Contract Number *(VA-210625-CAI)*

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| **STATEMENT OF REQUIREMENTS (SOR)** **SOR # VDSS-240722-01-CAI**  ***VDSS DFS Human Centered Design for CCWIS*** |

1. **Date:** *July 22, 2024*
2. **Authorized User**: *Virginia Department of Social Services – Division of Family Services*
3. **Authorized User Contact Information:**

*Denise Johnson, Program Manager*

*5600 Cox Road*

*Glen Allen, VA 23060*

Phone: *804 998-3561*

E-mail: *denise.x.johnson@dss.virginia.gov*

PLEASE NOTE: ALL questions related to this SOR should be directed to the CAI Account Manager. Suppliers may NOT contact the Authorized User.

1. **Solicitation Schedule:**

|  |  |
| --- | --- |
| **Event** | **Date** |
| Release SOR | *08/06/2024* |
| Supplier Questions Due to CAI | *08/09/2024* |
| Authorized User Responds to Questions | *08/12/2024* |
| Supplier Response Due | *08/16/22024* |
| Award Decision | *08/19/2024* |
| Estimated Project Start Date | *09/03/2024* |

1. **Evaluation and Scoring**

Supplier’s Response must be submitted in the specified Statement of Work (SOW) format and will be evaluated for format compliance.

Supplier’s Response will be evaluated for technical merit based on its appropriateness to the performance of Authorized User’s requirements, its applicability to the environment, and its effective utilization of Supplier and Authorized User’s resources.

|  |
| --- |
| *Based on information/case studies included in the proposal, the supplier has completed projects of similar size and scope successfully.* |
| *Based on information included in the proposal, the supplier understands and has a demonstrated ability to execute Virginia's preferred approach to HCD.* |
| *Based on information included in the proposal, the supplier has a demonstrated understanding of CCWIS regulations.* |
| *Based on information included in the proposal, the supplier has the demonstrated ability to review/update workflows.* |
| *Based on information included in the proposal, the supplier has the demonstrated ability to conduct user experience sessions to document and develop journey maps.* |
| *Based on information included in the proposal, the supplier has the demonstrated ability to develop roadmaps for business process improvement.* |
| *Based on information included in the proposal, the supplier has the demonstrated ability to develop story maps and to identify gaps between user stories and journey maps.* |
| *Based on information included in the proposal, the supplier has the demonstrated ability to review/update user stories to align with information from user experience sessions (journey maps and business process improvement).* |
| *Based on information included in the proposal, the supplier has a well documented and organized project schedule and approach.* |

1. **Project/Service:**

*The Virginia Department of Social Services (VDSS) Division of Family Services (DFS) is seeking Human-Centered Design (HCD) services to inform the development of a federally compliant Comprehensive Child Welfare Information System (CCWIS). Areas of focus will include business process improvement, community stakeholder engagement, and user journey mapping.*

1. **Specialty Area** (Check one)**:**

|  |  |
| --- | --- |
| Application Development | Information Security |
| Business Continuity Planning | IT Infrastructure |
| Business Intelligence | IT Strategic Planning |
| Business Process Reengineering | Project Management |
| Enterprise Architecture | Public Safety Communications |
| Enterprise Content Management | Radio Engineering Services |
| Back Office Solutions | IV&V Services |
| Geographical Information Systems |  |

1. **Contract Type: Fixed Price, Deliverable-based**
2. **Introduction:**

Project History

*On June 2, 2016, the Administration for Children & Families (ACF), a division of the U.S. Department of Health & Human Services (HHS) published the Comprehensive Child Welfare Information System final rule, replacing the Statewide and Tribal Automated Child Welfare Information System (S/TACWIS) regulations at 45 CFR 1355.50 through 1355.59. ACF defined CCWIS requirements and outlined the need for a CCWIS that would ensure the safety and well-being of children and all families, strengthen, and preserve families to promote the healthy development of children, and focus on prevention, protection, or other short or long-term interventions to meet the needs of families. In December 2018, the Joint Legislative Audit Review Committee (JLARC) released the report “Improving Virginia’s Foster Care System” to the Virginia General Assembly. Many of the challenges identified in that JLARC report would be addressed and remedied once Virginia meets the requirements of the CCWIS final rule.*

*A CCWIS is a child welfare information system that title IV-E agencies must develop to support their child welfare program needs. The CCWIS final rule does the following: (1) promotes data sharing with other agencies; (2) requires data quality plans; (3) reduces mandatory functional requirements; (4) allows agencies to build systems tailored to their needs; and (5) requires systems to be built modularly.*

*Specific CCWIS requirements mandate that data be available to support the efficient, effective, and economical administration of the programs. Specific data reporting requirements include:*

* *Data for ongoing federal child welfare reports.*
* *Data to support implementation and monitoring of federal child welfare laws, regulations, and policies.*
* *Case management data to support federal audits and reviews.*
* *Data to support implementation and monitoring of state or tribal child welfare laws, regulations, policies, practices, reporting requirements, audits, program evaluations, and reviews; and,*
* *Data for the National Child Abuse and Neglect Data System.*

*DFS is currently in the early stages of procurement to contract with a Design, Development, and Implementation (DDI) vendor for the new system, to begin work in the late summer or fall of 2024. This Human Centered Design project will assist DFS with business process improvement, specifically testing how DFS’s current procedures and processes will work in an updated system. The goal of this project is to conduct user experience research, present findings, and provide recommendations identifying areas where DFS procedures can inform DDI efforts for the new system while keeping customization to a minimum. VDSS expects the Supplier to incorporate feedback from users and community stakeholders while utilizing user experience research and tools, including but not limited to, journey maps and workflows. Findings should be presented in a concise manner and supported by evidence drawn from research. Recommendations should be provided in an agile structure including themes, epics, features, and user stories aimed at ensuring excellent customer services to the families and community stakeholders within the Commonwealth.*

Business Need

*VDSS DFS promotes and supports the development of healthy families and protects Virginia's children and adults from abuse and neglect. Our objectives are to:*

* *Develop and manage the skills and professional development of workers, providers and other partners*
* *Meet the needs of customers and comply with federal and state requirements*
* *Administer grants and contracts according to funding source requirements and procedures*

*To prepare the workforce for a modern child welfare information system, this project, VDSS DFS Human Centered Design (HCD) Consultant, will review and update established workflows, prepare journey maps for system users and for stakeholders in the community that they encounter, identify pain points in current processes, and provide a roadmap to improve current processes. The deliverables listed will facilitate the building of a state-of-the-art child welfare information system that is built with the end user in mind. This project will follow human centered design principles including, but not limited to, understanding the end users and stakeholders, engaging with end users and stakeholders throughout the process, and testing/revising processes based on end user feedback.*

*Virginia’s legacy system, Online Automated Services Information System, (OASIS), was implemented in 1997 and is currently the system of record for child welfare information. The system is utilized by local child welfare front line staff who are responsible for prevention, protection, and permanency cases. State VDSS staff utilize the system as well as the staff with the Office of the Children’s Ombudsman. Activities include entry and validation of referrals, determination of differential response, supervisory review and approval, case documentation, management of placement providers, service planning, compliance reports, quality assurance reviews, federal reporting, and oversight. There are also processes related to child welfare that are done manually or outside the system that will be integrated into the new child welfare information system once developed.*

*DFS is in the planning phase of the Comprehensive Child Welfare Information System (CCWIS) project. The purpose of the CCWIS project is to retire and replace the current system, OASIS, with a federally compliant and certified, cloud-hosted modernized child welfare information system that meets 45 CFR 1355.50 through 1355.59 and the Commonwealth’s security requirements. The planning for the CCWIS project began in 2018, and the estimated timeline of completion of the system modernization is 2027.*

Project Complexity

*(Authorized User’s determination of complexity and risk)*

Project Management and Organizational Structure

*Denise Johnson, Program Manager will be the DSS POC for the project. Denise will work with the Supplier Project Manager.*

1. **Scope of Work:**

This SOR defines the services required by Authorized User in support of the Project/Service.

*VDSS is a state supervised and locally administered department. There are 120 Local Departments of Social Services (LDSS). The primary stakeholders in the development of a CCWIS are LDSS staff including child welfare staff, benefit programs staff, financial services staff, local department management and leadership, and community stakeholders. Input from and needs of the LDSS are of the highest priority to the department. DFS has reviewed HCD models and considers the best HCD approach to begin well ahead of DDI. The best outcomes are achieved when the current state is thoroughly researched, documented, analyzed, and synthesized to understand how best to proceed. To do this, DFS seeks a Supplier that will complete this process with user groups (primary stakeholders and community stakeholders), as well as provide feedback to the groups to increase acceptance of the path forward. DFS’s goal is to develop a well adopted, child welfare information solution that meets the needs of the user groups. This scope of work has been developed with that goal in mind.*

*Supplier will review existing workflows and user stories to familiarize themselves with our current processes and the starting point for development of a CCWIS. Supplier will update, where needed, existing workflows for all case types based on insights gained in user experience research and review, user experience sessions, and any programmatic changes since the workflows were initially developed.*

*Supplier will map the steps taken by VDSS and LDSS staff and service participants throughout the life of a child welfare case. The Supplier will conduct user experience sessions with child welfare staff, benefit programs staff, financial services staff, and service participants, when possible, to develop appropriate personas and empathy maps; and to identify pain points and other insights related to the current case management system and business processes. This should include all child welfare case types as well as the eligibility for, and payment of, Title IV-E reimbursements. Full documentation of the LDSS financial process is required. Discovery should also include CCWIS related items such as the identification of any Child Welfare Contributing Agencies (CWCA’s). Visit* [*The Children’s Bureau*](https://www.acf.hhs.gov/cb/training-technical-assistance/state-tribal-info-systems/federal-guidance) *for CCWIS program mandates.*

*Supplier will develop a roadmap for business process improvement and follow up with users and participants to confirm that the information was documented accurately. All program mandates must be considered when evaluating business processes*

*The Supplier will complete story maps to align existing user stories to points in the journey map. The Supplier will also identify any gaps.*

*The Supplier will review and revise, where necessary, user stories to align with the improved business processes and end user needs in a child welfare information system. All federal CCWIS regulations must be considered during this review/revision. The Supplier should conduct follow up sessions with users to confirm that the information was documented correctly.*

*The Supplier will provide relevant case studies or examples of similar work and must include a plan for engaging with Virginia’s workforce.*

*The Supplier will provide a proposed schedule and project approach.*

***The Supplier selected for this solicitation will be excluded from consideration for the CCWIS project in Virginia.***

1. **Period of Performance:**

*The expectation is that this work will be completed within six (6) months of the project start date.*

1. **Place of Performance** (Check one)**:**

Authorized User’s Location

Supplier’s Location

Authorized User’s and/or

Supplier’s Location (see below explanation)

*VDSS proposes a hybrid approach to this project. Some of the work is better suited for in person engagement, other can easily be done virtually.*

1. **Project Staffing**
2. **Supplier Personnel** (Check One)**:**

The roles listed in the table below represent the minimum Supplier personnel requirements for this engagement. The Supplier shall provide resumes for all proposed personnel.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Technical**  **Skills Required** | **Years of Experience** | **Certifications**  **Required** | **References Required**  **(Y/N)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Supplier shall propose the roles and skillsets of the resources needed to deliver the scope of work as defined in this SOR. Supplier shall provide resumes for all proposed personnel.

PLEASE NOTE: The use of offshore resources for any SOW is prohibited.

1. **Authorized User Staff**

The roles listed in the table below represent Authorized User’s staff and the estimated time each will be available to work on the project.

|  |  |  |
| --- | --- | --- |
| **Role** | **Description** | **% Project Availability** |
| Program Manager | Denise Johnson | As needed |
| Project Manager | Heather Davis | As needed |
| POC/SME | Christina Riley | As needed |

1. **Milestones and Deliverables:**

The minimum required milestones and deliverables, and the estimated completion date for each deliverable, are listed in the following table.

| **#** | **Milestone**  **Event(s)** | **Deliverable(s)** | **Estimated Completion Date** |
| --- | --- | --- | --- |
| 1 | Workflow Reviews |  | Vendor to propose |
| 2 | Conduct User Experience Sessions |  | Vendor to propose |
| 3 | Updated Workflows and Journey Maps |  | Vendor to propose |
| 4 | Business Process Improvement Recommendations |  | Vendor to propose |
| 5 | Story Maps/Gap Analysis |  | Vendor to propose |
| 6 | Roadmap |  | Vendor to propose |

***VDSS will assume ownership of all deliverables.***

1. **Travel Expenses**

Supplier travel expenses, if required, must be included in the total fixed price of the solution.

1. **Payment** (Check all that apply)**:**

Payment made based on successful completion and acceptance of deliverables

All payments, except final payment, are subject to a *(XX)*% holdback

1. **Acceptance Criteria:**

The Project Manager will have *(10)* business days from receipt of each deliverable to provide Supplier with the signed acceptance receipt.

Final acceptance of services provided under the SOW will be based upon (Check one):

User Acceptance Test

Acceptance Criteria for this solution will be based on a User Acceptance Test (UAT) designed by Supplier and accepted by Authorized User. The UAT will ensure that all of the functionality required for the solution has been delivered. The Supplier will provide the Authorized User with a detailed test plan and acceptance checklist based on the mutually agreed upon UAT plan. This UAT plan checklist will be incorporated into the SOW.

Final Report

Acceptance criteria for this solution will be based on a final report. In the SOW, Supplier and Authorized User will agree on the format and content of the report to be provided to Authorized User for final acceptance.

Acceptance of all individual deliverables

1. **Project Roles and Responsibilities:**

| **Responsibility Matrix** | **Supplier** | **Authorized User** |
| --- | --- | --- |
| *(Responsibility 1)* |  |  |
| *(Responsibility 2)* |  |  |
| *(Responsibility 3)* |  |  |

1. **Criminal Background Checks and Other Security Requirements (**Check all that are required):

Standard CAI Required Background Check

Agency Specific Background Check

*DSS fingerprinting required*

1. **Performance Bond** (Check one)**:**

Required for *(XXX)*% of the SOW value

Not Required

1. **Reporting** (Check all that are required):

**Weekly Status Update**

The weekly status report, to be submitted by Supplier to Authorized User, should include: accomplishments to date as compared to the project plan; any changes in tasks, resources or schedule with new target dates, if necessary; all open issues or questions regarding the project; action plan for addressing open issues or questions and potential impacts on the project; risk management reporting.

**Other(s)** (Specify)

1. **Federal Funds** (Check one):

Project will be funded with federal grant money

No federal funds will be used for this project

1. **Training and Documentation:**
2. **Training is:**

Required as specified below

Not Required

Training Requirements:

*(Specify specific training requirements)*

1. **Documentation is:**

Required as specified below

Not Required

Documentation Requirements:

*Documentation of all deliverables is required, journey maps, gap analysis, pain point, participant responses, etc.*

1. **Instructions Regarding Freedom of Information Act and Public Availability/Inspection of Records**

Authorized User reserves the right to use, copy, and reproduce all submitted documents, data, and other information in any manner Authorized User may deem appropriate in evaluating the fitness of the solution(s) proposed, and in complying with applicable law. All data, materials, and documentation originated and prepared for Authorized User shall be subject to public inspection in accordance with the *Virginia Freedom of Information Act*.

Consistent with the Code of Virginia, Authorized User will, as permitted by law, hold confidential trade secrets or proprietary information that is submitted by a Supplier in connection with the transaction contemplated by this SOR if the Supplier, to Authorized User’s satisfaction:

1. invokes the protections of the Code of Virginia in writing prior to or upon submission of the data or other materials,
2. identifies specifically the data or other materials to be protected, and
3. states the reasons why protection is necessary.

**FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO SUPPLIERS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.**

The Supplier will use this form to identify the information that they deem trade secrets or proprietary information. **The designation of an entire proposal or SOR as proprietary or trade secret is not acceptable, and pricing may not be designated as a trade secret or proprietary information.**

**Supplier Trade Secrets / Proprietary Information Designations Table**

| **SOR/Other Document** | **Section/Page** | **Trade Secret / Proprietary Information** | **Reason** |
| --- | --- | --- | --- |
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1. **Additional Terms and Conditions:**

The services to be provided are subject to the following additional provisions:

1. Effective July 1, 2020, the Code of Virginia requires contractors with the Commonwealth who spend significant time working with or in close proximity to state employees to complete sexual harassment training.  As a result of the new code, VITA and the Department of Human Resource Management (DHRM) are requiring that all contractors working through the CAI contract complete DHRM's "Preventing Sexual Harassment" training.  This training is available as either a short video or a written transcript on the DHRM website: <https://www.dhrm.virginia.gov/public-interest/contractor-sexual-harassment-training>. The selected Supplier must agree that any assigned resource will complete the training.
2. The selected Supplier must agree that any assigned resource will review and conform to the IT Contingent Labor Program (ITCL) Contractor Code of Conduct. The Code of Conduct can be reviewed on VITA’s website at the following link:

<https://www.vita.virginia.gov/media/vitavirginiagov/supply-chain/pdf/Contingent-Worker-Code-of-Conduct.pdf>

1. **Scheduled Work Hours:**

*Standard business hours*

1. **Facility and equipment to be provided by Authorized User:**

*No equipment will be provided to Supplier. Meeting space at DSS will be provided for any required onsite meetings.*