



Interstate Commission  
for Juveniles  
Serving Juveniles While Protecting Communities

# **Request for Proposal**

## **Juvenile System for Tracking Interstate Compact Events**

Issued: November 12, 2018  
Responses Due: January 18, 2019

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## 1. Purpose

The purpose of this Request for Proposal (RFP) is to select a partner to provide the hardware, systems, application software, database system, and related support services necessary to implement a new information sharing system meeting the Interstate Commission for Juveniles' (ICJ) business requirements. ICJ wishes to upgrade from the current forms management application to a customized web-based solution to support the business processes associated with supervising, transferring, accepting, tracking, and returning juveniles from one state to another.

This RFP seeks to form a partnership with an established vendor to provide a database application system along with the required expert services and support for migrating from our current forms-based system to a user-friendly solution for ICJ and the Interstate Compact states. Responding vendors need to demonstrate a history of similar project successes, including a successful solution of transitioning one case management system to another, and the ability to provide the services to meet the requirements outlined in this document. ICJ seeks a vendor that can design, develop, implement, and support a solution that meets the needs of ICJ users as described throughout this RFP.

## 2. Background

The Interstate Compact for Juveniles (Compact) is an agreement between member states for the fulfillment of two primary tasks: (1) provide continuous supervision among member states of adjudicated juveniles, which are juveniles who are under supervision for committing an offense that, if committed by an adult, would be a criminal offense, and (2) facilitate the return of runaways, escapees, or absconders to their home state. The member states also assist other member states with supervising traveling runaways, escapees, or absconders when there are scheduled or unscheduled layovers.

ICJ established the Compact Rules,<sup>1</sup> promulgated pursuant to Article VI of the Compact,<sup>2</sup> in order to efficiently and effectively achieve the purposes of the Compact. The Compact Rules are of general applicability to implement, interpret, or prescribe a policy or provision of the Compact. The Compact Rules have the force and effect of statutory law in a Compact-participating state, and include the amendment, repeal, or suspension of an existing rule. The Rules set the framework for the business processes for juvenile transfer between states.

Whenever there is a need for a juvenile to relocate to another state, the transfer is processed through the Interstate Compact for Juveniles Offices (ICJO) of the *sending* and *receiving* states, or the state where the juvenile is being supervised and the state to which the juvenile seeks to relocate. The ICJOs transfer roughly 6,000 juveniles each year. All interstate communication regarding a Compact juvenile is coordinated through each state's ICJO. An ICJO may consist of a small department or single individual. The ICJO has final approval or disapproval authority for any transfer.

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<sup>1</sup>To obtain a copy of the most recent Compact Rules, please see:

[https://www.juvenilecompact.org/sites/default/files/ICJ%20Rules\\_Final.pdf](https://www.juvenilecompact.org/sites/default/files/ICJ%20Rules_Final.pdf)

<sup>2</sup> To obtain a copy of the Compact statute, please see:

<https://www.juvenilecompact.org/sites/default/files/ICJRevisedLanguage.pdf>

Currently, four states have separate (bifurcated) offices for probation supervision and parole supervision. Within these four states, some parole offices handle runaways, while other states assign runaways to the probation office. For bifurcated states, the application must allow for two different ICJOs within a state, depending on the type of supervision required during the transfer.

Juvenile Probation/Parole Officers (JPO) and supervisors are responsible for supervising juveniles in the receiving state. Compact states may have between 200 and 2,000 Juvenile Probation/Parole Officers. JPOs are responsible for investigating the proposed residences, sanctioning violations, transporting juveniles to and from facilities, providing quarterly progress reports, and tracking juveniles while they are under supervision in the receiving state.

Because juvenile transfers are not always voluntary, a court order and parental permission may be required. ICJOs and probation and parole officers are responsible for procuring the appropriate approvals and orders.

State ICJOs each process an average of 110 supervision transfer cases per year: 15 parole cases and 95 probation cases. The average number of runaway cases that State ICJOs process each year is around 40, and a single office could process as many as 150 runaway cases.

In 2012, the ICJ implemented a nationwide case management system called the Juvenile Interstate Data System (JIDS), which is a customized solution. The application is supported by a third-party software provider that manages the web-based application, including hosting, maintenance, upgrades, enhancements, building custom reports, performance monitoring, and technical support. The ICJ National Office maintains a helpdesk to assist users with basic, routine issues, such as password management and business process questions. The ICJ National Office refers technical issues to the software provider to investigate and resolve.

JIDS undergoes enhancements at least once a year, in part due to requests received and reviewed by the ICJ Technology Committee, and in part due to required form or workflow edits resulting from changes to the Compact Rules.

The intent of this RFP is to provide ICJ with a solution to create a system that aligns with our current business processes while providing a more streamlined and user-friendly experience with workflow tracking and notifications. ICJ would like an interview-style user interface that utilizes icons, text, and highlighted interaction areas based on the current workflow and information entered. In addition, the vendor must provide a transition strategy to migrate from JIDS to the new proposed solution.

### **3. Description of Work to be Performed**

ICJ needs a user-friendly application that will help the ICJOs and field offices better manage caseloads, workflow, communications, data and reporting, and help provide consistent service to juveniles. The proposed solution should provide users with the ability to quickly add, edit, and update juvenile information, notify users of new information and requests, and track cases and juveniles while enforcing Compact rule compliance. The proposed solution needs to provide the ICJOs with cases status, user lists, and system and compliance reports. Ideally, the proposed solution will have the ability to gather and run compliance analytics and to present an ICJO with a compliance “dashboard”.

ICJ would like a solution that accomplishes the following goals:

- Improves user-friendliness
- Supports the full lifecycle of case management supervision for juveniles moving between states
- Improves compliance with the Compact Rules through efficient case tracking, task management, reminders, and notifications
- Improves completeness, reliability, and accuracy of information and eliminates data duplication
- Reduces the time required for communications between states
- Improves the reliability of communications between states and with parties of a case
- Improves record retention, storage, and retrieval
- Provides a central repository for juvenile Compact transfer information
- Provides a secure system that can be accessed by qualified users in Compact states
- Provides both preformatted and ad hoc reporting features to generate local and National reports
- Employs federated user management, as State Administrators must be able to manage their state's users
- The National Office requires the ability to manage users regardless of what state they reside
- The National Office must be able to generate national-level custom reports
- The National Office needs the capability to manage other users' work assignments regardless of what state they reside

#### **4. Vendor Skillsets and Experience**

1. Experience working with software development in an iterative and incremental software development framework.
2. Experience with and commitment to key development practices inherent to effective agile development, including:
  - Unit testing and testing with mock objects
  - Continuous integration
  - Refactoring
3. Familiarity with object-oriented design and development, including design patterns and effective use of interfaces.
4. Enterprise integration on a large scale with users from multiple locations.
5. Experience with criminal justice information sharing applications and processes.
6. Experience in system transition and Extract-Transform-Load (ETL) projects.

## 5. Approach and Cost

Vendor’s proposal must include a description of the approach and all costs and expenses for each activity proposed:

1. **Software design and development** – gather and validate requirements and develop a system to meet the requirements. Section 8 provides general requirements, while Section 16 provides additional information related to the current workflow, forms and reports.
2. **Project management services** – the selected vendor will be required to assign a project manager who will work with the ICJ project manager to manage the overall project budget, scope, timeline, and expectations.
3. **Hosting services** – hardware, software, storage, and security to support and maintain a nationwide application in productions as well as a “sandbox” for testing and training. Please provide yearly cost for these services.
4. **Extract-Transform-Load (ETL) recommendation** - The vendor’s response should include the resources, time and budget required to provide an ETL recommendation. Please refer to Appendix A – Data Discovery for additional information.
5. **Training** – ICJ requires training for select system administrators and ICJO users, who will train additional users.
6. **Cost** – total cost of ownership for five years. Five-year cost for hosting services and support and maintenance after implementation.

## 6. Schedule

The schedule for this RFP is as follows. The time each milestone is due is defined as 4:00 PM Eastern Standard Time on the date indicated on the schedule, unless indicated otherwise. This schedule is subject to change at ICJ’s sole discretion at any time. Updates will be provided on the ICJ website for this RFP - <https://www.juvenilecompact.org/rfp>.

MILESTONE	DATE
ICJ Issues RFP	November 12, 2018
Vendors submit questions to ICJ	November 26, 2018
ICJ posts responses to questions	December 10, 2018
Vendors submit proposals to ICJ	January 18, 2019
Vendor interviews and system demonstrations *	February 20, 2019
ICJ notifies successful Vendor	March 8, 2019
Contract start date and work begins	April 1, 2019

\* Qualified vendors may be invited to interviews and/or to demonstrate their solution.

## **7. Administrative Requirements**

### ***RFP Coordinator (Proper Communication)***

The Coordinator for this RFP is:

Jennifer Adkins  
Project Manager  
[jadkins@juvenilecompact.org](mailto:jadkins@juvenilecompact.org)  
(859) 721-1063

Upon release of this RFP, all communications between prospective Vendors and ICJ concerning this RFP must be directed to the Coordinator. Communication about this RFP between prospective Vendors and ICJ staff other than the Coordinator may result in disqualification of such Vendors.

### ***Reliance on Written Communication***

Oral communication between ICJ and prospective Vendors is unofficial and non-binding on ICJ. Vendors may rely only on written information issued by the Coordinator.

ICJ will post all written information and correspondence with prospective Vendors on the same Website at which this RFP was originally posted. It is the responsibility of each prospective Vendor to visit the Website to find information posted by ICJ. ICJ will make no effort to contact prospective Vendors to inform them of written communication posted to the Website.

### ***Vendor Questions Invited***

ICJ invites questions from prospective Vendors regarding this RFP. Such questions are intended to help ICJ clarify RFP requirements and communicate additional useful information about the skillsets required by ICJ.

In their questions, Vendors should make reference to information in this RFP by section heading or page number to facilitate ICJ's response and to ensure clear communication.

Vendors should review publicly available information about ICJ prior to submitting questions.<sup>3</sup>

ICJ will remove the names of prospective Vendor firms and individuals along with their contact information from any written communication. However, by submitting a question to ICJ, prospective Vendors acknowledge and accept that ICJ is not liable for third parties' usage of written communication to identify prospective Vendors.

### ***Vendor Complaints Regarding RFP Requirements***

If a prospective Vendor believes that any requirement in this RFP unduly or unfairly restrains competition, then the Vendor must state such belief in writing to the RFP Coordinator prior to the milestone established for submission of questions. The statement should reference specific language in the RFP by section and page number.

ICJ will evaluate all such complaints and will respond in writing to the complaining Vendor only, in advance of the milestone established for posting of responses to questions. ICJ may, in its sole discretion, determine that it is in ICJ's best interests to alter the RFP to address the complaint. ICJ may also in its sole discretion issue amendments to this RFP to address Vendor complaints or for any other

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<sup>3</sup> This information is available at <http://juvenilecompact.org>

reason.

ICJ's decisions regarding Vendor complaints and questions are final.

### ***Proposal Presentation and Format Requirements***

Prospective Vendors must submit proposals in Microsoft Word (Office 97 version or more recent) or Adobe PDF format (version 6.0 or more recent). Prospective Vendors may format their proposal in accordance with their best judgment, keeping in mind that ICJ must be able to read each proposal easily. When printed, each proposal must print clearly in black-and-white on 8.5" x 11" paper.

Proposals must be written in English.

### ***Submission and Delivery of Proposals***

Proposals must be submitted via email directly to the RFP Coordinator with documents attached to the email. Information provided in the body of the email rather than attachments thereto will be ignored by ICJ.

The prospective Vendor's response to this RFP in its entirety must be received and acknowledged by the RFP Coordinator in advance of the due date and time specified in the schedule above. Late proposals will not be accepted or considered.

ICJ will acknowledge receipt of proposals by direct response to the submitter's email within one (1) business day of receipt.

Proposals submitted by other means, including but not limited to in-person, fax, or postal delivery, will not be accepted.

### ***Cost of Proposal Preparation***

ICJ will not reimburse prospective Vendors for any costs incurred in preparation of a response to this RFP.

### ***Minor Administrative Irregularities***

ICJ will inform the Vendor of minor administrative irregularities contained in any proposal. Additionally, ICJ reserves the right at its sole option to request corrections to prospective Vendors' proposals when an obvious arithmetical error has been made in the price quotation. Prospective Vendors will not be allowed to make changes to their quoted price after the proposal submission deadline, unless directed by ICJ.

### ***Errors in Proposal***

Prospective Vendors are liable for all errors or omissions contained in their proposals. Prospective Vendors will not be allowed to alter proposal documents after the deadline for proposal submission. ICJ is not liable for any errors in proposals. ICJ reserves the right to contact a prospective Vendor for clarification of proposal contents.

### ***Right to Cancel***

ICJ reserves the right to cancel this RFP at any time, for any reason. Issuing this RFP does not obligate ICJ to enter into a contract with any Vendor or make any purchases.



### ***Right to Reject***

ICJ reserves the right to reject all bids. Responses should be submitted initially with the most favorable terms that The Vendor can propose

### ***Incorporation of Documents into Contract***

By submitting a proposal, prospective Vendors acknowledge and accept that the requirements of this RFP and the contents of the Vendor's proposal will be incorporated into any contract entered into as a result of this RFP.

### ***No Costs or Charges***

By submitting a proposal, prospective Vendors acknowledge and accept that ICJ shall not be liable for any costs or charges incurred prior to the formal and complete execution of a contract between ICJ and the successful Vendor.

### ***Federal Funding Requirements***

Contracts resulting from this RFP may be funded through grants and cooperative agreements received from the U. S. Department of Justice, Office of Justice Programs, Bureau of Justice Assistance. As such, the Vendor will be required to comply with all applicable Federal regulations.

### ***Price Stability***

Contract prices and discounts shall be fixed at the time of Vendor qualification and shall be valid for the duration of the eligible time period.

### ***Non-Endorsement and Publicity***

ICJ's selection, if any, of a successful Vendor does not imply endorsement of the Vendor's capabilities, personnel, products, or services. By submitting a proposal, Vendor agrees to make no reference to ICJ, its staff, business partners, or granting agencies in any literature, promotional material, brochures, sales presentation, or the like, regardless of method of distribution, without the prior review and explicit written permission of ICJ.

### ***Withdrawal of Proposal***

After submitting a proposal, prospective Vendors may withdraw such proposal at any time prior to the final submission date, as identified in the Schedule. Prospective Vendors may resubmit a proposal at any time up until this same milestone.

### ***Optional Vendor Debriefing***

Prospective Vendors, whether successful or unsuccessful, may request a debriefing of the results of ICJ's review of proposals. Vendors must notify the RFP Coordinator via email of a request for debriefing within two (2) business days of the announcement of a successful Vendor. The optional debriefing will not include any comparison between the proposal and any other proposals submitted. However, ICJ will explain the factors considered in the evaluation of the Vendor's proposal and the alignment of Vendor's capabilities with the solicitation requirements.

## **8. Requirements**

The proposed solution must assist users with performing the business tasks associated with managing juvenile transfers and returns between states. ICJ developed Compact Rules that govern these business tasks. The current system was based on a document management platform and all work and data are

described in terms of workflows and forms. Application functionality is described in terms of workflows, including juvenile, case and task routing and management, and notifications and reporting. Data requirements are defined in terms of forms. Comparable functionality and data management capabilities must be provided by the proposed solution. Workflows consist of a sequence of tasks from information collection, notifications and alerts, information sharing, and tracking of processes through which each task passes from initiation to completion. The proposed solution must produce and manage standard forms from the information stored in the database. The proposed solution must support multiple cases per juvenile and multiple transfers per case.

The following tables outline the requirements for the ICJ information sharing system:

<b>1.00 Add and Manage Users: Password management, password expiration/reset, and the need to allow national and state-level user management capabilities.</b>	
1.01	National and state system administrators must have the capacity to view, add, edit, and deactivate system users.
1.02	Deactivated users must remain on state administrators' user list; however, the accounts will have no access to the system. Deactivated accounts can be reactivated at any time by state administrators or the National Office.
1.03	National and state administrators must have the ability to view a user's last login, password expiration date, and assign roles and permissions based on the work assignments of the user.
1.04	State administrators must be able to reset their users' passwords and view the password expiration date for accounts.
1.05	One member state must not be allowed to view, add, edit, or delete the users of any other member state.
1.06	Users must be able to enter the application, and see and perform the work that has been assigned to them; however, they may not see work on cases for which they have not been assigned.
1.07	The proposed solution must be able to support both role- and attribute-based user access controls.
1.08	The proposed solution must have the ability to support multi-factor user authentication.
1.09	The proposed solution must meet nationally recognized security standards for justice applications. These security standards are the CJIS Security Policy <sup>4</sup> and the Juvenile Justice Standards. <sup>5</sup>
1.10	Users must submit to an integrated User Agreement process to activate their account.
1.11	Users must be able to reset their own passwords when they forget their password.
1.12	The proposed solution must have a feature to lock accounts due to a configurable number of unsuccessful login attempts.
1.13	The proposed solution must have a procedure for the users to unlock their account by answering security questions, or a similar method.
1.14	The proposed solution must maintain historical data (actions, views, etc.) for users whose accounts are deactivated.
1.15	The proposed solution must have a configurable inactivity time before session time-out.

<sup>4</sup> CJIS Security Policy: [https://www.fbi.gov/file-repository/cjis-security-policy\\_v5-7\\_20180816.pdf/view](https://www.fbi.gov/file-repository/cjis-security-policy_v5-7_20180816.pdf/view)

<sup>5</sup> Juvenile Justice Standards:

[https://www.americanbar.org/groups/criminal\\_justice/standards/JuvenileJusticeStandards/](https://www.americanbar.org/groups/criminal_justice/standards/JuvenileJusticeStandards/)

1.16	Role-based security will include hierarchical capabilities (role inheritance).
<b>2.00</b>	<b>Add and Edit Juvenile Compact Cases: Data entry should be intuitive, easy to navigate, and non-redundant, and have user guidance for data entry throughout the process.</b>
2.01	The proposed solution must retain and share information about and regarding juveniles and Compact cases.
2.02	The proposed solution must assign a unique identification numbers to every juvenile, case, and transfer.
2.03	The proposed solution must have the ability to add text, image, and video demographic data for new juveniles.
2.04	National and State Administrators must have the ability to view, edit, delete, and merge juvenile demographic information in the event that duplicate records are created.
2.05	The proposed solution must prevent the entry of duplicate juveniles.
2.06	The proposed solution must have the ability to retrieve all the casework related to a juvenile in one view and only present information to the user that they have access to — users may not be able to view information from other states.
2.07	The proposed solution must prevent redundant data entry for the juvenile and case as much as possible.
2.08	The proposed solution must allow for views of juveniles that include all cases and case histories associated with a juvenile.
2.09	The proposed solution must allow for views of juveniles associated with a particular ICJO.
2.10	The system must allow for reuse of existing juvenile person-related data for new case entry, including demographics and locations.
<b>3.00</b>	<b>Document Management System: The application system needs to have a repository to design and store reusable forms and documents that can be used throughout the application by populating information from the database.<sup>6</sup></b>
3.01	The proposed solutions must provide a centralized document management repository (DMS).
3.02	The DMS must provide for forms design administrators to create, edit, and assign forms to owners who can edit assigned forms.
3.03	The DMS must provide for stored, reusable electronic signature images with the security to ensure that only the specified user signs the document.
3.04	The DMS must be capable of importing and exporting forms.
3.05	The DMS must maintain a recycle bin of recoverable items.
3.06	The DMS must support all standard document extensions: .doc, .docx, .xls, .xlsx, .pdf, .csv
<b>4.00</b>	<b>Workflows: The system must manage the sequence of tasks from information collection, notifications and alerts, information sharing, and tracking of processes through which each work task passes from initiation to completion for the transfer of supervision, returns, and travel of juveniles. The system must manage these tasks and business processes (referred to as workflows) as governed by the Interstate Commission for Juveniles Compact Rules.</b>
4.01	The proposed solution must include a centralized workflow management capability.
4.02	The workflow database must store inactive, active, and completed workflows.

<sup>6</sup> Refer to this link to become familiar with current compact forms: <https://www.juvenilecompact.org/forms>

4.03	Workflows must include any associated forms and attachments.
4.04	The proposed solution must allow workflow administrators who can design, configure, and edit a particular workflow.
4.05	Workflow design must allow assigning forms to tasks.
4.06	Workflow design must allow an ICJO to assign users to workflows.
4.07	Workflow design must allow assigning end-user roles to specific tasks within a workflow.
4.08	Workflow tasks must include automatic and configurable time-frames for task start, task duration, and task completion.
4.09	Workflow tasks automatic alerts must be sent to task owners on configurable parameters, e.g. 'x' number of days before task is due to start, 'x' number of days before task is due to complete.
4.10	Workflow configuration should be supported through graphical modeling.
4.11	Workflow configuration should allow drag-and-drop from other workflows.
4.12	ICJOs and field supervisors must be able to re-assign tasks to distribute work between users to allow work to be shared when necessary, including completion of forms and tasks, but only for users within their assigned state.
4.13	Users should be able to update their status and availability for each task they are assigned.
4.14	Workflows must support conditional sequences of workflow tasks.
4.15	Workflows must support the creation of pre-filled forms.
4.16	Workflows should let project or workflow participants check on task status at any time.
4.17	Workflow should support both automatic and manual alerts to next person in a sequence that the process is ready for his or her input.
4.18	Workflows should allow for configurable workflow management rules to set parameters such as default routing, default priority for task types, current workload, custom notifications, and other rules.
4.19	Users must be able to view all workflows by assigned tasks, due dates, and priorities.
4.20	Managers must be able to view all workflows by task statuses, upcoming tasks, and assigned end-users.
4.21	Workflows must allow multiple users to contribute to the same workflow task.
4.22	Workflow must allow collaboration of workflow managers on the same workflow.
4.23	Workflow managers must be able to determine how much time users are spending on tasks.
4.24	Workflows must allow for workflow and task-level attachments.
<b>5.00</b>	<b>Enforce the Compact Rules: The system must be capable to support business rules to enforce compliance with the Compact Rules and business processes.</b>
5.01	The proposed solution must notify users by email and/or other methods — within the application, text, etc. — of upcoming and past-due workflow and task deadlines.
5.02	All work and data in the proposed solutions must be traceable to specific users at specific times in order to diagnose problems and enforce the Compact Rules.
5.03	The proposed solution must capture ICJO information in order to generate compliance reports, user load reports, case load reports, and workflow reports.

<b>6.00</b>	<b>Reports: The proposed solution must have the capability to produce reports for specific ICJOs, aggregated reporting for ICJOs, and compliance reporting of ICJO adherence to Compact rules and policies.</b>
6.01	Reporting must provide for ICJO-level information on juveniles, cases, and transfers.
6.02	Reporting must provide for aggregated national-level information on juveniles, cases, and transfers.
6.03	Reporting must provide for reporting on juvenile demographics data dimensions.
6.04	Reporting must provide for reporting on location data dimensions.
6.05	Reporting must have redaction capability.
6.06	Reporting must support both predefined and ad hoc query reporting capabilities.
6.07	The proposed solution should provide dynamic, visual, on-demand “dashboard” analytic reporting capability.
6.08	Reports must include ICJO Compact compliance reports, <sup>7</sup> including adherence to timeframes, progress reporting, violation reporting, etc.
6.09	Role-based security should limit the reporting capabilities to ICJO management for state-level reporting.
<b>7.00</b>	<b>Performance, Security, Availability, and Vendor Support</b>
7.01	The proposed solution will have a 99.9% availability uptime and will perform tasks quickly and efficiently.
7.02	The proposed solution needs to be scaled and load tested by the vendor to support up to 750 concurrent users.
7.03	The solution provider will provide training to the National Administrators and User Test Team.
7.04	The solution provider will include an online user guide, hover help, and type ahead.
7.05	The proposed solution’s security will be configurable at the national, ICJO, and user role level.
7.06	Email protocols used will be in compliance with current SMTP standards for encryption to prevent blocking by state email administrators and include a fully qualified domain name.
7.07	The proposed solution should be compliant with CJIS security standards for criminal justice information systems, including secure hosting.
7.08	The user interface should be Section 508 compliant for accessibility. <sup>8</sup>
7.09	The user interface should have mobile-device capabilities (iOS, Android).
7.10	The user interface must be compatible with a variety of operating systems, browsers and platforms, including but not limited to Microsoft Windows 7, 8.1, 10, macOS X, Internet Explorer 11, Edge, Chrome, Safari, Firefox, etc.
<b>8.00</b>	<b>Interfaces</b>
8.01	The proposed solution should provide web services or other application program interfaces (API) to allow user to send and receive information to and from their case management system.

<sup>7</sup> As explained at <https://www.juvenilecompact.org/legal/compliance>

<sup>8</sup> Section 508 Compliance: <https://www.section508.gov/>

## 9. Project Plan

Vendor proposals must include a project plan that specifies the following:

1. Resources allocated to the project: project manager, developers, testers, and others.
2. Requirements validation and gathering methodology and plan.
3. Design and requirements review sessions to refine the workflow and include a business process review/analysis and validation of requirements.
4. Discovery work to provide ICJ with an ETL recommendation.<sup>9</sup>
5. A proof of concept to demonstrate the system capabilities.
6. Provide a timeline for each major task.
7. Provide a budget for each major task.
8. Vendor must provide for incremental and acceptance testing prior to delivery — and provide ICJ with testing results and scripts for iteration testing by the user test group.
9. User training – ICJ will utilize a train-the-trainer approach to reach all users, but will require the vendor to provide initial training to the user test group.
10. Vendors will provide the user manual in MS Word to the ICJ system administrators.
11. Planned final acceptance by ICJ.

## 10. Vendor Profile

Prospective Vendor's proposal must indicate:

1. Legal business name
2. Legal status (corporation, partnership, sole proprietorship, etc.) and state of incorporation, if applicable
3. Year the entity was organized to do business, as it now substantially exists
4. Address, voice and fax telephone numbers, and Internet Website URL for primary correspondence/contact
5. Organizational chart indicating principal corporate organization, and identifying where in the organizational structure the proposed project participants reside
6. Names and titles of principal officers
7. Prospective Vendor's proposal must indicate the name, title, and full contact information for the point of contact regarding this RFP

Prospective Vendor's proposal must indicate the name, title, and full contact information for the staff member with accountability and the ability to obligate the Vendor for the development project envisioned by this RFP.

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<sup>9</sup> See Appendix A: Data Discovery for additional details.

## 11. Vendor Qualifications

Vendor's proposal must include:

1. The résumés of the Vendor's proposed personnel that address, at a minimum, the "Required Skills" outlined in the "Skillsets and Experience" section 4 of this RFP.
2. The response must include three customer references for similar projects completed within the last five years.

## 12. Acknowledgement of Terms and Conditions

Prospective Vendor's proposal must acknowledge and accept each and every one of the following terms and conditions, and acknowledge Vendor's commitment to enter into a contract with ICJ that specifies these terms and conditions. A proposal that does not acknowledge and accept each and every one of these terms and conditions will be deemed non-compliant with this mandatory requirement, and will be disqualified from further consideration. The terms and conditions are:

1. Contractor must be available for communication and consultation between the hours of 9:00AM to 3:00PM Eastern Time.
2. Contractor shall provide ICJ with any and all custom source code artifacts, documentation, scripts, tests, and the like, at any point during the project for custom application development for this project. At a minimum, Contractor will provide ICJ with a zip archive file containing all artifacts upon ICJ's request.
3. Contractor acknowledges and accepts that deliverables and artifacts, including but not limited to the application, documentation, scripts, tests, and the like, are developed as "works for hire" and are the property of ICJ from the moment they are created.
4. At the termination of any task order resulting from this RFP, Contractor will transfer possession of all deliverables and artifacts developed under such contract to ICJ.

## 13. Budget

The budget for this entire project including the five-year total cost of ownership of the proposed solution should not exceed \$1,375,000. All items from section 5 (Approach and Cost) are included in this amount and must be itemized in the budget table in section 14.

## 14. Proposed Scoring Criteria

### *Criterion 1: Requirements (80 points).*

ICJ will utilize a scoring matrix to evaluate the vendor responses to each of the requirements outlined in section 8 of this RFP. Vendors should respond to each requirement with enough details to describe how their proposed solution will meet or exceed each requirement. Responses should be clear and descriptive.

### *Criterion 2: Project Plan (20 points).*

The proposal must include a project plan that addresses the items in section 9 of this RFP.

### *Criterion 3: Vendor Profile and Qualifications (50 points).*

The proposal must include all information described under Vendor Profile (section 10) and Vendor

Qualifications (section 11). Résumés will be evaluated against the requirements. All candidates proposed must meet the “Required Skills” outlined in section 4 of this RFP.

**Criterion 4: Approach and Cost Factor (50 points).**

A Cost Factor will be calculated on the basis of “best value,” where cost, responses to requirements and experience will be evaluated jointly. Please use the following budget table:

Budget Item	Proposed Cost
<b>Software design and development</b> – cost to gather and validate requirements and develop a system to meet the requirements outlined in this RFP.	
<b>Project management services</b> – cost for the selected vendor’s project manager.	
<b>Hosting services</b> –costs to hardware, software, storage, and security to support and maintain a nationwide application, including the production system and a sandbox.	
<b>Extract-Transform-Load (ETL) recommendation</b> - cost to develop a recommendation to migrate data from JIDS to the new proposed solutions.	
<b>Training</b> – cost to train select system administrators and ICJO users, who will in turn train additional users.	
<b>Total cost of ownership</b> for five years.	

**15. Evaluation Process**

**Administrative Screening and Requirements**

Upon receipt of a Vendor’s proposal, ICJ will review the proposal for compliance with all requirements of the RFP, including timely submission in the proper format. Any proposal not complying with each and every requirement will be excluded from further consideration. Vendors are responsible to ensure that each mandatory requirement has been addressed.

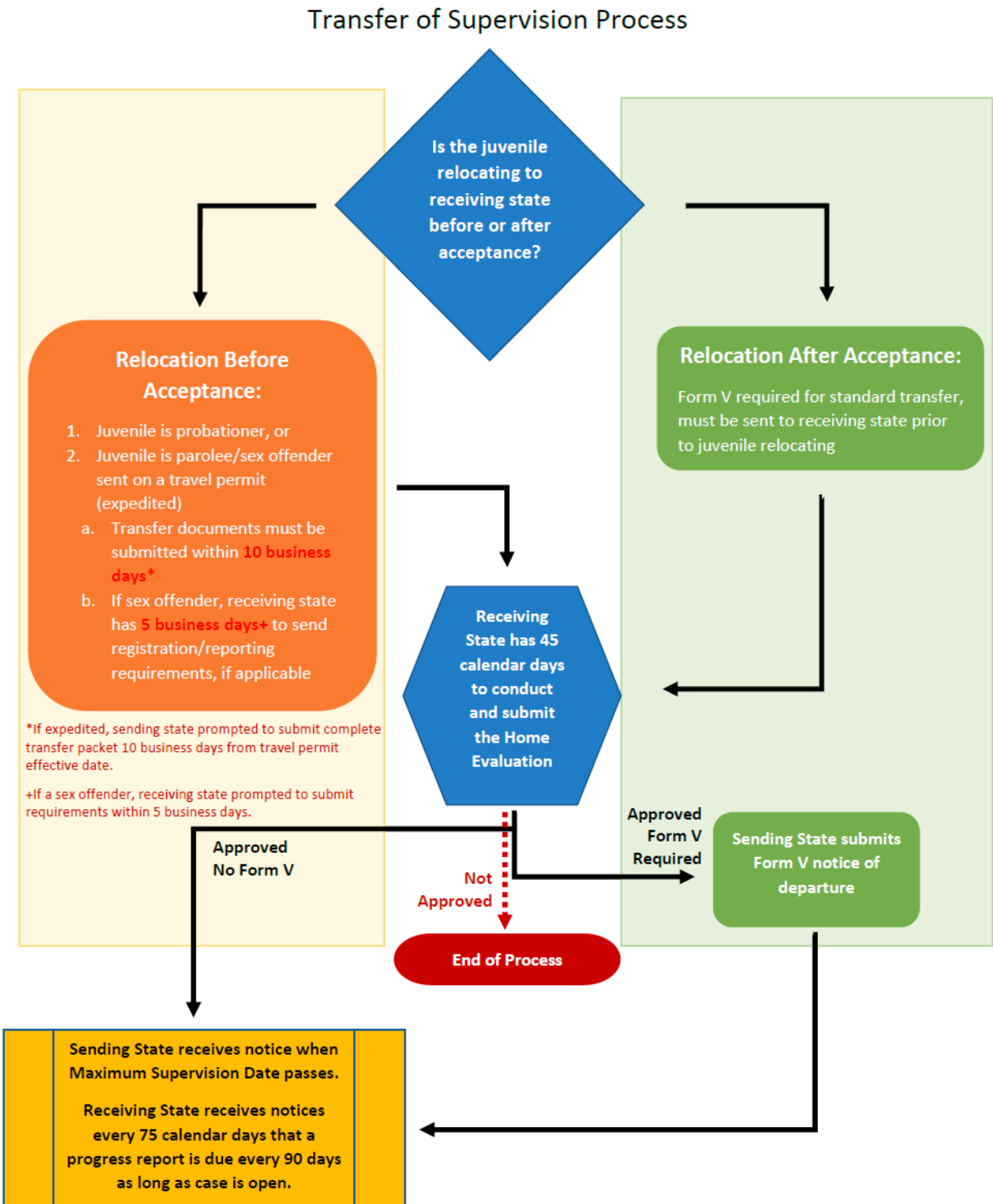
**Evaluation of Proposals**

A team of evaluators will be convened by ICJ to review the proposals submitted. Each proposal and the Vendor will be evaluated by the team to develop a consensus score for each proposal based upon the proposal’s responses to this RFP as described within the Proposed Scoring Criteria (section 13). ICJ management will then make a final selection based upon the “best value” to ICJ — the combination of requirements, project plan, qualifications, and cost.



## 16. Additional Information

### Illustration of the Transfer Process



## ICJ Workflows

The ICJ rules and business processes rely on standard workflows. “Workflow” is the term used in the current JIDS application to describe almost all functionality, including juvenile, case and task routing and management, and notifications and reporting. Comparable functionality must be provided within the proposed solution. The following table outlines the current workflows based on ICJ rules.

<b>WORKFLOWS</b>	<b>Absconder Violation Report</b>
	The <b>Absconder Violation Report</b> workflow allows for the receiving state’s ICJO to alert the sending state’s ICJO that a juvenile transferred into their state has absconded. Upon receipt of the notification, the sending state’s ICJO has the option to end the workflow with no action, or send a warrant to the receiving state. From there, the receiving state completes the workflow. After 10 business days, the receiving state ICJO receives a notification that if the juvenile is still on abscond status, they may close the case for the juvenile via the <b>Case Closure – From Receiving State</b> workflow.
	<b>Ad Hoc Communications</b>
	Supervisors monitor cases to ensure that progress is being made. The information used in case monitoring includes case status and tasks, both pending and overdue, and investigator case workload. Supervisors must be able to obtain workload information, assess all requests for new investigations, receive deadlines and reminders, and interact with field staff electronically. They must be able to view existing assignments, shift resources, and notify field staff of changes, as required.
	<b>Case Closure – From Receiving State</b>
	The <b>Case Closure – From Receiving State</b> workflow allows the receiving state’s ICJO to request that a case be closed for a juvenile who has been transferred into their state. The sending state’s ICJO has the option to either accept or reject this request, and the receiving state’s ICJO will receive an email notification to alert them of which option was chosen. If accepted, the case closes in the system. If denied, the receiving stat is notified and the case remains open.
	<b>Case Closure – From Sending State</b>
	The <b>Case Closure – From Sending State</b> workflow allows for the sending state’s ICJO to alert the receiving state’s ICJO that the case has been closed for the juvenile. Upon receipt of the notification, the receiving state’s ICJO completes the workflow. Workflow completion closes the case in the system.
	<b>Communication Request</b>
	The <b>Communication Request</b> workflow allows an ICJO user to communicate with another state Compact office in regards to a juvenile’s case file. The comments are stored with the file. The assignment from user in State A goes to all ICJO users in State B. When one user responds, the workflow then goes between user in State A and responding user in State B. This route allows for a maximum of four requests and responses.
<b>Expedited Request for Transfer of Supervision – Parole</b>	
The <b>Expedited Request for Transfer of Supervision – Parole</b> workflow allows for the Sending State’s ICJO to request an expedited transfer of a juvenile from their state to the Receiving State. The Receiving State’s ICJO will approve or deny the request to expedite the transfer process.  NOTE: The Receiving State may deny the request to expedite the transfer of supervision case, but it cannot deny the transfer of supervision, so the workflow does not end if denied. If denied, the file transitions to the <b>Request for Transfer of Supervision</b> workflow. If accepted, the Sending State has 10 business days to submit	

**WORKFLOWS**

the juvenile’s referral packet to the Receiving State, if not already submitted. A notification is sent to the Sending State ICJO if they have not submitted the required documents via workflow within 10 business days.

Once the Receiving State gets the Referral Packet, they will have their field officers complete a Home Evaluation, which will be sent back to the Sending State upon completion within 45 calendar days of the previous workflow step. Email notifications will be sent to the Receiving State if they have not submitted a Home Evaluation within 45 calendar days. When the juvenile transfer occurs, the Sending State’s ICJO will complete the workflow.

When completing the workflow upon juvenile transfer, two processes are initiated:

1. The Maximum Parole/Probation Expiration Date Monitor
2. The Quarterly Progress Report Monitor

**Expedited Request for Transfer of Supervision – Sex Offender**

The **Expedited Request for Transfer of Supervision – Sex Offender** workflow allows for the Sending State’s ICJO to request an expedited transfer of a juvenile sex offender from their state to the Receiving State. The Receiving State’s ICJO will approve or deny the request to expedite the transfer.

NOTE: The Receiving State may deny the request to expedite the transfer of supervision case, but it cannot deny the transfer of supervision; denial does not end the workflow. If denied, the file transitions into the regular **Request for Transfer of Supervision** workflow. If accepted, the Receiving State has 5 business days to submit reporting instructions/registration requirements. After that, the Sending State has 10 business days to submit the juvenile’s referral packet to the Receiving State, if not already submitted. Email notifications go to each user when the 5 or 10 business days have passed and they have not submitted the required documents.

Once the Receiving State gets the Referral Packet, they will have their field officers complete a Home Evaluation, which will be sent back to the Sending State upon completion within 45 calendar days of the previous workflow step. Email notifications will be sent to the Receiving State if they have not submitted a Home Evaluation within 45 calendar days. When the juvenile transfer occurs, the Sending State’s ICJO will complete the workflow.

When completing the workflow upon juvenile transfer, two processes are initiated:

1. The Maximum Parole/Probation Expiration Date Monitor
2. The Quarterly Progress Report Monitor

**Home Evaluation**

The **Home Evaluation** workflow allows the receiving state field user (JPO or JPS) to submit a Home Evaluation form to the receiving state ICJO. The field user initiates the workflow by completing the home evaluation and the receiving state ICJO completes the workflow. This workflow is only for intrastate use within the receiving state.

**Juvenile Apprehended**

When a state (holding state) apprehends a juvenile from another state, that state notifies the state the juvenile is from (home/demanding state) via Form III. If the juvenile returns voluntarily, a Voluntary Return workflow is initiated to track the return. If the juvenile refuses to return voluntarily, the home/demanding state has 60-calendar days to hold a requisition petition hearing. If the petition is approved by the home/demanding state, the holding state has 30-calendar days to hold a requisition hearing. If the holding state denies the requisition, the home/demanding state is notified. If holding state approves requisition, a Non-Voluntary Return workflow is initiated to track the return. If the juvenile decides to return voluntarily at the hearing, a Voluntary Return workflow is initiated to track the return.

WORKFLOWS	<b>Non-Voluntary Return</b>
	<p>If a juvenile refuses to return voluntarily and is returned to the home/demanding state on a non-voluntary requisition as indicated by the Juvenile Apprehended or Request to Apprehend Juvenile workflow, the <b>Non-Voluntary Return Workflow</b> monitors the 5-business day requirement for the home/demanding state to return the juvenile. After the initial 5-business day due date passes, the home/demanding state has the option to request a 5-business day extension. The holding state is notified of the extension. The workflow completes when the home/demanding state confirms the juvenile has been returned.</p>
	<b>Quarterly Progress Report</b>
	<p>The <b>Quarterly Progress Report</b> workflow allows for the receiving state’s ICJO to send a Quarterly Progress Report to the Sending State’s ICJO for open cases between the two states. Based on the decision marked at the bottom of the Quarterly Progress Report form, the Sending State’s ICJO will select either “Send QPR: Continue Supervision” or “Send QPR: Request Discharge.”</p> <ol style="list-style-type: none"> <li>1. If “Send QPR: Continue Supervision” is selected, the Sending State completes the workflow.</li> <li>2. If “Send QPR: Request Discharge” is selected, the Sending State’s ICJO has the following options: “Respond to Discharge Request: Denied” or “Respond to Discharge Request: Approved.”</li> <li>3. If “Respond to Discharge Request: Denied” is selected, the Receiving State receives an email notification only and the workflow ends.</li> <li>4. If “Respond to Discharge Request: Approved” is selected, the file transitions to the <b>Case Closure – From Sending State</b> workflow. The file remains on the Sending State’s page. See the <b>Case Closure – From Sending State</b> workflow for more information.</li> </ol> <p>The Sending State has 60 calendar days to respond to the Receiving State’s discharge request. On the 60th calendar day, the Sending State’s ICJO will be sent a notification email to remind them that they need to respond. After responding, the Receiving State’s ICJO will complete the workflow.</p>
<b>Request for Transfer of Supervision</b>	
<p>The <b>Request for Transfer of Supervision</b> workflow allows for the sending state’s ICJO to request transfer of a juvenile from their state to the receiving state.</p> <p>Next, the receiving state’s ICJO will have their field officers do a home evaluation, which will be sent back to the sending state upon completion. The sending state’s ICJO will accept or deny this transfer based upon the decision made by the receiving state’s ICJO on the home evaluation form.</p> <p>If denied, the workflow completes. If accepted, the sending state’s ICJO finalizes the transfer request and sends a travel packet to the receiving state’s ICJO if the juvenile is not already residing in the receiving state.</p> <p>When the juvenile transfer occurs, the receiving state’s ICJO will complete the workflow.</p> <p>When completing the workflow upon juvenile transfer, two processes are initiated:</p> <ol style="list-style-type: none"> <li>1. The Maximum Parole/Probation Expiration Date Monitor</li> <li>2. The Quarterly Progress Monitor – child process</li> </ol>	
<b>Request to Apprehend Juvenile</b>	
<p>A home/demanding state submits a request to a holding state to locate and apprehend a juvenile. If the juvenile is apprehended, the holding state has 30-calendar days to hold a hearing. If the juvenile will return voluntarily, a Voluntary Return workflow is initiated to track the return. If the holding state denies the requisition, home/demanding state is notified. If holding state approves requisition, a Non-Voluntary Return workflow is initiated to track the return.</p>	

<p><b>Maximum Parole/Probation Expiration Date Monitor</b></p> <p>This workflow looks at the Maximum Parole/Probation Expiration Date from the case’s File Details and automatically generates an email notification to the sending state’s ICJO when that date passes, if the case is still active.</p>
<p><b>Quarterly Progress Monitor - Child Process</b></p> <p>This monitor starts a counter at the end of either of the three transfer workflows (Request for Transfer of Supervision, Expedited Request for Transfer of Supervision – Parole, or Expedited Request for Transfer of Supervision – Sex Offender) which will send the receiving state’s ICJO office an alert at 75 and 90 calendar days to remind them to complete a Quarterly Progress Report, if the case is active, if they have not already. Upon receiving this alert, the receiving state has the option to continue receiving the alert (which resets the timer and allows them to receive another alert 75 and 90 calendar days later) or cancel duplicate quarterly report alerts. If the Receiving State does not choose to "continue" receiving notifications, they will not receive the next notification.</p>
<p><b>Return for Failed Supervision</b></p> <p>The <b>Return for Failed Supervision</b> workflow allows for the receiving state’s ICJO to initiate the process for the return of a juvenile to their home state, whose supervision has failed in the receiving state. After the receiving state’s ICJO sends notice to the sending state’s ICJO, the sending state’s ICJO has 5 business days to return the juvenile or request a 5-business day extension.</p>
<p><b>Travel Permit – Testing Residence</b></p> <p>The <b>Travel Permit – Testing Residence</b> workflow allows for the sending state’s ICJO to send a Travel Permit (for Testing Residence) to the receiving state’s ICJO. Upon receiving the request, the receiving state’s ICJO requests a referral packet. Next, the sending state’s ICJO has 30 calendar days to decide to pursue or not residence within the receiving state.</p> <ul style="list-style-type: none"> <li>• If residence is <u>not</u> pursued, the workflow ends.</li> <li>• If residence is pursued, the <b>Request for Transfer of Supervision</b> workflow begins. The sending state submits a referral packet for the juvenile within 30 calendar days of the effective date of the Travel Permit. See the <b>Request for Transfer of Supervision</b> workflow for more information.</li> </ul> <p>On the 30th calendar day, the sending state’s ICJO receives an alert that the referral packet is due.</p>
<p><b>Travel Permit – Residential Facility Transfer Notification</b></p> <p>The <b>Travel Permit – Residential Facility Transfer Notification</b> workflow allows for the sending state’s ICJO to alert the receiving state’s ICJO that a juvenile will be placed in a residential facility in the receiving state. Upon receipt of the notification, the receiving state’s ICJO completes the workflow.</p>
<p><b>Travel Permit – Visit</b></p> <p>The <b>Travel Permit – Visit</b> workflow allows for the sending state’s ICJO to send a Travel Permit (for Vacation/Visit) to the receiving state’s ICJO. If the permit is for less than 30 calendar days, the receiving state’s ICJO completes the workflow. If the permit is for more than 30 calendar days, the sending state’s ICJO has 30 calendar days to submit reporting instructions for the juvenile. On the 30th calendar day, the sending state’s ICJO receives an alert them that reporting instructions are due. After they send the reporting instructions, the receiving state’s ICJO completes the workflow.</p>

	<p><b>Travel Plan</b></p>
	<p>The home/demanding state submits a Travel Plan to the holding state. The holding state completes the workflow.</p>
	<p><b>Violation Report and Reply</b></p>
	<p>The <b>Violation Report and Reply</b> workflow allows for the receiving state’s ICJO to send a Violation Report to the sending state’s ICJO. Based on the decision marked at the bottom of the Violation Report form, the receiving state ICJO will either “Send Violation Report: Continue Supervision,” “Send Violation Report: Request Revocation,” or “Send Violation Report: Request Discharge.” The sending state has 10 business days to respond to a report sent as “Request Revocation” or “Request Discharge.” If “Continue Supervision” is selected, there is no timer for the sending state’s response.</p> <ul style="list-style-type: none"> <li>• If “Send Violation Report: Continue Supervision” is selected, the sending state completes the workflow. The receiving state receives a notification only.</li> <li>• If “Send Violation Report: Request Revocation” or “Send Violation Report: Request Discharge” is marked, the sending state’s ICJO enters a response on the Violation Report form and must respond within 10 business days.</li> <li>• The receiving state’s ICJO receives the file to review and completes the workflow.</li> </ul> <p>If the sending state has not responded to the receiving state within 10 business days of receiving the Violation Report where Discharge or Revocation are requested, the sending state will receive a reminder notification that the response is overdue.</p> <p>If the sending state will retake the juvenile, the receiving state starts the <b>Return for Failed Supervision</b> workflow.</p> <p>If the sending state will close the case, they enter a Form X and start the <b>Case Closure – From Sending State</b> workflow. Alternately, the receiving state can start the <b>Case Closure – From Receiving State</b> workflow.</p>
	<p><b>Voluntary Return</b></p>
	<p>If a juvenile agrees to return voluntarily as indicated by the Juvenile Apprehended or Request to Apprehend Juvenile workflow, the <b>Voluntary Return Workflow</b> monitors the 5-business day requirement for the home/demanding state to return the juvenile. After the initial 5-business day due date passes, the home/demanding state has the option to request a 5-business day extension. The holding state is notified of the extension. The workflow completes when the home/demanding state confirms the juvenile has been returned.</p>

## ICJ Forms

The ICJ rules and business processes rely on standard forms to document each case. In the current system, forms represent both the data entry capability and an output capability. The proposed solution may use a different approach to providing these same capabilities. The use of these forms is outlined in each of the workflow processes above. The proposed solution must have the capability to generate or produce each form with the correct information for each case, allow the user to print each form, and attach scanned forms to the case within the correct workflow. The following is a link to forms utilized by the ICJOs to perform the business processes of the Compact. ICJ Forms: <https://www.juvenilecompact.org/forms>

<b>FORMS</b>	<b>Form I: Requisition for Runaway Juvenile</b>
	This form is used in the <b>Non-Voluntary Return</b> workflow when a non-delinquent juvenile does not agree to return voluntarily.
	<b>Form II: Requisition for Escapee, Absconder, or Accused Delinquent</b>
	This form is used in the <b>Non-Voluntary Return</b> workflow, when an escapee or absconder, or accused delinquent does not agree to return voluntarily.
	<b>Form III: Consent for Voluntary Return of Out of State Juvenile</b>
	This form is used in the <b>Voluntary Return</b> workflow, when a juvenile is returning to the receiving state voluntarily.
	<b>Form IV: Parole or Probation Investigation Request</b>
	This form is used to initiate the <b>Request for Transfer of Supervision</b> workflow (or either expedited versions), where the sending submits a request to the receiving state for juveniles who are on parole or probation.
	<b>Form V: Report of Sending State Upon Parolee or Probationer Being Sent to the Receiving State</b>
	This form is part of the <b>Request for Transfer of Supervision</b> workflow (or either expedited versions), to be completed in situations where the juvenile is not already in the receiving state. When used, it communicates the intention of the juvenile to leave the sending state and travel to the receiving state.
<b>Form IA/VI: Application for Services and Waiver</b>	
This form is the agreement between the juvenile and the sending and receiving states, allowing the juvenile to be transferred to the receiving state. Used in the <b>Request for Transfer of Supervision</b> workflow (or either expedited versions).	
<b>Form VII: Out of State Travel Permit and Agreement to Return</b>	
This form is used in three <b>Travel Permit</b> workflows and is a request to travel to a state other than the one where the juvenile is currently residing.	
<b>Form VIII: Home Evaluation Report Form</b>	
This form is used as part of the <b>Request for Transfer of Supervision</b> workflow (or either expedited versions). It is a record of an inspection of the home in the receiving state where the juvenile will be living. This form signifies the receiving state's acceptance or denial of the request.	

<b>FORMS</b>	<b>Form IX: Quarterly Progress, Violation, or Absconder Report Form</b>
	This report is used in the <b>Quarterly Progress Report, Violation Report and Reply</b> , and <b>Absconder Violation Report</b> workflows and to submit progress, violation, or absconder reports to the sending state.
	<b>Form X: Case Closure Notification</b>
	This form is used by either the sending or receiving state when submitting a <b>Case Closure</b> workflow.
	<b>Form A: Petition for Requisition to Return a Runaway Juvenile</b>
	This form may be used as part of the <b>Non-Voluntary Return</b> workflow when a non-delinquent juvenile does not agree to return voluntarily.
	<b>Juvenile Rights Form: Juvenile Rights Form for Consent for Voluntary Return of Out of State Juvenile</b>
	This form is used in the <b>Voluntary Return</b> workflow when a juvenile waives rights and agrees to return voluntarily.
	<b>Order Setting Hearing - EAAD: Order Setting Hearing for Requisition for Escapee, Absconder, or Accused Delinquent</b>
	This form may be used as part of the <b>Non-Voluntary Return</b> workflow, when an escapee or absconder, or accused delinquent does not agree to return voluntarily.
	<b>Order Setting Hearing - Runaway: Order Setting Hearing for the Requisition for a Runaway Juvenile</b>
	This form may be used as part of the <b>Non-Voluntary Return</b> workflow, when a non-delinquent juvenile does not agree to return voluntarily.
	<b>Petition - EAAD: Petition for Hearing on a Requisition for Escapee, Absconder, or Accused Delinquent</b>
	This form may be used as part of the <b>Non-Voluntary Return</b> workflow, when an escapee or absconder, or accused delinquent does not agree to return voluntarily.
<b>Petition - Runaway: Petition for Hearing on Requisition for Runaway Juvenile</b>	
This form may be used as part of the <b>Non-Voluntary Return</b> workflow, when a non-delinquent juvenile does not agree to return voluntarily.	
<b>Victim Notification Supplement Form: Victim Notification Supplement Form</b>	
This form may be used to notify a state of victim notification requirements. Could be used in multiple workflows.	
<b>Final Travel Plan: Final Travel Plan</b>	
This form may be used to notify a state of a juvenile’s travel. Could be used in multiple workflows.	



## **Reports**

Reports are needed to document user, state and national activity and performance and compliance for a given time-range. Reports are created and produced as a part of normal business processes, as well as on an ad-hoc basis. Decision-makers utilized the information from reports for policy, funding, and oversight decisions. Role-based security should restrict access to some reports. Current reports include:

### **Compliance Reports**

#### *Compliance for Expedited Parolee and Sex Offender Transfers of Supervision*

This report provides details (Name, DOB, Case Number, Sending State, Receiving State) for cases in a sending state where the Request for Transfer of Supervision was expedited for a Parolee or Sex Offender and a Travel Permit was issued for the juvenile to relocate prior to acceptance, within a specified date range. Compliance is measured by business days to submit a referral after issuing a travel permit.

#### *Compliance for Home Evaluation Requests*

This report measures the compliance percentage and average calendar days to submit home evaluations in response to transfer requests in a receiving state for cases that have completed a Request for Transfer of Supervision, within a specified date range.

#### *Compliance for Voluntary Returns*

This report measures the compliance percentage and average business days for voluntary returns in a home/demanding state.

#### *Compliance for Non-Voluntary Returns*

This report measures the compliance percentage and average business days for non-voluntary returns in a home/demanding state.

#### *Compliance for Return for Failed Supervisions*

This report measures the compliance percentage and average business days for failed supervision returns in a sending state for cases that have completed a Return for Failed Supervision.

#### *Compliance for Travel Permit-Testing Residence Referral Submission*

This report measures the compliance percentage and average calendar days to submit a referral packet in a sending state for cases in which a Travel Permit – Testing Residence was issued.

#### *Compliance for Violation Report Responses*

This report measures the sending state's compliance with the 10-business day response requirement, according to Rule 5-103, when a receiving state requests revocation or discharge on a Violation Report.

#### *Compliance with Registration/Reporting Instructions for Expedited Sex Offender Transfers*

This report provides the details for cases in a receiving state that have submitted reporting instructions for an Expedited Request for Transfer of Supervision – Sex Offender.

## Case Reports

### *Absconders Under ICJ Supervision*

This report provides details (Name, DOB, Case Number, Sending State, Receiving State) for cases with a submitted Absconder Violation Report, for a specified data range. States can run this report as the sending state or the receiving state to determine for whom they received or submitted an Absconder Violation Report.

### *Airport Surveillance Requests Met*

This report provides the details (Name, DOB, Case Number, Sending State, Receiving State) for cases where a state provides airport surveillance.

### *Case Load*

This report provides the details (Name, DOB, Case Number, Sending State, Receiving State) for the active cases in a state. User can filter by case type: Supervision, Return, Travel, or ALL.

### *Demographics of Accepted Transfers Summary*

This report measures the race and gender index values of juveniles within a date range where the case was accepted for a Request for Transfer of Supervision. States can run this report as the sending or receiving state.

### *Demographics of Runaways Returned Summary*

This report measures race and gender index values of juveniles within a date range who have completed a Non-Voluntary or Voluntary Return. States can run this report as the sending or receiving state.

### *Juveniles Returned Detail*

This report provides the detail (Name, DOB, Case Number, Sending State, Receiving State) for all return cases where the file completed any return process within a date range. States can run this report as the home/demanding/sending state or the receiving/holding state.

### *Number of Transfers Accepted and Denied*

This report provides the detail (Name, DOB, Case Number, Sending State, Receiving State) for the cases in a state where supervision for a Request for Transfer of Supervision was accepted.

A separate report (or filter option) is also generated for cases that have supervision noted as denied, with all other parameters being the same.

### *Pending Quarterly Progress Report Detail*

The Pending Quarterly Progress Detail Report measures the due dates for a juvenile's Quarterly Progress Report (QPR). The report will indicate when a progress, violation, or absconder report has not been submitted and is overdue for active transfer cases.

### *Requests for Revocation and Discharge*

This report provides the total number of supervision cases where the receiving state requests revocation or discharge within a date range.

### *Total Failed Transfers of Supervision*

This report provides the total number of supervision cases that were returned to the sending state due to a failed supervision for a date range.

### *Transfer of Supervision*

This report provides the total number of supervision cases in a receiving or a sending state. Users can sort by status.

### *Travel Permits Issued*

This report provides the total number of travel permits issued by a sending state where the travel permit was issued within a date range.

### *Violation Reports Submitted*

This report provides the details (Name, DOB, Case Number, Sending State, Receiving State) for cases with a submitted Violation Report.

## **User and System Reports**

### *Duplicate Juveniles Report*

This report provides the details of cases with matching information from any one of the following filters: same last name, same first name, same DOB, same gender, same race, same sending state, same receiving state, same status, same type, same date entered.

### *Case Activity Report – System and State Administrators Only*

For any case, users can determine who did any action in a case, including: add, view, edit, delete. If an action is related to a specific document or form, that will be clear to the user. Timestamps will be included.

### *Users – System and State Administrators Only*

This report provides the user details (username, name, email, phone, agency, supervisor, status and password expiration date) and the total number of users currently active in the system, in all states or one state, who are parole, probation, or dual users.

### *User Login Report – for System and State Administrators only*

Report provides login detail by username, including the dates of logins and IP addresses.

### *Workflow Reports – This can be located within each case*

By case, any user can view all workflow completed and pending, including: the user who completed each process, who the next step is assigned to, where a case is in any active process, and timestamps for all actions and due dates. Results should be grouped by process, then by date so that if one case has multiple processes, they are all grouped together by process first, then chronologically by date.

## Glossary of Terms

<b>Term</b>	<b>Definition</b>
<b>Adjudicated Juvenile</b>	A person found to have committed an offense that, if committed by an adult, would be a criminal offense.
<b>Bifurcated State</b>	A state where probation supervision and parole supervision are handled by different ICJOs. Probation cases should not go to parole users.
<b>Case</b>	A case is a proceeding involving a juvenile. Each juvenile may have more than one case and more than one transfer.
<b>Entity</b>	A person, place, or thing that will have information about it stored within the system.
<b>Holding State</b>	The state where the juvenile is located.
<b>Home/Demanding State</b>	The state where the legal guardian or custodial agency is located.
<b>ICJ</b>	Interstate Compact for Juveniles (agreement) or Interstate Commission for Juveniles (governing body of the ICJ)
<b>ICJO or ICJOs</b>	A state ICJO administrator, the user responsible for interactions between states regarding juveniles within the system. Not a National Administrator (no access to other states' users).
<b>JPO or JPOs</b>	A juvenile probation or parole officer; the user responsible for the routine supervision of the juvenile.
<b>JPS or JPSs</b>	A juvenile parole/probation supervisor; the user responsible for the activities of a group of juvenile parole/probation officers.
<b>Juvenile</b>	Any person defined as a juvenile in any member state or by the Rules of the Interstate Commission. A non-user, the person about whom information is being gathered and transferred within the application
<b>Receiving State</b>	A state to which a juvenile is sent for supervision under provision of the ICJ.
<b>Return</b>	The process of sending a runaway from the holding state to his or her home/demanding state.
<b>Runaway</b>	Persons within the juvenile jurisdictional age limit established by the home state who have voluntarily left their residence without permission of their legal guardian or custodial agency.
<b>Sending State</b>	A state which has sent or is in the process of sending a juvenile to another state for supervision under the provisions of the ICJ.
<b>Transfer</b>	The process of sending an adjudicated juvenile from the sending state to the receiving state to remain on probation or parole in the receiving state.
<b>Unified State</b>	A state where both probation and parole supervision are handled by a single ICJO.
<b>User</b>	The person who will be using the application to perform his or her tasks.

## 17. Appendix A: Data Discovery

There are approximately 125,500 Juvenile records in the current system. This includes 11,500 active cases, these are both supervision cases and active transfer cases. Supervision cases may span multiple years, until the juvenile reaches age of majority. There are 5400 active transfer cases, where a juvenile is moved from one state to another. The electronic forms table is currently used to collect 521 data elements that are stored in a flat-file that has nearly 7,806,000 rows – each data element on each form for each case creates a row in this file.

### *Data Conversion Approaches and Options*

The goal of the data conversion effort should be to create an accurate and reliable dataset from existing data for the proposed solution. There are several ways to approach this issue, and ICJ stakeholders plan to evaluate each of these options to determine the best approach for converting data from the legacy JIDS to the proposed solution:

- 1. Do not convert any existing data.** Initiate use of the new system with no legacy data. Use the built-in functionality of the proposed solution to identify and select accurate location data; have users enter all person data. Enforce data entry rules through system edit capabilities and by establishing data entry rules to keep the information as clean and reliable as possible.

**Advantages:** No compromises in data quality will be made when initializing the system. Also, project costs will be lower because time and effort will not be expended working out accurate and reliable data conversion and consolidation rules.

**Disadvantages:** Users will have limited lookup and query data capabilities until a significant amount of data are entered and will need to continue to access the legacy applications, along with the proposed solution, to search open cases, report statistics, perform queries, and complete day-to-day activities. Also, this approach does not fully use the master name capability and essentially follows the approach used with JIDS. Enforcing data entry rules for names should reduce the amount of duplicate data, but still cannot eliminate this from occurring.

- 2. Convert all current data from JIDS.**

**Advantages:** This approach combines all of the information contained in the legacy JIDS and makes it available to users in the proposed solution. Users only have to query one system to see all data going forward and historical data from JIDS. If effective matching rules are established, then some of the duplicate data for persons and locations could be consolidated under the master person and location indices.

**Disadvantages:** A large percentage of the low-quality data in the legacy system will be carried over to the new system. Project costs will be higher because of the time and effort needed to develop accurate and reliable data conversion and consolidation rules. Users will continue to face the limitations of the multi-name model and will have to be trained to accurately evaluate person information.

- 3. Convert only those names records that include a verified demographics.** Convert only person records and associated locations and cases that have been validated.

**Advantage:** It should provide more accurate names from the older system, along with case information from JIDS.

**Disadvantages:** Users will have limited lookup and query data capabilities and will have to rely on access to the legacy system for a complete picture about a juvenile, report statistics, perform queries, and complete day-to-day activities. This approach does not fully use the master person capability and essentially follows the approach used with JIDS. Enforcing data entry rules for names should reduce the amount of duplicate data, but still cannot eliminate this from occurring.

#### **4. Convert only active cases.**

**Advantage:** This will provide users with access to all active cases information in the new system rather than having to query multiple systems.

**Disadvantages:** This will introduce multiple names and not provide a true person index based on verified identifiers. The new system will not contain historical data and the legacy systems will have to be maintained to research older, historical data. Similarly, any reports from the new system would not contain older data.

#### *Data Conversion Recommendations*

It is ICJ's intent to work with the selected vendor to fully evaluate all options and develop an overall data conversion strategy that produces the greatest benefit with the least risk and cost. Each option has advantages and disadvantages and there is no simple solution for Extract-Transform-Load (ETL). Any recommendations from this process will need to include scope, time and budget to fully inform ICJ. The vendor's response to this RFP should include the resources, time and budget to provide an ETL recommendation.