



Department of Developmental Services

**REQUEST FOR INFORMATION
RFI #T6655**

For

**Consumer Electronic Records Management System (CERMS) and
Uniform Fiscal System Modernization (UFSM)**

MAY 10, 2023

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1. INTRODUCTION AND OVERVIEW

This Request for Information (RFI) is released by the State of California, Department of Developmental Services (DDS). This RFI will survey the information technology (IT) profession to understand what products or services may be available and to use the costs provided for informational budgeting purposes only.

DDS intends to replace a legacy case management system and a financial management system. Currently these efforts are defined as two separate but related projects, the Consumer Electronic Records Management System (CERMS) project and the Uniform Fiscal System Modernization (UFSM) project. Given the complexity and dependency between these two solutions, this RFI seeks vendor responses for one or all three of these alternatives:

- CERMS and UFSM combined into a single solution and project
- Consumer Electronic Records Management System (CERMS)
- Uniform Fiscal System Modernization (UFSM)

See RFI Exhibits 1, 2, and 3 for more detailed information on CERMS and UFSM.

- Exhibit 1_CERMS and UFMS Overview provides an overview of the DDS and Regional Center (RC) case management and financial management business processes and systems. This exhibit also contains a glossary.
- Exhibit 2_CERMS Specifications provides an overview of future or to-be case management business processes and a business capability model that maps business functions and processes to the requirements contained in Attachment 2_Costs and Requirements Worksheet. This Exhibit also includes current or as-is case management business process workflows and narratives.
- Exhibit 3_UFSM Specifications provides an overview of future or to-be financial management business processes and a business capability model that maps business functions and processes to the requirements contained in Attachment 2_Costs and Requirements Worksheet. This Exhibit also includes current or as-is financial management business process workflows and narratives.

2. PURPOSE OF THIS REQUEST FOR INFORMATION (RFI)

DDS issues this Request for Information (RFI) to solicit information and best practices from the vendor community to assist the State in determining what is currently available in the marketplace based on the objectives and requirements as described herein, and to approximate the costs that may be needed for a procurement.

The intent of this RFI is not to select a proposed solution or vendor. The objective is to perform market research that will assist DDS to investigate alternatives to replacing CERMS and UFSM through separate projects or to replace current case management and financial management systems through a single CERMS/UFSM project. This RFI will also assist DDS in the development of a procurement strategy for these projects.

For each of the alternatives, DDS seeks to:

- Identify solutions that can replace the existing system and automate key business functions.
- Refine solution scope, schedule, and costs (one-time and continuing) to establish a project budget and timeline.
- Conduct product demonstrations to understand the breadth of solutions available to achieve the project goals.
- Determine the feasibility of the project and viability of current solutions in the market to address the business needs for consumers, service providers, operational vendors, regional centers (RC), and DDS.

Interested parties are invited to describe potential products and/or suggested approaches to assist the State in determining if a Commercial-Off-The-Shelf (COTS), Modified-Off-The-Shelf (MOTS), integrated product set (i.e., integration of multiple products), COTS Configurable, or custom solution would best address the required functions described in this RFI. Multiple products may be described in the response.

3. KEY ACTION DATES

The following are the Key Action Dates and Times regarding this RFI. If DDS finds it necessary to change any of these dates, an Addendum to this RFI will be posted to the California State Contract Register (CSCR) <https://caleprocure.ca.gov>.

Action	Date/Time
Release of RFI	05/10/2023
Market Research Conference RSVP Due	05/16/2023 3:00 p.m.
Market Research Conference	05/18/2023 9:00 a.m. – 11:00 a.m. (PDT)
Last day to submit questions	05/23/2023 by 4:00 p.m. (PDT)
State's response to questions	05/31/2023
RFI Responses Due	06/09/2023 by 4:00 p.m. (PSDT)
RFI Demonstrations (to be scheduled after responses received)	06/21/2023 to 06/30/2023

4. DISCLAIMER

1. This RFI is issued to obtain vendor and solution information to assist DDS in understanding the current market and for project planning activities.
2. This RFI does not constitute a solicitation. A response to this RFI is not an offer and cannot be accepted by the State to form a binding contract.
3. Respondents are solely responsible for all expenses associated with responding to this RFI.
4. Participants are advised that the responses to this RFI may become public information under the California Public Records Act (California Government Code sections 6250-6276.48). Please do not include any proprietary information in response to this RFI.
5. Responding to this RFI creates no obligation on the part of any respondent to DDS. Conversely, issuing this RFI and considering the responses creates no obligation on the part of DDS to any respondent.
6. Submitting a response to this RFI will not enhance the review of that respondent's proposal(s) to any future solicitations. Not submitting a response to this RFI will not prohibit a response to any future solicitations, nor disadvantage the evaluation of a response to any future solicitation. By submitting a response to this RFI a respondent is implicitly agreeing with these conditions.
7. DDS asks willing respondents to share non-binding budgetary pricing information. Pricing is only for planning purposes. Any pricing provided in a response to this RFI will not be considered a proposal/bid on the part of the respondent.
8. Responses to the RFI will not be returned.
9. The right to compete in future procurements is not affected in the event that the party chooses not to submit a response to this RFI. DDS is also interested in learning the reasons for not submitting a response.

5. RFI FORMAT AND SUBMISSION

Responses to this RFI are due by the date and time stated in the Key Action Dates and Times section.

Responses must be submitted **via email** to the DDS contact listed in the Contact Information section.

The respondent can provide any one of the three following submissions.

- CERMS and UFSM
 - On the subject line of the email, include: **RFI DDS T6655 (CERMS-UFSM)**
 - Respondent name, contact person, telephone number, and email address, as part of the sender's contact information

- Attachment 1_RFI Response Worksheet
- Attachment 2_Costs and Requirements Worksheet
- CERMS
 - On the subject line of the email, include: **RFI DDS T6655 (CERMS)**
 - Respondent name, contact person, telephone number, and email address, as part of the sender's contact information
 - Attachment 1_RFI Response Worksheet
 - Attachment 2_Costs and Requirements Worksheet
- UFSM
 - On the subject line of the email, include: **RFI DDS T6655 (UFSM)**
 - Respondent name, contact person, telephone number, and email address, as part of the sender's contact information
 - Attachment 1_RFI Response Worksheet
 - Attachment 2_Costs and Requirements Worksheet

The State reserves the right and has sole discretion to contact respondents directly to seek clarification of any response received.

6. RESPONDENT QUESTIONS

All questions related to this RFI must be submitted via email by the date specified in the Key Action Dates section and to the contact person listed in the Contact Information section.

The following should be included in the email inquiry:

- On the subject line of the email, include: RFI DDS **T6655**
- Respondent name, contact person, telephone number, and email address, as part of the sender's contact information
- RFI section, attachment name, exhibit name, page number, and/or other information useful in identifying the specific problem or issue in question
- The respondent's question(s)

The State reserves the right and has sole discretion to contact respondents directly to seek clarification of any inquiry received. The State may respond to questions directly to the respondent or if deemed necessary, release an additional addendum or updated RFI.

To ensure a timely response, questions are to be sent no later than the date provided in Key Action Dates section. Questions and answers will be made available to all respondents via Cal eProcure. The parties submitting questions will not be publicized in the question and answer document.

7. CONTACT INFORMATION

The RFI responses and all correspondence and/or questions related to this RFI shall be directed to the State contact person identified below:

Name: Michael Valania

Office: Department of Developmental Services

Phone: (916) 651-3233

Email Address: transformationprojects@dds.ca.gov

8. MARKET SURVEY CONFERENCE

The DDS will conduct a Market Survey Conference to discuss the DDS effort to replace a legacy case management system and a legacy financial management system through the two separate but related projects, the Consumer Electronic Records Management System (CERMS) project and the Uniform Fiscal System Modernization (UFSM) project.

All respondents are encouraged to attend through web conferencing that will be made available. The time and date are specified in the Key Action Dates. The web conference information will be provided within three (3) days after receipt of the respondents RSVP to the conference. Bidders must RSVP via email to the above Contact no later than May 16, 2023, 3:00 p.m. PT.

Questions may be answered at the conference; however oral responses shall not be binding on the State. A transcript of the Market Survey Conference will not be created.

9. PRODUCT/SOLUTION DEMONSTRATION

The respondents to this RFI may be invited to conduct demonstrations of their proposed product/solution. DDS will be seeking demonstrations for the following scenarios:

- CERMS Functional and Non-Functional Requirements
 - Functional Requirements: Attachment 2_Costs and Requirements Worksheet, "CERMS Functional Rqmnts" Tab, Column E Include in RFI Demo.
 - Non-Functional Requirements: Attachment 2_Costs and Requirements Worksheet, "CERMS & UFSM Non-Fn Rqmnts" Tab, Column D with entry of 'CERMS' and Column E Include in RFI Demo.
- UFSM Functional and Non-Functional Requirements
 - Attachment 2_Costs and Requirements Worksheet, "UFSM Functional Rqmnts" Tab, Column E Include in RFI Demo
 - Non-Functional Requirements: Attachment 2_Costs and Requirements Worksheet, "CERMS & UFSM Non-Fn Rqmnts" Tab, Column D with entry of 'UFSM' and Column E Include in RFI Demo.

- CERMS and UFSM Functional and Non-Functional Requirements
 - Attachment 2_Costs and Requirements Worksheet, "CERMS Functional Rqmnts" Tab, Column E Include in RFI Demo
 - Attachment 2_Costs and Requirements Worksheet, "UFSM Functional Rqmnts" Tab, Column E Include in RFI Demo
 - Non-Functional Requirements: Attachment 2_Costs and Requirements Worksheet, "CERMS & UFSM Non-Fn Rqmnts" Tab, Column D with entry of 'BOTH' and Column E Include in RFI Demo.

The non-functional requirements worksheet tab organizes requirements by Requirement Category such as configuration, system performance, user/system interface, etc.

The functional requirements worksheet tabs organize requirements by Business Process ID that links requirements to the To-Be business processes contained in Exhibit 2 and Exhibit 3. These requirements worksheet attachments are provided to help respondents better understand the system requirements, permit DDS to evaluate the completeness of the respondent's product/solution, and to guide the content of the respondent's demonstrations.

Exhibit 2_CERMS Specifications and Exhibit 3_UFSM Specifications Sections 1 through 4 are devoted to future or to-be processes and are linked to the requirements included in Attachment 2_Costs and Requirements Worksheet. Respondents are encouraged to review this content to better understand the business needs and corresponding requirements.

For additional context, Exhibit 2_CERMS Specifications and Exhibit 3_UFSM Specifications contain current or as-is business process workflows following the to-be workflows. While not required content for response to the RFI, the information is shared to provide further insight to the current environment should the respondent desire additional background.

After the respondent's response to this RFI is received by DDS, a demonstration of the product/solution may be scheduled, during which the respondent will be required to demonstrate the requirements identified in the Attachment 2_Costs and Requirements Worksheet, Requirements (3) Tabs, Column E Include in RFI Demo. The intent of the demonstration is to identify which products and solutions are best able to provide the required system functionality with minimal development.

The respondents will be expected to demonstrate the Attachment 2_Costs and Requirements Worksheet, Requirements (3) Tabs, Column E Include in RFI Demo requirements marked with a "B" (Out of the Box). With the remaining time, the respondents may demonstrate any additional requirements marked with a "B" (Out of the Box) for that capability. Demonstrations will be conducted per the following approach and timelines:

- CERMS Functional and Non-Functional Requirements
(see above for Attachment, tabs, and columns that indicate requirements to be demonstrated).
 - One and half (1.5) hours will be allowed for each demonstration to be followed by a thirty (30) minute question and answer session. Introductions and company overview must be completed within fifteen (15) minutes, which are included in the one and half (1.5) hours allotted for demonstration.
- UFSM Functional and Non-Functional Requirements
(see above for Attachment, tabs, and columns that indicate requirements to be demonstrated).
 - One and half (1.5) hours will be allowed for each demonstration to be followed by a thirty (30) minute question and answer session. Introductions and company overview must be completed within fifteen (15) minutes, which are included in the one and half (1.5) hours allotted for demonstration.
- CERMS and UFSM Functional and Non-Functional Requirements
(see above for Attachment, tabs, and columns that indicate requirements to be demonstrated).
 - Three (3) hours will be allowed for each demonstration to be followed by a thirty (30) minute question and answer session. Introductions and company overview must be completed within fifteen (15) minutes, which are included in the three (3) hours allotted for demonstration.

The demonstration must be performed on a production system or a configured production-level test system. In either case, the demonstrated system may employ live or simulated inputs. A brief description of the production/production-level environment, including any limitations imposed on the demonstration, should be part of the presentation.

The demonstration must be conducted by staff proficient in designing, configuring and implementing the proposed solution.

The demonstration may be observed by DDS and stakeholders impacted by these projects via a webinar and the webinar will be recorded during the demonstration portion of the meeting. The webinar will not be recorded during the 30-minute question and answer portion of the meeting to allow for proprietary/confidential discussions. If a feature in the product/solution cannot be demonstrated on a production or production-level test system, the respondent may present the feature using PowerPoint slides. If respondents cannot demonstrate or present all the product/solutions requirements marked with a "B" (Out of the Box) within the allowed time, DDS may schedule a follow-up demonstration or presentation at a later date.

ATTACHMENTS AND EXHIBITS

Respondents must complete the following attachments. The attachments allow the respondent to select CERMS, UFSM, or CERMS/UFSM.

- Attachment 1_RFI Response Worksheet
- Attachment 2_Costs and Requirements Worksheet

The exhibits below correspond to the above attachments.

- Exhibit 1_CERMS and UFMS Overview
- Exhibit 2_CERMS Specifications
- Exhibit 3_UFSM Specifications