# REQUEST FOR INFORMATION

State Government Early Intervention Processing Services

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Refer to RFI Section 1.2 for additional information

Date: March 4, 2020
1.1 PURPOSE AND INTENT

This Request for Information (RFI) is issued by the Division of Management and Administration (Division), Department of Health (Department), on behalf of the Division of Family Health Services. The State is seeking to improve the execution and cost efficiency of its Early Intervention Processing System, with an emphasis on architectural strategy and process modernization. The unique inputs and outputs for execution of Early Intervention are factors that contribute to the complexity of the State’s Early Intervention processes.

The intent of this RFI is to gather information and to gain insight into the marketplace for state government processing as it relates to Early Intervention Processing. For purposes of this RFI, the term “Respondent” or “Company” or “You” refers to the entity responding to this RFI.

This RFI is not intended to address all aspects of Early Intervention management. Instead, the RFI is limited to six (6) components, each of which addresses specific challenges and requirements of interest to the State and essential to the State-wide management of Early Intervention Services. Effective responses will consider the unique context of State Early Intervention Services, including processing, policy, technology, data, and security.

Respondents are encouraged to respond to all of the components (1-6) identified in Section 3.0 below.

No award will result from this RFI. Information submitted by any Respondent is done so voluntarily and with the understanding that a formal Bid Solicitation may or may not be issued as a result of, and subsequent to, this RFI.

1.2 SUBMISSION OF PROPOSALS

Proposals must be received by the Division at the appropriate location no later than the Proposal submission date indicated on the RFI cover sheet.

**Hard copy quote must be submitted to the following address:**

State of New Jersey Department of Health  
Attention: Nicole Boyce  
Division of Management and Administration  
369 S. Warren Street, 7th Floor  
Trenton, NJ 08625-0360

**Electronic quotes must be submitted via email to:**

centralprocurement@doh.nj.gov  
Cc: nicole.boyce@doh.nj.gov
3.0 SCOPE OF WORK

3.1 AREAS OF INTEREST

Company Background & Information

A. Company name;
B. Company address;
C. Company point of contact for RFI response including name, title, phone number, and email address;
D. Company area(s) of expertise, including products and services offered.
E. How long has your product been on the market?
F. What companies are current users of the product?
G. What’s your business outlook?
   i. Do you have a long-term strategy for maintaining and enhancing your current system offering?
   ii. Has your company worked with PII?
      a. If so, what kind of policies do you follow to protect PII?
H. Describe the workforce skills needed for a successful outcome of a project of this size and scope.
I. Explain areas of weakness or inexperience of staff and how you compensated for this in similar projects;
J. Has the Company been disbarred from operating by any State or Government;
K. Length of time company has been in existence;
L. Identify Federal, State, or local government contracts held by the company, including size and scope of each contract within the last three (3) years; and
M. Other general information about the company

3.2 KEY EARLY INTERVENTION CHALLENGES

3.2.1 COMPONENT 1: SYSTEM FUNCTIONALITY & USABILITY

**Objective:** The services provided by Early Intervention require a system that has an easy to use interface supporting a robust set of functions aimed at developing and administering a specialized remedial program for each individual child. The Early Intervention System is dependent on a system that provides the utmost in usability.

**Requirements:** As part of this RFI, DOH is seeking a solid offering that provides state-of-the-art functionality that can stand the test of time and ensure a secure, reliable, and high availability service. Please state if your product(s) can provide the following features:

1. Effective data entry capabilities that speed the entry of key information; information that many times is captured during a time when services are provided to a child.
2. Extensive editing capabilities that strengthen the overall integrity and completeness of data entered into the system.
3. Overall functionality that is capable of supporting extensive user load by ensuring availability of the system at all times.
   a) A dedicated hardware & software configuration.
4. Sufficient and detailed error messages that provide a way to correct a problem in a timely manner.
5. Overall functionality that is capable of supporting various access methods including: tablet, smartphone devices, mobile capability, web pages, and other system interfaces (e.g., upload capability).
6. Evaluation of emerging technologies and presenting strategies to clients for incorporating such innovations in the product offering.
7. Documentation outlining recent enhancements to the product offering.
8. User-friendly experience for system users via:
   a) menu driven navigation,
   b) robust error handling,
   c) screen optimization,
   d) intelligent field navigation,
   e) pre-populated data capability,
   f) stringent editing,
   g) browser consistency,
   h) informational error messages,
   i) online help,
   j) ability to save work as a draft, and
   k) ADA (American with Disabilities Act) compliant.

3.2.2 COMPONENT 2: SYSTEM DEVELOPMENT LIFE-CYCLE

**Objective:** A robust systems and procedures process is a critical component in the identification, development and implementation of high-quality software. New Jersey Early Intervention System (NJEIS’) requires a mature end-to-end process that ensures the timely and accurate development of necessary system enhancements.

**Requirements:** Please state if your product(s) can provide the following features:

1. Overall management and ownership of a full end-to-end process that ensures the accurate delivery of system enhancements.
2. A full explanation of procedures for receiving and responding to client requests in support of system changes.
3. Adequate controls to ensure the delivery of modifications and/or enhancements to the system.
4. The availability of a formal system/software life cycle.
5. Specific guidelines for submitting change requests.
   a) Includes a template that a client would follow in order to submit a business requirement (e.g., BRD).
6. The presence of quality assurance assessments throughout the software development process.
   a) Quality assessments that include formal reviews and walk-throughs.
7. Support for a standardized testing procedure.
   a) A testing process that includes plans and execution of unit, integration, and system testing; documenting test results; comparison of results to acceptance criteria; formal approvals, and ongoing evaluation.
8. Development and support of formal test plans.
   a) Plans that define the approaches, data, scenarios, conditions, responsibilities, and documentation needed to establish the adequate performance of the system.
   b) Test reviews/exit criteria to include all of the system’s test deliverables and activities and provide evidence that the system is fully and adequately tested.
9. The use of traceability matrices between specifications and programs.
   a) ”Mapping” of requirements to each and every design element listed in the associated design document.
10. Testing that include regression testing of unmodified functionality.
11. An overall program to ensure software quality.
12. A specific role for quality assurance in the system life cycle – especially in testing.
13. Periodic audits of system quality by the quality assurance organization including documentation and procedural compliance.
   a) And, provisions providing opportunities for review by the client.
14. Provision for an adequate defect tracking system.

3.2.3 COMPONENT 3: SYSTEM DOCUMENTATION

**Objective:** The “targeted” current system must include up-to-date documentation describing all of the various system components. In addition, the documentation should be easily understandable and useful when needing to determine overall functionality of individual components. This capability will help in resolving issues and assist in training new users.

**Requirements:** Please state if your product(s) can provide the following features:

1. Enables quick access to documentation that is both complete and easily understood.
2. Full ownership and follow-through in providing up-to-date documentation when modifications are applied to the system.
3. Documentation of all system components including definition of all data structures and flows.
4. Documentation that is brought up-to-date each time a change is implemented.
5. Documentation that is managed using change control.
6. A robust Disaster Recovery Plan (DRP).
   a) Timely tests of the process to ensure usability.
      ➢ Access to results from prior tests of the DRP.

3.2.4 COMPONENT 4: SUPPORT & INCIDENT MANAGEMENT

**Objective:** Assistance to users is a critical need to support the day-to-processing and services to the children enrolled in Early Intervention. The “targeted” system must minimize disruptions and provide quick and accurate remediation of faults.

**Requirements:** Please state if your product(s) can provide the following features:

1. Prompt remediation of incidents that have affected individual users or the entire system.
2. Demonstrating a sense of urgency in accepting and managing incidents with the intent to provide a satisfactory completion.
3. Support for a formal Service Level Agreement that provides satisfactory and timely solutions to problems.
4. A formal maintenance/support agreement.
5. A help desk support function that covers incidents related to both the or software and hardware components of the system. Personnel at the help desk responsible for opening and closing all calls to the help center.
6. Satisfactory closure of all incidents and subsequent feedback to the originator of the issue.
   a) 24 x 7 availability of the help desk.
   b) Quick to respond and knowledgeable
   c) Complete documenting of errors, bugs, and defects categorized by severity, urgency, and priority.
7. The evaluation of system incidents to determine correction and prevention activities.
8. Identification and dissemination of information to users for all of the critical system defects.
9. A formal process for documenting defects and the remedial actions that are taken to resolve them.
   d) Including the distribution of resolutions to affected users.

3.2.5 COMPONENT 5: DATA INTEGRITY & PROTECTION

**Objective:** Overall data integrity and protection is “key” to a well-balanced processing system. Maintaining data integrity is important to ensuring the validity and accuracy of data.

**Requirements:** Please state if your product(s) can provide the following features:

1. The data maintained in the source system is consistent with the documentation.
2. There’s a formal process for assuring protection of system data.
4. Protection & safeguarding of source code, programs, and configuration settings.
5. Back-ups of data on a regularly scheduled basis.
6. Backups retained in a separated, secure location.
7. Testing of backups including verification of results (preferably by a third-party organization).
8. Access to audit logs is available to the client; thus, providing an opportunity for the client to examine system usage.
9. The system is secured by unique user-ids and passwords that are maintained and updated on a periodic basis.
10. Controls to ensure that data can only be entered and changed by authorized personnel.
11. Granting high-level access (e.g., Super User).
12. There’s an audit log for critical data and activities.
    a) The audit log may be reviewed for irregularities and shortcomings.
    b) There is an adequate level of detail included in the audit log (e.g., user, date, time).
    c) Clients can gain access to the audit log for data specific to their application; for example, the client may request and receive an EXCEL spreadsheet of audit log activity over a specific period of time.

3.2.6 COMPONENT 6: APPLICATION REQUIREMENTS

**Objective:** The importance of a system being user-friendly cannot be overly emphasized; particularly when a representative of Early Intervention is visiting a family’s home. It’s of paramount importance that our practitioners have the necessary tools and processes to provide a professional presence to the family. In line with this is a system that provides the functions that enable the accurate and timely capture of information.

**Requirements:** Please state if your product(s) can provide the following features:

1. Easy access for all users to view complete historical records related to a child and being able to examine those records by date, or other parameters.
   a) Specific capabilities for parents to include:
      - Access to view and print any and all session notes.
      - Access to view and print billing information.
        - The ability to print a report that has official information for IRS and/or insurance claims.
      - Access to a calendar outlining upcoming services.
      - Ability to send and reply to messages for all activities related to their child.
        - Including access to the practitioners servicing their children (email & phone contact information).
      - And, to provide this service via a portal that provides a complete roadmap of activity for their child.
✓ Including all of the forms that reflect the individual processes (e.g., referral, evaluation, etc.).

2. A robust system design that provides for the full-integration of case management with the billing of related services.

3. Full viewing and updating of data in a timely manner.

4. Satisfactory reporting of information.
   - A robust MIS reporting system that supports the availability of case management information; while at the same time includes reporting that supports all measurements required by federal reporting agencies.
   - Reports that address each phase of a child’s development throughout the early intervention process from inception to closure.
     - Flexibility in defining the content and format of reports to address specific needs.
     - Accessibility to EIP agencies to view practitioner’s service logs that are being submitted for billing; thus, to ensure the accuracy and the quality of those entries.
       - The ability to check billable versus receivable hours and the ensure the completion of required documentation.
     - Capability to “save” critical information by providing the capture of documents at each of the various stages of the process.
       - The recording of items related to each phase of a child’s participation in the process.
       - The system provides adequate “space” for recording observations and other important information.
     - Being able to decide on whether the re-introduction of a child is something that should be reported as a subsequent action versus what would have been a normal routine type action including but not limited to:
       - An option that a re-introduction of a child would allow for a complete referral process similar to if the child was introduced for the first time.
       - An option that a re-introduction of a child would allow a new initial evaluation not an add-on from the previous activities of that child.
     - Access to a child’s records regardless of the current state of activity.
       - The ability to view and update inactive children’s records.
   - Coordination of service logs that enable both SPOE and Ongoing Service Coordinators the ability to view each other’s notes.
     - Viewing of children’s records that were closed in a prior experience with early intervention.
   - Capture of electronic signatures.
   - Ability to “upload” information and specific documents related to a child’s experience in early intervention.
i) A method of applying certain “permissions” to appropriate users and to be able to do this without system personnel’s intervention.
   ✓ Having the ability to set and disable permissions by an assigned person(s).

j) Proof and control of all financial actions; including but not limited to the creation of invoices and related functionality to track and apply payments for the services provided to a child.
   ✓ A “trial balance” that identifies the invoices and the associated charges related to those invoices thus to eliminate any inefficiencies in the process.
   ✓ Including the segregation and subsequent checking of unusual items such as a large credit balance.

k) Ability to enroll practitioners by capturing their information and ensuring that they have met their requirements to access the application.

l) Providing notifications to the team working with the child when there is an update to the child’s case.

3.3 DOCUMENTS REQUESTED

Companies are encouraged to submit any other relevant or pertinent information. Please submit:

a) Copies of standard license agreements; and
b) Copies of standard commercial warranty, including terms and conditions for commercially license products.

3.4 VENDOR QUESTIONS

Respondents are encouraged to respond to all of the questions in this section:

3.4.1 System Functionality & Usability

1. Effective data entry capabilities that speed the entry of key information while at the same time ensuring adequate editing is an important feature; especially when the data is captured during times when services are provided to a child. How does your product satisfy this need? Is there anything that’s unique about your approach?

2. The NJEIS system supports over 30K children at any given point in time. This support requires the utmost in rapid response; thus, an efficient means of providing above average throughput. What's your method of assessing and architecting the necessary throughput capabilities to service a client's user base; thus, to provide simultaneous access to thousands of users?

3. One of the frustrations experienced by end users is the lack of adequate instructions on how to respond to error messages. What feature/functionality is inherent within your system so that users can correct errors easily and in a timely manner?
4. Having a great many practitioners performing services outside the office requires that they have adequate access to a child's information and that they have different options in accessing that data. What access methods are supported by your system and are there any advantages or disadvantages to the use of tablets or phones?
   a. Does your system include a mobile version?
      i. If so, what are the broadband and internet requirements for the field staff to enter data in real time?

5. What procedures do you have in place to ensure a secure system? Can you ensure that confidentiality and FERPA and HIPAA requirements are met for protecting personally identifiable information (PII)?

6. There are many terms in NJEIS which are specific to our organization and are not meant to be interchanged with a synonym. For example, we work on outcomes, not goals.
   a. How would your organization familiarize itself with NJEIS terminology and procedures to ensure a product which is specific to our system?

7. It isn’t unusual for a practitioner to work for more than one agency in New Jersey. That being the case, how would your system handle the management of the practitioner/agency relationship?

8. Does your company have a back-up mechanism in place to process and provide payment in the event of technical errors in your system?

3.4.2 Support & Incident Management

1. Having an efficient help desk function is a key component of a system such as Early Intervention. Thus, reporting of incidents and their timely resolution is an important feature that NJEIS considers to be a part of an overall processing package. How does your system and the support personnel provide this service?

2. Are the help desk personnel specifically trained in Early Intervention; thus, to effectively support the users?
   a. What are the hours of operation for the help desk?

3. Online chat is a desired feature; in particular for personnel in the field. Thus, to address errors or specific questions on an as needed basis.
   a. Is this feature included?

3.4.3 Application Requirements

1. Perhaps one of the most important capabilities of an Early Intervention processing system is quick and easy access to a child's historical records/information. Access that is available to all users of the system including parents and family members. What features does your system provide such that the management of data is readily available and provides all of the necessary information.
This access should include view, print, and download of all information such as session notes and billing information; the ability to print billing information for official reporting of insurance and IRS claims, Medicaid reporting and billing; a portal designed specifically to support inquiries from system users, practitioners, and family members.

2. Being able to reconcile front-end input (service coordination) with back-end output (billing invoices) requires coordination of activities such that it’s easy to reconcile original entries and subsequent changes. How does your system handle the integration of service coordination activities with billing?
   a. Does your system provide access to correct data entry errors?

3. Reporting of activity from an historical, current, and forecasted basis is the earmark of a mature information system. Not only is it important to have specific reports that are able to be selected and run in a timely manner, but also an ad hoc capability that allows for the selection of specific data to provide immediate access to "on-the-fly" reporting on an as needed basis. What feature/functionality is inherent within your reporting system? And, what feature/functionality would you say separates your product from any other?
   a. What is the turnaround time for creating and viewing these reports?
   b. Will the reports have the option to query, sort and filter multiple data points based on the needs of the user?

4. The Early Intervention process requires the collection of data at several points throughout the process from inception (referral) to conclusion (transition). This requires both quick and efficient capture and storage as well as adequate space for recording observations, etc. What feature/functionality does your system provide; thus, that it may be considered to be an upgrade from other products?

5. Early Intervention is required to maintain records for a certain period of time, how are the records archived and how easily can they be accessed?

6. It’s not uncommon for a child to participate in Early Intervention only to be inactivated and closed only to then be re-activated. This can happen on a frequent basis and can cause a great deal of confusion making the management of that child difficult. How does your system mediate this type of situation such that there isn't any difficulty with inactivating and re-activating a child within the system and being able to do that on a timely basis?
   a. Will your system be able to link the records in these situations, to maintain the integrity of the originally collected information?

7. Being able to manage the entry of children into Early Intervention is an important capability. What functionality is available within your product so that you can keep track of children who have yet to be assigned to a service coordinator? How does your product maintain the list of children and their current status?
   a. Will this function be available for easy access by the SPOE service coordinators?
8. The ability of practitioners to see one another entries (diagnosis and outcomes) is important so that they can get a holistic view of an individual child. Does your system provide this type of access? Is it restricted in any way?
   a. Will your system allow multiple team members to view each other’s entries (session notes, progress summaries)?
   b. Will service coordinator notes only be accessible to the user and their supervisor and not the full EI team?
9. Will there be a contact log option to document contacts with a family for all users to view?
10. Confidentiality is a cornerstone of service provision in the New Jersey Early Intervention System.
   a. Even within the system, providers have specific parameters as to what information they may have about a child or family.
      i. How does your product protect confidentiality of the data entered and maintain security from unauthorized users both externally and internally?
11. The management system must be able to invoice families, track payments and monitor need for suspension of services due to lack of payment.
   a. The management system must provide NJEIS users (service coordinators and agencies) with notice if a family is approaching a suspension date to avoid confusion and provision of services beyond a date of suspension, while also keeping the family’s financial information private.
      i. What process does your company have to support this need?
12. How does your system provide information that’s important for the users as well as the families?
   a. Having access to all relevant data is important; thus, not having any limitations is a necessity.
      i. How does your system support the families’ right to access their records?
      ii. Is the child’s complete record printable and/or downloadable?
13. The support required for our overall EI programs, practitioners, Ongoing Service Coordination Units and REIC’s, and at the same time meet New Jersey’s Department of Health’s reporting requirements, all members of the organization should have complete viewing capabilities of all active and inactive records in the system.
   a. Does your system allow for this type of access?
14. Does your system provide access to a child’s complete record regardless of the current state of activity with the ability to view and update inactive children’s records?
15. Does your product offering include: capture of electronic signature?
a. What’s different about your method of capture and how it is integrated in the system?
b. If your system allows for electronic signatures, will the documents/sections requiring a signature generate a document that may be printed or downloaded?

16. Does your system include the ability to “upload” information and specific documents (e.g., physician's records/examinations, etc.)?
   a. How easy is it for a user to use this facility and are there any restrictions to its use?
   b. What technology is required for the user to support the uploading of documents?

17. Does your system have impersonation rights for supervision of staff and accurate billing? Or the option for a supervisor to view and edit their practitioner’s data entry for billing?

3.4.4 Specific Phase Capabilities

1. The following is a brief list of capabilities that are expected to be a part of each of the Early Intervention processing phases. How does your system measure up to these and what feature/functionality beyond these do you feel is a specific benefit in your product offering?
   a. REFERRAL: referral source, date of referral, any previous involvement with EI, complete child and family information, custody and court arrangements, child development summary, current access to outside services and the ability to link that information to a new referral, ability to print the referral as a document.
   b. EVALUATION / ASSESSMENT: SPOE SC name and contact information, names of targeted evaluation team members (including discipline, contact information and agency), date of evaluation and location of evaluation, evaluation & assessment summaries, eligibility information. Use of a calendar for timely scheduling of evaluation and assessment, signed consents for evaluation (electronic signatures).
   c. FIM/FDA: FCP records including historical details of any and all previous FCP actions, FDA document to identify resources and support for facilities, printable FCP determination document. Printable FDA (Family Directed Assessment document) and Resources document.
   d. IFSP: IFSP dates depicting period and date of most recent meeting, complete documentation of outcomes and strategies, service pages (frequency and intensity), any discontinued outcomes, electronic signatures on team pages and electronic signatures for all consents (such as releases to obtain and share information).
   e. SERVICES: identity of practitioners (complete contact information, discipline, and agency) and associated services, dates of assignments and start dates of services, contact logs, access to the child's calendar, access to electronically signed documents.
f. In addition to the foregoing; the following are desired functions; how does your system accommodate these items?
   
   i. every screen should have a print option;
   
   ii. full access to a child's complete record regardless of whether the child is active or not;
   
   iii. display so both the child and parent's demographic information is readily available at any time;
   
   iv. auto-population of data from screen to screen;
   
   v. anything requiring an electronic signature should be able to produce a printable and downloadable document;
   
   vi. the ability to encrypt and email documents direct from the data system.
   
   vii. notification to the user when there has been a change in their caseload.
   
   viii. the ability to encrypt and email documents direct from the data system.

3.4.5 Backup & Recovery / Disaster Recovery

The NJEIS organization maintains a complete copy of its data files for its own internal use. The database is a “mirror-image” of the Early Intervention Database which is provided daily via an SFTP protocol. This backup serves a two-fold purpose:

1. Maintenance of a secure backup of the Early Intervention processing system’s database.

2. Use of that data to satisfy specific internal information processing.

In addition to the access of a daily backup, NJEIS assumes that a prospective vendor maintains a recovery method that allows for quick remediation of any unforeseen data faults; thus, a complete and efficient backup and recovery solution.

NJEIS considers its data and the supporting application to be a critical asset. Thus, the need for assurances that a vendor’s Disaster Recovery System is consistent with industry guidelines. NJEIS expects that a vendor would exercise a DR Test at least twice a year and that the results of that test be shared with NJEIS.

How does your service satisfy these requirements?

3.4.6 Management / Planning & Implementation / Transition

1. Does your implementation plan include an opportunity for the client to test the completed system when its ready for deployment?
   
   a. Thus, a full function User Acceptance Test?
      
   i. And, if so, do you provide a script that touches upon the key functions in the system - or, is this left up to the client to derive and exercise?

2. What training do you provide to a prospective client?
a. How is that training delivered?
b. Do you have a suggested timetable for implementing the training program?
c. Is there a capability for “hands on” experience?
  i. The ability for the front-end user to work through and manipulate the various screens in the data system?
d. How is the training delivered (“live” versus webinar, etc.)?
e. Is there a training manual that applies to all system functions (front end/backend)?

3. NJEIS' current system maintains a large amount of data - all of it relevant to the management of each child within the program. Needless to say, the conversion of that data would be an important piece of a transition plan.
   a. What experience do you have in transitioning data from other systems to your system?
   b. And, is this something that you would take complete control of - thus to ensure the timely movement and maintenance of overall integrity?

4. What provision is there for the “ongoing” maintenance and support of the system
   a. Is there a provision for having weekly status meetings to ensure the management and proper direction of all activities?

3.4.7 Distinguishing Features

1. What would you say is the best feature of your system? What does it provide that distinguishes your product from any other?
   a. What other states are using your system?
2. What recent enhancements have you applied to your system? What were they and how do you expect that they'd add value to your user base?
3. Is your product a strict off-the-shelf offering or do you allow for enhancement requests by your users?
   a. What are the parameters for making enhancements as the needs of the NJEIS changes (such as rule and/or regulation revisions, OSEP requirements)?
4. Describe the on-going technical support that’s available.

3.5 ADDITIONAL CONSIDERATIONS

System Demos

Companies may be asked to provide a demo of their product. Please indicate if you’d be willing to provide a demo. You may do this when responding to the RFI.