STATE OF TENNESSEE
DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT

REQUEST FOR INFORMATION FOR WORKFORCE CASE MANAGEMENT SYSTEM

RFI # 33701-11302
December 23, 2020

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Labor & Workforce Development issues this Request for Information ("RFI") for the purpose of a comprehensive workforce case management system. We appreciate your input and participation in this process.

2. BACKGROUND:

The purpose of this RFI is to solicit information from suppliers regarding the availability within the marketplace of a Case Management and Reporting System. This RFI contains preliminary information gathering to serve as a platform for identifying the options available for a Workforce Services Case Management and Reporting system.

The Workforce Services (WFS) Division needs a Workforce Case Management System (CMS) that allows users to effortlessly share data across programs. This would include a common initial intake module that works with program specific modules and which allows select common data elements to be updated by staff in one (1) system and have that data passed to related systems that share that data to improve consistency, accuracy, and efficiency. The ideal CMS would provide seamless provisioning of WF services across programs where Users working in one (1) program can refer a customer for services to any WFS program at any point in the Case Management process. These approaches will streamline Case Management activities for Users.

An ideal system would provide tools to manage the citizen's case, such as to-do reminders, case notes, training schedules, communication, etc. The system will also be public facing for the job seekers to utilize as well as employers. The system must be able to handle six thousand (6,000) concurrent users located in approximately sixty to one hundred (60-100) career centers statewide and central office, as well as other locations, with role-based security levels. The desired solution must be intuitive and easy to use, and provide enough flexibility to adapt to future processes, legislative and/or organizational changes, and USDOL reporting requirements. The solution must be compliant with Section 508 of the Rehabilitation Act of 1973 as amended. The goals and system requirements (not all inclusive) are as follows:

- Increase Users access to systems services – Acquire a Workforce CMS that enables technology flexible enough to allow access to information and services when, where, and how they are needed. Support the data-driven nature of Workforce Services components with accessible, consistent, and available data and tools;

- Provide Workforce Services with a Workforce Services CMS that minimizes duplication, provides flexibility and agility for change management, and streamlines delivery of services;

- Equip Users with appropriate technology that fully meets accessibility requirements to ensure that all Users can take full advantage of the new Workforce CMS's features to support job seekers and employers —all Users have the right tools to provide or oversee delivery of excellent customer service and outcomes;

- Be user friendly for both staff and citizens; mobile friendly; browser agnostic;

- Allow for other platforms that support job seekers, staff members, and/or other users to integrate with the case management system as deemed necessary

- Incorporate data validations and relevant notifications to ensure the timeliness and accuracy of information;

- Ensure highest-level security to continue to comply with SSA security certification and personally identifiable information (PII) from inappropriate access, use, and disclosure;

- Produce Federally required reports and the ability to securely transfer the reports, including ad hoc and local reports;

- Include auditing/monitoring software or capability to run custom reports to meet the needs of our program monitoring reviews;

- The ability to search across Workforce Services programs and its partners (e.g., Department of Human Services, Social Security Insurance (SSI), etc.) for existing common data on a customer with the option to use that data and if needed update throughout the life of the case;

- Enable Users to collect common customer initial intake information in a Common Initial Intake repository;

- Enable Users to collect program specific intake of customer profile information;

- Conduct program specific assessment, eligibility and/or plan development;

- Enable the ability for Users to provide and monitor services, including service provision through arranging, providing or purchasing the service and tracking progress to the customer's plan;

- Provide the ability for Users to document outcomes, close cases, and conduct post-employment reviews;

- Providing User workflow and decision support such as data sharing, reports, business rules, evidence-based recommendations, Artificial Intelligence (AI)-driven customer communication, and automated case movement (workflow);

- Provide system administration such as role-based permissions and maintaining relational data used by the Workforce CMS; and

- Provide Workforce Services staff and related stakeholders with training necessary to ensure fulfillment of system requirements, reporting capabilities, etc;

- Provide the repository for Users to process case reviews on selected cases for quality control, data validation, and corrective purposes.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:
Kayla R. Cook, Sourcing Account Specialist
Central Procurement Office
Tennessee Tower, 3rd Floor
312 Rosa L. Parks Ave., Nashville, TN 37243
615-741-9496
Kayla.R.Cook@tn.gov

3.2. Please feel free to contact the TN Department of Labor & Workforce Development with any questions regarding this RFI. The main point of contact will be:
James M. Roberson, Assistant Administrator
Tennessee Department of Labor & Workforce Development
220 French Landing Drive
Nashville, TN 37243
615-253-6938
James.M.Roberson@tn.gov

3.3. Please reference RFI #33701-11302 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		December 23, 2020
2.	RFI Response Deadline	12:00pm CST	January 29, 2021

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #33701-11302 **TECHNICAL INFORMATIONAL FORM**
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS
4. SOLUTION: Describe the solution(s) you feel could meet the needs of TDLWD. How would your company propose to deliver the program needs identified in Section 2?
5. Is your solution a commercial-off-the-shelf (COTS) Solution? Briefly describe how much customization is available and the process for customization.
6. Is your solution “live” in any other states? If yes, what state(s) and when did the application(s) go live?
7. Give examples of any open/customer-facing portals or third-party systems with which your solution has successfully integrated. Describe your approach to integration with other systems and products. Does the solution provide Application Programming Interface (API) functionality?
8. Have you developed any new tools or processes to help your clients manage changing workloads related to the recent pandemic?
9. What is the typical implementation timeframe for your solution? Is that delivery schedule affected by the various hosting methods available to your solution?
10. Is there a preferred hosting method for your solution? What benefits or innovations have you seen among various hosting methods your clients have utilized, and what have you identified as their key risks?
11. Describe your process for data migration.
12. How would your solution ensure compliance with state and federal regulations, as well as law changes? Please provide examples.
13. Describe how your company stays informed on newly released guidance coming from the Department of Labor - Employment and Training Administration, Department of Health & Human Services, Department of Agriculture, and the Department of Education. Please provide examples.
14. Provide a walkthrough of the solution’s case management activities during a participant’s case cycle, including initial application, enrollment activities and participation monitoring, case closure, outcomes and exits.
15. How does the solution track a participant’s engagement hours (i.e. youth work experience, Able-Bodied Adult Without Dependents work hours, class attendance hours), and what sort of analytics does the solution make available?
16. Briefly describe system workflow. What is the process for problem resolution?
17. What is the communication process for issues, system changes, updates, etc. How much collaboration is involved?
18. Describe how the State’s role user permissions could be set to allow changes to the system.
19. Briefly describe the types of available reporting. How are those reports generated? How does your solution handle correspondence (both incoming and outgoing)?

20.	How do you demonstrate and verify system security? List active and passive measures.
21.	What tools do you use for quality assurance, and how to you verify the results?
22.	Describe your approach to disaster recovery operations.
23.	What interfaces does your current solution provide today and what is the process to add additional interfaces?
24.	Is the solution capable of easily accommodating additional state-based programs and agencies? How would a new state program be implemented? List any examples you may have.
25.	Does the solution provide grants management functionality? If so, please provide a brief overview of how this is managed.
26.	Can your solution track multiple fund streams and associate the cost of fundable activities to participants? If so, please describe the process.
27.	What is your approach to the sustainability and ongoing maintenance of your solution? What are the recommended State resources needed to assist in maintaining and supporting the system?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.
2. Describe the typical price range for similar services or goods.
3. Describe the typical price range for annual operations maintenance and support costs.

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State.