



Request for Information

For

Social Services Management Information System for the Ministry of Social Development and Family Services

Request for Information No.: MSDFS-ISEMS-01

Issue Date: 05th June 2017

Submission Date: 9th June 2017

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1. General Information

1.1 Introduction

The Ministry of Social Development and Family Services (MSDFS) is the core social sector Ministry with responsibility for coordinating the implementation of Government's social and human development objectives. The MSDFS is mandated with responsibility for addressing the social challenges of poverty, social inequality and social exclusion. Particular emphasis is placed on developing and executing programmes and services that protect and assist vulnerable and marginalized groups in society such as women, children, persons with disabilities, the elderly, the poor/indigent, the socially displaced, ex-prisoners, deportees and persons living with HIV/AIDS.

Guided by the tenets 'Helping, Empowering and Transforming Lives', MSDFS seeks to empower its clientele through rehabilitative and skill enhancement initiatives, which promote human prosperity in the context of sustainable development. The MSDFS is also responsible for developing, coordinating, monitoring and evaluating social sector policies and programmes to ensure sustainability, cultural relevance and economic viability.

This Request for Information (RFI) is being issued by the Ministry of Social Development and Family Services hereinafter referred to as MSDFS, for the purposes of allowing all interested vendors an opportunity to present information of the available products and solutions that address the requirements outlined in this RFI. MSDFS is also seeking information for the purpose of determining how the proposed system can assist in the efficient management and administration of social service delivery.

The intent of this RFI is to elicit the advice and the best recommendations of knowledgeable persons in the market and not to select a proposed solution or a vendor. Subsequently, and depending upon knowledge gained from the response to this RFI, MSDFS may prepare and issue a Request for Proposals (RFP). The collective information provided by vendors will be used to develop alternatives for consideration and to estimate costs related to the acquisition of a proposed solution. Vendors may respond to this RFI with information about deploying a proposed solution using the latest data governance practices and the budgetary costs MSDFS should expect to incur when procuring, implementing and supporting such a solution.

1.2 RFI Schedule

The following schedule applies to the solicitation period of this Request for Information:

Event	Deadline Date
Release of RFI	5 th June 2017
Submission of Questions	6 th June 2017
Responses to Submitted Questions	8 th June 2017
Submission Deadline	9 th June 2017

1.3 Communication after Issuance of RFI

Respondents shall promptly examine all of the documents comprising the RFI, and

- (a) shall report any errors, omissions or ambiguities; and
- (b) may direct questions or seek additional information

in writing no later than **6th June 2017 at 4:00 pm**. Any queries that you have relating to this RFI shall be submitted by email to project.isems@mpsd.gov.tt queries should clearly reference any appropriate paragraph in the documentation and, to the best extent possible, should be aggregated rather than sent individually. As far as is reasonably possible, MSDFS will respond to all reasonable requests for clarification of any aspect of this RFI, if made before the above deadline. No telephone contact to any officer of MSDFS should be made during the solicitation phase of the RFI process. MSDFS will aim to provide responses no later than **8th June 2017 at 12:00 pm** after which time no further queries will be answered.

1.4 Vendor Submissions

Respondents are asked to submit their information by **4:00 PM 9th June, 2017** to project.isems@mpsd.gov.tt. Please quote the RFI reference number and RFI name below as the subject of the email.

Ref No.: MSDFS-ISEMS-01– Social Services Management Information System for the Ministry of Social Development and Family Services

Responses containing confidential information shall have the front cover of the response and each page marked as confidential.

1.5 Cost of Preparing Response

MSDFS shall assume no financial responsibility in connection with the vendors' costs incurred in the preparation and submission of their RFI responses.

1.6 General Terms and Conditions

- i. Issuance of this RFI shall in no way constitute a commitment by MSDFS to issue a Request for Proposals (RFP) or execute an agreement. MSDFS reserves the right to cancel this RFI if it is deemed in the best interest of MSDFS to do so.
 - ii. Information submitted in response to this RFI will become the property of MSDFS. MSDFS will not pay for any information herein requested, nor will it be liable for any other costs incurred by any respondent related to the preparation or delivery of the response to this RFI or any subsequent presentation.
 - iii. MSDFS reserves the right to issue addenda to this RFI prior to the closing date. Addenda would be disseminated to all interested vendors via email.
 - iv. MSDFS reserves the right to reject any and all responses to the RFI, in whole and in part, at any time.
 - v. This RFI is designed to provide vendors with the information necessary for the preparation of informative response proposals and demonstrations of product. This RFI process is for MSDFS's benefit and may provide information to facilitate the future selection of goods and services.
 - vi. The RFI is not intended to be comprehensive and each vendor is responsible for determining all factors necessary for submission of comprehensive response and complete product capability demonstration.
 - vii. The RFI response and demonstration will not be subject to an RFP type evaluation but only to a review of suggested product performance, cost of processes offered, and abilities to perform services that may be of use to MSDFS.
 - viii. Cost shall be estimated by the vendor. When the estimated cost is submitted, the vendor shall state that it is an estimated or approximate cost.
 - ix. MSDFS will not be responsible for any oral exchange or any other information or exchange that occurs outside the official process specified herein.
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1.7 Request for Confidential Treatment

MSDFS will treat all information submitted by a vendor as public information unless the vendor properly requests that the information be treated as confidential at the time of submitting the response. Any requests for confidential treatment of information must be included in a cover letter with the vendor's RFI response. The request must also include the name, address, and telephone number of the person authorized by the vendor to respond to any inquiries concerning the confidential status of the materials.

A single confidential page in the document will not classify the whole document as being confidential. Each page shall be marked as containing confidential information. The confidential information must be clearly identifiable to the reader on the outside of the document, cover letter, and on each page of the document.

2. Background

The Ministry of Social Development and Family Services, hereinafter referred to as "MSDFS", is the social sector Ministry with the responsibility for coordinating the implementation of Government's social development objectives. MSDFS ensures the efficient and effective functioning of the sector through the provision of a network of integrated and accessible social programs and services.

MSDFS is seeking to procure and implement a Social Services Management Information System. This system is based on the philosophy of a single door approach to social services delivery, "No door is a wrong door, every door is the right door."

The existing system is manual and heavily paper based. There are numerous forms and files that exist in isolation within each Division. MSDFS currently experiences challenges in areas such as; intake, application processing, abuse, fraud, fragmented service delivery to name a few. This is correlated to the need for an efficient and proficient means of social services management and delivery.

Therefore, MSDFS has recognised the need for an electronic system to support their effectual management of social services as it related to the administration and management of grants, services and programmes.

The objectives of the proposed solution would be to:

1. Address many of the overwhelming operational and technological challenges that negatively impact current services delivery.
 2. Provide the solutions and technological framework required to facilitate the integration of social services.
 3. Provide a "single door" approach for the client where the services can be made more accessible and service delivery can be more efficient by coordinating services at a central location.
 4. Facilitate integrated case management capabilities, enabling management of an individual social services program participation through a coordinated system.
 5. Improve the quality of service in social services delivery through a client centric approach.
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6. Improve the effectiveness of the social services through automation and integration of business processes thereby allowing data and information sharing across the organisation.
7. Position MSDFS to offer preferential access to social services through web enabled technologies.
8. Provide a single view of the client from the perspective of the household.
9. Provide an enterprise view of clients and their eligibility across multiple programs.

3. Current Environment

At present, there is no comprehensive information system to administer MSDFS’s programmes, grants and services. Rather, the current systems are mainly paper-based and manual. Due to the nature of the services offered MSDFS would require integration with other existing systems, some of these systems currently exist and some will be provisioned in the future.

Biometric System

The proposed solution would need to integrate in one of two ways with the Biometric system. The first option for integration would be to allow the solution to capture the information that is being captured by the biometric system (signature, photo, finger print) and forward that information to the biometric System.

The second option would be to allow the biometric solution to capture the information directly through an interface provided by this solution. Both options would require this solution to also be able to use the Biometric solution for verification and authentication as required by the user.

ttconnect ID

The proposed solution would also need to integrate with ttconnect ID solution which is based on IBM’s Tivoli Federation Identity Manager utilizing SAML 2.0. Citizens will be required to sign in via the ttconnect portal and this solution will be required to gather data from the ttconnect system as well.

4. Issues/Problem Areas

ISSUE #	ISSUE/RISK	DETAILS
1	Heavily paper-based	The current system and processes are mainly paper based and manual. There is at present no electronic method for efficient storage and retrieval of information. The various stages of the process include application/intake, registration, eligibility determination, investigation and assessment are managed via

		<p>numerous forms and files. This leads to the consequence of files, forms and pertinent client information being easily misplaced and damaged which causes a delay in the processing time for applicants. The outcome of this process is that applicants will have to physically resubmit their documents or even restart an application altogether. Additionally, paper based records degrade over time leading to the loss of records unless newer duplicates are made and maintained. A further concern is that large volumes of paper based records require significant physical storage space and facilities.</p>
2	Slow intake and application processing	<p>Currently, the only method of application for a grant/service is to apply in person at one of the designated locations at MSDFS. There is at present no means for MSDFS's applicants to become self-reliant and be able to manage the application process themselves. Staff has to manually process an individual's application in person which is time consuming leading to delays in processing. There is also a high frequency and volume of applications to process which further delays a client's application and approval.</p>
3	Fragmented Service Delivery/Lack of centralized repository of client	<p>There is currently no central repository for the storage of information. Information at this time exists in various silos throughout MSDFS. Different divisions have their own client records and no central record exists to view at a glance all of the grants/services that a applicants may have accessed or have accessed in the past, as well as reasons as to why they may have been declined or withdrawn from a particular program. This has resulted in an impaired ability to collaborate on cases across various programs. There is also at present no ability to view linkages amongst parents, children and siblings.</p>
4	Search and Retrieval	<p>The search and retrieval of client information is an extremely difficult task due to the large volume of information that at present cannot be properly managed and maintained by the current system. This is an additional consequence of having a paper based system as it is difficult to manually search and retrieve pertinent information for applicants in a timely manner.</p>
5	Case Tracking	<p>At present, there is no way for applicants and staff to easily track cases. Such information is not available on demand. There is currently no mechanism for clients to have the ability to track cases for themselves. Staff would have to manually check to see at what stage of the process the case has reached in order to provide feedback to applicants.</p>

6	Reporting/Lack of decision-making information	The large volume of information stored on paper within MSDFS presents challenges in terms of presentation of information in a comprehensive and concise format. Information that is required for decision making purposes is not readily available. This results in a very labor intensive task to manually search substantial amounts of paper based records, files and casebooks to be able to effectively produce reports and the required insight. Also, it is pertinent to MSDFS to be able to produce statistical reports and trend analysis which is difficult to achieve at this point in time given the manual and paper based environment.
7	Duplication	Applicants are manually assigned file numbers at the registration process, therefore If an individual previously applied for a grant, they would be issued the previous file number. This creates a risk of duplications for these file numbers which can occur due to the manual nature of the process. This can also occur with client records as multiple copies of one client record may exist as a person may have applied for multiple grants before becoming successful in their application.
8	Process times	MSDFS has expressed the need for business process re-engineering/improvement services in addition to facilitate the reduction of processing time frames for various activities – this will include from the point of application to the final stage of approval and disbursement of funds to the applicant. At present the manual processes and existing timeframes for such are not optimal to providing an acceptable level of service to the public.
9	Resource Management/Inefficient caseload management	MSDFS is currently faced with challenges when it comes to resource allocation and caseload management. This presents the risk that some case workers may be assigned more cases than others due to the manual nature of the process. There is at present no electronic way in terms of monitoring workloads, case progress and completions.
10	Records Management	A proper records management system is not currently in place at MSDFS. This results in the difficulty to locate records after they have been placed in storage. It is also extremely arduous and time consuming to track records within MSDFS which have been moved without properly recording their updated location.

11	Backup and Recovery	At present records are stored in single paper based files. No copies or duplicates are kept onsite or off site. If a file is damaged or misplaced, the entire record can be lost.
12	Abuse and Fraud within the system	There are currently cases of abuse and fraud in regards to the disbursement of grants to the public. There is no effective process or measure to treat with this at present.

5. Desired State

The proposed solution is MSDFS's approach to the management of its complex array of social services programs. This approach is geared to better serve the citizens of Trinidad and Tobago by providing MSDFS with new and efficient automated tools that will support significant improvements in social services processes, business values and quality of services delivered. This requires a solution to handle application, eligibility determination, benefits processing and integrated case management.

The proposed solution shall provide a model whereby citizens are self-reliant in their ability to apply for and monitor the status of their social services application online. The solution shall also make available end to end processing and management of applications and administration of client records.

It will also provide both the technological framework for the integration of social services delivery and would vastly facilitate the introduction of more efficient processes that will promote effective service delivery. The intended approach is to implement the Social Services Management Information System to facilitate a seamless transition to the integrated service delivery model by connecting to several related government services and databases.

Our desired state is to ensure that once enrolled, a citizen can visit one online portal to have access to social services in a timely and effective manner.

This project is a social services business modernization project that will allow for the following:

1. An online portal for accessing critical services
 2. Online eligibility determination, allowing citizens the ability to access and screen for program eligibility once they have internet access and a web enabled device
 3. The provision of a single view of applicants, allowing case workers operational efficiency through comprehensive case management tools
 4. Integration with Biometric Solution
 5. Integration with ttconnect ID.
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6. The establishment of a unique identifier ID for each client. One client should have one record which should be applicable across MSDFS's programs
7. The provision of a foundation for working with citizens to become self-reliant and independent
8. The provision of the appropriate benefit in the specified amount on a timely basis to citizens
9. Establishment of a platform that can be leveraged to accommodate new services with ease
10. Provision of workflow management to fully automate the operations for online applications with end to end processing from intake to decision making.

6. Business and Functional Requirements

The proposed solution shall be designed to meet the following specific requirements:

1. The solution's interface shall be accessible online, be customizable and contain a profile creation and management component. Profiles will be used to store user data, reference user cases and provide authorization for access to services. A unique ID will be automatically assigned to users based on a selected format. Duplicate prevention shall be employed.
 2. The solution shall be able to calculate users' assets and automatically determine their grant eligibility of users based on information entered.
 3. The solution shall provide a ticket and case management system that allows both users and administrators to update cases and append information to user profiles. The case management component shall provide the following additional minimum requirements:
 - a. Archiving
 - b. Content privacy (hide information for specific types of cases from unauthorized users)
 - c. Automatic notification including errors, alerts and triggers
 - d. Status tracking and management
 - e. Case flagging and prioritizing
 - f. Keyword flagging and alerting
 - g. Record linking
 - h. Scheduling system
 - i. Monitoring and reporting
 - j. Receipt printing and archival
 - k. Waiting list shown to users
 - l. Templates for user plan developments
 - m. Checklists for required user actions
 - n. Referral information
 - o. Case tracking between programs and modules
 - p. Duplication prevention
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This module should also take into consideration employee management for assignment and completion of cases and can assist with resource planning by showing employee utilization and scheduling.

4. The solution shall provide full workflow management component with the minimum requirements:
 - a. Automated workflows
 - b. Creation of workflows by administrators
 - c. Audit logs of workflow approvals/denials
 - d. Task re-assignment
 - e. Unlimited processes
 - f. Workflow/process conflict resolution
 - g. Automatic notifications
 - h. Monitoring and reporting
 5. The solution shall provide comprehensive, high performance search capabilities
 6. The solution shall have the ability to generate customizable reports on all modules within the solution
 7. The solution shall support the upload of common files and all records shall have the ability to store searchable metadata. Metadata should be subject to security permissions.
 8. The solution shall support a classification scheme with naming conventions and unique identifiers being assigned to records within the classification structure
 9. The solution shall support automatic and manual archival, retention and removal policies as will be defined in accordance with local legislation.
 10. The solution shall support 200,000 external users in the first phase with the capacity to vertically scale to support 600,000 external users. Response times are expected to be lower than 5 seconds for actions performed by users including searches. The solution shall also support 200 internal users/administrators.
 11. The solution shall be accessible and fully functional on all modern browsers and should use responsible web design.
 12. The solution shall support connectivity to other solutions using Application Programming Interfaces (APIs) and/or Web Services.
 13. The solution shall be designed to be expandable and be able to deploy additional services and grants.
 14. The solution support high availability with cross site replication. The solution shall also support
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disaster recovery from bare metal recovery to database and application recovery.

15. The solution shall support a user acceptance testing environment where code changes can be simulated and then replicated to the production environment.

7. Vendor Responses

7.1 Submission Format

The Response shall be submitted in the following format:

Section 1 – Executive Summary
Section 2 – Respondent Submission Form
Section 3 – Company Overview
Section 4 – Implementation Approach
Section 5 - Proposed Solution
Section 6– Concept of Operations
Section 7– Estimated Cost

- a) Section 1 – Executive Summary
Vendors shall provide an executive summary written in non-technical language to summarize the overall capacity and recommended approaches for the implementation of the proposed solution.
 - b) Section 2 – Respondent Submission Form
Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions shall not create a legal relationship or obligation regarding the procurement of any good or service.
 - c) Section 3 – Company Overview
Provide a brief overview of your company and the nature of MSDFS's operations.
 - d) Section 4 – Implementation Approach
This section should describe recommended implementation strategies for the proposed solution including a recommended rollout strategy and potential project plan indicating timeframes for phases as well as the entire project. A suggested resource matrix should be included with defined roles for potential project participants. This will help MSDFS determine project member needs and availability of project resources for implementation.
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e) Section 5 – Proposed Solution

Vendors should provide detailed information on their proposed solution(s). The information should include recommendations taking into consideration MSDFS’s initially documented Business Requirements – found in Section 6 above.

f) Section 6 – Concept of Operations

Describe how the solution would satisfy MSDFS’s case management needs based on background information, requirements, current processes and recommended implementation strategies.

g) Section 7 – Estimated Cost

While this RFI will not result in an award, MSDFS requires cost estimates for information purposes only. MSDFS asks vendors to respond with typical costs for similar implementations. If the proposed solutions are modular in nature MSDFS asks vendors to respond with costs for each module offered. Cost estimates should include other implementation, maintenance and support costs (e.g., hardware, application software licenses, third party licenses, system maintenance).

i. **Opportunities to share risk or otherwise reduce costs**

This section may be used to describe any suggestions on how MSDFS could reduce costs for this project.

7.2 Respondent Submission Form

RESPONDENT SUBMISSION FORM

1. Respondent Information

- (a) Respondent’s registered legal business name and any other name under which it carries on business:

- (b) Respondent’s address, telephone and facsimile numbers:

- (c) Name, address, telephone and facsimile numbers and e-mail address of the contact person(s) for the respondent:

- (d) Name of the person who is primarily responsible for the submission:

- (e) Whether the respondent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:
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2. Terms of Reference

In responding to this RFI, each respondent should submit a completed and signed Respondent Submission Form that, among other things, acknowledges its acceptance of the RFI Terms of Reference as contained hereunder:

Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to be a formal legally binding “Contract A” bidding process. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process and does not constitute a commitment by MSDFS to procure any goods or services. Any pricing figures submitted by respondents shall be for general information purposes and will not be binding on respondents.

RFI Shall Not Limit the MSDFS’s Pre-existing Rights

This RFI shall not limit any of MSDFS’s pre-existing rights. Without limiting the generality of the foregoing, MSDFS expressly reserves the right, at its discretion

- (a) to seek subsequent information or initiate discussions with any firm, including respondents that did not respond to this RFI;
- (b) to initiate direct negotiations for the procurement of any good or service with any respondent or respondents, regardless of whether the firm or respondents responded to this RFI;
- (c) to contact a limited number of respondents, which may be limited to those that responded to this RFI, or may include respondents that did not respond to this RFI, for the purpose of a competitive procurement for the procurement of any good or service;
- (d) to elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- (e) to elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of MSDFS that existed prior to the issuance of this RFI.

Pricing Information for General Information Purposes Only

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

Information in RFI Only an Estimate

MSDFS and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

Parties Shall Bear Their Own Costs

MSDFS shall not be liable for any expenses incurred, including the expenses associated with the cost of preparing responses to this RFI. The parties shall bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (a) the preparation and issuance of this RFI; (b) the preparation and making of a submission; or (c) any other activities related to this RFI process.

Accuracy of Responses

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

Submissions Are the Property of the MSDFS

Except where expressly set out to the contrary in this RFI or in the respondent's submission, the submission and any accompanying documentation provided by a respondent shall not be returned.

Confidential Information of the MSDFS

All information provided by or obtained from MSDFS in any form in connection with this RFI either before or after the issuance of this RFI (a) is the sole property of MSDFS and must be treated as confidential; (b) is not to be used for any purpose other than replying to this RFI; (c) must not be disclosed without prior written authorization from MSDFS; and (d) shall be returned by the respondents to MSDFS immediately upon request.

A respondent may not at any time directly or indirectly communicate with the media in relation to this RFI without first obtaining the written permission of MSDFS.

Governing Law

This RFI process shall be governed by and construed in accordance with the laws of the Republic of Trinidad and Tobago applicable therein.

The respondent hereby agrees to the terms set out in the Terms of Reference and in the RFI.

Signature of Witness:

Signature of Respondent: Representative:

Name of Witness:

Name and Title:

Date of Signature:

[End of Request for Information]
