STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF WELFARE AND SUPPORTIVE SERVICES
1470 College Parkway
Carson City, Nevada 89706-7924
(775) 684-0500 ● Fax (775) 684-0681

BRIAN SANDOVAL
Governor

MICHAEL J. WILLDEN
Director

MICHAEL J. MCMAHON
Administrator

Request for Information No. 011013

for

CORRESPONDENCE MANAGEMENT SOLUTION

Release Date: January 10, 2013

Deadline for Submission and Opening Date and Time: **February 14, 2013 at 3pm PST**

For additional information, please contact:
Agnes Francis, Contract Manager
afrancis@dwss.nv.gov
(775) 684-0676
(TTY for the Deaf or Hard of Hearing: 1-800-326-6868.
Ask the relay agent to dial 1-775-684-0676/V.)

See Page 12, for instructions on submitting response.

> **A copy of this Request for Information (RFI) and any amendments may be obtained by any of the following methods:**
>
> **1.** Fill out this form and fax it to 775-684-0681 or email afrancis@dwss.nv.gov with the information requested below. You will automatically receive any amendments to the RFI.
>
> **NOTE: You must follow the above step to receive amendments to the RFI.**

Contact Information

Company Name _____

Address _____ City _____ State _____ Zip _____

Telephone (___) _____ Fax (___) _____

E-Mail Address: _____

Contact Person _____

Print Name & Title _____

> **This document must be submitted with the vendor's response.**

Table of Contents

Request for Information process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below.

Prospective vendors are advised to review Nevada's ethical standards requirements, including but not limited to, NRS 281A and the Governor's Proclamation, which can be found on the Purchasing Division's website (http://purchasing.state.nv.us).

1. **INTRODUCTION**

   State of Nevada Department of Health and Human Services (DHHS), Division of Welfare and Supportive Services (DWSS) is requesting information on installation of a statewide outgoing correspondence management solution for all of the programs administered by DWSS.

   In order to launch a technology project in Nevada State government, an agency must first obtain funding. A major part of this effort involves obtaining cost information that is as accurate as possible. This Request for Information (RFI) is one of the means by which the agency obtains preliminary cost information for a particular project. This RFI includes a request for technology solutions and budgetary estimates.

   While RFIs do not result in an award, it is in the vendor community's best interest to assist in providing agencies with realistic budget estimates. DWSS may prepare a formal Request for Proposal (RFP) to be released in the future; as such vendors are encouraged to become familiar with the content presented below and demonstrate their interest in the upcoming RFP by responding to this general planning information.

2. **OVERVIEW**

   The mission of DWSS is to provide quality, timely and temporary services enabling Nevada families, the disabled and elderly to achieve their highest levels of self-sufficiency.

   DWSS is a division of government within the Department of Health and Human Services. DWSS has an annual budget of approximately $250 million, which accounts for the third largest budget within the Department of Health and Human Services.

   The programs DWSS oversees include:

   - Temporary Assistance for Needy Families (TANF) Program;
   - Supplemental Nutrition Assistance Program (SNAP) (formerly known as the Food Stamp Program);
   - Child Support Enforcement Program (CSEP);
   - Child Care and Development Program;
   - Employment and Training Programs for TANF and SNAP recipients;
   - Energy Assistance Program (EAP); and
   - Eligibility for Nevada's Medicaid Program.

The Division has approximately 1,600 employees in over 20 locations across the State.

3. BACKGROUND

The Nevada Operations of Multi-Automated Data Systems (NOMADS) is a mainframe system implemented by DWSS in the year 2000. NOMADS and its server-based subsystems are used for processing DWSS' public assistance and child support cases. All of the notices pertaining to the TANF, SNAP, and Medicaid programs were generated by NOMADS until October 2005, when the new web-enabled Content Document Management System (CDMS) was deployed.

CDMS was designed to support the production of all DWSS program-related outgoing correspondence and allow the end-user to search for and access documents in a single location; however capacity issues have prevented the migration of Medicaid notices into CDMS from NOMADS. Recently, DWSS management determined resolving CDMS' capacity issues would be too costly and a decision was made to migrate all of the notices residing in CDMS back to NOMADS until a new correspondence solution can be found and implemented.

Approximately 356,000 notices *per month* are currently generated for all DWSS programs combined as follows:

CSE	198,000
TANF/SNAP	76,000
Medicaid [1]	50,000
Child Care	15,000
Employment and Training	10,000
EAP	7,000

4. SCOPE OF WORK

Responses must describe in detail how the proposing vendor will accomplish each of the following activities. All activities must be addressed.

4.1 Minimum Criteria

Vendors must indicate whether or not their services will meet the below requirements and specifications.

4.1.1 Minimum Software Criteria

4.1.1.1 The software must run on Advanced Interactive eXecutive (AIX) or Windows servers and must provide Application Programming Interfaces (APIs) that can be called in Java or Enterprise Generation Language (EGL) code. DWSS requests one solution that will work for mainframe and server applications.

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[1] The number of Medicaid notices generated is likely to increase by 50% beginning in January 2014 due to changes related to the Patient Protection and Affordable Care Act of 2010.

4.1.1.2 The software must be able to convert all of DWSS' existing Adobe forms.

4.1.1.3 The software must include support for International Business Machines (IBM) mainframe printers (refer to **Attachment A, Letter Example**). The marks in the margin are required for mainframe printing to indicate how many pages must be grouped and stuffed into a single envelope.

4.1.1.4 The software must include Service-Oriented Architecture (SOA) support.

4.1.1.5 The software must support Portable Document Format (PDF) files.

4.1.1.6 The software must support the use of all special characters, to allow for Spanish forms to be developed.

4.1.1.7 The software must be compatible with FileNet.

4.1.2 **Minimum System Criteria**

4.1.2.1 The system must allow for forms to be modified without requiring each form be initiated manually (i.e. the form should be generated automatically unless the user chooses to review and/or modify the form first).

4.1.2.2 The system must make the form instantly available for review and/or modification.

4.1.2.3 The system must allow for selection of either a Spanish or English version of a form on demand.

4.2 Minimal System Configuration

Vendors should provide a listing of the minimal hardware and software configuration for running the system. The associated costs for this equipment should be included in the RFI cost tables.

4.3 Time to Implement

It is important to have an estimate of the time to implement the system. Vendors should provide a high level project schedule, which includes, at a minimum phases for:

4.3.1 Project initiation (requirements definition/verification, procurement, resource acquisition, planning, scheduling, startup).

4.3.2 Implementation;

4.3.2.1 Testing and Verification

4.3.2.2   Training – end user and technical cross training

4.3.2.3   Rollout

4.4   Platform and Architecture

4.4.1   Does the system include any additional API's for tight integration with internal systems or other third-party products?

4.4.2   Describe the support for Enterprise Content Management platforms (i.e. FileNet) including all interfaces for content access, archiving, workflow integration, etc.

4.4.3   How does the system provide support for optimized multi-channel communications – print, web, e-mail, mobile?

4.4.4   Describe the support for database servers and other supported data interfaces.

4.4.5   Describe cluster, multi-threading, and horizontal/vertical scaling capabilities.

4.4.6   Does the system include any non-native, (i.e. wrapped, components) that do not fully support the application server platform?

4.4.7   Describe the system architecture in terms of SOA, use of open standards such as Extensible Markup Language (XML), etc. Describe the supported application server platforms.

4.4.8   Describe the support for output device formats including print servers, e-mail servers, web servers, mobile devices etc.

4.4.9   Describe the system capacity and scalability; include any limitations in either batch or real-time interactive operations.

4.4.10   Does the system support both high-volume batch operations as well as real-time and interactive generation?

4.5   User Security and Access Control

4.5.1   Describe logon security and user access controls. Is single-sign-on supported? If so, how is it achieved?

4.5.2   Is the proposed product compatible with Active Directory® or Lightweight Directory Access Protocol (LDAP)?

4.5.3   How are new roles created, changed or deleted?

4.5.4   How are roles assigned to specific functions, e.g., how is a role configured so that it can, or cannot, access certain applications?

4.5.5   Describe the role-based security model in terms of controlling access to applications, content, etc.

4.5.6   Are pre-defined user roles supported, and if so, what are they and what functions can each perform?

4.6   Content Authoring

4.6.1   Describe the correspondence template creation/design experience, highlighting any key usability features.

4.6.2   Does the system use a proprietary design environment or does it support commercial design tool(s), e.g. from Microsoft, Adobe, etc.? If so, please explain.

4.6.3   Does the design environment use wizards or coding for business rules?

4.6.4   Describe the process of testing variable content assembly and proofing or previewing within the design environment.

4.6.5   Does the system provide support for multi-user check-in/check-out, content versioning and effectivity control?

4.6.6   Does the system include content approval to ensure that production applications are fully approved prior to deployment?

4.6.7   What are the skills required of the template designer? Include skills for content authoring and describe any desired coding skills.

4.6.8   Does the system support the distribution of design tasks to the appropriate functional group within the enterprise – e.g. business users and business analysts, etc. or is the system designed for use by Information Technology (IT) trained experts?

4.6.9   What content formats can be imported into the proposed tool and explain any fidelity issues with the conversion.

4.6.10   Describe supported formats for pre-composed pages, images, forms, etc.

4.6.11   Does the system support the authoring of content in multiple languages?

4.6.12   Describe data handling within the design environment. Are data mapping, string processing and calculations supported within the design environment?

4.7 Output Processing

4.7.1   Describe support for e-mail services, including supported mechanisms for e-mail addressing.

4.7.2   Does the system support the generation of personalized web landing pages? If so, are these pre-staged or generated in real-time?

4.7.3   Describe support for print and mail applications including support for postal optimization, finishing equipment, etc.

4.7.4   Describe support for Adobe PDF documents, including encryption, form elements, etc.

4.7.5   Describe the mechanism for testing browser compatibility of rich e-mail generation.

4.7.6   Describe how the system is optimized for multi-channel applications.

4.8 Migration

4.8.1   Describe the process for transitioning a JetForms template to the proposed solution. Vendors should describe their experience with this migration.

4.9 Deployment

4.9.1   Describe deployment methods and customer software/hardware requirements for each method.

4.9.2   Is the off-premise service single tenant or a multi-tenant offering?

4.9.3   Is a Managed Service environment an option? Please describe.

4.9.4   Describe recoverability of the off-premise service in the event of a disaster.

4.9.5   Describe options to transition from one deployment environment to another.

4.9.6   How are customizations and configurations managed?

4.9.7   How are upgrades and patches managed?

4.9.8   List the environments that are included with the managed service? (i.e. Development, Test, Training and Production)

4.9.9   In a cloud/managed service environment, describe the State's roles and responsibilities. Describe the managed service.

4.10 Target Performance Metric

Vendors should indicate the target performance metric for each of the following:

4.10.1 System availability;

4.10.2 Backup and recovery;

4.10.3 Business continuity and disaster recovery;

4.10.4 Capacity planning;

4.10.5 Extensibility and flexibility of extending IT infrastructure to accommodate new business functions and technology;

4.10.6 Response time performance capabilities;

4.10.7 Reliability of system to deliver application services in a predictable and consistent manner in normal and unexpected conditions;

4.10.8 Scalability;

4.10.9 Logging of general events and failure conditions;

4.10.10 Event notification;

4.10.11 Record and monitor performance of individual system.

4.11 Interactive Caseworker Processing

4.11.1 Can data be manually entered into the editor using form controls (i.e. text box, list, checkbox)?

4.11.2 Can a user manually select from pre-approved content to include in a letter? If so, please describe.

4.11.3 Is spell check supported?

4.11.4 What is the typical file size of an interactive template instance that a user will edit?

4.11.5 Describe the interactive correspondence capabilities.

4.11.6 Does the system utilize its own workflow or integrate with third party workflow systems?

4.11.7 Can an interactive letter be previewed?

4.11.8   What browsers and operating systems are supported with the interactive client?

4.11.9   Describe how content can be restricted from editing.

4.11.10   Describe the footprint of the interactive editing client (e.g. proprietary installed client, ActiveX, Word, thin client, etc.).

4.11.11   Describe integration with the interactive application.

4.12   Document Composition

4.12.1   Describe the basic composition engine model – for instance is content composed based on text flows or frames?

4.12.2   Describe how multi-channel output is designed. Is a single template used for multiple channels? Is any coding/transformation required such as XSL? Can a user edit once and selectivity output to multiple channels?

4.12.3   Describe composition scalability in terms of pages per second, support for multiple CPUs, multiple servers, etc.

4.12.4   Describe tabular and table handling capabilities including support for complex table formatting and table continuation.

4.12.5   Describe any limitations with respect to layout and styling (e.g. tabs/indents/lists, fixed positioning, alignment, dynamic tables, lines/borders/boxes, non-rectangular frames, continuation headers/footers, etc.) if any.

4.13   Product Support

4.13.1   Describe the system's support infrastructure.

4.13.2   Describe the system's documentation and other sources of critical system information.

4.13.3   Describe the system's maturity in terms of current version, development cycles, planned updates, etc.

4.13.4   Describe training courses, system integration ecosystem, user group, etc.

4.14   General Information

Vendors should feel free to attach any marketing or other collateral material that helps define the functionality of their system. Copies of standard reports are particularly useful.

5. <u>COST</u>

This RFI is requesting potential solution sets as well budgetary estimates for implementation and integration services as well as proposed software and hardware solution estimates.

Vendors must provide detailed fixed prices for all costs associated with the responsibilities and related services. Clearly specify the nature of all expenses anticipated.

6. <u>SUBMITTAL INSTRUCTIONS</u>

DWSS will accept questions and/or comments in writing, received by e-mail regarding this RFI as follows:

Questions must reference the identifying RFI number and be addressed to DWSS, Attn: Agnes Francis, e-mailed to afrancis@dwss.nv.gov or faxed to (775) 684-0681. The deadline for submitting questions is January 24, 2013 at 3PM, Pacific Time. All questions and/or comments will be addressed in writing and responses e-mailed or faxed to vendors submitting questions on or about January 31, 2013. Please provide company name, address, phone number, e-mail address, fax number, and contact person when submitting questions.

6.1 RFI Timeline

Task	Date/Time
Release date on or about	1/10/2013
Deadline for submitting questions	1/24/2013@ 3pm PST
Answers to all questions submitted available on or about	1/31/2013
RFI response due no later than	2/14/2013 @ 3pm PST

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

Responses that do not arrive by proposal opening time and date may not be considered in the development of this project. Vendors may submit their proposal any time prior to the above stated deadline.

6.2 Response Submission Requirements

Proposals must be received at the address referenced below no later than the date and time specified in *Section 6.1, RFI Timeline*.

6.2.1 Technical/Cost Response

Vendors shall submit their responses as designated below:

- One (1) original marked "MASTER"

- Two (2) identical copies

- One (1) CD

Responses shall be submitted to the State in a sealed package and be clearly marked:

RFI NO:	
RFI OPENING DATE:	
FOR:	
VENDOR'S NAME:	

Please do not include confidential information in the Technical/Cost response.

6.2.2 **Confidential Information**

Confidential Information shall be submitted to the State in a sealed package and be clearly marked: "Confidential Information in response to RFI - Correspondence Management Solution".

Confidential information is defined as any information relating to the amount or source of any income, profits, losses or expenditures of a person, including data relating to cost or price submitted in support of a bid or proposal. The term does not include the amount of a bid or proposal. Refer NRS 333.020(5) (b).

Responses should be received at the address referenced below no later than 3PM Pacific Time, on February 14, 2013.

Response must be submitted to:

Division of Welfare and Supportive Services
Agnes Francis
1470 College Parkway
Carson City, NV 89706

Thank you for your interest and response to this Request for Information.

ATTACHMENT A - LETTER EXAMPLE

Attachment A -
Example Letter.pdf