



Office of Management and Finance

Request for Information for Modernizing Child Welfare Technology

RFI due date & time: Friday, November 14, 2025 at 4:00 p.m. CDT

This Request for Information (RFI) is solely for information and planning purposes and does not constitute a solicitation. 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 any or all of the services included in the RFI.

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a response to this RFI identified as such must be clearly marked and will be handled in accordance with the Louisiana Public Records Act. R.S. 44:1-44 and applicable rules and regulations. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

Date of Issuance: Friday, October 31, 2025

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1. GENERAL INFORMATION

1.1. Introduction and Purpose

The Louisiana Department of Children and Family Services (DCFS) is issuing this Request for Information (RFI) to identify solutions that can modernize its child welfare technology. DCFS seeks to gather information from interested vendors, stakeholders, and other entities regarding capabilities, implementation approaches, pricing models, and solutions. This RFI is exploratory and non-binding. DCFS encourages all capable parties to respond, regardless of company size or market share.

1.2. Background

DCFS stands as a pillar of support for the state's most vulnerable populations. With a deep-rooted commitment to child welfare, family empowerment, and community resilience, DCFS works to ensure that every Louisianian served by the agency is treated with dignity, compassion, and respect. The mission of DCFS is to protect children, empower families, and strengthen communities so every child grows up safe, stable, and strong. DCFS envisions a future where every child thrives in a safe, stable, and loving environment, supported by empowered families and resilient communities. Its Child Welfare program works to meet the needs of Louisiana's most vulnerable citizens by focusing on the safety, permanency and well-being of children.

Programs administered by Child Welfare include:

- Child Safety Response Center is responsible for receiving and assessing, dispatch reports of child maltreatment and prioritizing accepted allegations for Child Protection Services.
- Child Protection Services (CPS) is responsible for investigation of alleged incidents of child abuse and neglect, and providing short-term services to children and families.
- Family Services (FS) provides services to families and children in their own homes to address problems of abuse or neglect and to promote the safety of the children within the family unit.
- Foster Care Services (FC) provides placement services to children in the custody of DCFS. It provides substitute, temporary care when a child must be separated from their own parents or relatives because of substantiated child abuse or neglect.
- Home Development (HD) is responsible for developing foster/adoptive family homes that can meet the placement needs of children in the custody of DCFS.

- Adoption Services (AD) is responsible for adoptive home recruitment, development, retention, and placement services for children who are in DCFS' custody and are legally freed for adoption.

2. ADMINISTRATIVE INFORMATION

2.1. RFI Coordinator

Request for copies, questions, and submission responses to this RFI must be directed to the RFI coordinator listed below:

Shanique Johnson
Procurement Consultant
Office of Management and Finance
Louisiana Department of Children & Family Services
(225) 342-0079 |shanique.johnson.dcf@la.gov

This RFI has been posted to <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm> and <https://www.dcf.louisiana.gov/page/requests-for-proposals>.

2.2. Schedule of Events

DCFS reserves the right to deviate from this Schedule of Events at any time without notice.

Activity/Event	Date
Public notice of RFI	Friday, October 31, 2025
Deadline for receipt of RFI	Friday, November 14, 2025 at 4:00 p.m. CDT

2.3. Response Content

2.3.1. Executive Summary

The executive summary should provide administrative information including, at a minimum, authorized representative contact name and phone number, email address, and any other pertinent contact information. This section should also include a summary of qualifications, ability, and willingness to comply with the State's requirements.

2.3.2. Corporate Background and Experience

The responder should provide a brief description of the company, including its history, corporate structure, organizational details, and years in business. A description of your experience with projects of this type with other states or corporate/governmental entities of comparable size and diversity, including configuration and maintenance is also required.

2.3.3. Solution, Approach, and Methodology

The responder should provide:

- 2.3.3.1. A description of your solution
- 2.3.3.2. Your recommended approach and methodology for accomplishing the outcomes and desired capabilities within the specified timeframe
- 2.3.3.3. Any alternative solutions, approaches, or methodologies you recommend
- 2.3.3.4. Answers to the questions in Section 3.

2.3.4. Organizational Change Management

The responder should provide a description of the approach to transition the DCFS workforce to your solution while accomplishing the outcomes within the specified timeframe.

2.3.5. Data Strategy

The responder should provide strategies regarding existing data while moving from multiple legacy information systems to a modern child welfare information system within the specified timeframe.

2.3.6. Cost Estimate

The responder should provide their pricing model (e.g., subscription-based, per user, per transaction) and a cost estimate for accomplishing the RFI outcomes within the specified timeframe.

2.4. Response Instructions

2.4.1. Response Submittal

Responders interested in providing information for this RFI must submit responses containing the information specified no later than the deadline stated in the Schedule of Events. Responses must be submitted via email to the RFI Coordinator. Hand-delivered responses will not be accepted.

It is solely the responsibility of the responder to ensure that their submission is delivered prior to the deadline. Responses misdirected or otherwise received late may not be considered.

2.5. Additional Instructions and Notifications to Responders

2.5.1. 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.

2.5.2. Ownership of Response

The materials submitted in response to this request shall become the property of the State.

2.5.3. Cost of Preparation

The State shall not be liable for any costs incurred by responders associated with developing the response, preparing for discussions (if any) or any other costs, incurred by the responder associated with this RFI.

3. SCOPE OF SERVICES

DCFS intends to procure and implement a single go-live (“big bang”) Child Welfare information system that fully replaces the Tracking Information Payment System (TIPS) mainframe and eliminates operational dependency on TIPS at go-live (except for access to archived data). The solution must also replace, or integrate and subsume, Child-Welfare-related functions currently supported by adjacent systems, as applicable to Child Welfare.

DCFS intends to start the project for a modernized child welfare information system on July 1, 2026 with full implementation on October 1, 2027.

3.1. Outcomes

DCFS is seeking a solution that achieves the following outcomes and outputs:

- 3.1.1. Enhanced service delivery;
- 3.1.2. Clear lines of accountability;
- 3.1.3. Robust capabilities to measure and report outcomes;
- 3.1.4. Improved financial management and control;
- 3.1.5. A modernized technical infrastructure that enables efficient data exchange among internal and external stakeholders;
- 3.1.6. Internal and external user roles such as judges, foster parents, facility, extended foster care, etc.

- 3.1.7. Reduction or minimization of redundant data entry through the reuse of existing data where available;
- 3.1.8. A comprehensive system that facilitates seamless workflow interactions across all CW programs, as well as intra- and interstate systems with which it must interact such as Medicaid and Incarceration systems;
- 3.1.9. Responders are encouraged to explain how their solution aligns with and supports:
 - 3.1.9.1. Program goals;
 - 3.1.9.2. Foundational requirements;
 - 3.1.9.3. Functional process factors; and
 - 3.1.9.4. Existing/archived data;
- 3.1.10. To consider the necessary technical and functional requirements, Responders should:
 - 3.1.10.1. Specify the hardware and software requirements of the proposed solution.
 - 3.1.10.2. Describe anticipated user access levels and permissions.
 - 3.1.10.3. Ensure the system is accessible via standard web browsers.
 - 3.1.10.4. Ensure completely mobile friendly with upload capability, and the ability to load resources such as providers, facilities, etc.
 - 3.1.10.5. Outline the approach to system integration, addressing both internal and external partners.
- 3.1.11. Enable the sunseting or archiving of the TIPS mainframe as well as all other child welfare systems and sub-systems by October 1, 2027 such that all in-scope business capabilities are performed in the proposed solution and the current systems are no longer used for production operations.

3.2. Maintenance and Operations

Responders should describe how they will support and train a post-implementation help desk for DCFS staff. Responders should also describe their approach to providing post-implementation maintenance and operations of the solution.

3.3. Technical System Implementation Requirements

Responders should be aware of the following requirements for Contractors:

- 3.3.1. Contractor shall adhere to the State's [Information Security Policy \(ISP\)](#)
- 3.3.2. The following requirements apply to all systems implementations:
 - 3.3.2.1. Contractor shall use the State's JIRA system to keep track of all features, user stories, issues, bugs and other application development lifecycle items.
 - 3.3.2.2. Contractor shall design the UI to work on all browsers installed on the standard state computer image (Edge, Chrome & Firefox)
 - 3.3.2.3. 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.
 - 3.3.2.4. The following requirements apply to any systems hosted within the State's infrastructure:
 - 3.3.2.5. Contractor shall use NewRelic APM for application performance monitoring.
 - 3.3.2.6. Contractor shall use Nagios for infrastructure monitoring.
 - 3.3.2.7. Contractor shall use Splunk for analysis and insights of logging and monitoring data.

3.4. Questions

- 3.4.1. Is your solution, approach, and methodology fully acquirable through a NASPO ValuePoint Cooperative Contract? If not, do you intend to submit for NASPO consideration by December 31, 2025?
- 3.4.2. Is the solution ready to be utilized and in compliance with federal regulations, necessitating only the state's requirements for implementation?
- 3.4.3. Are you willing to provide a sandbox environment for the proposed system, at no cost, to DCFS for fourteen (14) calendar days and within three (3) business days of request?
- 3.4.4. What are the most critical early investments or decisions a state can make to ensure long-term sustainability and cost-effective operations post-implementation?
- 3.4.5. How will you adopt our statewide design system components and patterns? Can you include screenshots or a short prototype using our equivalents?

- 3.4.6. What innovative capabilities should Louisiana consider now to future-proof the system (e.g., digital assistants, predictive analytics, rules as code, no-code configuration tools)?
- 3.4.7. What specific business outcomes would you target in the first 12 months, and what leading indicators/KPIs would you use for each?
- 3.4.8. Which recent public-sector implementations are most comparable? For each, what were the scope, timeline, contract type, and measured results?
- 3.4.9. What phased implementation plan do you propose (critical path, decision gates, cutover)? What must be true to move between phases?
- 3.4.10. What is your training plan by role, and how do you measure adoption/proficiency?
- 3.4.11. What is your risk management and escalation approach (governance ceremonies, artifacts, reporting)?
- 3.4.12. Who owns the data, what export formats/automation do you support, and what does your documented exit plan (timelines, formats, fees) look like?
- 3.4.13. How will you achieve go-live with zero operational dependency on TIPS, retaining TIPS only as a read-only archive? (consult attached As-Is System Diagram for current systems structure)
- 3.4.14. What offline capabilities do you provide, and how do you handle sync conflicts, device posture, and remote wipe?
- 3.4.15. What is your approach to identifying configuration requirements to comply with state regulations?
- 3.4.16. What is your minimal, high-value conversion for go-live (convert-now vs. reference-only), how will you ensure quality/match-merge, and how will we access legacy data?
- 3.4.17. How do you maintain continuity of casework and provider payments during transition? How would you maintain continuity with minimal to no data conversion?
- 3.4.18. What roles will you staff Day-1, what roles and participation do you need from DCFS, and what top decisions must we make in the first 30 days?
- 3.4.19. How will you reduce administrative time for workers and supervisors (share measured examples), and what OCM/training tactics will you use on a compressed timeline?

- 3.4.20. How is your pricing structured, what are the main cost drivers, and how can DCFS keep total cost of ownership down while meeting outcomes?
- 3.4.21. What are common pitfalls or barriers that states encounter when trying to modernize a child welfare information system, and how do you plan to mitigate them?
- 3.4.22. Describe your approach to portability, modular replacement, or exit strategies to prevent long-term vendor lock-in.
- 3.4.23. What AI and generative AI capabilities do you recommend to improve data quality (e.g., de-duplication, document classification, entity resolution) and how will you validate accuracy?
- 3.4.24. Where can AI and generative AI safely automate routine worker tasks without removing human decision-making?
- 3.4.25. How would you use AI and generative AI to enhance reporting and insights (trend detection, risk signals, workload forecasting) to support timely, data-driven decisions?
- 3.4.26. Which WCAG version do you currently meet? Can you provide your latest third-party audit or internal test results?
- 3.4.27. What is your reference architecture (components, data flows, integration points)? Where do you rely on APIs, webhooks, or batch interfaces?
- 3.4.28. Which external systems do you commonly integrate with in this domain, and for each what are the contract types (REST/GraphQL, auth), sample payloads, rate limits, and error strategies?
- 3.4.29. How do you handle authentication/authorization to support enterprise IAM/SSO (session management, role modeling)?
- 3.4.30. What is your vulnerability management practice (dependency scanning, SBOM availability, critical patch cadence, typical security-fix MTTR)?
- 3.4.31. How are logs/audit trails handled, how is incident response coordinated, and what evidence can you share during incidents?
- 3.4.32. How are events/analytics exposed, and how can telemetry be routed to our monitoring platforms?
- 3.4.33. If custom work: what are your CI/CD pipeline, code review standards, and quality gates? If COTS: what release channels do you offer, and how are updates tested and rolled out?

- 3.4.34. How will you deliver portfolio-level status and artifacts to our statewide system (minimum fields and update cadence)?
- 3.4.35. What are your target SLOs and which SLIs do you expose out of the box (uptime, latency, error rate, queue depth, etc.)?
- 3.4.36. How will you align with our repository standards, security scanning, and automation? Can you provide screenshots or redacted pipeline YAML and scan reports?
- 3.4.37. How are health checks, logs, metrics, and traces emitted, and how do they connect to our monitoring platforms? Can you include example dashboards and alert runbooks?
- 3.4.38. Which hosting models do you support, and what environments and parity strategy do you require?
- 3.4.39. What performance test methodology do you use, and can you share recent load/performance results at comparable scale?
- 3.4.40. What infrastructure prerequisites and managed services do you require?
- 3.4.41. What are your resilience strategies (graceful degradation, autoscaling, back-pressure, circuit breakers, rollback)?
- 3.4.42. What are your unit economics and scaling tiers, and which costs are fixed, variable, or usage-based?
- 3.4.43. Which master contracts/cooperative agreement are available to states, and how would you align with centralized procurement?
- 3.4.44. What are your support tiers, response times, escalation paths, and how do your tickets integrate with our systems?

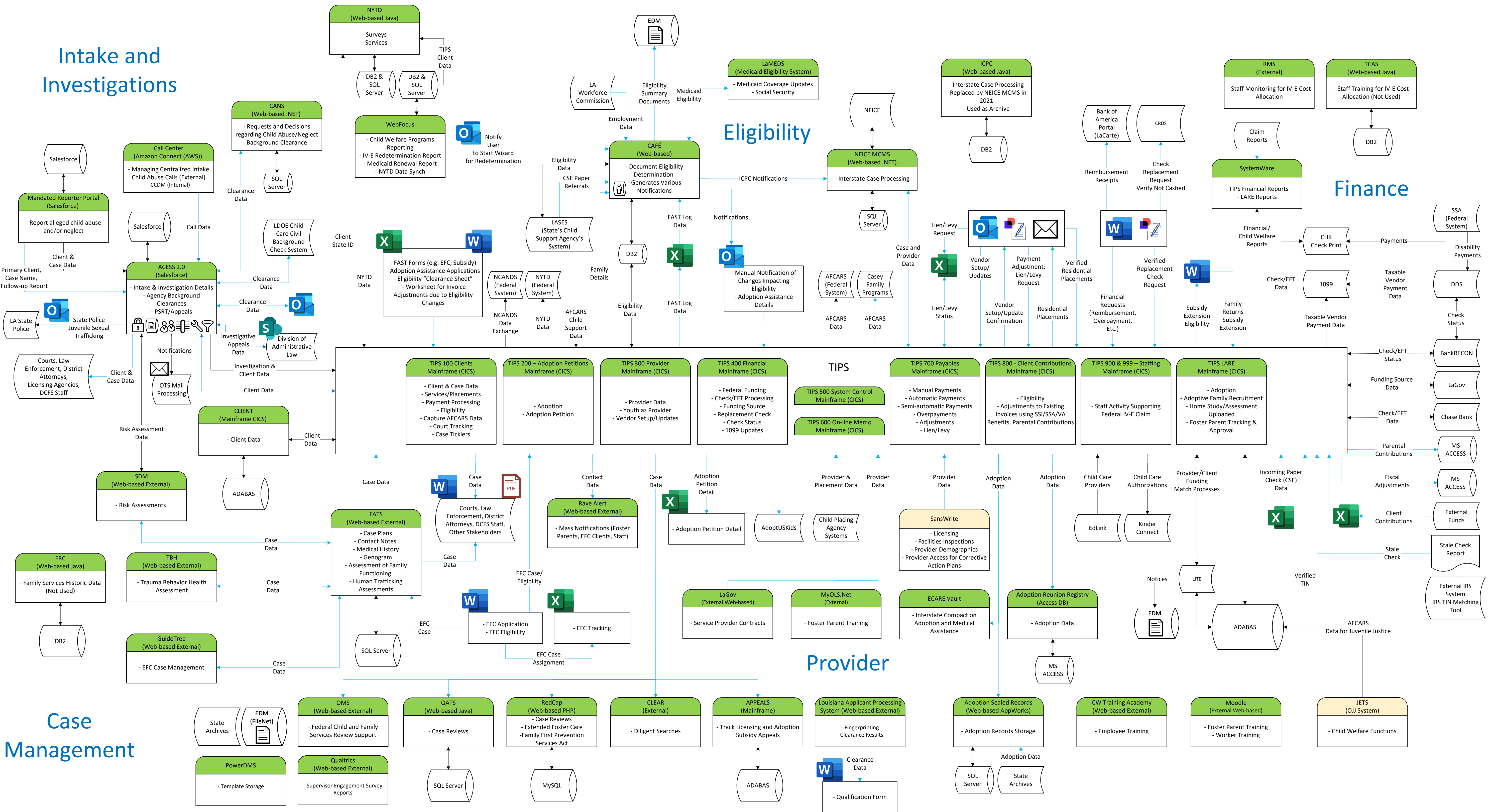
3.5. Desired Capabilities

DCFS is seeking a solution that provides the following technical capabilities:

Capabilities	Features
State Architecture & SSO	Compatibility with the Louisiana Office of Technology Services (OTS) guidelines. Integration with state enterprise architecture, SSO, and identity verification components.
Cloud-Based Solution	A fully cloud-based offering.
Scalability	Demonstrated ability to scale to meet the demands of a large state agency with varying caseloads and user volumes.
Security	Robust security features, data encryption (in transit and at rest), and adherence to federal and state data security and

	privacy regulations (e.g., HIPAA, IRS 1075, NIST guidelines). Compliance with FedRAMP, IAL2, and AAL2. The State's Information Security Policy can be found at https://www.doa.la.gov/doa/ots/policies-and-forms/
Performance & Reliability	High-performance system with minimal latency and quick response times for both staff and residents. A system that minimizes downtime, avoids reliance on batch jobs for critical processes, and reduces the need for extensive data fixes.
Transparency & Auditability	Complete transparency and ease of auditing by state and federal agencies.
Reliability & Uptime	High availability and disaster recovery capabilities with clearly defined service level agreements (SLAs).

Intake and Investigations



DCFS Child Welfare Information Technology Systems Diagram

6/3/2025

Version 1.2

System Name Abbreviations

BANKRECON	Centralized Bank Reconciliation System
CANS	Child Abuse and Neglect Clearance System
CAFÉ	Common Access Front End
DDS	Disability Determinations System
EDM	Electronic Document Management
FATS	Family Assessments Tracking System
FRC	Family Resource Center

ICPC	Interstate Compact for Placement of Children
JETS	Juvenile Electronic Tracking System
LaMEDS	Louisiana Medicaid Eligibility Data System
MCMS	Modular Case Management System
NEICE	National Electronic Interstate Compact Enterprise
NYTD	National Youth in Transition Database
OMS	Online Monitoring System

QATS	Quality Assurance Tracking System
RMS	Random Moment Sampling
SDM	Structured Decision Making
TIPS	Tracking Information Payment System
TIPS LARE	TIPS - Louisiana Interstate Resource Exchange
TCAS	Training Cost Allocation System
TBH	Trauma Based Health

Legend

