



Solicitation

1. **Solicitation#:** 20002212 RFI

2. **Solicitation Issue Date:** August 27, 2019

3. **Brief Description of Requirement:**

Oklahoma Department of Human Services-Developmental Disabilities is requesting information on expanding or replacing current software. This is a re-announcement of RFI 20002212. Previous responses do not need to be resubmitted.

4. **Response Due Date:** September 30, 2019

Time: 3pm CDT

5. **Return Sealed Bid To:**

Oklahoma Department of Human Services
Attn: Julie Mathis
2400 N. Lincoln Blvd
Oklahoma City, OK 73105

Or By Email To:
Julie.Mathis@okdhs.org

6. **Contracting Officer:**

Name: JulieMathis

Phone: 405-522-1653

Email: Julie.Mathis@okdhs.org

To: All Interested Vendors

Re: Request for Information **(This is not a solicitation)**

The Developmental Disabilities Division of the Oklahoma Department of Human Services is requesting information regarding the development of an on-line training system.

The Oklahoma Department of Human Services invites all interested parties to submit a written response to this Request for Information (RFI). This RFI is being sought strictly for the purpose of gaining knowledge of services available with an estimate of their corresponding costs and **should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response to this RFI.**

Information submitted in response to this RFI will become the property of the Oklahoma Department of Human Services. DHS will not pay for any information herein requested nor is it liable for any cost incurred by the vendor. RFI responses must be received no later than 3:00pm CDT, September 30th, 2019, by mail or e-mail delivery to:

Julie Mathis
2400 N Lincoln Blvd
Oklahoma City, OK 73105
e-mail: Julie.Mathis@okdhs.org
phone: 405-522-1653

Any questions may be directed to the person listed above by email.
We appreciate your response to this request.

REQUEST FOR INFORMATION

State of Oklahoma

OKLAHOMA DEPARTMENT OF HUMAN SERVICES

Purpose and Objectives

A. The Oklahoma Department of Human Services- Developmental Disabilities is seeking information on systems that may either replace our existing CCM software and fulfill the home record items or interface with CCM and allow for information sharing between the two (2) systems. DDS currently uses Client Contact Manager (CCM) Software which was developed by Strategic Technologies, Incorporated for our internal use. Our case managers are internal to DDS and their documentation is completed in this system. This software has been highly customized to our needs. Major components include: Individual case records with demographic information, financial and eligibility information, documents, contact notes, medical information (including diagnosis, medications, family history, etc.), service budget, employment history and others; Incident Reporting which allows providers to log in through a portal and submit documentation electronically, which is then sent to the designated staff for review and follow-up; a plan of care system which allows case managers to submit requests for services to a designated unit for review; detailed reports on data contained in the software; a provider section containing all contract data on providers and limited reporting from Providers which is submitted through the same portal as the incident reports; and a family care home records which contains many similar items as the client record but are focused on providers who serve individuals in a shared living situation such as foster care. There is also a portal for our Medicaid Authority to use in making level of care determinations when we submit requests to them through the main CCM application. CCM software interfaces with our parent agency Department of Human Services' (DHS) Information Management System (IMS). We pull eligibility information from IMS and then send information to IMS for service authorizations. IMS sends the service authorizations on to our state MMIS system. We need to expand our system to allow contract providers access to some of the data CCM contains as well as to provide home record software to the providers.

B. This is a Request for Information (RFI) only. This RFI is being issued solely for information and planning purposes; **it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future.** This RFI does not commit the State of Oklahoma or the Oklahoma Department of Human Services(DHS) to contract for any supply or service whatsoever. Further, the State of Oklahoma and DHS are not at this time seeking proposals and will not accept unsolicited proposals. The State of Oklahoma is unable to fund any non-budgeted liability. Responders are advised that the State of Oklahoma and DHS will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the responder's expense. If a solicitation is released, it will be released by the Office of Management and Enterprise Services/IS Procurement, as required by state law, on their website: <http://www.ok.gov/cio/Procurement/Solicitations/>.

It is the responsibility of potential offerors to monitor the Office of Management and Enterprise Services/IS Procurement website for additional information, should OMES proceed with an RFP.

C. This Request for Information will end at 3:00p.m CDT, September 30th.

D. Contracts from the State of Oklahoma are governed by this statement: TO THE EXTENT ANY LIMITATION OF LIABILITY CONTAINED HEREIN IS CONSTRUED BY A COURT OF COMPETENT JURISDICTION TO BE A LIMITATION OF LIABILITY IN VIOLATION OF OKLAHOMA LAW, SUCH LIMITATION OF LIABILITY SHALL BE VOID.

E. DHS Developmental Disabilities CCM software expansion

The current CCM software needs expanded to allow contract providers access to some of the data CCM contains as well as to provide home record software to providers. If proposing a total system, all of the major components of the CCM software as well as the identified components would need to be addressed by the new system. If proposing a system that could interface, only the requirements for the home record software will need to be addressed. Required components of the home record software include:

- Document generation/management
- Contact Notes/Observation Logs
- Medication Administration Record
- Tracking on Goals and Objectives
- Scheduling/Calendar Capabilities
- Reporting

F. RFI Response Instructions

The State is asking all interested parties to submit a response containing the following information:

- Your interest in providing the services/products.
- A brief description of past experience providing similar services/products.
- Your opinion, based on your past experience, on whether the State has identified all the major components necessary to offer this service as part of a statewide contract? If not, please provide information on other necessary components.
- A list of potential problems/risks that the State may encounter, and any ideas or suggestions about how such problems/risks should be addressed in a solicitation.
- Your best estimated information on how each process would be accomplished, including specific methodology, hardware, connectivity, security, etc., and the estimated time frame in which each process would be accomplished.