Responses to Vendor Questions for RFP
Juvenile System for Tracking Interstate Compact Events

What aspects of your current system are not meeting your needs?

ICJ needs a system that is user-friendly and reliable. The new system needs to allow for the ability to easily manage user accounts, generate ad-hoc reports and manage users' work assignments. The workflow capabilities within the current system are inadequate to support the ICJ inter-agency business processes.

Some examples for improvements include:

- ***Intuitive Navigation/Difficult to Train***
The current system requires a certain level of system knowledge in order to accomplish desired goals, as such training is a monumental task. Most users access the system on an infrequent basis and report that the system is "confusing," "not intuitive," and "difficult to navigate." The system is not viewed as user-friendly. One user said, "...it's not smart enough to tell you how to use it." A system that prompts users for next steps is desired so that even after periods of absence, any user can login and complete a task without having to relearn how to use the system or refer to a user manual.

There are also many opportunities for timeframes to be skewed due to user error making compliance difficult to assess. Users can select incorrect workflows or move assignments forward in workflow accidentally without the option to reverse the action. Because a workflow is married to a document, when that document is deleted, the corresponding assignment disappears. In addition, assignments can sit in overdue workflow steps indefinitely, sometimes hindering the other party's ability to complete the assignment. All of these issues affect critical timelines required by ICJ Rules and makes compliance reporting difficult to authenticate.

- ***Home Page***
The current home page is limited and not effective. A home page needs to be the user's portal to all their work objects. ICJ needs to be able to configure a set of enterprise user's home pages that can be associated with a user's role or group. The home page should allow for links to any of the user's work objects (workflows, cases, assignments, documents). The configuration options should minimally include the capabilities to:
  - *Present and link to all the workflows that a user is assigned to regardless of the status of their particular tasks.*
  - *Present and link to all the documents associated with the workflows.*
  - *Present and link to all of the cases currently assigned, regardless of status.*
  - *Present and link to all communications sent by/received by the user (inbox)*
  - *Search and filter based on any indexed field (e.g. date, last name, DOB, Case Number, juvenile index number)*
Ideally, users should be able to customize their home pages, create multiple views, and add any work objects that they are privileged to access.

- *Data Entry – Lack of Data Persistence*
Many users report time-out issues while typing data on forms, as the current forms-management system does not count typing data on forms toward active time. As such, a user may be unaware that their session has timed out and they lose data.

- *3rd Party Integration Limitations*
The current solution is tightly coupled with 3rd party plug-ins (pdf readers, browsers) not simply to a particular product but to particular product versions.

- *User Account Management*
There is no intuitive feature for users to unlock their own accounts. Some state administrators are unable to utilize the customized user account feature due to unknown reasons, and as such they must contact national administrators to assist with user password changes and unlocking accounts. State administrators must also contact national administrators to fully deactivate or reactivate user accounts. Our state administrators desire a more user-friendly approach to accounts management and for user's to be able to change and reset their password. Ideally, this would include 2-factor authentication.

What improvements in record retention, storage, and retrieval are needed?

ICJ seeks a system that allows easier access to the information for the national office and ICJOs for both active and archived cases. For active data, the ICJ would like a relational database architecture that allows information managers to easily manage and search all aspects of the information required for each case and multiple case histories for juveniles. For archival purposes, the solution will need flexible archival options and the ability to retrieve from archive or restore to active data.

Are we allowed to submit more than one bid for alternative approaches?

ICJ welcomes alternative approaches. ICJ will review each proposal submitted with a solution approach and pricing. Additional solution approaches and pricing must be submitted in separate proposals.

Are you looking to have a completely custom solution built, or are you open to a preexisting software configured to meet your specific needs?

ICJ is open to pre-existing software configured to meet the requirements of the RFP. We would like to use this opportunity to move away from an off-the-shelf product that requires customizations or upgrades to fix bugs, but we would consider pre-existing software if it meets all of our functional requirements and frees up our current dependence on third-party software or multiple customizations.

Page 4 - ICJ would like an interview-style user interface that utilizes icons, text, and highlighted interaction areas based on the current workflow and information entered**.**

Do you envision "interview-style" as a wizard interface? If not, please elaborate.

Yes – a user-friendly, interview-style interface that prompts users through the workflows is needed for staff that are relatively inexperienced or do not frequently use the system. For staff that are experienced and frequently use the system, the interface should allow them to directly enter data, traverse cases, histories, and workflows.

When surveyed, our users expressed a desire for a "Turbo Tax™" type user interface whereby the user selects responses and is guided down a path for the desired interstate process. This will make the system more intuitive and ensure that the user has less opportunity to initiate incorrect forms or workflows. A decision-guided user interface would also allow an infrequent user to quickly add a new juvenile case or add a report without having to relearn the system.

How are you envisioning this interface would interact with the things you mentioned (icons, text, highlighted areas, etc.)?

The vision is to utilize data entry in a manner that represents the information required for the entire process rather than filling a form. Users should be given clues to what information is required for each case, person and transfer. Utilizing icons, help text and highlighted prompts helps to ensure user are completing the information is a systematic, simplified manner.

Can you elaborate further/provide an example on what you mean by "highlighted interaction areas based on the current workflow and information entered"?

Users would like to be prompted as to next step, therefore the application should highlight data entry fields for required data based on the current activity or workflow and what information has been entered previously.

Page 4 - 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".

Would you need the ability for information in all reports to display on this dashboard?

ICJ would like the ability to configure the dashboard data. However, the information listed in the Compliance Reports section of the RFP on page 25 is the minimal needs of the dashboard. The dashboard should be configurable using key performance indicator (KPI) values that demonstrate how effectively ICJ offices are meeting compliance. KPI values should be calculated at individual state offices, be aggregated

up to state, region and national levels.[1]The dashboard should present comparative performance measures over filterable time-periods and highlight 'out of compliance' values.

The concept for a compliance dashboard would be based upon reports related to our current [Performance Measurement Standards](#) (see page 4 – 7) where the information could be retrieved from the database (some standards are related to policy and procedure and are not captured electronically). As such, not every required system report would be eligible for the compliance dashboard. Reports that measure timeframes (was process X completed within 45 calendar days?) and/or file requirements (does a file contain documents X, Y, and Z?) would be included in a compliance dashboard. This dashboard would be used to gain a quick view of any state's compliance on any standard for which a corresponding report can be created.

Would you need anything not in a report to display on this dashboard? If so, what?

ICJ would like the ability to configure the dashboard data.

Would you need to be able to print/export the things displayed on this dashboard?

Yes, it is desired that any user with access to the dashboard be able to export the underlying data in CSV, Excel, and PDF formats.

Do both dashboards and reports need to be based on real-time data?

No – the information does not need to be real-time. Ideally, daily updates are desired, but at a minimum within a business week will ensure the relevancy of the information.

Page 5 - Provides both preformatted and ad hoc reporting features to generate local and National reports

Can you provide more information on what you're envisioning for ad hoc reporting?

Information managers need the capability to query data, filter it by dates, states and other criteria and sort it by selected output fields. They need unrestricted native SQL access to the database in order to satisfy various requests for information. ICJ will need the database documentation including a data dictionary, schema documentation, and Entity Relationship Diagrams (ERDs) documenting the physical structure and relationships.

End-users want the capability to query data, filter it by dates, states and other criteria and sort it by selected output fields. They want to create ad-hoc reports without having to use SQL select statements and they would like the information presented in easy to

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[1] https://itdashboard.gov/ https://d2d.gsa.gov/report/gsa-fas-gwac-sales-dashboard
https://echo.epa.gov/maps/state-comparative-maps

read and understandable reports. For example: A user might ask, "For which cases did I receive violation reports in the month of December?" or "I need a list of all transfer cases that other states are actively supervising." Users should be able to run reports to display case data for any type of case (travel, supervision, return), with any status (active, closed) for any time frame, where their state is either the home/demanding/sending state or the holding/receiving state. For example, if a user wants to see how many returns are in progress, report selections allow them view all currently active return files where their state is the home/demanding or holding state. If users want to see how many reports of a certain type (absconder, quarterly progress, or violation) they have received, they can select the type of report sent and the desired time frame for which it was submitted.

Page 10 - 1.07 - The proposed solution must be able to support both role- and attribute- based user access controls.

Can you describe what you mean by "Attribute-based" user access controls?

Attribute-based access control utilizes information about the user, the user environment and action requests to apply policy based on defined access control rules to authorize access to information. Attributes are properties that are used to describe the entities that are considered for authorization purposes. The attributes may include what types of documents a user may access and what actions the user may take (e.g. view, create, modify, delete).

Page 10 - The proposed solution must support multiple cases per juvenile and multiple transfers per case.

Can you provide more details as to how you would envision interacting with these in your system?

A significant limitation of the current solution is the lack of a 'Master Juvenile Index Number' (MJIN) that is associated with a juvenile for their entire life-cycle of supervision. This number would be assigned when a juvenile first enters the system along with all their demographics. When a case is entered, the juvenile would be retrieved from the database along with their personal information. Within a case, there is the need to make temporary or strictly transfer-event associated information for a juvenile that doesn't modify the MJIN but would be maintained in the transfer event related data.

A juvenile's history and current activity would be retrieval by their MJIN, selectable by status, date range, etc.

Page 12 - 4.23 - Workflow managers must be able to determine how much time users are spending on tasks.

Do you mean, the amount of time someone worked on something (like an ability to set up time tracking or something else within the solution), or are you looking for

the duration of time a case was in a specific step of workflow for?

ICJ would like to know the duration of time a case was in a specific step of the workflow. Each workflow action must be timestamped and logged chronologically by assignment in an easy-to-read format (for users and national administrators to access), so that any user can easily understand when each action occurred and if any specific action was overdue.

It is an interesting concept that we would be able to log the amount of time spent on a task. For example, from the point State A received an assignment to the point they passed it off to State B, a log would show not only the start and end dates/times of the assignment, but perhaps also the amount of days/times the assignment was in that step.

Page 13 - 6.05 - Reporting must have redaction capability.

Can you provide more information on what you would want redacted in a report as well as the retention requirements of redacted reports?

*ICJ would like the ability to redact personally identifiable information (**PII**) on reports. Retention and policy specifics are yet to be firmly documented by ICJ. Ideally, there should be a capability that after a case is closed for 1-year the adjudicating state is notified that the case has aged.*

Page 13 - 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

Would the vendor be expected to create these integrations inside the case management systems?

The vendor will be required to provide a standard mechanism (API or web service) for ICJ staff or case management vendors to develop integrations with the proposed solution. Additionally, ICJ staff needs the capability to extract data and provide it in other formats (e.g. XML, CSV, etc.)

How many different case management systems need to be integrated, and the level of integration?

The vendor will be required to provide a standard mechanism that case management vendors will need to comply with in order to share information between their case management system and the proposed solution.

Which Case Management Systems would be expected to integrate with this solution?

The vendor will be required to provide a standard mechanism that case

management vendors will need to comply with in order to share information between their case management system and the proposed solution. This will allow any case management system the capabilities to share information.

Is it a requirement that ICJ own the data?

Yes – ICJ will include a clause in the contract that ICJ owns the data and will have unrestricted access to any data contained within system, including transport of data to another platform.

Are there any digital signature requirements or opportunities?

Yes, Requirement 3.03 on page 11 of the RFP allows vendors to provide a solution for digital or electronic signatures. Signatures from non-system users are required on a number of ICJ forms. We desire a process that does not require a user to print out forms, obtain signatures, and scan them back to the file.

What limiting factors are there with regard to browser compatibility?

The proposed solution should be operating system and browser agnostic.

Are you looking for a vendor-hosted solution or do you want to host this solution?

ICJ prefers a vendor-hosted solution.

Please provide more information as to how a fully customized system should be demonstrated to ICJ. It appears that a proof of concept may be acceptable per paragraph 9.5 – is this the case?

ICJ will accept a proof of concept as a milestone within the project plan. ICJ realizes that a custom solution may be required to meet all of the requirements of the RFP and encourages vendors to demonstrate successes during the implementation. ICJ desires the product to be tested incrementally, or according to Agile project management principles. This allows us to test the product early and often, and provide feedback as each new feature or group of features is added.

Page 13 - 7.09 The user interface should have mobile-device capabilities (iOS, Android).

What level of mobile device usage is needed/preferred by ICJ?

Many ICJO users are mobile users and would like to be able to access information regarding a juvenile, case or transfer from their mobile device. User would like to be able to fill-in reports on their mobile devices. One example is that our JPO or JPS users visit juvenile homes to conduct a home evaluation. If they could pull up the report on their mobile device, they could complete it in the field. Users also desire the ability to take an iPad or other device into a court room and have a juvenile and judge sign the form electronically.

Are there any requirements or opportunities for GPS/location services for any part of the solution?

GPS/Location services are not required. However, ICJ is interested to learn how they could be used.

What specific benefits does the ICOTS system have over the current JIDS system?

The Interstate Compact Offender Tracking System (ICOTS) is a web-based case-management system that facilitates the transfer of supervision for adult probationers and parolees from one state to another. It is owned and managed by the Interstate Commission for Adult Offender Supervision (ICAOS). ICJ and ICAOS are separate commissions, with separate missions, rules and requirements. However, there are many similarities between the two. ICJ staff and board members viewed a demonstration of ICOTS and found that the ICOTS system allows users to manage the transfer of adult offenders between states. It guides users through the workflow and provides notifications of departures, arrivals, transfer progress, violations, and case closures. ICOTS serves as a conduit for miscellaneous communication exchanges and helps to promote effective supervision strategies for offenders under supervision in another state. It allows users to manage offender data as required by the ICAOS rules. ICOTS provides users with compact offender information, allowing them to reuse data, access active and historical case information and promotes public safety by providing an information-based tool for tracking compact offenders.

Does the specified budget include all rule changes or other enhancements resulting in updates to the system, and ICJ technical support for the five-year period?

Yes – rule changes and other enhancements resulting in updates to the system along with technical support should be included in the total cost of ownership. ICJ has bi-annual rule changes that generally require minor changes to forms and reports. These changes should be able to be made by ICJ System Managers and Administrators. However, technical vendor support should include a level of at least .15 Full-time Equivalent.

Regarding technical support, the ICJ will employ a user help desk to assist users with technical assistance requests related to system-use, but it is expected that the vendor would address technical issues related to the product and hosting that are unable to be addressed by in-house staff.

Is there any need or opportunity for multi-language support?

Some of our forms are offered in Spanish, and it is likely that some of our users are Spanish-speakers. There is an opportunity to offer the product in Spanish but it is not currently a requirement. Multi-language support is not required. However, ICJ is interested to learn how it could be used.