family information is considered confidential and is subject to HIPAA requirements.

SPHERE is also used to collect information that may not be covered by Title V, including such things as women's health, prenatal care coordination, targeted case management, childhood blood lead screening, and other local public health services. Users of the system include Local Public Health Departments, Tribal Agencies, DPH staff, and other partner agencies.

SPHERE was developed internally, implemented in 2002 and is currently hosted at the State's data center.

The core functions of SPHERE currently include collection of individual and household demographics, tracking program enrollment, and collecting information regarding individual, household and community health activities. SPHERE includes a reporting subsystem, maintains several data exchanges with external systems, and supports numerous administrative functions that manage user access. Access to data in SPHERE is managed by user role and jurisdiction, with case and activity information generally accessible only to the jurisdiction providing a given client with MCH services.

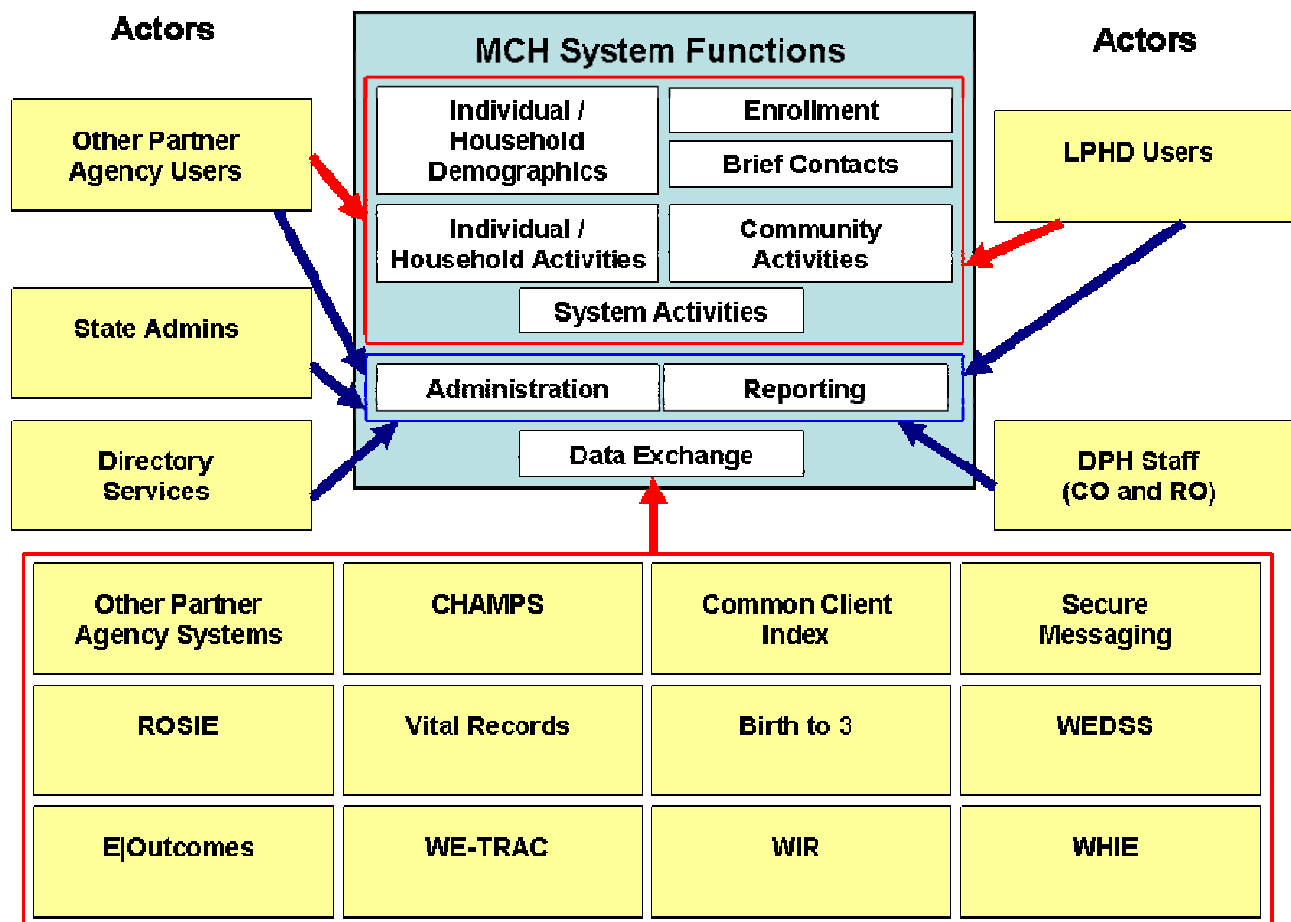
An internal review of SPHERE found that the system architecture, most especially the internally-developed Java framework on which it was built, is not supportable in the long-term and replacement options should be considered. Moreover, the review found that SPHERE is not meeting all the varied business requirements of its many users, and a more detailed list of requirements for a SPHERE successor system should be developed.

This review engendered the development of a more robust set of Use Cases for supporting MCH business requirements. These Use Cases, found in Attachment D, help define the core functionality desired in a SPHERE successor system, and will be described in more detail in the next section.

4. Future State – Vision

DPH is interested in replacing SPHERE with a system that is built on a more sound architecture and better meets the current needs of MCH system users. Options for this successor system include the procurement of a new vendor-provided solution, expansion of a current DPH caseload management system to manage MCH business requirements, or the internal re-engineering of SPHERE to better meet customer needs. Regardless of the approach, the main criterion for selecting a SPHERE replacement will be how well the proposed system meets end-user requirements. These requirements are represented by the MCH System Use Summary found in Attachment D, which help define the desired vision for an ideal successor MCH system.

Each Use Case has been prioritized to identify its relative importance (from “1 - Essential” to “4 – Low”), and identifies whether or not SPHERE currently performs this function. Use Cases have been categorized by system function, as shown below:



Detailed requirements exist in the Use Cases themselves, but a high-level summary of each function can be found below.

Individual/Household Demographics functionality includes the ability to:

- Store and update numerous demographic and health-related fields pertaining to MCH clients and clients of other non-Title V programs, including the collection of insurance and provider information
- Allow for the migration of demographic data from a birth record interface
- Manage relationship data between individuals in a household, including individual clients who are in multiple households
- Collect household income and calculate poverty level to determine program eligibility

The Individual/Household Demographics function comprises 4 Use Cases, of which 3 are considered Essential.

Individual/Household Activities functionality includes the ability to:

- Store and update information pertaining to individual client activities
- Easily assign activities to multiple individuals in a household at the same time
- Easily create new activities by cloning previously-entered activities
- Ensure that activities are not assigned to individuals whose age, gender, etc. is not compatible with the activity
- Assign activities to one or more pre-defined program objective to facilitate objective reporting
- Allow for the import of activities from other systems through a data exchange

The Individual/Household Activities function comprises 2 Use Cases, of which 1 is considered Essential.

Community Activities functionality includes the ability to:

- Store and update information pertaining to community activities, i.e., activities performed by an agency that are not assigned to specific individuals/households
- Easily create new community activities by cloning previously-entered community activities

The Community Activities function comprises 1 Use Case, which is considered Essential.

System Activities functionality includes the ability to:

- Store and update information pertaining to system activities, i.e., activities performed by an agency that are not assigned to specific individuals/households or communities
- Easily create new system activities by cloning previously-entered system activities

The System Activities function comprises 1 Use Case, which is considered Essential.

Enrollment functionality includes the ability to:

- Enroll individuals in and discharge individuals from MCH and other non-Title V programs
- Enroll individuals in multiple contemporaneous programs
- Identify demographic characteristics of enrollee during program enrollment
- Identify activities that occurred during an instance of program enrollment

The Enrollment function comprises 2 Use Cases, both of which have a priority of High.

Brief Contact functionality includes the ability to:

- Store and update information pertaining to brief contacts, i.e., interaction with individuals who may or may not become clients
- Easily convert individuals with brief contacts into clients

The Brief Contact function comprises 1 Use Case, which is considered Essential.

Administration functionality includes the ability to:

- Manage role-based security for users, assigning functionality based on user role and access to data based on user role and user jurisdiction
- Allow a single user to have differing roles in differing jurisdictions, e.g., allowing access to certain functionality for clients/activities in one jurisdiction but not another
- Manage user organization structure, including the creation of new organizations, deletion of old ones, and management of local lookup codes
- Ensure system users have agreed to security and confidentiality policies via electronic signature
- Allow for delegated system administration, e.g., allowing local security officers to manage system access for their users
- Create and manage annual program objectives to which activities can be assigned and for which funding can be defined
- Manage processes to allow the granting of access to client or activity data to predecessor or successor jurisdictions
- Merge clients that have been created more than once
- Separate clients that have been erroneously merged
- Delete erroneously entered activities and clients
- Create system messages and/or broadcast e-mails

The Administration function comprises 17 Use Cases, of which 8 are considered Essential.

Data Exchange functionality includes the ability to:

- Accept demographic and/or activity information from other, non-MCH systems as appropriate using either batch or real-time interfaces
- Pass demographic and/or activity information to other, non-MCH systems as appropriate using either batch or real-time interfaces
- Interface with a Common Client Index to identify MCH clients that also exist in other DPH systems

- Interface with other case management systems used by local partner agencies to reduce dual entry of demographics and activities

The Data Exchange function comprises 11 Use Cases, of which 3 are considered Essential.

Reporting functionality includes the ability to:

- Create client and activity reports using a prompted interface based on date ranges, programs, location, and other criteria
- Automatically filter report output based on user role and/or user jurisdiction
- Present reports in multiple output formats, e.g., HTML, PDF, RTF, CSV
- Allow drill-down from summary reports to detail reports

The Reporting function comprises 26 Use Cases, of which 11 are considered Essential.

5. OBJECTIVES

The objective of this RFI is to determine if there are vendor solutions that support the vision of a future MCH system as described in § 4 Vision, and in the MCH System Use Case document. An ideal solution would be to find a single vendor able to supply a system that would meet all needs. However, DPH realizes there is a great deal of room between an ideal solution and an acceptable solution, and to that end we have identified the relative importance of each function in the Use Case document. Vendors who respond to this RFI are requested to specifically address the questions listed below.

1. Provide a summary of your product. Clearly describe if you are promoting a solution that will support the entire needs as described in § 4 Vision. If your proposed solution supports some, but not all, functions, clearly describe which functions are supported and which are not. This can be done either through narrative or by referring to specific Use Cases that can or cannot be supported by your solution. The more detail you can provide, the better able we will be to determine whether your proposed solution is an approach we can follow.
2. Describe how your solution can be integrated with other systems. Specifically address:
 - Ability to pass and receive client and activity information from other MCH or non-MCH systems, and mechanisms for doing so
 - Ability to connect to external Directory Services for user authentication
3. Describe your solution's reporting capability, especially the methods employed to create new or modify existing reports.
4. Describe hosting and support options that exist.
5. Provide technical information on your proposed solution.
6. Provide background on your experience providing similar systems to other States.
7. Describe training options available with your product.

6. COST INFORMATION

Vendors are asked to (optionally) submit current cost and licensing information for systems and components referenced in their response to this RFI. Response should include but not be limited to:

- ... Software module cost
- ... Services and staff costs
- ... Hardware and software costs
- ... Other relevant costs
- ... Estimated timeline for an average implementation

ATTACHMENT A

RFI #1733-DPH-BC

VENDOR DATA SHEET

This form must be completed and submitted with each response to this solicitation document. This form is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response. Each vendor must also designate a specific contact person who will be responsible for responding to the State if any clarification of the vendor's response should become necessary.

Vendor Name: _____

Address: _____

Prepared By: _____

Title: _____

Contact Person: _____

Title: _____

Phone Number: _____

E-mail Address: _____

ATTACHMENT B

RFI #1733-DPH-BC

REFERENCE DATA SHEET

FOR VENDOR: _____

Provide at least one (1) reference including company name, address, contact person, telephone number, and appropriate information on the product(s) and/or service(s) used for client installation with usage and requirements similar to those included in this solicitation document. If vendor is proposing any arrangement involving a third party, the named references should also be involved in a similar arrangement.

Company Name: _____

City: _____ State: _____ Zip+4: _____

Contact Person: _____ Phone No.: _____

E-mail Address: _____

Product(s) and/or Service(s) Used: _____

ATTACHMENT C

RFI #1733-DPH-BC: DESIGNATION OF CONFIDENTIAL AND PROPRIETARY INFORMATION

The attached material submitted in response to Request for Information (RFI) includes proprietary and confidential information which qualifies as a trade secret, as provided in Section 19.36(5), Wis. Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records Law. As such, we ask that certain pages, as indicated below, of this RFI response be treated as confidential material and not be released without our written approval.

Prices always become public information when RFIs are opened and, therefore, cannot be kept confidential.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in Section 134.90(1)(c), Wis. Statutes, as follows: "Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique or process to which all of the following apply: 1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use. 2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

We request that the following pages not be released:

Section	Page #	Topic

IN THE EVENT THE DESIGNATION OF CONFIDENTIALITY OF THIS INFORMATION IS CHALLENGED, THE UNDERSIGNED HEREBY AGREES TO PROVIDE LEGAL COUNSEL OR OTHER NECESSARY ASSISTANCE TO DEFEND THE DESIGNATION OF CONFIDENTIALITY.

Failure to include this form in the RFI response may mean that all information provided as part of the RFI response will be open to examination and copying. The state considers other markings of confidential in the RFI document to be insufficient. The undersigned agrees to hold the state harmless for any damages arising out of the release of any materials unless they are specifically identified above.

Company Name: _____

Authorized Representative: _____
Signature

Authorized Representative: _____
Printed

Date: _____

ATTACHMENT D

RFI #1733-DPH-BC

Please refer to attached document “MCH System Use Case Summary.”