



CHC Case Management System 2022 RFP Response to Questions

1. Can you share your budget for this procurement?

Due to the competitive nature of this request for proposal, Applicants are requested to make a firm cost proposal to DESC based on their experience implementing services described in the RFP's Scope of Work.

2. What is the total amount of funding expected for this project?

Refer to #1

3. What is the current system in place that will need to have data ported to the new solution?

Smartsheet.

4. The RFP stated the bid date is August 15, 2022 but the Public Notice states the bid date is August 4, 2022. Can you please confirm which date is accurate??

August 15, 2022 at 5:00 PM EST

5. What is the current system in place that will need to have data ported to the new solution?

Response.

6. Can you provide a list of funders/grants being tracked in the system??

RFP introduction lists grants currently awarded to DESC (page 5). Currently, CHC does not have a system that tracks funders/grants. A system is being requested through issuance of this RFP, that has capabilities to accept and manage germane grant information such as: title, funder, description, funding provisions for allowable reimbursement, encumbrances, balances, etc.) to facilitate related services detailed in the scope of work. The preferred solution should be able to accept new funding information/data as awarded.

7. Can you provide breakdown of page numbers by proposal response section and whether attachments are allowed in an appendix? Page numbers/page limits is what I referring too.?

Refer to RFP Section VIII.B. **Preparation of Proposals** and VIII.D. **Submittal Information** for information regarding allowable pages for RFP response, subsections and attachments, as required. Proposal response is comprised of items listed in section VIII.D.3. All other components of the response (1,2,4-13) are considered separate and distinct components of the RFP response.



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- 8. Will the partnering providers need access to client information with a user name and password in order to track interactions?**

We encourage each bidder to propose the best operating feature for their individual software solution.

- 9. If the proposed solution can manage interdepartmental referrals and case management case share details, data and outcomes – will an interface into DESC Customer Relationship System LaunchPad still be required?**

We encourage each bidder to propose the best features and/or options based on their individual software solution.

- 10. What is the estimated number of logins to the system that your 150 community partners will need?**

The goal is to have our partners frequency utilize the system for status updates, communications and data regarding a client. We don't have an estimated number of logins.

- 11. In the proposal Section IV. Scope of work, there is a mention of integrating with Contract Management. Can you tell us what system is in use today, or expand on contract management integration requirement?**

LaunchPad is our current system which is built on a Salesforce platform.

- 12. Will the 150+ partner organizations have different eligibility determinations different for each resource provider??**

Yes, eligibility requirements and applications we be different for each partner. However many of the eligibility requirements will be similar based on all partners being social service resource partners.

- 13. Please clarify how many case managers/partners/employees, etc. will need access to the system. Will you have any citizens, clients, etc. who will need access to the system (if yes, how many). For example, will any clients need to log in to see their case plans, referrals, etc?**

We have 51 employees currently that will all need different levels of access to the system. Clients don't need access to our system for service delivery. We are projecting (60) partners will need access to the system.

- 14. Price should cover three years, is that correct?**

Table 1: CHCMS Total Ownership Costs included with this RFP requests proposed costs for Implementation, year1, year 2 and year 3.



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15. Will the questions submitted during todays call be provided with responses in the Q and A.?

Yes

16. In regard to predicative analytics, will you please elaborate on what you are looking for? Maybe, give an example...would be appreciated. Thanks?

We would like for the data reporting portion of the system to provide projections/forecast relating to different data sets. For example, based on demographic data collected in FY22 there would projections provide on the family households sizes we should prepare to service in FY23.

17. Do we have to get the documents notarized from the State of Michigan or we can get documents notarized from a different city or state of the U.S?

CONSOLIDATED AFFIDAVITS form indicates Notary must be commissioned in a state of Michigan county

18. What is the anticipated length of contract?

Refer to section VI. AWARD, TERM AND RENEWAL INFORMATION in the RFP

19. How many users do you expect to have for this solution (i.e internal employees using the software vs. patrons receiving case management services)?

Please see Item #11 above

20. What is the anticipated spend for this project?

See Item #1 response.

21. Have funds already been allocated to this project?

Yes

22. What is the anticipated roll-out date?

DESC is requesting Responders to this RFP to propose a timeline. Refer to RFP Section VIII.B.2. (J&K), proposal response for specific details.



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23. What roles do you expect to be filled by our company (i.e. executive sponsor, project manager, engagement lead, etc.)

DESC is requesting Responders to this RFP to propose a solution relative to staffing. Refer to Section VIII.B.2.E., Implementation Methodology.

24. Will any integrations with other software/platforms be required? If so, which ones?

Refer to the RFP's Section IV., Scope of Work

25. What systems are we replacing/what is your incumbent solution?

See Item #3 response.

26. Are there any HIPAA requirements associated with this project?

Yes

27. Please elaborate on the requirement for operations management tools. What capabilities are desired?

Please see RFP for details related to explanations needed for each proposals category. We encourage to propose the best feature based on their individual software solution.

28. Please elaborate on the requirement for integration with Finance Grant/Contract Management. What capabilities are desired?

Please see RFP for details related to explanations needed for each proposals category. We encourage Applicants to propose the best feature based on their individual software solution.

29. Please specify what versions/edition of AbilaMIP are used for the program. Additionally, is the software used in the cloud or on-premises?

Software is used locally not in the cloud. Specific version information will be provided to awarded bidder. Wherever appropriate, applicants to this RFP should indicate versions/editions of AbilaMIP they can interface with.

a. Does your AbilaMIP instance include the AbilaMIP Advance API service?

Wherever appropriate, applicants to this RFP should indicate API services of AbilaMIP they have experience with.



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30. Regarding data and SOP migration, it was mentioned on the bidder's conference call that the migration of existing SOPs was expected as part of the implementation of the new solution. Please provide a count of SOPs that you expect to migrate, preferably broken down by program and/or operations category.

15 - 20

31. Approximately how much data is in your existing Smartsheet environment that would be migrated to the new solution?

Data from 7 Workspaces in Smartsheet representing 2,000 clients

32. Please elaborate on the desire for predictive analytics reporting. What capabilities are desired?

Please see the response to question 16.

33. Does the Community Health Corps program use any analytics and visualization tools today, such as PowerBI or Tableau?

Yes, we currently use Tableau.

34. Please confirm the intention to have each line of text double-spaced. This, along with the page limit, leaves only a few pages total to respond to the questions.

Confirmed. Refer to Item #5 response.

35. The implementation timelines are asked to begin on July 11, 2022. Given the August 15 proposal due date, is there a revised date the timelines should start from?

October 11th

36. is it a goal of the solution to increase the capacity of households currently served by the 51 employees? In other words, would you like to see your 51 employees be able to manage 3,000 households based on the increased efficiency of the new solution?

The goal of the case management software is to implement an automated solution to track program activities and outcomes including but not limited to program incoming/outgoing referrals, needs assessments, individualized service plans, case notes, case updates, client goals, supportive services expenditures, grant management, and program dashboards.



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37. When you speak to your "referral partners", can you give a list of categories of those entities, or share who the actual entities are?

“Referral partners” would be any entity that is capable of providing human services assistance to our residents - such as shelter, construction tradesmen, restorative services to cause them to become whole in one way or another. A list of providers is not required to provide a response to this RFP.

38. Requirement: Performance and Financial Data Tracking. Can you provide more detail here? The level of tracking wanted will impact the estimated hours.

We would like to have data charts and dashboards that show many external resources has a case management team connected residents to. Also, what is the dollar amount of the collective services rendered from those external resource connection.

Related to our financial data tracking we would like to capture the client information, type of services dollars spent, etc., connected to our internal client supportive services investments.

39. Requirement: Proven data migration processes and tools to support migration from multiple sources. How many systems are we migrating data from?

1 – 3 systems (90% of the migration will be from Smartsheets.)

40. Requirement: Providing a single case management system capable of supporting the full range of programs and services through configurable features (no coding necessary). We would need to understand what “full range” means to facilitate a low code/ no code solution. Can CHC provide additional insight on what they envision full range to be?

We encourage each bidder to provide the best options based on their individual software solution.

41. Requirement: Providing tools for creating operational and funder reports. It may be too early but it would be great to get some high level insight into “operational and funder reports”. Development is always needed when it comes to Reports; if possible, the more information, the better when it comes to Reports. Can CHC please provide what type of reports/ data they are looking to have or specific sample report links we can reference?

Applicants to this RFP should utilize information presented in the Scope of Work to envision the type of reports that may be required. Data captured in the Applicant’s solution should be reportable to provide useful information, as needed.



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- 42. Requirement: Multiple mentions of “Providers/Partners” for Referrals Will the providers and partners need access to both the existing DESC Platform, and separate access to CHC’s Platform?**

The referral partners will only need access to CHC’s platform.

- 43. Requirement: Structured data capture for assistance received by a client household as a result of resource navigation services. Can CHC provide a definition of “resource navigation services”?**

Assisting resident households with gathering documentation, applying for social supports (federal, state and local) and advocating behalf of residents if needed.

- 44. Requirement: Funding source management and encumbrance tracking – including workflow updates that business users can configure. Can CHC provide specific activities/configurations that they would like business users to be able to perform?**

We encourage each bidder to propose the best configuration options based on their individual software solution.

- 45. Requirement: Interface capabilities for communication with DESC’s current accounting system (AbilaMIP) with program / service cost information at the time of funding source expenditures. Ideally, this information exchange would happen through an interface.**

a) *Will this be a 2-way integration?*

DESC is interested in receiving a proposal that indicates Applicant’s interface capabilities. 1-way, 2-way?

b) *Are there activities that will happen in AbilaMIP that CHC does not want to send to Launchpad? (If 2-way integration)*

Yes

c) *Will CHC provide an AbilaMIP specialist to assist with the integration?*

DESC will coordinate staff as required.

d) *What tasks should a User be able to accomplish with the “interface”?*

The functions of grant expenditure management.

- 46. Requirement: Provide tools to frequently reconcile expenditures with the accounting system. Is this asking for a way that we can make sure Launchpad and AbilaMIP are in sync?**



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An interface would ensure that CHC is operating and knowledgeable of the status of funding accounts.

- 47. Requirement: Reporting - Client Demographics, Mapping, Resource Referrals, Outputs and Outcomes. Can CHC provide a definition for “Mapping” in this instance?**

Ex: Geographical maps displaying clients being serviced in each City Council District.

- 48. Requirement: Reporting - Predictive analytics reporting is highly desired. What kind of predictive analytics does CHC have in mind?**

Please see the response to question 16.

- 49. Requirement: Describe the audit trail of imported files and whether they enable administrators to see what records were successfully uploaded and what records were not successfully uploaded.**

Is this asking if the solution can track when a User tries to upload a File and gets an error message?

Yes.

- 50. Requirement: Interface(s) to the DESC Customer Relationship Management System (LaunchPad - software built on a Salesforce platform) to provide interdepartmental referrals and case management case share details, data, and outcomes.**

Is the CHC DESC open to using the same Launchpad Platform that DESC Detroit at Work (Workforce Development) currently uses? More than half of the CHC requirements are currently in use in the current Launchpad DESC Platform, and can greatly reduce project cost.

No, DESC desires to have a separate case management system for the CHC program.

- 51. Requirement: Ability to digitally match resident households with local resource providers on alignment of their individual needs and eligibility with the requirements of the referral organization.**

Can CHC provide clarification on the criteria used to digitally match households to providers? I.e.: location, specific barriers faced, etc.

We would like bidders to propose the best option(s) best on their individual software solution.



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52. For Data Migration, please provide the following information:

a) *Details on the volume of data to be migrated.*

This is an ongoing number as we continue to provide services.

b) *How many individual client records?*

2,500

c) *How many total columns (fields) and rows of data?*

This is an ongoing number as we continue to provide services.

d) *What format will the data be in? Can it be Excel or CSV files?*

CSV

e) *How clean is the data? Is your organization able to assist with data cleaning prior to upload?*

Yes

53. How many cases do you anticipate will be logged into the system annually?

2,500

54. Do the systems you wish this solution to interface with have APIs available? If so, are they available for review? If not, please describe integration capabilities.

DESC is requesting Applicant to propose solutions, state their experience and capabilities to interface between systems and how they would propose to do so..

55. Will this project require data migration from existing systems? If so, please describe the data, the number and type of records, the total size of the files, etc.

Smartsheet

56. Are there any Security needs required to maintain the data? I.e., FEDRAMP and Audit requirements.

Yes.



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57. Please elaborate on the agency’s preference for future systems maintenance. Does the agency prefer future support and maintenance is done by the selected partner, internal team or a combination of both?

We encourage each bidder to propose the option(s) that are best for their individual software solution.

58. Has the agency seen any demos for systems to fulfill this need? If so, which system(s)?

DESC does not feel this question is relevant to prepare a response to the RFP.

59. We are a privately held company and are unable to disclose our financial documents in a manner that would be publicly available in response to freedom of information or public records requests. Would Detroit Employment Solutions Corporation sign a non-disclosure agreement prior to submission of those documents to ensure our confidentiality?

No, DESC has attested through this RFP, Section II, Confidentiality the following:

CONFIDENTIALITY

DESC will treat as confidential any non-public information that we receive from you in our discussions about the transaction contemplated by your RFP (other than information that we also receive from other, non-confidential sources, or that we independently develop ourselves).

60. Please provide clarification for (on page 19) “ J. Implementation Timeline (maximum five pages, no limit on attachments) In this section of the proposal, present two suggested timelines, starting on July 11, 2022, to fully implement the proposed solution as follows:”Please update the starting date from July 11, 2022.

See response to Item #35

61. Also, please explain your expectations/reason/considerations for a vendor to suggest two timelines. Typically we suggest a timeline and, if necessary, adjust the timeline according to the client's needs that are unknown to us at the time of bidding.

The two timelines will help us understand the range of time we can expect for full implementation of software. One timeline should be a best-case scenario and the other should consider potential bottlenecks.



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62. For Interface(s) to the accounting system (AbilaMIP) –

- a. What are you ultimately looking to accomplish with this integration?
- b. Does this system have an open API?
- c. Do you want the new Case Management to send your data to this system?
 - i. If yes, would you like our system to send this data or would you prefer the other system to retrieve the data from CaseWorthy?
 - ii. If the other system will be retrieving this data from CaseWorthy, what type of data would you like them to access?
 - iii. If our system is sending the data, is there an event or process that would determine when the data would be sent?
 - iv. What type of data would you like CaseWorthy to send?
 - v. Should this data transfer be real time?
 - vi. Should this data transfer be recurring?
 1. If so, what type of recurrence?
- d. Do you want the Case Management system to retrieve data from another system?
 - i. If yes, will this system be sending the data to CaseWorthy on some sort of recurrence?
 - ii. What is that recurrence?
 - iii. What type of data will this system be attempting to send?
 - iv. Who should have access to this data in the Case Management system?
- e. If CaseWorthy will be controlling when data is pulled in from another system
 - i. Is there some sort of event or process that would dictate when we should pull this data?
 1. Will this pull be on demand, or should it be an automatic frequent recurrence?
 - a. If recurring, what is that recurrence?
 2. If on demand, will we be pulling one record at a time or a batch of records?
- f. Does CaseWorthy need to be monitoring duplicate records?



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- i. Should CaseWorthy automatically handle duplicates, or would you prefer a CW user to manually reconcile duplicates?
- g. Does this integration impact the user experience of your CW users?
- h. Are there any data security use cases we will need to implement to prevent certain users from seeing this data?

Related to question 62 a-h, DESC will provide this type of information after contract execution. We encourage each bidder to propose the best feature(s) and option(s) based on their individual software solution.

63. For interfaces to DESC Customer Relationship Management System (LaunchPad – software) -

- a. Are you open to replacing this system if the functionality can be handled in the case management software?
- b. What are you ultimately looking to accomplish with this integration?
- c. Does this system have an open API?
- d. Do you want the new Case Management to send your data to this system?
 - i. If yes, would you like our system to send this data or would you prefer the other system to retrieve the data from CaseWorthy?
 - ii. If the other system will be retrieving this data from CaseWorthy, what type of data would you like them to access?
 - iii. If our system is sending the data, is there an event or process that would determine when the data would be sent?
 - iv. What type of data would you like CaseWorthy to send?
 - v. Should this data transfer be real time?
 - vi. Should this data transfer be recurring?
 - 1. If so, what type of recurrence?
- e. Do you want the Case Management system to retrieve data from another system?
 - vii. If yes, will this system be sending the data to CaseWorthy on some sort of recurrence?
 - viii. What is that recurrence?



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- ix. What type of data will this system be attempting to send?
- x. Who should have access to this data in the Case Management system?
- f. If CaseWorthy will be controlling when data is pulled in from another system
 - xi. Is there some sort of event or process that would dictate when we should pull this data?
 - 1. Will this pull be on demand, or should it be an automatic frequent recurrence?
 - a. If recurring, what is that recurrence?
 - 2. If on demand, will we be pulling one record at a time or a batch of records?
- g. Does CaseWorthy need to be monitoring duplicate records?
 - xii. Should CaseWorthy automatically handle duplicates, or would you prefer a CW user to manually reconcile duplicates?
- h. Does this integration impact the user experience of your CW users?
- i. Are there any data security use cases we will need to implement to prevent certain users from seeing this data?

Related to question 63 a-i, DESC will provide this type of information after contract execution. We encourage each bidder to propose the best feature(s) and option(s) based on their individual software solution.

64. Interface(s) to City of Detroit Health Department Customer Relationship Management System (Penelope) to provide interdepartmental referrals to program, transition residents for COVID- 19 related assistance and case management case share details, data, and outcomes. -

- a. Are you open to replacing this system if the functionality can be handled in the case management software?
- b. What are you ultimately looking to accomplish with this integration?
- c. Does this system have an open API?
- d. Do you want the new Case Management to send your data to this system?
 - i. If yes, would you like our system to send this data or would you prefer the other system to retrieve the data from CaseWorthy?



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- ii. If the other system will be retrieving this data from CaseWorthy, what type of data would you like them to access?
- iii. If our system is sending the data, is there an event or process that would determine when the data would be sent?
- iv. What type of data would you like CaseWorthy to send?
- v. Should this data transfer be real time?
- vi. Should this data transfer be recurring?
 - 1. If so, what type of recurrence?
- e. Do you want the Case Management system to retrieve data from another system?
 - i. If yes, will this system be sending the data to CaseWorthy on some sort of recurrence?
 - ii. What is that recurrence?
 - iii. What type of data will this system be attempting to send?
 - iv. Who should have access to this data in the Case Management system?
- f. If CaseWorthy will be controlling when data is pulled in from another system
 - i. Is there some sort of event or process that would dictate when we should pull this data?
 - 2. Will this pull be on demand, or should it be an automatic frequent recurrence?
 - a. If recurring, what is that recurrence?
 - 3. If on demand, will we be pulling one record at a time or a batch of records?
- g. Does CaseWorthy need to be monitoring duplicate records?
 - ii. Should CaseWorthy automatically handle duplicates, or would you prefer a CW user to manually reconcile duplicates?
- h. Does this integration impact the user experience of your CW users?
- i. Are there any data security use cases we will need to implement to prevent certain users from seeing this data?



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Related to question 64 a-i, DESC will provide this type of information after contract execution. We encourage each bidder to propose the best feature(s) and option(s) based on their individual software solution.

Interface(s) to City of Detroit address file. (ensures addresses are geocoded properly) -

- a. Are you open to replacing this system if the functionality can be handled in the case management software with a Google API?
- b. Does this system have an open API?
- c. Do you want the new Case Management to send your data to this system?
 - i. If yes, would you like our system to send this data or would you prefer the other system to retrieve the data from CaseWorthy?
 - ii. If the other system will be retrieving this data from CaseWorthy, what type of data would you like them to access?
 - iii. If our system is sending the data, is there an event or process that would determine when the data would be sent?
 - iv. What type of data would you like CaseWorthy to send?
 - v. Should this data transfer be real time?
 - vi. Should this data transfer be recurring?
 4. If so, what type of recurrence?
- d. Do you want the Case Management system to retrieve data from another system?
 - i. If yes, will this system be sending the data to CaseWorthy on some sort of recurrence?
 - ii. What is that recurrence?
 - iii. What type of data will this system be attempting to send?
 - iv. Who should have access to this data in the Case Management system?
- e. If CaseWorthy will be controlling when data is pulled in from another system
 - i. Is there some sort of event or process that would dictate when we should pull this data?
 1. Will this pull be on demand, or should it be an automatic frequent recurrence?
 - a. If recurring, what is that recurrence?



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2. If on demand, will we be pulling one record at a time or a batch of records?
- f. Does CaseWorthy need to be monitoring duplicate records?
 - ii. Should CaseWorthy automatically handle duplicates, or would you prefer a CW user to manually reconcile duplicates?
- g. Does this integration impact the user experience of your CW users?
- h. Are there any data security use cases we will need to implement to prevent certain users from seeing this data?

Related to question 65 a-h, DESC will provide this type of information after contract execution. We encourage each bidder to propose the best feature(s) and option(s) based on their individual software solution.