



Department of Human Services

318 Fairlane Drive, Suite 100

Viroqua, WI 54665

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**REQUEST FOR PROPOSAL - QUALIFICATIONS AND COST
CLIENT INFORMATION MANAGEMENT SYSTEM
FOR
VERNON COUNTY DEPT. OF HUMAN SERVICES
VERNON COUNTY, WISCONSIN**

Response Deadline: July 22, 2019 – 12:00 Noon

Send all Responses - **MARKED "SEALED BID"** to:

Client Information Management System Proposal
Attn: Pamela J. Eitland, Director
318 Fairlane Drive, Suite 100
Viroqua WI 54665

Responses received after this date and time will be rejected.

Responses must remain in effect for the life of the contract.

RESPONSE SUBMISSION

Selection of the provider will be the responsibility of Vernon County. Qualification submissions and cost proposals (RFQC RFP) will be reviewed by management staff from the Vernon County Department of Human Services and the Human Services Committee appointed representative(s). Vernon County reserves the right to select one or more organizations that appear best qualified to provide the services desired. Those organizations may be asked to appear at a designated time and place for an oral presentation and/or interview. At that time, representatives of the County Information Technology Department will participate in the presentation/interview. The recommendation of an award(s) shall be based upon the submission that represents the most advantageous overall response for Vernon County, all factors considered. In this regard, Vernon County reserves the right to accept other than the lowest cost proposal and to reject any or all submittals under this RFQC/RFP, if deemed in the best interest of the County.

RIGHTS REGARDING QUALIFICATIONS AND COST PROPOSAL SUBMITTALS

The County reserves the right to reject any or all submittals or to waive minor defects or irregularities in the submittal. The County further reserves the right, without prior notice, to supplement, amend or otherwise modify this RFQC/RFP or otherwise request additional information from any or all respondents. By submitting a qualification and cost proposal, the Vendor thereby agrees that the County's decision concerning any submittal in any respect is final, binding and conclusive upon it for all purposes, and acknowledges that the County in its sole and unqualified discretion may waive or deviate from the procedures and/or timetable outlined. All materials submitted become the property of the County and may be available to the public. All costs incurred in connection with responding to the RFQC will be borne by the submitting organization.

PART I – INTRODUCTION / INSTRUCTIONS

The Vernon County Department of Human Services Department is seeking information and proposals to build or purchase and implement a client-based Client Information Management System. The primary goal is to develop and implement an Electronic Case Management System for data entry, case management, documentation, and data tracking of consumer services in the long-term support and behavioral health unit within the Human Services Department.

Currently the Department utilizes service specific Electronic Information Management Systems, primarily State Information Systems and a Financial System with contracted technical support and updates. The County IT Department provides on-site assistance with hardware and county-owned systems. At present, there are approximately 150 individual consumer files that would be entered into the new system. The number of individual files will vary from 125 to 300 cases. Currently there are five professional staff that provide direct case management, record information, and maintain consumer files. The number of users authorized to access a new system may grow to ten, most of whom will be professional staff providing direct service, clerical or financial support staff.

Respondents must clearly demonstrate specific knowledge of implementations within the state of Wisconsin and possess expertise, as identified in the Request for Qualifications.

The general objectives related to this project are to:

1. Streamline the workflow within the Human Services Department.
2. Ability to record and track cases within the Long-Term Support Unit by name, provider, dates of service, and worker.
3. Ability to maintain a complete Electronic Case Management Record, including recording information, locating, monitoring and tracking cases.
4. Ability to track the location of physical records.

5. Ability to access the secure system from remote off-site locations.
6. Acquire the technology and services necessary to improve operating efficiencies and customer service.
7. To obtain a single-source solution with sole accountability being to one vendor.
8. To build in the capacity to integrate State and Electronic Record Systems for the purpose of billing, tracking, monitoring, and recording services.

OBJECTIVES

As a result of this RFP process, it is anticipated that Vernon County and the selected vendor will be entering into an agreement to create and implement the system in cooperation with the Vernon County Department of Human Services. The Human Services Department desires the highest possible level of service, integration and efficiency for the County and consumers. In order to ensure the quality and accuracy of the system and data, the single-source solution will enable the County to maximize system uptime, reliability, and to safeguard valuable consumer records. The selected system will provide the highest level of efficiency for the Human Services Department.

REQUIRED CRITERIA FOR PROPOSED SYSTEM

If Proposal is to Build a System, Please Respond in Narrative to the Criteria below;

OR

If Proposal is for Purchase of an Existing System, Please Respond to Criteria Below by Placing a (Y) or (N) to the Left of Each Number. If applicable, please provide a written explanation after the question or on attached sheet with the number referenced.

(Y) = System is capable of the desired requirement.

(N) = System is not capable of the desired requirement.

COMPANY EXPERIENCE

1. Explain your experience providing software solutions in the Human Services Industry.
2. Explain your experience in Wisconsin.
3. Provide 3 references of counties or non-profit agencies within the state of Wisconsin.

DATA MANAGEMENT

4. Describe the ability of your product to modify and create data fields, look-up values by field labels (client name, provider name, range of dates of service)
5. Record the user ID for each transaction within system.
6. Ability to track dates and send alerts.
7. Storage of custom electronic forms data.
8. Ability to identify and merge/remove duplicate records.
9. Batch capability for converting consumer identifiers.
10. Create custom electronic forms.
11. Provide different security levels for access.

12. Allow different levels of access.
 - View only
 - View & print
 - View & change/add etc.
 - Allow change or deletion of any record with proper authorization
13. Describe the capacity of your product's compatibility with the State of Wisconsin and other Information Technology Systems.

RECORDS MANAGEMENT

14. Ability to generate and assign an agency defined unique consumer identifier.
15. Describe the ability of your product to provide a complete record for each consumer.
16. Ability to pre-fill identifying information.
17. Release of Information.
 - Capability to release information electronically.
 - Describe your products ability to redact elements of a consumer record prior to printing.
18. Capability for chart tracking of physical consumer chart location.
19. Batch capability by field labels.
20. Capability to scan extraneous material into system and attach to consumer record.
21. Capability to export records and data into other electronic systems.
22. Capability to flag individual clients and restrict access.
23. Provide Authentication/Controls.
 - Ability to create and update sets of access-control permissions granted to users based on the user's role and scope of practice.
 - Ability to terminate or lock sessions after a series of invalid log-in attempts.
 - Inactivate a user and remove their privileges without deleting the user's history.
 - Restrict access to patient information based on location.
 - Track/audit viewed records without significant effect on system speed.
24. Capability for Pending.
 - Apply a date and time-stamp each time a note is updated.
 - Display and notify the author of pending notes.
 - Allow the ability to establish a time frame for pending docs before administrative closing.

25. Ability to amend/correct documentation.
 - System provides a clear indicator of a changed record.
 - Retain all versions.
26. Provide the ability to present the credentials and names of author/s.
27. Customizable Workflow Management.
 - System provides the ability to define the records, notes, or reports that are considered the formal record for a specified disclosure to authorized parties.
 - System provides the ability to create hard copy and electronic output of report summary information and to generate reports in both chronological and specified elements order.
28. Data Retention, Availability and Destruction.
 - System provides the ability to store and retrieve record data and documents for the legally prescribed time or according organizational policy and to include unaltered inbound data.
 - System identifies specific data for destruction and allows for the review and confirmation of selected items before destruction occurs.

FINANCIAL MANAGEMENT CAPACITY

(NOTE: Initially the system will not require financial management capacity. Please respond with comments about the capability of upgrading and/or building your system to send and receive information from other electronic systems. Include estimated cost in 2019 dollars.)

29. Describe the capacity of upgrading your system to generate billing statements for consumers that may be financially responsible for either single or multiple clients that receive services.
30. Describe the capacity of upgrading your system to list charges and receipts in summary or detail for a specific time period by worker, client, payer type, date, or type of service.

CLIENT DATA MANAGEMENT

31. Recording and tracking of data relating to consumer demographic elements.
32. Expand and maintain an increase in the total number of cases in the system as cases open and close.
33. Tracking of program specific referrals within the Unit.
34. Tracking of program admission data elements.
35. Tracking of program services provided to consumer.
36. Track electronic referrals between Department programs per consumer.
37. Track outcomes of program services.

38. Track outcomes of program admissions.
39. Provide for 100% time reporting.

SEARCHING

39. Completely describe flexibility and functionality of search criteria.

SERVICES AND SOFTWARE

40. Describe in detail the support your company offers, including number of employees, hours of operation, etc.
40. Describe the update/bug fix process.
41. How often do you have new releases of your product? Please include statement of intent to continue to update and support the software product.
42. What is the process to get customers upgraded?
43. Describe the training, installation and conversion process of your product.
44. Please make note of any other products/services/software and the associated costs that could be utilized, but has not been mentioned above.
45. Describe the minimum system requirements for the server, please include the minimum Operating System version required, as well as any database software and minimum version required.
46. Describe the minimum system requirements for the client, please include the minimum Operating System version required, as well as later versions that are also acceptable.
47. Specify any other third-party software that is required for the system to operate, as well as the required version.
48. Describe any printable reports that are preloaded with the system, and include samples if possible.
49. Describe the process for creating and running custom reports (if the system is capable).
50. Describe the available software licensing options for the system.

TIMELINE

Provide a list of proposed dates to build the program, interact with the Department, demonstration date(s), training date(s), implementation date, and completion date.

PART II - MINIMUM QUALIFICATIONS AND RESPONSE FORMAT

Respondents' submissions should be formatted in the following fashion with each section marked separately. Note specifically if you take exception to any specifications outlined.

SECTION 1: LETTER OF QUALIFICATIONS AND RESPONSE

MINIMUM REQUIREMENTS for submission include:

1. Table of Contents: Include clear identification of material by section and page number.
2. Cover Letter addressed to Pamela J. Eitland, Director of Human Services.
3. Organization Name, Address, Phone Number, Email, Fax Number. Identify Primary Contact.
 - a. If different people, identify and provide contact information for the proposal, programming, and fiscal matters.
4. Responses to the Required Criteria for the Proposal (#1 - 50), AND timeline.
5. Full disclosure of all lawsuits and claims filed against your organization in the past 24 calendar months or which may influence or prevent the organization's ability to fulfill any eventual contract.
6. Brief history of your organization including the organizations specific abilities and financial capacity to provide the required professional services and application software. (Limit 1 page)
7. References, including up to three (3) system implementations in Wisconsin, which demonstrate the vendor's competence to perform work similar to that required on this project. (Limit 1 page per reference)
8. Certification shall be provided by the Proposer specifying that the submitted proposal will remain valid from the submission date for a period of 120 days.

SECTION 2: COST PROPOSAL

COST PROPOSAL ITEMS

1. System software cost, detailed by module, if applicable.
2. Professional services cost for building the system, if applicable.
3. Professional services cost for implementation, project management, workflow analysis, data and image conversion, and training.
4. Cost for updates, bug fixes, new releases.
5. Listing and cost of computer hardware and software requirements for the system.
6. Annual system software maintenance costs, projected for 5 years.
7. Maintenance fee, if applicable.
8. Technical Assistance availability: days, time and hourly rate, projected for 5 years.
9. Payment terms and applicable dates.
10. All other items or materials or costs not previously mentioned.

PROJECTED TIMETABLE

Issue RFP/Request for Qualifications and cost	06/24/2019
Questions and request for clarification end	07/12/2019
Submittals Due	07/22/2019 Noon
Review of qualifications and proposals end	07/30/2019
Interview or presentation dates (if needed)	07/30 – 8/6/2019
Human Services Committee Action on Proposal	08/12/2019 9:30a.m.
Contract begin date	08/13/2019

Qualifications and proposals will be reviewed by Human Services staff and Committee representative(s) no later than July 30, 2019. If there is a need for interviews with proposers, notice will be given by phone call to the Primary Contact that an interview is scheduled. The review team will prepare a recommendation for the Human Services Committee. The Human Services Committee will discuss and act on recommendation(s) regarding proposals on **August 12, 2019 at 9:30a.m. in the Erlandson Office Building First Floor Conference Room**. Vendors not being considered for recommendation will be notified in writing. The scheduled date for review, interviews, and selection is for informational purposes only and is in no way binding upon Vernon County.

INQUIRIES/QUESTIONS

All questions concerning this Request for Qualifications and Cost Proposal must be submitted **via email** to Director Pamela Eitland at peitland@vernoncounty.org no later than **July 12, 2019**. Questions received after this date will not be answered.

VENDOR SUPPLIED DOCUMENTATION AND MATERIALS

All vendor-supplied materials, including the vendor's response, become the property of Vernon County. We will work with vendors to meet their confidentiality requirements, provided that they are within reason, including providing vendors with the opportunity to withdraw from consideration prior to disclosing any materials the vendor deems

confidential. All vendor confidential material must have each page clearly marked as confidential. Note, however, that Wisconsin "Open Records Laws" apply, except to the extent that federal law shall supersede.

INSTRUCTIONS FOR SUBMITTAL

Respondents must submit **five (5) complete packages** of their response (one marked original and four copies) in an envelope marked: SEALED RFP to Client Information Management System Proposal, Attn: Pamela J. Eitland, Director at 318 Fairlane Drive, Suite 100 in Viroqua WI 54665 by **12:00 noon (local time), July 22, 2019**. Any response submitted after this date and time will be rejected. Vendors are responsible for ensuring that the above office receives their response before the deadline. Response "packets" must be clearly labeled with submitting organization's name, return address, proposal title, date, and the name of the organization's primary contact for proposal questions.

PROPOSAL AND PRESENTATION COSTS

Vernon County will not be liable in any way for any costs incurred by respondents in the presentation of their proposal in response to this Request for Proposal and accompanying Cost Proposal, nor for the presentation of their proposal and/or participation in any discussions or negotiations. Elaborate proposals (i.e., expensive artwork) beyond that sufficient to present a complete and effective proposal are not necessary or desired.

REQUEST FOR CLARIFICATION

All requests by Vernon County for clarification of submissions will be in writing and communicated electronically via email. Such requests shall not alter the respondents pricing information contained in its cost proposal.

TAX REQUIREMENTS

Vernon County is tax exempt pursuant to WI Stats § 77.54(9a) - CES ES4540. Vernon County's FEIN number is 39-6005749. The Vendor is responsible for all taxes and tax reporting.

COMPLIANCE WITH THE REQUEST FOR QUALIFICATIONS

Responses submitted must comply with the Request for Qualifications and Cost Proposal. Failure to comply with all provisions on the Request for Proposal and Cost may result in disqualification.

IMPLIED REQUIREMENTS

Services and supplies that are not specifically addressed in this Request for Proposal and Cost, but which are necessary to provide functional capabilities proposed by the respondent, must be included in the submission.

NON-DISCRIMINATION

In connection with the performance of work under this contract, the Vendor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in WI Stats § 51.01(5)(a), sexual orientation or national origin. This provision shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, the Vendor further agrees to take affirmative action to ensure equal employment opportunities. The Vendor agrees to post in conspicuous places, available for employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of the non-discrimination clause (WI Stats § 16.765 (2)).

INDEMNIFICATION

The vendor selected to perform services for Vernon County shall indemnify, hold harmless, and defend Vernon County, its officers, agents, and employees from any and all liability including claims, demands, losses, costs, damages and expenses of any kind and description or damage to person or property arising out of or in connection with or occurring

during the course of any agreement between the vendor and Vernon County where such liability is founded upon or grows out of the acts or omissions of any agents or employees of the vendor. In the event that the respondent's proposal results in a contract with Vernon County, it is understood that the County relies on the Vendor's professional ability, and such is a material inducement to enter into an agreement. The Vendor shall warrant that all its work will be performed in accordance with all generally accepted professional practices and standards, as well as the applicable federal, state, and local laws, it is being understood that acceptance of the Vendor's system by the County shall not operate as a waiver or a release.

AGREEMENT DEVELOPMENT

Vernon County reserves the right to negotiate with one or more Proposers.

CONTRACT

The documents that will form the contract will include the "Request for Qualifications and Cost Proposal," any attachments or addenda, the successful respondent's "Submission of Qualifications and Cost Proposal," and any subsequent negotiations.

If either party desires to modify the contract, it must give the other written notice of the proposed modification at least 120 days prior to the expiration of the contract. A notice of modification will also be considered a notice of non-renewal of existing contract. Any acceptance of any modification must be in writing and communicated in writing by both parties. The Contract may be terminated at any time prior to the end of the Contract period by Vernon County giving the contractor written notice of the desire to terminate the Contract.

CONTRACT TERM

The intent of this Request for Qualifications and Cost Proposals is to enter into an agreement to build or purchase an existing product that meets the specifications with the option to purchase technical assistance and maintenance of the system for a five-year contract period beginning upon completion of installation. A contract for technical assistance and maintenance may be extended for additional periods of time, not more than five years each.

BREACH OF CONTRACT

Notwithstanding any of the terms expressed herein, the Vendor shall not be relieved of liability to Vernon County for damages sustained by Vernon County by virtue of any breach of the contract by the Vendor, and Vernon County may withhold any payments to the Vendor for the purpose of offset until such time as the exact amount of damages due to Vernon County from the Vendor is determined.

ASSIGNMENT

The Vendor shall give full attention to the faithful execution of the resulting contract, shall keep the contract under its control, and shall not by power of attorney or otherwise assign the contract to another party.

VENDOR'S COOPERATION

The Vendor shall maintain frequent and regular communications with Vernon County and shall actively cooperate in all matters pertaining to the contract.

RESPONSIBILITY

The Vendor shall at all times observe and comply with all federal, state, local and municipal laws, ordinances, rules and regulations in any and all manners affecting and pertaining to the contract and relating to the employment, compensation, and relations with its employees.

**REQUEST FOR PROPOSAL - QUALIFICATIONS AND COST
CLIENT INFORMATION MANAGEMENT SYSTEM FOR
VERNON COUNTY DEPT. OF HUMAN SERVICES**

Content, Plan, and Timeline Approved by:

Vernon County Human Services Committee:

Shawn Redington, Chairperson

Date