

# **State of Louisiana Division of Administration / Office of Technology Services**

**Request for Information (RFI) related to the  
Design, Development & Implementation of a  
Juvenile Case Management System for Louisiana  
Office of Juvenile Justice (OJJ)**

**RFI # 3000023535**

September 3, 2024

*This Request for Information (RFI) is for planning purposes only and should not be construed as a Request for Proposal (RFP). This is not a solicitation for offers. This information will be reviewed and discussed by the State agency and may result in the advertisement of a formal and competitive Request for Proposal for the services included in the RFI.*

# Overview

## 1.0 Purpose of the Request for Information

The State of Louisiana, Division of Administration/Office of Technology Services, (DOA/OTS) on behalf of The State of Louisiana, Office of Juvenile Justice (OJJ), collectively referred to throughout this document as "The State" is seeking to modernize its case management system to enhance the delivery of its programs and services.

The State is seeking information from vendors who are capable and willing to enter into a contract to provide and support an advanced information system capable of:

- Providing field staff and administrators efficient data entry and collection procedures.
- Providing The State with flexible and responsive system which can evolve with the business needs of the agency.
- Supporting integration with existing systems within the state.

## 2.0 Objectives of the Request for Information

- Understand the level of interest and availability of potential vendors that could provide a solution to the State.
- Gain a more comprehensive understanding of business models and industry best practices related to solution development and implementation.
- Identify issues, roadblocks, and barriers to successful implementations.

The State is seeking information regarding:

- Vendor experience and success with design, development, and implementation of a modern case management system.
- Vendor experience and success with bringing consumers online with current and past installations of their system.
- Vendor ability to meet or exceed the requirements set forth in Scope of Services.
- Vendor options for "turnkey" or configurable solutions which can be implemented quickly and efficiently.

### 3.0 Coordinator

RFI responses must be directed to the RFI coordinator:

Charmetra Wells  
Office of Technology Services  
P.O. Box 94095  
Baton Rouge, LA 70804-9095  
Phone: 225-342-9186  
Email: [pmo@la.gov](mailto:pmo@la.gov)

All communications relating to this RFI must be directed to the RFI Coordinator named above. All communications between respondents and State staff members, other than the RFI Coordinator, concerning this RFI are strictly prohibited.

### 4.0 Schedule of Events

The State reserves the right to revise this Schedule of Events.

Event	Date	Time
Public Notice of RFI	September 3, 2024	
RFI Briefing	September 10, 2024	10:30 AM CT
Deadline for Receipt of Questions/Inquiries	September 17, 2024	4:00 PM CT
Deadline for State's Response to Questions/Inquiries	October 1, 2024	
Deadline for Receipt of RFI Responses	October 9, 2024	4:00 PM CT

## 5.0 RFI Briefing

The State will hold an RFI Briefing on the date and time listed in 4.0 Schedule of Events. The RFI Briefing is a virtual event available using the information below. Potential Respondents are encouraged, but not required to attend the RFI Briefing.

**Meeting ID:** 239 376 562 284

**Passcode:** g9z8hN

**Meeting URL:** [Join the meeting now](#)

**Questions will not be permitted during the RFI Briefing. All questions regarding this RFI must be submitted according to the "Written Inquiry/Response Process" below.**

## 6.0 Response Preparation Cost

The State will not pay for the preparation of any information or response submitted in reference to this RFI, nor will it pay for any use of response information. The respondent assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any materials submitted in response to this RFI. This includes preparations for approved discussions, demonstrations, or vendor marketing materials.

## 7.0 RFI Addenda/Cancellation

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum (if any), does not constitute a commitment by the State to issue an RFP or any other process resulting in award of a contract of any type or form. In addition, the State may cancel this informal process at any time, without penalty or prior notice.

## 8.0 Proprietary and/or Confidential Information

Pursuant to the Louisiana Public Records Act (La. R.S. 44:1 et. seq.), all public proceedings, records, contracts, and other public documents relating to this RFI shall be open to public

inspection. Respondents should refer to the Louisiana Public Records Act for further clarification, including protections sought for proprietary and/or trade secret information. Respondents are reminded that any material within a response to this RFI identified as confidential or proprietary must be clearly marked. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

## 9.0 Written Inquiry/State Response Process

Respondents may submit written inquiries to the RFI Coordinator via email according to the Schedule of Events herein.

The State shall provide responses to all written inquiries, according to the Schedule of Events, in the form of an RFI addendum, posted to the LaPAC at <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>.

## 10.0 Response Submission

All responses to this RFI must be received by the due date and time indicated on the Schedule of Events. Responses received after the due date and time will not be considered. It is the sole responsibility of each respondent to assure that its response is delivered at the specified location prior to the deadline. Responses which, for any reason, are not so delivered will not be considered.

### Electronic Submissions

Electronic submissions are the preferred format. Electronic submissions may be made using the Dropbox File Request system via the following link. Electronically submitted responses should be in Microsoft Word and/or PDF format.

<https://www.dropbox.com/request/1P2jByvEbsYhYzBKzQIO>

**No submissions will be accepted via email.**

## **Hard Copy Submissions**

Hard copy response submissions, which should include at least one (1) hard-copy and one (1) digital (flash drive) copy, may be submitted via the U.S. Mail, courier, or hand-delivered:

### **If courier mail or hand-delivered**

**Charmetra Wells**

Office of Technology Services  
Galvez Building  
602 N. 5th St., 2<sup>nd</sup> Floor Office 225  
Baton Rouge, LA 70802

### **If delivered by U.S. Mail**

**Charmetra Wells**

Office of Technology Services  
P.O. Box 94095  
Baton Rouge, LA 70804-9095

## **11.0 Ownership of Responses**

All materials submitted become the property of the State and will not be returned to the respondent. The State retains the right to use any and all ideas or adaptations of ideas contained in any response received through this RFI process.

## **12.0 Format of Response**

All responses shall be submitted in hard-copy and digital format (PDF or Word is preferred), not to exceed 50 pages, in 10pt. font or larger according to the following outline:

### **Corporate Background and Experience**

Responder shall provide a brief description of the company, including a brief history, corporate structure, and organization and the number of years in business.

## **Business Model for Contracting of Services**

Responder shall describe its approach to a contract for its services should it be awarded a contract through a subsequent RFP contract, but without providing any cost information in its response.

If a Commercial-Off-The-Shelf (COTS) or Software as a Service (SaaS) solution is proposed, the responder should indicate if proposed products are available through NASPO ValuePoint or similar purchasing agreements.

## **Approach and Methodology**

Responder shall describe its proposed solution and approach for delivery of services, specifically identifying the use of Agile delivery methodologies, or other methods to address evolving system needs.

## **Implementation Timeframe of Solution**

Responder shall indicate the minimum time frame from contract execution for full implementation of its solution, inclusive of equipment acquisition, configuration, and testing.

**No cost and/or marketing information shall be included in this RFI response.**

## **13.0 Optional Discussion**

To solicit feedback and ask follow-up questions based upon vendor RFI responses, The State reserves the right, at its sole discretion, to conduct a structured Discussion for respondents to this RFI only. If the Discussions are scheduled to take place, the discussion session will begin with a presentation by the State. Following the presentation, State representatives and the vendor team will participate in a structured question and answer session. An agenda, specific questions and other expected topics for discussion will be provided prior to the discussion, via e-mail.



# Scope of Services

## 1.0 Executive Summary

The Office of Juvenile Justice (OJJ) seeks to initiate a modernization of its case management system. The essence of this endeavor lies in the modernization of systems to significantly enhance the delivery of Office of Juvenile Justice (OJJ) programs and services. Presently, OJJ relies on disparate, antiquated legacy systems for Juvenile case management. These outdated systems not only lack interoperability but also pose challenges in adapting to evolving programmatic and practice requirements. The dependence on manual data entry into ancillary systems further compounds these challenges, creating significant barriers to the visibility of relevant case information. The decision to design, develop, and implement the new case management system stems from a critical analysis of these deficiencies, with a focus on addressing them comprehensively.

## 2.0 Problem Statement

The need to have a replacement OJJ case management system.

## 3.0 Business Need

OJJ has historically relied on legacy IT systems to meet the juvenile case tracking & management requirement, enabling the provision of critical benefits to clients. However, recognizing the evolving landscape and the imperative for enhanced service delivery, OJJ is embarking on a strategic initiative to plan, develop, and implement a modernized, integrated Information Technology (IT) solution.

OJJ envisions the creation of an advanced information system accessible to field staff, secure facility staff, and administrators. This system will facilitate seamless, efficient, effective, timely, and transparent delivery of information tracking which will include data about the youth as well as routine documentation and critical updates regarding progress within the secure facilities. The modernized OJJ Case Management system must exhibit flexibility and responsiveness to the evolving business needs of OJJ. It should be capable of accommodating regulatory, policy, and procedural changes.

Key business objectives for the OJJ solution include:

- Decrease maintenance and operational costs associated with legacy systems.
- Enable the reuse or integration of components across OJJ program areas and external state agencies.
- Increase staff satisfaction by providing a user-friendly and integrated IT solution.
- Decrease staff workload and inefficiencies, addressing redundancies in application functions.
- Minimize redundant data entry to prevent errors and enhance the efficient use of staff time and resources.
- Reduce delays in the delivery of preventive and protective services by optimizing data management processes.
- Improve efficiency, accuracy, security, and quality of data collection and reporting.
- Ease first-time deployment and any future request for changes in response to legislative and executive mandates.
- Provide the capability to electronically receive from, or forward to, external data sources, either automatically or upon the users' request.
- Allow for centralized support for all locations to minimize the impact on the day to-day operations of probation officers.
- Support integration with a supervision application being used by the agency.
- Provide comprehensive data reporting capabilities for trend analysis.
- Allow OJJ staff to access and enter system data remotely and securely using smart phone, tablet and/or notebook computer equipment.
- Integrate identified criminogenic needs, goals, and action steps throughout the investigation and supervision processes within the case management system.
- Support the ability to generate ad-hoc reports from the data in the system.
- Support system integration with existing systems within the State.
- Support the ability to customize the system as new legislation requirements are enacted.
- Support document upload and electronic signature capabilities.

## 4.0 Scope of Request

Respondents are asked to address the following topics. Please consider the purpose and background of this RFI.

- Describe current and past successful installations of your system and the geographic jurisdictions of deployments.
- Provide your product's initial release date. Describe the number of versions/revisions since its initial release.

- Describe your system’s scalability options.
- Describe your system’s user administration, security, and auditing (entry, update, view, print, delete) capabilities.
- Describe how Louisiana probation rules and regulations are, or could be, implemented within your system.
- Describe your ability to implement a multi-tenant system, which encompasses multi-agency and/or is multi-jurisdictional. Incorporate information on system flexibility options per agency, including security, workflow, and functions. Include lessons learned from the implementation(s). What modules are available? (For example: Jail, Law Enforcement, Public Defender, District Attorney, Adult Probation, Juvenile Probation, Juvenile Detention, Community Organizations).
- Describe your data ownership policies for hosted, multi-tenant solutions.
- Describe your options and approaches for conversion of data from current systems.
- Describe capabilities and functionalities of your system with respect to:
  - a. Assessment instruments used within OJJ.
  - b. Ability to capture contact events with clients and contacts with persons other than the client (collaterals).
  - c. Probation Conditions
  - d. Drug Testing
  - e. Programming (service programs)
  - f. Searches and field work operations
  - g. Incident Reporting
  - h. Individualized treatment plans

The overarching business need for a modernized, integrated OJJ Case Management system is driven by the desire to align technology with OJJ's vision and goals.

## 5.0 Identified Issues

Some of the examples that the team might be facing with the current Lotus Notes system (JETS):

1. Outdated Interoperability
2. Manual Data Entry Challenges
3. Complex Reporting Requirements
4. Costly Maintenance and Fragmented Operations
5. Lack of Comprehensive Client View

6. Limited Alerting Capability
7. Title IV-E Eligibility Challenges - current systems lack the ability to capture and process the data needed to timely determine Title IV-E eligibility.
8. Manual entry, export/import processes, and calculations increase data quality risks and could result in a loss of funding to the OJJ.
9. Constantly changing Adoption and Foster Care Reporting and Analysis System (AFCARS) reporting guidelines.
10. Education Information Gaps

Addressing these identified issues is paramount to the successful implementation of a modernized OJJ Case Management system which will not only streamline operations but also enhance the effectiveness of OJJ in fulfilling its vital mission.

## **6.0 Identified Risks**

The transition from legacy systems to a modernized information system is a critical undertaking for the OJJ. Failure to address the existing challenges associated with legacy systems poses several risks that could impact the effectiveness and sustainability of OJJ operations:

1. Limited Monitoring and Assessment Capability
2. Compromised Data and Financial Integrity
3. Financial Burden of Maintenance
4. Scarcity of Experienced Technical Resources
5. Knowledge Gap and Adaptation Challenges

## **7.0 Desired Business Goals & Objectives**

The State desires to procure a comprehensive and integrated solution that will consolidate and replace the OJJ Case Management system. The objectives outlined below are integral to the successful development and implementation of a modernized Comprehensive OJJ Case Management system. These objectives align with OJJ's vision to enhance service delivery, financial controls, accountability, measurement of outcomes, and technical infrastructure:

## 7.1 Financial Controls

Establish and automate a payment and reporting system for:

- Issuance and reconciliation of payments with monitoring and reporting tools to minimize overpayments, erroneous payments, etc.
- Management and control of provider claims
- Tracking federal funding streams; and,
- Reporting consistent and accurate data required for federal funding.

## 7.2 Clear Accountability

- Ability to provide track real time data that will allow the Department to respond to rapidly growing demands;
- Ability to meet federal, State, and Department reporting requirements;
- Provide evidence-based tools necessary to shape consistent decision making and identifying needs and matching them to appropriate services and placements;
- Provide current and accurate data for mandatory and ad hoc reporting, performance management, accountability, consistent practice, and equitable workload distribution; and,
- Provide an internal and external audit trail of all cases sufficient to meet State and federal requirements for review conducted under authority of Title IV-B, Title IV-E and other relevant program areas.

## 7.3 Ability to Measure Outcomes

### System Access and Navigation

- Users should have the ability to access the system using a personal computer (PC or Mac) and any current, popular web browser (e.g., Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari).
- Users should have the ability to navigate a user interface that doesn't require a significant learning curve and is intuitive, with many explanatory popups and hover boxes.
- Users should have a summary landing page with key options and notifications (dashboard view). The system should have the ability to connect to the related systems of record, (Ex: Department of Children and Family Services (DCFS), National Crime Information Center (NCIC) and RePath- an electronic supervision monitoring program.
- The system should have the ability to upload documents.

## **Training Resources**

The vendor should provide adequate training resources which should include:

- Robust help documentation for all user groups (filers, state users, local government users, etc.);
- Professional training services for staff involved in processing returns; and
- Staging environments for training by end users (jurisdiction or businesses) and implementation process or new product releases will provide a User Acceptance Testing process.

The agency intends to migrate all historical data into the new system. The agency will collaborate with the vendor to determine the appropriate scope for data conversion needs and alternatives. Transition and implementation activities may include:

- Inventory existing data tables for data migration.
- Convert and migrate data from the existing database.
- Provide system documentation.
- Perform software testing.

## **Ongoing Technical Support Services**

The vendor is expected to provide technical support after implementation of the system which could include:

- All planned system outages/upgrades will be communicated and agreed to by the State at least five (5) working days prior to the planned outage/upgrade. Planned system outages/upgrades must be conducted after business hours (after 5:00 PM and before 6:30 AM CST) or on weekends. Critical outages/updates will be resolved or have a plan for resolution within one hour of identification;
- Comply with all State mandated standards for system and data security. OTS will supply all technical and security requirements;
- Provide contact information technical resources who will provide feedback on current and future product/feature enhancements; and
- Provide technical support during business hours, as defined as Central Time Zone hours, with acceptable SLA's such as same day business response to business user technical inquiries and possibly 4 hour turn around if within 3 business days of filing deadline.

## Software Documentation

Unless otherwise specified, a copy of the software documentation listed below must be provided to the state. The documentation must include, at a minimum, the following:

- Complete program listing(s)
- Functional specifications

## 8.0 Technical System Implementation Requirements

Respondents should be aware of the following requirements for Contractors:

Contractor shall adhere to the State's Information Security Policy (ISP) - <https://www.doa.la.gov/doa/ots/policies-and-forms/>

The following requirements apply to all systems implementations:

- Contractor shall use the State's JIRA system to keep track of all features, user stories, issues, bugs and other application development lifecycle items.
- Contractor shall design the UI to work on all browsers installed on the standard State computer image (Edge, Chrome & Firefox).
- Contractor shall incorporate and test accessibility throughout the design and development processes to remain compliant with Section 508 Amendment to the Rehabilitation Act of 1973.

The following requirements apply to any systems hosted within the State's infrastructure:

- Contractor shall use NewRelic APM for application performance monitoring.
- Contractor shall use Nagios for infrastructure monitoring.
- Contractor should use Splunk for analysis and insights of logging and monitoring data.