

APPENDIX E: SYSTEM REQUIREMENTS

1 BACKGROUND

The requirements categories and subcategories for FACTS II are summarized in Section 2. System Requirements Categories of this appendix to the RFP. They are defined in detail in Section 3. Requirements Matrix. The requirements were originally developed in a series of 42 group sessions conducted between September and November 2005. These sessions involved approximately 20% of the DSCYF staff plus additional representatives from external treatment service providers and other State agencies, including the court system. In May 2010, the requirements were reviewed and updated in several sessions with 67 DSCYF staff, many of whom were involved in the original requirements development sessions.

All requirements identified during the fall 2005 review process were prioritized by the FACTS II Project Committee. During the 2010 requirements review process the priorities were updated as necessary. The priority levels are defined in detail in Section 3. Requirements Matrix.

Bidders should respond to each requirement using the format and font (Arial Narrow 10 point) in Section 3. Requirements Matrix. These responses should be included in the proposal section entitled Requirements Matrix.

2 SYSTEM REQUIREMENTS CATEGORIES

The FACTS II System Requirements are organized into five major categories, including:

- Design Principles;
- Common System Functions Requirements;
- Service Delivery Requirements;
- Provider Management Requirements; and
- Financial Management Requirements.
- SACWIS

Each of the five categories has been further delineated into subcategories. The major categories and their sub-categories are described in the sections that follow. Both the category and the applicable subcategory are included in the Requirements Matrix to provide a context for the required functionality.

2.1 DESIGN PRINCIPLES

Requirements identified as Design Principles must be incorporated into FACTS II. Design Principles have been established to define broad system concepts and core features that are fundamental to the FACTS II solution.

The legacy system, FACTS, is a complete SACWIS that also supports the child behavioral health and juvenile justice programs in a non-integrated manner. There is much functionality in FACTS that meets critical needs of department staff, but does so in a manner that is not user friendly and rarely does so in a way that supports cross-divisional integrated services. FACTS functionality has been incorporated into the requirements for FACTS II. DSCYF is not interested in having the existing system replicated.

Following the Bidders' Conference, there will be an optional, but highly recommended, Question and Answer period including a demonstration of areas of FACTS in response to query.

2.2 COMMON SYSTEM FUNCTIONS REQUIREMENTS

The Common System Functions Requirements address the following areas of functionality that are common to all modules as noted below:

- System Navigation/System Help;
- Search Processes;
- Person Management;
- Worker Management, Assignments and Workload Weighting;
- Workflows and Checklists
- Document, Records, Forms Management and Client Meeting Documentation;
- Notes and Case Contacts;
- Messaging (Ticklers, Alerts, Notifications, and E-Mails);
- Reporting—Frontline Perspective;
- Reporting—Management Perspective;
- Federal Reporting;
- Remote Access by DSCYF Staff;
- System Access by non-DSCYF Staff;
- Customer Relations Management/Constituency Complaints;
- Appeals;
- Accreditation;
- Data Quality and Maintenance;
- Archiving, Purging, and Expungement;
- Training;
- Security; and
- Legacy (historical) Data.

2.3 SERVICE DELIVERY REQUIREMENTS

The service delivery requirements address the following areas:

- Inquiry and Screening;
- Investigation;
- Case Opening and Closing;

- Assessment;
- Service Planning;
- Community-Based;
- Residential;
- Service Implementation in DSCYF Facilities;
- School Management in DSCYF Facilities;
- Interstate Compacts;
- Education and Health (Case Management Perspective);
- Court and Legal (Child Welfare);
- Court and Legal (Delinquency Proceedings); and
- Compliance/Quality Assurance.

2.4 PROVIDER MANAGEMENT REQUIREMENTS

The Provider Management Requirements address the following areas:

- Master Resource Listing, Service Matching, and Program Admission;
- Provider, Resource, Facility Approval, Credentialing, and Training;
- Foster and Adoptive Parent Recruitment, Approval, and Training; and
- Contract Management.

2.5 FINANCIAL MANAGEMENT REQUIREMENTS

The Financial Management Requirements address the following areas:

- Cost Accounting (by program and child);
- Client Service Payments/Accounts Payable;
- Trust Accounts and Contributions/Accounts Receivable;
- Medicaid and CHIP Billing/Accounts Receivable;
- IV-E and Medicaid Eligibility and Redetermination;
- Local Account and General Ledger Reconciliation;
- Grants Management; and
- Random Moment Sampling (RMS) Time study.

2.6 SACWIS Requirements

The SACWIS requirements include the mandatory and optional requirements selected by DSCYF that the FACTS II DD & I vendor will be expected to provide. Some FACTS II Requirements listed below in Section 3.1.1 through 3.1.5 overlap the SACWIS requirements in Section 3.1.6.

- Intake Management.
 - Intake.
 - Screening.
 - Investigation.
 - Assessment.

- Eligibility.
 - Initial Eligibility.
 - Changes in Eligibility
- Case Management.
 - Service / Case Plan.
 - Case Review / Evaluation.
 - Monitoring Service / Case Plan Services.
- Resource Management.
 - Facilities Support.
 - Foster / Adoptive Homes Support.
 - Resource Directory.
 - Contract Support.
- Court Processing.
 - Court Documents.
 - Notifications.
 - Tracking
- Financial Management.
 - Accounts Payable.
 - Accounts Receivable.
 - Provider Claims.
- Administration.
 - Staff Management
 - Reporting
 - Administrative support.
- Interfaces.
 - Required Interfaces.
 - Optional Interfaces.
- Quality Assurance.
- New Initiatives
 - Adoption and Safe Families Act (ASFA)
 - Adoption Incentive Program
 - Annual Report on State Performance
 - Child Welfare Demonstration Projects
 - Child and Family Services Reviews
 - Title IV-E Eligibility Reviews
 - Foster Care Independence Act of 1999 - Chaffee Foster Care Independence Program (CFCIP)
 - Safe and Timely Interstate Placement of Foster Children Act of 2006
 - Adam Walsh Child Protection and Safety Act of 2006
 - Private Providers Support
 - Deficit Reduction Act (DRA) of 2005

3 REQUIREMENTS MATRIX

The following matrix identifies the detailed requirements for the FACTS II solution. Bidders are required to respond using the matrix and format provided. A Microsoft Word version of the requirements matrix is available.

Table E-1 shows an abbreviated example of the required response format. The columns labeled RFP #, Requirement Description, and Priority are the department's internal requirement tracking structure and may not be modified by the Bidder.

The definitions of each priority level are listed below:

- Must Have requirements are defined as mandatory to meet Federal requirements, State law or regulation, funding sources needs, or are essential to system functioning. Proposed solutions are expected to meet all of the requirements prioritized as Must Have.
- Should Have requirements are defined as highly desirable and are needed to support the integrated service delivery model. While these requirements are optional, it is really expected that almost all of them will be met by the proposed solution, perhaps in a later phase of implementation.
- Could Have requirements are defined as optional functionality that would be useful but is not essential. Proposed solutions that can meet requirements prioritized as Could Have will be considered to offer additional value to the state.

In the column labeled How Met, bidders should describe in some detail how their proposed solution meets the requirement. This description should indicate the specific component(s) of the proposed solution that meet the requirement. In the column labeled Est. Hours, bidders must describe their functional support of the solution requirements in the following terms:

- Out-of-the-box: The proposed solution meets the requirement without any, or with only minor, modifications required.
- Configurable: The proposed solution can meet the requirement with changes to its baseline configuration.
- Extensible: The proposed solution can meet the requirement with minor software code modifications to its baseline configuration.
- Custom: The proposed solution does not provide any baseline support, and the requirement must be custom-coded.
- N/A: The proposed solution cannot support the requirement.

For any items identified as Configurable, Extensible, or Custom, Bidders must include an estimated number of hours required for modification of the proposed solution to meet the requirement. Items that are labeled Out-of-the-box may require minor effort to modify codes or tables. If so, the estimated hours of labor for such minor modifications should be indicated.

Table E-1: Sample Requirements Matrix Response

RFP #	Requirement Description	Priority	How Met	Est. Hours
##-#	FACTS II will automatically generate a DFS Hotline referral for children 13 years or younger admitted to a detention center. <i>SACWIS I.A1.(1)</i>	2 – Should Have	Baseline – Intake Module (description)	Extensible – 50 person-hours to modify/test/implementation.

3.1.1 Design Principles

Design Principles				
RFP #	Requirement Description	Priority	How Met	Est. Hours
1-1	The FACTS II vendor will demonstrate that the business model from the proposed system, framework, or conceptual design is similar to the model used in the Delaware Integrated Service Process.	1 - Must Have		
1-2	Requirements for FACTS II functionality are included in these requirements. A question and answer session and demonstration of FACTS functionality in response to specific questions will be provided at the optional session following the Bidders' Conference.	1 - Must Have		
1-3	FACTS II will display information to support decision-making and will prompt the streamlined and non-redundant collection of required relevant information to make that decision.	1 - Must Have		
1-4	FACTS II will have a consistent look and feel (use of fields and data entry) throughout the system.	1 - Must Have		
1-5	FACTS II will have common data elements available for all divisions.	1 - Must Have		
1-6	FACTS II will incorporate commonality of terms from an enterprise perspective.	1 - Must Have		
1-7	FACTS II will make critical information viewable by workers and supervisors with appropriate restrictions.	1 - Must Have		

Design Principles				
RFP #	Requirement Description	Priority	How Met	Est. Hours
1-8	FACTS II will allow information to be entered once and populate fields across FACTS II, eliminating duplicate data entry.	1 - Must Have		
1-9	FACTS II will provide flexibility in managing required and optional fields.	1 - Must Have		
1-10	FACTS II will be user friendly to facilitate access to information.	1 - Must Have		
1-11	FACTS II will provide information sharing between all team members assigned to a child's case.	1 - Must Have		
1-12	FACTS II will allow workers to make informed and quick decisions regarding funding opportunities and/or service availability.	1 - Must Have		
1-13	FACTS II will be accessible to all departmental employees with appropriate clearance and adequate infrastructure.	1 - Must Have		
1-14	FACTS II will provide access for workers, consistent with their functional job requirements.	1 - Must Have		
1-15	FACTS II will utilize a common set of Service Code definitions as defined by the Department.	1 - Must Have		
1-16	FACTS II will incorporate an integrated approach to service delivery standards as a framework for data collection, reporting, and cost recovery.	1 - Must Have		

Design Principles				
RFP #	Requirement Description	Priority	How Met	Est. Hours
1-17	FACTS II will provide a rules based copy forward function.	1 - Must Have		
1-18	FACTS II will not copy forward specific data elements that are not sufficiently "recent."	1 - Must Have		
1-19	FACTS II will be a "rules based" system, the support of which will be flexible enough so that the rules can be easily, quickly, and economically modified based on workflow and/or priority changes.	1 - Must Have		
1-20	FACTS II will be flexible to facilitate changing requirements.	1 - Must Have		
1-21	FACTS II will maintain a transaction history rather than overwriting data.	1 - Must Have		
1-22	FACTS II will include date/time stamp for all information entered.	1 - Must Have		
1-23	FACTS II will include a service needs assessment process that will inform planning for programming and service decisions.	1 - Must Have		
1-24	FACTS II will allow timely and easy updates to various dropdown values.	1 - Must Have		
1-25	FACTS II will have the capacity to record narrative, numeric, and categorical data.	1 - Must Have		
1-26	FACTS II will provide large narrative fields.	1 - Must Have		

Design Principles				
RFP #	Requirement Description	Priority	How Met	Est. Hours
1-27	FACTS II will provide upcoming task management that recognizes the level of importance of the task and the due date. Priority of tasks will be given for those that must be done to complete a case. Task priority and timing will be defined by user role.	1 - Must Have		
1-28	FACTS II will capture codifiable data as specific data elements, rather than as text or notes.	1 - Must Have		
1-29	FACTS II must include integrated criminal background checks for multiple purposes.	1 - Must Have		
1-30	FACTS II will provide the easy identification and association of related entities, such as resources and persons.	1 - Must Have		
1-31	FACTS II will provide alerts, reports, ticklers, or messages that are defined by and supported by specific business rules.	1 - Must Have		
1-32	FACTS II will have the capacity to support remote and decoupled worker computing from the field.	1 - Must Have		

3.1.2 Common System Functions Requirements

System Navigation / System Help				
RFP #	Requirement Description	Priority	How Met	Est. Hours
2-1	FACTS II will permit easy navigation (e.g. minimal clicks) between various places in the application to maximize ease of navigation for end users. For example, it will be possible to switch from persons to programmatic places without having to exit the screen, call up a new screen, enter data and search for the additional information.	1 - Must Have		
2-2	FACTS II will provide multiple open windows & easy return to prior screen.	1 - Must Have		
2-3	FACTS II will provide dynamic views and the ability to focus on pieces of screens (ability to resize open FACTS II screens).	1 - Must Have		
2-4	FACTS II will be able to sort and organize by categories (e.g., case plans, legal documents, progress reviews, etc.) and client across service divisions (e.g., into folders).	1 - Must Have		
2-5	FACTS II will incorporate system/worker custom preset defaults (e.g., county, city). System will prefill different types of fields based upon worker location, department, etc. (e.g. workers in Sussex County have the County field defaulted to Sussex).	1 - Must Have		
2-6	FACTS II will have the ability to override defaults (where applicable).	1 - Must Have		

System Navigation / System Help				
RFP #	Requirement Description	Priority	How Met	Est. Hours
2-7	FACTS II will incorporate smart dropdowns that are filtered based on data entered, to reduce data errors (e.g., only Cities within the selected County will be listed).	1 - Must Have		
2-8	FACTS II will allow worker customizable desktop views, such as: Provider, Licensing, Client/Case, Financial, Cost Recovery, Organization, QA (dimensions are time, organization), Unique Programmatic Areas/Service Types	1 - Must Have		
2-9	FACTS II will allow customizable case, family and individual view capability across services.	1 - Must Have		
2-10	FACTS II will provide multiple summary types (e.g., medical, educational, custody history, placement) and views (related information summarized in one place).	1 - Must Have		
2-11	FACTS II will include both programmatic (e.g., policy and practice) help and technical support including for individuals who are accessing the system remotely.	1 - Must Have		
2-12	FACTS II will provide online, context-sensitive help and link to appropriate policy, procedures, resource manuals, glossary, data dictionary, and other help resources.	1 - Must Have		
2-13	FACTS II will provide DSCYF administrative ability to update/maintain Help.	1 - Must Have		

System Navigation / System Help				
RFP #	Requirement Description	Priority	How Met	Est. Hours
2-14	The FACTS II vendor will write the original help function and content, for each version while vendor is under contract.	1 - Must Have		
2-15	FACTS II will provide event copy with carry over standard data and edit capacity for items/data for repetitive processes.	1 - Must Have		
2-16	FACTS II will provide department hyperlinks to Web resources outside of FACTS II.	1 - Must Have		
2-17	FACTS II will provide logical and consolidated data input, with the least redundancy possible, as well as logical navigation to most frequently used screens.	2 - Should Have		
2-18	FACTS II will provide voice recognition (dictation) software.	3 - Could Have		
2-19	FACTS II will provide the use of touch screens and Intelligent Character Recognition for the documentation of information.	3 - Could Have		
2-20	FACTS II will footprint (timestamps and User IDs) all entry/adjustment changes.	1 - Must Have		

Search Processes				
RFP #	Requirement Description	Priority	How Met	Est. Hours
3-1	FACTS II will have a unified search function, e.g., Person Screening, Hotline search, service provider agency (parent organizations), service provider screening (foster parents), resource screening (licensed child care agency). Searches will be flexible and based on attributes such as: Person ID, Name, DOB, MCI# (DHSS), status, Soundex, etc.	1 - Must Have		
3-2	FACTS II will provide a rules based and context sensitive search function. The search fields are determined based upon where user is in FACTS II.	1 - Must Have		
3-3	FACTS II will provide keyword search (e.g. within a case or person record).	1 - Must Have		
3-4	FACTS II will allow for searches of historical data with timestamps (state of data at point in time when change occurs).	1 - Must Have		
3-5	FACTS II will allow for configurable limits on the number of search results.	1 - Must Have		

Search Processes				
RFP #	Requirement Description	Priority	How Met	Est. Hours
3-6	FACTS II will provide automatic, manual, and customizable filters when executing searches. For example, the system must allow a person/entity search by unique identifier # (PID/RID) with at least 8 levels of validation. This includes the capacity of searching by legal and alias name, partial names, phonetic spelling, and by service history. FACTS II must also support ranges in the search criteria (e.g. neighborhood, ages, dates of service, etc.)	1 - Must Have		
3-7	FACTS II will force a person/entity search prior to allowing the creation of a new person/entity.	1 - Must Have		
3-8	When creating a person or entity, FACTS II will require that key search data elements are required data entry fields (no nulls).	1 - Must Have		
3-9	The FACTS II vendor will identify the required fields for each search type and where in FACTS II this field is captured/referenced (including help).	1 - Must Have		
3-10	FACTS II will have capability to search external databases and display match data for comparison (dependant upon security access/authorization and the existence of an interface with the appropriate system).	1 - Must Have		

Search Processes				
RFP #	Requirement Description	Priority	How Met	Est. Hours
3-11	FACTS II will integrate 'Pre-canned' searches that are external to FACTS II but outside of the State network (e.g. could be used in Credentialing via Google, Yahoo, and Interfaces).	3 - Could Have		
3-12	FACTS II will search and display matches for comparison and automatically integrate appropriate data elements into the current application function.	1 - Must Have		
3-13	FACTS II will have the capacity to report a 'potential' duplicate list if n% threshold of search criteria in the system is met.	1 - Must Have		
3-14	FACTS II search results will have weight-scored indicators.	1 - Must Have		
3-15	FACTS II search results will provide indicators of statuses, consistent with accessibility requirements such as 508.	1 - Must Have		
3-16	FACTS II search return will provide enough detail that the entity can be identified within the context of the current work event.	1 - Must Have		
3-17	FACTS II will provide the ability to sort Search returns by the search criteria.	1 - Must Have		
3-18	FACTS II will provide ad-hoc searches of entities that do not have predetermined relationships.	1 - Must Have		

Person Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
4-1	FACTS II will generate a permanent, unique identifier for each person in the system, with identified exceptions. For example, FACTS II must be able to maintain a person record without requiring a PID for intakes.	1 - Must Have		
4-2	FACTS II will permit a person's involvement in multiple cases or service episodes simultaneously.	1 - Must Have		
4-3	FACTS II will maintain historical information on person/entity.	1 - Must Have		
4-4	FACTS II will provide updates, changes, modifications, and corrections of entities (providers, persons, resources, placements, etc.). The same information must be linked throughout the system to update it everywhere and notify affected staff. That is, corrections cascade into related events.	1 - Must Have		
4-5	FACTS II will maintain viewable, up to date, current, and historical "red-flag" information for each person as appropriate. These include items such as suicide risk, absconder risk, Medical, Eligibility, Custody, Education, Placement, and other safety issues, etc.	1 - Must Have		
4-6	FACTS II will excerpt critical or red flagged information, attach it to the person, and send an alert to any worker assigned to the person.	1 - Must Have		

Person Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
4-7	FACTS II must include a department-wide roles and relationships table to allow linking persons to persons or services.	1 - Must Have		
4-8	FACTS II will make legal custody/guardianship information immediately available and viewable for all children. For example, the person view should show who has custody/guardianship, when issued & rescinded, etc.).	1 - Must Have		
4-9	FACTS II will have a centralized place for recording current and maintaining historical health and education information, whether entered directly or retrieved from an interface. This information will be found from the Person view and will be searchable. Some information should be required.	1 - Must Have		
4-10	FACTS II will include demographics and permit automated and manual updates.	1 - Must Have		
4-11	FACTS II will allow recording detail on race, ethnicity, and cultural background according to Federal requirements.	1 - Must Have		
4-12	FACTS II will document (behind the scenes) all updates to person record for accountability purposes and to ensure data quality and maintain history of data.	1 - Must Have		
4-13	FACTS II will track all prior history of activity with the department. SACWIS I.A.2.(2)	1 - Must Have		

Person Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
4-14	FACTS II will ensure that changes made to a person record are updated appropriately throughout the entire record, including case name.	1 - Must Have		
4-15	FACTS II will allow for the assignment of appropriate roles for people in cases.	1 - Must Have		
4-16	FACTS II will provide person and/or case groupings to allow capture of classifications of people or cases (e.g., all new applicants who are hurricane evacuees, grant participants).	1 - Must Have		
4-17	FACTS II will provide person assignment to groups such as teams, committees, or programs, for both staff and clients.	1 - Must Have		
4-18	FACTS II will utilize the most accurate & efficient methods of matching person identifications to avoid duplications in the system and ensure data quality.	1 - Must Have		

Worker Management, Assignments, and Workload Weighting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
5-1	FACTS II will have one primary worker assignment and one primary supervisor assignment, but allow multiple secondary assignments and/or read/write access to variety of cases. For example, for temporary coverage or to allow members of a team to cover for each other. System will allow exceptions to mandatory assignments.	1 - Must Have		
5-2	FACTS II will provide supervisor assignment of staff to case/client.	1 - Must Have		
5-3	FACTS II will maintain case assignment history, and allow for drilling down through hierarchical or successive assignments.	1 - Must Have		
5-4	FACTS II will provide multi-tiered organizational structures and maintain historical information to support dynamic organizational changes, and be able to easily view the organizational associations.	1 - Must Have		
5-5	FACTS II will allow for a case weighting system that supports reporting requirements, e.g., Senate Bill 265 criteria.	1 - Must Have		

Worker Management, Assignments, and Workload Weighting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
5-6	FACTS II will provide a back-up or on-call rotation schedule with case weighting capability and worker competencies/ability (e.g., statewide across counties, regions, teams and units as mandated by Senate Bill 265).	1 - Must Have		
5-7	FACTS II will provide the use of case workload management & modification by weighting activities via user interface based on time, expertise required, and complexity; must be flexible to adjust to changes in case activities.	1 - Must Have	OK	
5-8	FACTS II will track recording of information about a worker's abilities; such as skills, competencies, length of assignments, start/end dates.	1 - Must Have		
5-9	FACTS II will provide electronic assignment of referrals based on a variety of events, (e.g., directions in court order to appropriate facility, Detention, or to Probation Supervisor, for further assignment. <i>SACWIS I.A1.(1)</i>)	1 - Must Have		
5-10	FACTS II will record and report which worker performed which transaction and service activity.	1 - Must Have		
5-11	FACTS II will have capability to transition between case types, assigned workers, and service types, and will maintain the history of each case.	1 - Must Have		

Worker Management, Assignments, and Workload Weighting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
5-12	FACTS II will easily identify all assigned worker(s) when a child becomes known to the department.	1 - Must Have		
5-13	FACTS II will allow the assignment of tasks across organizational boundaries.	1 - Must Have		
5-14	FACTS II will utilize performance indicators at caseload level that are accessible by worker and management.	1 - Must Have		
5-15	FACTS II will provide tracking of time spent on case and/or activity that is flexible, has ease of use, and requires minimal time and data entry.	1 - Must Have		
5-16	FACTS II will make staff/client ratio determinations based on configurable rules and trigger an alert notification (e.g. to 24 hr facilities) when conditions are met.	1 - Must Have		

Workflows and Checklists				
RFP #	Requirement Description	Priority	How Met	Est. Hours
6-1	FACTS II will provide a Worklist and Case list view.	1 - Must Have		
6-2	FACTS II will provide the administrative ability to change the workflow sequence.	1 - Must Have		
6-3	FACTS II will allow supervisors to authorize workers to view other workers' case lists and worklists as appropriate.	2 - Must Have		

Workflows and Checklists				
RFP #	Requirement Description	Priority	How Met	Est. Hours
6-4	FACTS II will provide the customization of desktops by users (favorites, my reports, etc.).	1 - Must Have		
6-5	FACTS II will allow flexible worklistings based on worker function.	1 - Must Have		
6-6	FACTS II will display a summary of significant events across cases and divisions for a specific child or family.	2 - Should Have		
6-7	FACTS II will allow automated worklisting of School Enrollment in DSCYF facilities based upon the facility census.	1 - Must Have		
6-8	FACTS II search functionality will be incorporated (automatically) into the workflow to automate specific steps whenever possible (e.g., system will allow person/entity searches by Licensure, Credentialing, Facility, Profession, or Agency).	1 - Must Have		
6-9	FACTS II will incorporate supervisory and managerial review screens, e.g., checklist to track that required documents are in the paper file case (SS card, birth certificates, etc.).	1 - Must Have		
6-10	FACTS II will have a rules-based workflow and will not require workers to artificially open and close cases just to begin or end a workflow.	1 - Must Have		

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
7-1	FACTS II will contain functionality that is compatible with Microsoft Office to easily create, maintain, save and print forms, documents, and formatted reports.	1 - Must Have		
7-2	FACTS II will print forms/documents that present the information in the same order that it appears on the screen in the system (e.g., forms will look the same as the screens).	1 - Must Have		
7-3	FACTS II will provide an easy and flexible way to manage electronic documentation functionality in terms of managing the version control process, flagging new documents that are added, with training tips that support new form implementation.	1 - Must Have		
7-4	FACTS II will have the capability of creating and maintaining electronic documents that are predefined or ad hoc, (documents are defined as a collection of data that is viewable/ printable/ editable by an appropriate end user).	1 - Must Have		
7-5	FACTS II will allow users (based on roles) to maintain document indices based on relationships to entities within the system.	1 - Must Have		

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
7-6	FACTS II will allow users to create and modify forms, templates and reports.	1 - Must Have		
7-7	FACTS II will provide a document routing protocol based on certain classifications of documents being saved and routed. Certain documents must be encrypted and rules developed for how and where to store the document.	1 - Must Have		
7-8	FACTS II will be able to import e-mails and save/store them in document management (preserve meta-data or header records--for authenticity).	1 - Must Have		
7-9	FACTS II will have capability to scan and capture data from paper forms completed by clients and collaterals.	1 - Must Have		
7-10	FACTS II will reduce data entry burdens on staff, possibly utilizing support for importing handwritten data; OCR & ICR (optical & intelligent character recognition), voice clips, etc.	3 - Could Have		
7-11	FACTS II will have the ability to scan and print copies of vital information (such as SS cards, birth verification, medical insurance cards, release of information forms, out of state provider licenses, etc.) with appropriate security.	1 - Must Have		

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
7-12	FACTS II will include integrated digital image function that meets chain of custody standards of the court for on-line storage and maintenance, and be associated with entities.	1 - Must Have		
7-13	FACTS II will have the capacity to accept, maintain and save video records electronically.	3 - Could Have		
7-14	FACTS II will capture consents and other prerequisite requirements for conducting various types of assessments. Signed consent forms will be maintained via electronic signature, fax or scan. The system must include rules/ticklers for expiration of consents.	1 - Must Have		
7-15	FACTS II will provide records release, with redaction as required, accountability that contains an audit trail to document exactly what was released, to whom, date, etc.	1 - Must Have		
7-16	FACTS II will provide the identification and designation of information that is not releasable (e.g. as defined by Departmental policies and/or Freedom of Information Act. (DE code 29 chapter 100).	1 - Must Have		
7-17	FACTS II will have the ability to produce forms and letters in Spanish and English.	1 - Must Have		
7-18	FACTS II will provide automatic save of draft documents and screens; supports interim/draft saves.	1 - Must Have		

Documents, Records, Forms Management, and Client Meeting Documentation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
7-19	FACTS II will maintain an inventory of forms, such as client related case management (including intake) and pre-fill them with whatever information is in the system.	1 - Must Have		
7-20	FACTS II will include "watermarks" on documents to indicate that they are confidential (or include the DSCYF confidentiality statement on each form, where appropriate)	1 - Must Have		
7-21	FACTS II will include an integrated Fax capability.	1 - Must Have		
7-22	FACTS II will allow the recording of geocodes. FACTS II will provide the use of geospatial capabilities (mapping location, address validation, etc.)	1 - Must Have		
7-23	FACTS II will include utilization of digital and electronic signature capability consistent with DE law or system rules.	1 - Must Have		
7-24	FACTS II will accommodate document management, scanning, storage, and retrieval (e.g., court orders, signed documents, etc.).	1 – Must Have		

Notes and Case Contacts				
RFP #	Requirement Description	Priority	How Met	Est. Hours
8-1	FACTS II will provide Notes creation in a general, narrative mode and/or through the selection of dropdown standardized text phrases.	1 - Must Have		
8-2	FACTS II will provide an administrative utility that allows for the management of the Notes capability (e.g. drop downs, etc)	1 - Must Have		
8-3	FACTS II will provide a text searching capability within notes.	1 - Must Have		
8-4	FACTS II will allow the user the ability to search all notes within a case, topic, provider, department, client, etc., restricted by role.	1 - Must Have		
8-5	FACTS II will provide multiple sort orders for viewing the Notes list (e.g. chronological, keywords, events/note type, organization order, user, etc.)	1 - Must Have		
8-6	FACTS II will allow supervisor override of the contact scheduled date once the activity is finished.	1 - Must Have		
8-7	FACTS II will provide the ability to track changes that allows supervisors to append finalized notes, in such a way that the original content is preserved.	1 - Must Have		

Notes and Case Contacts				
RFP #	Requirement Description	Priority	How Met	Est. Hours
8-8	FACTS II will have ability to redact information as needed as files are printed	1 - Must Have		
8-9	FACTS II will have automatic rules driven contact dates.	1 - Must Have		
8-10	FACTS II will provide ease-of-use features (e.g., calendar dropdown, Spell/Grammar Checker, save as pending, auto-save, etc.)	1 - Must Have		
8-11	FACTS II will provide the ability to print/export specific pages or selection of the highlighted area of the note, with the ability to select print parameters.	1 - Must Have		
8-12	FACTS II will worklist contacts (such as with foster parents and clients) and provide structure for the content of the contact (via notes)	1 - Must Have		
8-13	FACTS II will provide the tracking of paper and electronic records (e.g., reports, notes, behavior incidents, critical incidents, use of force reports, and the scanning of reports) coming into the system.	1 - Must Have		
8-14	FACTS II must support the ability to enter service information without the necessity of opening a case.	1 – Must Have		
8-15	FACTS II must support the ability to create and maintain a list of interested parties for multiple purposes such as case reviews & Foster Care Review Board meetings.	1 – Must Have		

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
9-1	FACTS II will have a configurable messaging management capability. (e.g., setting protocols and requirements, such as who created, who is notified, what data fields are automatically updated, allowed user preferences, defined triggering events, etc.).	1 - Must Have		
9-2	FACTS II will have very specific information in ticklers, in addition to general statements.	1 - Must Have		
9-3	FACTS II will establish a primary recipient for messages with multiple recipients.	1 - Must Have		
9-4	FACTS II ticklers will be integrated into workflow and have an 'expected response' and 'action type'.	1 - Must Have		
9-5	FACTS II will allow for a receipt/acknowledgement to be generated for those messages that are received and read.	1 - Must Have		
9-6	FACTS II will allow the user the ability to filter based upon type of messages and items (events, ticklers, alerts, etc).	1 - Must Have		
9-7	FACTS II will have the capacity to attach Navigation links to case record or related information to the message.	1 - Must Have		
9-8	FACTS II will incorporate an alert to prevent placing before "mixing" adjudicated and non-adjudicated youth in the same placement.	1 - Must Have		

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
9-9	FACTS II will issue an automatic alert to all assigned workers when information regarding a change in placement or a critical incident is received, and will provide an optional process for other events.	1 - Must Have		
9-10	FACTS II will establish a "Critical Information" page containing Important client information (e.g. medications, history of substance abuse, violence, family, Child Protection Registry, etc.) that is likely to be needed by all system users interacting with the same client via messaging alerts or notification. All involved departments/staff will receive the critical information message when they initiate services to the client. These may require a response via the system. <i>SACWIS I.A.2.(2)</i>	1 - Must Have		
9-11	FACTS II will establish an alert/tickler informing YRS of pending release of a child that requires notifying the victim (Alert for Victim Notice - YRS).	1 - Must Have		
9-12	FACTS II will generate electronic and/or paper notices to victims, law enforcement, or other community members, through CJIS as determined by law and policy, regarding AWOL program, sex offender residents (Victim Bill of Rights, Megan's Law).	1 - Must Have		

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
9-13	FACTS II will have the ability to escalate messages either manually (select from drop list of protocols - response, action, fyi, etc) or automatically route, if receipt acknowledgement is not received within a specific timeframe (as requested), to next responsible person on list or supervisor. Time frame for escalation is customizable by the user initiating the message. This capability is rule based.	1 - Must Have		
9-14	FACTS II will create an audit trail for all messages, a log of who was successfully and unsuccessfully notified.	1 - Must Have		
9-15	FACTS II will fully integrate the Enterprise communication system (the DTI standard) with the messaging system (including items such as tasks, calendar, messages).	1 - Must Have		
9-16	FACTS II will have the capacity for instant messaging between approved system users.	3 - Could Have		
9-17	FACTS II will provide recipient's ability to attach note or comment to specific case events and save. (Notes or Tickler/Alerts)	1 - Must Have		
9-18	FACTS II will provide the creation of correspondence (e.g., email, tickler) from current screen/location within FACTS II, rather than by having to exit the system to send messages.	1 - Must Have		

Messaging (Ticklers, Alerts, Notifications, and E-Mails)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
9-19	Ticklers, alerts, and notifications will be configurable and rule based.	1 - Must Have		
9-20	Users will have the ability to generate their own tickler, alert, and notification messages based on their role,	1 - Must Have		
9-21	FACTS II will have the capability of attaching related information to an email, as a document, based on user's role and where the user is in the system.	1 - Must Have		
9-22	FACTS II will be integrated with State email standard (group calendars, directory services, etc.)	1 - Must Have		

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
10-1	FACTS II will contain a business intelligence reporting tool set that supports management, program and worker reporting capabilities for ad hoc, administrative and system/program reporting. For example, FACTS II must provide front-line capability to determine population statistics to improve service delivery to individual clients/case, comparable to "national standards."	1 - Must Have		
10-2	FACTS II will provide secure, centralized, maintained and backed-up data/report storage location.	1 - Must Have		

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
10-3	FACTS II reporting environment will provide cross-function, cross-department reporting of services, clients, providers, etc.	1 - Must Have		
10-4	FACTS II will provide the use of preformatted reporting templates, which allow the selection of data elements through a Graphical User Interface tool. For example, FACTS II reporting environment must support use of data element and report level help functions, definitions, report parameters and documentation of business rules to assist the user in the creation of reports. Reports may be viewed on screen or may be printed, including reports such as mailing labels.	1 - Must Have		
10-5	FACTS II reporting environment will provide the statistical analysis of operational data at various levels (worker, supervisor, division, department, etc.). These analyses must be available through a desktop dashboard.	1 - Must Have		
10-6	FACTS II will provide two way direct links from events to associated reports (regardless of reporting environment). When viewing event data, the ability to link to where it is used in a report, vice versa).	1 - Must Have		
10-7	FACTS II will provide the application of security levels to reports based on aggregated and/or detailed information. <i>SACWISVI.I.C1b(76)</i>	1 - Must Have		

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
10-8	FACTS II will provide the ability to save/maintain specific report criteria to be run again later, while not saving the data.	1 - Must Have		
10-9	FACTS II will provide making reports available to others, with appropriate security role access and rules within the system.	1 - Must Have		
10-10	FACTS II will provide the capability to conduct basic and advanced searches of reports (choosing criteria from a drop down list).	1 - Must Have		
10-11	FACTS II will provide the ability to write to multiple formats (PDF, XML, Excel, etc.).	1 - Must Have		
10-12	FACTS II will include on the Dashboard periodic real-time or near-real-time reporting of performance measures and outcome measures of workers and supervisors for the monitoring of results.	1 - Must Have		
10-13	FACTS II will provide viewing/printing/reporting of case summaries that use current information with drill down to historical information.	1 - Must Have		
10-14	FACTS II will maintain a searchable inventory of all reports in the system.	1 - Must Have		

Reporting – Frontline Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
10-15	FACTS II will provide a code library with role-based check-in and check-out in support of DSCYF staff with reporting and system maintenance responsibilities. Code library will contain reusable code used to develop queries and reports and any objects used by it. It will also include application logic for computing output such as length of stay, age, formatted name, etc.	1 - Must Have		
10-16	FACTS II will provide a vetting process used to convert to production reports and objects that are developed by DSCYF staff.	1 - Must Have		

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
11-1	FACTS II will provide collection and reporting of data necessary to comply with Federal, State and Departmental reporting standards and guidelines and submissions to respective organizations.	1 - Must Have		
11-2	FACTS II will provide the Venn diagrams of service populations unique to and shared by DSCYF divisions.	1 - Must Have		
11-3	FACTS II will provide the selected saving/archiving of the report's originating data so that the report could be regenerated. (Matrix report).	1 - Must Have		

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
11-4	FACTS II will provide tracking of report attributes such as frequency of use, users, versions, definitions etc.	1 - Must Have		
11-5	FACTS II will provide the ability to add non-FACTS II (e.g. commentary) data to the report and save in reporting environment.	1 - Must Have		
11-6	FACTS II will provide customizable summary tables of important person/entity information with links to source data (i.e.: service utilization, custody history, risks, etc).	1 - Must Have		
11-7	FACTS II will provide the selected saving/archiving of the report's resultant dataset so that the report could be regenerated.	1 - Must Have		
11-8	FACTS II will provide a reporting environment that will manage all reporting capabilities (such as ad-hoc, administrative, system, etc.) that can report on both individual and aggregated data by individuals, units, divisions, etc.	1 - Must Have		
11-9	DSCYF currently has an existing reporting system. The FACTS II vendor must provide a new reporting environment and must supply a detailed description, cost of implementing and converting existing reports, and knowledge transfer including staffing skill sets and requirements.	1 - Must Have		

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
11-10	FACTS II will provide a cost effective, staff enabled maintenance of reporting capabilities.	1 - Must Have		
11-11	FACTS II will provide on-line, near real-time access for reporting.	1 - Must Have		
11-12	FACTS II will provide "what if" analysis.	1 - Must Have		
11-13	FACTS II will provide an automated process of requesting reports.	1 - Must Have		
11-14	FACTS II will provide version control of developed reports.	1 - Must Have		
11-15	FACTS II will provide help functionality to support the identification of business rules and data element sources at the front end for report development. (data dictionary)	1 - Must Have		
11-16	FACTS II will allow the representation of data in graphical forms (charts, graphs etc.).	1 - Must Have		
11-17	FACTS II will allow exportation of specific data and reports (e.g., spending plans) into formats that can be used for analysis, with appropriate security.	1 - Must Have		
11-18	FACTS II will provide the previewing of reports before printing, sending or otherwise producing the report (e.g. Federal reports such as AFCARS/NCANDS).	1 - Must Have		

Reporting – Management Perspective				
RFP #	Requirement Description	Priority	How Met	Est. Hours
11-19	FACTS II will stop runaway reports & searches and send an alert to the system administrator, based on configurable options.	1 - Must Have		

Federal Reporting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
12-1	FACTS II will meet all NYTD reporting requirements.	1 - Must Have		
12-2	FACTS II will capture data needed and generate reports regarding services or clients as specified in ACYF-CB-PI-05-04 regarding: service gaps; Chafee Foster Care Independence Program (CFCIP) reports on children served under child protective services who are transferred to the juvenile justice system; children adopted internationally who enter State custody due to disruption; transitional living programs funded by CFCIP in collaboration with the JJDP Act of 1974; youth funded by CFCIP who receive Education and Training Vouchers; and any other CFCIP reporting requirements involving client and service data that are in force at the time of system implementation.	1 - Must Have		
12-3	FACTS II will meet all AFCARS reporting requirements.	1 - Must Have		

Federal Reporting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
12-4	FACTS II will meet all NCANDS reporting requirements.	1 - Must Have		
12-5	FACTS II will include Federal data validation systems (e.g., AFCARS and NCANDS).	1 - Must Have		
12-6	FACTS II will have rules to be able to determine if a particular placement setting is juvenile justice, medical, psych under 21 and other mental health, and/or child welfare setting both for AFCARS foster care setting determination and IV-E reimbursability.	1 - Must Have		
12-7	FACTS II will provide documentation of all ASFA length of time in placement requirements.	1 - Must Have		
12-8	FACTS II will have Substance Abuse Prevention Treatment Block Grant, Safe and Drug Free Schools, Social Service Block Grant, and Promoting Safe and Stable Families reporting capability, as well as easy ability to change as Federal requirements change.	1 - Must Have		
12-9	FACTS II will provide the collection, retention, and reporting of Title I requirements, by child, school, and statewide.	1 - Must Have		

Federal Reporting				
RFP #	Requirement Description	Priority	How Met	Est. Hours
12-10	FACTS II will have the capacity to track and report on the federal requirements, outcomes, and regulations by funding source, by law, and for grant monitoring purposes over time.	1 - Must Have		
12-11	FACTS II will capture data needed for and will generate, as needed, the Department's Performance Indicators included in the Child and Family Services Review and Plan.	1 - Must Have		
12-12	FACTS II will capture the data and generate as needed SAMHSA reports such as Treatment Episode Data Set	1 - Must Have		

Remote Access by DSCYF Staff				
RFP #	Requirement Description	Priority	How Met	Est. Hours
13-1	FACTS II will be web-enabled and remotely available via secured access (per State standards).	1 - Must Have		
13-2	FACTS II will provide remote access to the system via the Internet per State standards.	1 - Must Have		
13-3	FACTS II will allow application maintenance (e.g., data quality, resetting passwords, etc.) via Web browser	1 - Must Have		
13-4	FACTS II will maintain consistency between remote and desktop screen look and feel to the extent possible.	2 - Should Have		

Remote Access by DSCYF Staff				
RFP #	Requirement Description	Priority	How Met	Est. Hours
13-5	FACTS II will adhere to State infrastructure standard(s) (segmented network) with WAN design (DMZ)	1 - Must Have		

System Access by Non-DSCYF Staff				
RFP #	Requirement Description	Priority	How Met	Est. Hours
14-1	FACTS II will allow for direct online access for non-DSCYF staff (could be view only) consistent with Confidentiality Policy (e.g. Providers, Law Enforcement, etc.).	1 - Must Have		
14-2	FACTS II will allow providers secure access to the system for entering and viewing associated information; such as activities, billing, assessments and service plans, authorizations, and contact information.	1 - Must Have		
14-3	FACTS II will allow the resource/service directory to be viewed by the community, including family members.	2 - Should Have		

Customer Relations Management / Constituency Complaints				
RFP #	Requirement Description	Priority	How Met	Est. Hours
15-1	FACTS II will document, track, and respond to customer complaints by the public.	1 - Must Have		
15-2	FACTS II will provide the use of periodic facility/program consumer satisfaction and	1 - Must Have		

Customer Relations Management / Constituency Complaints				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	discharge surveys and assessments (e.g. National Youth in Transition Database, DFS Treatment).			
15-3	FACTS II will provide functionality for forwarding the initial constituency concern, if it is not "opened" within a specified time frame, to an identified person for resolution.	1 - Must Have		
15-4	FACTS II will have Customer Relations Management (CRM) capabilities built into the system.	1 - Must Have		

Appeals				
RFP #	Requirement Description	Priority	How Met	Est. Hours
16-1	FACTS II will provide the following appeal process categories: 1) Approval/Disapproval, 2) Casework decision/case plan, 3) Determination of Eligibility, consistent with DSCYF policy.	1 - Must Have		
16-2	FACTS II will provide a variety of appeal processes within the Department, capturing a consistent core of information and documentation.	1 - Must Have		

Accreditation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
17-1	FACTS II will provide documentation and reporting requirements necessary to meet accreditation standards such as CARF, ACA, CEA (Correctional Education Assoc), Middle States, medical accreditation (outside contractor), COA (Council on Accreditation), or other relevant accrediting bodies.	1 - Must Have		
17-2	FACTS II will include the capability of collecting metrics for accreditation and will facilitate benchmarking of programs as required for accreditation.	1 - Must Have		

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-1	FACTS II will include an internal data maintenance capability that flags, reports and tracks the status of data that need to be corrected and will automatically confirm correction to the workers (e.g., duplicate PID, missing key data elements).	1 - Must Have		
18-2	FACTS II will allow DSCYF staff to modify, change or edit, data in the system, without vendor support, to maintain data integrity within security limits based on role	1 - Must Have		
18-3	FACTS II will provide "help" functionality that displays a list of associated rule impacts to assist identification of the possible impact of data changes.	1 - Must Have		

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-4	FACTS II will be based on a design that incorporates appropriate Federal, State, and generally accepted professional standards for data collection (e.g., State abbreviations, race categories, etc.).	1 - Must Have		
18-5	FACTS II will incorporate logical validation checks at data entry to prompt workers to enter correct data, and disallow entry of inconsistent data (e.g. end dates earlier than start dates).	1 - Must Have		
18-6	FACTS II will utilize dropdown boxes with "type ahead" functionality and full value labels rather than codes and similar devices as much as possible and minimize the use of free form text, which must will be integrated with spell-check capability.	1 - Must Have		
18-7	FACTS II will contain internal validations to ensure that correct information is added to a case. (Need to be able to easily identify the name of the client to be sure that information is added to the right case, e.g., displaying the name in a larger font.)	1 - Must Have		
18-8	FACTS II will have a two-tiered save function where appropriate, so that data can be corrected after being saved but not after it has been finalized.	1 - Must Have		
18-9	FACTS II will have an "Undo" capability to facilitate error correction. It will also incorporate an "Are you sure" capability where appropriate.	1 - Must Have		

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-10	FACTS II will record begin and end dates for all data to determine when they are active and inactive.	1 - Must Have		
18-11	FACTS II will flag and list Person records that are created after the individual creating the record overrides a warning that they may be creating a duplicate record.	1 - Must Have		
18-12	FACTS II will allow the merger of duplicate or erroneous records, persons, cases, or other entities. This includes merging financial records (per Federal regulations) along with unique identifiers (e.g. PID's) and duplicate records.	1 - Must Have		
18-13	FACTS II will provide linking and unlinking of relationships of records, in whole or in part, that were incorrectly linked based on security limited data viewing.	1 - Must Have		
18-14	FACTS II will provide for DSCYF worker verification and approval/disapproval, and correcting errors if necessary, of provider entered data before they are finalized or can be used to populate any other part of the system.	1 - Must Have		
18-15	FACTS II will identify whether specific data are verified, where possible, and verification will be dependent on specific rules.	1 - Must Have		
18-16	FACTS II will detect and report event delinquency via messaging or reports.	1 - Must Have		

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-17	FACTS II will identify errors and/or delinquent events that trigger alerts to field staff to correct data for reporting requirements such as AFCARS and Medicaid eligibility.	1 - Must Have		
18-18	FACTS II will routinely generate and distribute data exception/error reports to facilitate data quality issues identification and correction by role.	1 - Must Have		
18-19	FACTS II will permit specification of rules regarding modification of finalized activities in open and closed cases with rollback capability to correct subsequent errors in workflow.	1 - Must Have		
18-20	FACTS II will incorporate an audit trail for data entry and maintenance.	1 - Must Have		
18-21	FACTS II will allow department staff to update and maintain system help content instead of relying on vendor.	1 - Must Have		
18-22	FACTS II will incorporate interactive, context-sensitive, online tutorials.	2 - Should Have		
18-23	FACTS II will permit code table maintenance through user interfaces according to appropriate security role.	1 - Must Have		
18-24	FACTS II will incorporate crosswalk capability in vendor codes to other State and Federal departments, as permitted by State policies.	1 - Must Have		

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-25	FACTS II will use a standardized naming convention for table names, data element names, (entities and attributes). These standards should be as descriptive as possible.	1 - Must Have		
18-26	FACTS II will prevent closure of a case with outstanding data issues or uncompleted activities without the approval of the case supervisor.	1 - Must Have		
18-27	FACTS II will provide data collection/quality for aggregate analysis through a combination of drop-down and narrative options.	1 - Must Have		
18-28	FACTS II will update "current address" for the child when a placement or admission event is initiated.	1 - Must Have		
18-29	FACTS II will include home address verification that is flexible and allows for abbreviations with easy interface with service such as MapQuest or Group One to verify the existence of the address entered. Consider validation with DMV or other state agency records.	2 - Should Have		
18-30	FACTS II will maintain historical address information and allow for easy viewing of history.	1 – Must Have		

Data Quality and Maintenance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
18-31	FACTS II will include a standard list of address types that are used department wide and support entities having multiple current and historical addresses.	1 - Must Have		
18-32	FACTS II will contain a "tool tip" to advise workers about applicable rules.	2 - Should Have		
18-33	FACTS II will include viewable audit trail capability that denotes user.	1 - Must Have		
18-34	Based on decision rules, the system will have the capacity to notify the user to verify certain specified data after a set period of time to assure that information in the system is as current as possible.	3 – Could Have		
18-35	FACTS II must provide capability of assigning an address to an individual or a group of individuals without duplicating data entry.	1 - Must Have		

Archiving, Purging, and Expungement				
RFP #	Requirement Description	Priority	How Met	Est. Hours
19-1	FACTS II will provide archiving, purging and expungement in accordance with Federal, State, and departmental approved retention schedule. (Department policy regarding archiving and expungement is undergoing review.)	1 - Must Have		

Archiving, Purging, and Expungement				
RFP #	Requirement Description	Priority	How Met	Est. Hours
19-2	FACTS II will provide archiving, purging, and expungement of data while ensuring integrity of remaining data.	1 - Must Have		
19-3	FACTS II will provide complete deletion of information identified for expungement, such that information is not stored electronically (e.g., Overwriting data), including back-up data.	1 - Must Have		
19-4	FACTS II will provide maintenance of archival data within FACTS II system. Archival data are old data that have been moved out of the system but are still available for maintenance activities.	1 - Must Have		
19-5	FACTS II will maintain a record locator that will allow for retrieval of archived records and paper documents.	1 - Must Have		
19-6	FACTS II archive, purge and expungement requirements will be integrated into the proposed reporting environment.	1 - Must Have		
19-7	FACTS II will provide expungement of specific information pursuant to a court order.	1 - Must Have		
19-8	FACTS II will provide the recording/logging of court order of expungement without linking it to the person or case associated with the order.	1 - Must Have		

Archiving, Purging, and Expungement				
RFP #	Requirement Description	Priority	How Met	Est. Hours
19-9	FACTS II will maintain payment history by child or provider, and will archive records and rate tables at a point in time so that reports and rate tables are updated, rather than overwritten.	1 - Must Have		
19-10	FACTS II will provide maintenance of required financial and other required records for auditing purposes, after purging.	1 - Must Have		

Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
20-1	FACTS II will have a component to manage documentation of training, authorization of staff in-service training, and will manage professional development information (credentials, licenses, certifications, CJIS authorizations, etc) with expiration dates and terms.	1 - Must Have		
20-2	FACTS II will provide a desktop accessible training module (CBT) regarding the contracting process as well as other modules of FACTS II, with a glossary of terms. The training module will have the capacity for updates by DSCYF staff as changes occur. Vendor will be responsible for development of materials for initial training.	2 - Should Have		

Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
20-3	FACTS II will provide training and help screens regarding access and security of information. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		

Security				
RFP #	Requirement Description	Priority	How Met	Est. Hours
21-1	FACTS II will adhere to all security and access requirements, including State, HIPAA, and DSCYF. . <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		
21-2	FACTS II will provide security management in accordance with Dept. Confidentiality and Security Policies. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		
21-3	FACTS II must support security for users having multiple duties/assignments. . <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		
21-4	FACTS II embedded security will prevent or allow access to records based upon user profile. . <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		
21-5	FACTS II will provide data encryption for information security. . <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		
21-6	FACTS II will have the capability to remove or render unreadable lost or stolen data on remote devices. <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		
21-7	FACTS II will provide restrictions on high-profile cases (e.g., employees).	1 - Must Have		

Security				
RFP #	Requirement Description	Priority	How Met	Est. Hours
21-8	FACTS II will have a single-solution password that is compliant with the current State standard.	1 - Must Have		
21-9	FACTS II will provide a single log-on control to access FACTS II databases (production, test) to which worker is authorized access.	2 - Should Have		
21-10	FACTS II will provide concurrent access to other Departmental systems.	1 - Must Have		
21-11	FACTS II will provide functionality to manage a worker's passwords and changes (rather than having FACTS liaisons managing passwords.)	1 - Must Have		
21-12	FACTS II will have timeouts and desktop locking requirements for active sessions.	1 - Must Have		
21-13	FACTS II will have a biometric option.	3 - Could Have		
21-14	FACTS II security will limit or restrict search capability by user. . <i>SACWIS VII.C.1b.(78)</i>	1 - Must Have		
21-15	FACTS II can restrict who can create persons/entities.	1 - Must Have		
21-16	FACTS II will provide access for all assigned workers to education information that is recorded by the institutional education staff.	1 - Must Have		
21-17	FACTS II will collect and retain information such as User IDs for all individuals who access and view specified information (confidential documents).	1 - Must Have		

Legacy Data				
RFP #	Requirement Description	Priority	How Met	Est. Hours
22-1	<p>FACTS II vendor will provide a strategy and utilize an integration/conversion effort that provides:</p> <ul style="list-style-type: none"> A. Data conversion of standalone systems (see appendices), as well as FACTS I. B. Technical analysis of existing data systems and periodic reports to facilitate DSCYF staff data clean-up activities. C. An ongoing mechanism to identify data quality and other problems regarding conversion D. Generate recommendations to correct data problems on an ongoing basis. E. Pre and Post conversion support, reconciliation and verification of data. 	1 - Must Have		
22-2	FACTS II vendor will develop a conversion plan dependent on implementation model selected, and will keep both FACTS II and legacy systems in synch as necessary.	1 - Must Have		
22-3	FACTS II will include a pilot test period for all implementation activities. This period may vary according to the types of data being tested.	1 - Must Have		
22-4	The FACTS II vendor may propose alternative conversion solutions depending on the conversion strategy utilized that will provide analysis, reporting, and case histories for legacy data sources that are not converted; including having internal links to legacy data sources (e.g. FACTS I	2 - Should Have		

Legacy Data				
RFP #	Requirement Description	Priority	How Met	Est. Hours
	or CYCIS--mainframe) and/or creating internal limited-access data storage tables/archives.			
22-5	FACTS II will convert current and historical data required for Federal and other reporting guidelines, such as AFCARS, NCANDS, NYTD, SSBG, as well as departmental business processes (i.e., case management, service delivery, client payments, other types of payments and fiscal activity, cost recovery and other activities.)	1 - Must Have		
22-6	FACTS II will include conversion of selected archival data from stand alone ACCESS databases from programs that are not in FACTS.	1 - Must Have		
22-7	The FACTS II vendor will perform all data entry required for successful conversion, using department-approved personnel.	1 - Must Have		
22-8	The FACTS II vendor will convert and include code tables. Documentation will include mapping of codes to all required State and Federal reports and systems, such as HIPAA, PHRST, AFCARS, NCANDS, etc.	1 - Must Have		
22-9	FACTS II will have a separate test database for conversion with preloaded data for testing purposes, both initially and ongoing.	1 - Must Have		

3.1.3 Service Delivery Requirements

Inquiry and Screening				
RFP #	Requirement Description	Priority	How Met	Est. Hours
23-1	FACTS II will permit the Department to determine which fields will be required for intake screens and will provide sufficient text fields as defined by each Delaware program. . <i>SACWIS I.A.2.(2)</i>	1 - Must Have		
23-2	FACTS II will provide capacity for recording interim dispositions and level of urgency (e.g. for Alternative Response dispositions).	1 - Must Have		
23-3	FACTS II will identify type of crisis and urgency of response (e.g. medical, mental health or law enforcement) involved in referral. <i>SACWIS I.A1.(1)?</i>	1 - Must Have		

Inquiry and Screening				
RFP #	Requirement Description	Priority	How Met	Est. Hours
23-4	FACTS II will permit updating some intake information (e.g. name, address) after it is validated by the investigating worker, but not narrative and other critical intake information identified as "frozen." If information is incorrect and needs to be updated, a method for tracking changes will be incorporated; however, the integrity of the original data must be maintained. For example, DFS Hotline allegations, reporter and narrative are frozen when sent for investigation. Similar functionality is required for YRS intakes. <i>SACWIS I.A.2.(2)</i>	1 - Must Have		
23-5	FACTS II will explicitly allow recording of known strengths at intake, such as support system.	1 - Must Have		
23-6	FACTS II will instantly display at intake any high risk characteristics (flagged data such as medical, mental, suicide risk, substance abuse issues) that are known from existing information in the system.	1 - Must Have		
23-7	FACTS II will provide smart redaction of reporter information regarding child maltreatment when generating documents or notices.	1 - Must Have		
23-8	FACTS II will provide the automatic generation of a DFS Hotline referral for any child 13 years or younger admitted to a detention center. <i>SACWIS I.A1.(1)</i>	2 - Should Have		

Inquiry and Screening				
RFP #	Requirement Description	Priority	How Met	Est. Hours
23-9	FACTS II will provide and track requests for alleged perpetrator clearances received from, or sent to, other states or agencies as required by the Adam Walsh Child Protection Act of 2006, including any subsequent amendments to this Act prior to the implementation of FACTS II.	1 – Must Have		

Investigation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
24-1	FACTS II will allow supervisors to enter changes in the disposition response time frame, the assignment of priority level for response, and system-generated due dates.	1 - Must Have		
24-2	FACTS II will provide a link from IA (Institutional Abuse) investigations to the Person view screen to cross reference the children and the facilities.	1 - Must Have		
24-3	FACTS II will preserve Child Abuse & Neglect determinations, victim characteristics, and perpetrator information in the child protection registry, per law and policy as appropriate, with the ability to change as court directed if the decision is successfully appealed.	1 - Must Have		

Investigation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
24-4	FACTS II will provide the ability to record all information regarding an allegation of child abuse or neglect; the type and timeliness of the DSCYF response; all investigation information; all contacts with alleged victims, perpetrators, and collaterals; investigation disposition; approvals; and appeals.	1 – Must Have		

Case Opening and Closing				
RFP #	Requirement Description	Priority	How Met	Est. Hours
25-1	FACTS II will provide complete case/service history by child or family, regardless of division and core service with the capability of a consolidated view across programs. SACWIS I.A.3.(3)	1 - Must Have		
25-2	FACTS II will provide multiple services and programs (starting and ending) in an individual case.	1 - Must Have		
25-3	FACTS II will allow opening a person record and linking to a community service and tracking service outcomes, without opening an assigned case management Case.	1 - Must Have		

Case Opening and Closing				
RFP #	Requirement Description	Priority	How Met	Est. Hours
25-4	FACTS II will provide rules based case closure and service termination. For example, a Case cannot be closed as long as any child in the family is still open unless the only active service is an adoption or scholarship by provider or other payment source (e.g. insurance).	1 - Must Have		
25-5	FACTS II will streamline case closing process for interstate compact children.	1 - Must Have		
25-6	FACTS II will include maintaining and accessing the enrollment history (educational information) in FACTS II for student issues upon re-opening. Must be able to produce information for report cards, future IEP meetings, transfers, etc.	1 - Must Have		
25-7	FACTS II will allow for documentation of the required 90 day follow-up (statute) and the ability to report on this follow-up activity and the results thereof (i.e., GED, employment, adult ED), even if the case is closed.	2 - Should Have		
25-8	FACTS II will allow updating of closed case information; assuming proper security, and controlled by rules and transaction tracking.	1 - Must Have		
25-9	FACTS II will provide differentiation of case open status types, case managed vs. non-case managed types (for example, identifying adoption subsidy and substantiation cases separately from a regular active case).	1 - Must Have		

Assessment				
RFP #	Requirement Description	Priority	How Met	Est. Hours
26-1	FACTS II will provide shared assessment elements, defined commonly, where feasible; as well as support the unique service planning information needs of programs.	1 - Must Have		
26-2	FACTS II will have a single place to draw together all risk factors from multiple sources and provide a common view across the divisions of the department.	1 - Must Have		
26-3	FACTS II will provide the documentation of informal child/family supports as well as the ability to update and maintain the information. This may include persons; organizations; and groups, potentially outside the Department.	1 - Must Have		
26-4	FACTS II will provide the online administration (by the worker) of assessment instruments when permitted by copyright, (MAYSI, WIAT II, JUVENILE COURT ASSESSMENT, DFS IL SERVICES ASSESSMENT, etc.), or inclusion of the final scores when the inclusion of the assessment instrument is not permitted by copyright. Where appropriate, vendor will propose the option of linking to external assessment instruments and retrieving results into FACTS II instead of direct implementation of the tool within the FACTS II application.	1 - Must Have		

Assessment				
RFP #	Requirement Description	Priority	How Met	Est. Hours
26-5	FACTS II will allow clients the ability to enter some information (e.g., self-assessments) directly into the system, with appropriate security controls.	3 – Could Have		
26-6	FACTS II will provide capturing psychosocial data elements for all children using data elements that are common across divisions, where possible. Data will pre-fill where feasible, and as defined by Departmental rules. Views will display according to each program's requirements.	2 - Should Have		
26-7	Where appropriate FACTS II will display the date and source entered for each piece of assessment data, for example, as a "Mouse over" display.	1 – Must Have		
26-8	FACTS II will provide flexible sequencing of assessments when assessment instruments are used by different divisions.	2 - Should Have		
26-9	FACTS II will have the capacity to weight components of an assessment differentially and to combine the components into a summary score for assessment.	1 – Must Have		
26-10	FACTS II will provide the capacity to compare developmental information about a child relative to normative data/comparative data.	3 - Could Have		

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-1	FACTS II will provide Integrated Service Plans that include common components across the programs and includes all the individual plan requirements of each specific program (e.g., independent living, early intervention program, and other program specific service plan requirements).	1 - Must Have		
27-2	FACTS II will permit documentation (i.e., narrative) of each core stakeholder's perspective pertaining to the plan. (e.g. DFS, YRS, PBHS, court, family, providers)	1 – Must Have		
27-3	FACTS II will allow for prioritization and sequencing of service plan goals.	1 – Must Have		
27-4	FACTS II will provide a summary of progress and achievement of goals. At worker option, goals can be carried forward to subsequent plans. All goals will be retained in history.	1 - Must Have		
27-5	FACTS II will reduce redundancy among service plan components, using pre-filled data as appropriate.	1 – Must Have		
27-6	FACTS II will provide family service plan components as well as individual child components. It will be flexible enough to work with all types of family structures.	1 - Must Have		

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-7	FACTS II will worklist (e.g. provide an alert or tickler) service planning tasks and will allow the worklist to be modified only with supervisory approval.	1 - Must Have		
27-8	FACTS II will be flexible enough to capture changes to plan, including by courts and other stakeholders.	1 – Must Have		
27-9	FACTS II will maintain a history of all finalized plans. <i>SACWIS I.A.2.(2)</i>	1 - Must Have		
27-10	FACTS II will utilize pre-recorded data to generate and distribute electronically all progress reports, in compliance with timeline policies.	3 - Could Have		
27-11	FACTS II will have the capacity to record plan review.	1 - Must Have		
27-12	FACTS II service plan will record which party(ies) are responsible for an element of the service plan.	1 – Must Have		
27-13	FACTS II will provide ready access to specific types of events or activities such as placement, service, legal and critical incident history.	2 - Should Have		
27-14	FACTS II will provide the capability to identify and calculate the required DFS level of care based on assessment results, pre-filling from existing data where available.	1 - Must Have		

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-15	FACTS II will document that provider services are medically or clinically necessary with review concurrence (for example, by a psychiatrist), as appropriate.	1 - Must Have		
27-16	FACTS II will generate initial service authorization and the clinical necessity or other approval for reauthorization, as appropriate.	1 - Must Have		
27-17	FACTS II will record the authorization process for reimbursable and funded services.	1 - Must Have		
27-18	FACTS II will be able to document and authorize service prior to the development of a service plan (e.g., crisis hospitalization and emergency foster care).	1 - Must Have		
27-19	FACTS II will ensure that all Adoption and Safe Families Act (ASFA) timelines and case review requirements are met for children in foster care regardless of division while under DFS or YRS custody, based on the circumstances of the child.	1 - Must Have		
27-20	FACTS II will record both the service effective date (which should be editable by the worker) as well as the system date, and will record responsibility for all entered data.	1 - Must Have		

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-21	FACTS II will calculate the length of service according to the actual units of service appropriate to the service, rather than only calendar days to conform to payment rules of the specific service.	1 - Must Have		
27-22	FACTS II will provide the documentation of all status changes to service referrals and authorizations, including referral date, referral assignment, service gaps, referral disposition, referral status (explored, made, accepted), and services started, etc. SACWIS I.A1.(1)	1 – Must Have		
27-23	FACTS II will capture whether a child's parental rights have been terminated and the child is not yet in an adoptive home.	1 - Must Have		
27-24	FACTS II will provide an online referral process to the extent possible (linking to appropriate referral documents and guidelines); possibly including provider online access to information that is already in the system. SACWIS I.A1.(1)	1 - Must Have		
27-25	FACTS II service plan functionality will provide provider automated input and will allow providers to view outputs within the limits of confidentiality.	1 – Must Have		
27-26	The system must have the capability to print the overall service plan as well as multiple edited versions specific to the individual service plans for each program.	1 – Must Have		

Service Planning				
RFP #	Requirement Description	Priority	How Met	Est. Hours
27-27	FACTS II will assist the user in determining the reimbursability and/or funding source for a service.	2 – Should Have		
27-28	The authorizations process will include elements required to support cost recovery purposes.	1 – Must Have		
27-29	Based upon business rules to be specified during design, FACTS II will automatically retrieve assessment data into the service plan.	1 – Must Have		
27-30	For the calculation of the number of days in placement, the system will count the first day, but not the last, for the purpose of payments and reporting requirements. In other words, the system will count the day the child enters a placement, but not the day the child leaves the placement.	1 – Must Have		

Community Based				
RFP #	Requirement Description	Priority	How Met	Est. Hours
28-1	FACTS II will provide a service monitoring module/tool that accommodates differences across service Divisions and services.	1 - Must Have		

Community Based				
RFP #	Requirement Description	Priority	How Met	Est. Hours
28-2	FACTS II will provide standardized common processes across divisions, where possible, for workers/supervisors, quality assurance personnel, contract managers, and financial staff to monitor the outcomes of service provision.	1 - Must Have		
28-3	FACTS II will incorporate consumer and departmental staff satisfaction assessments (automated surveys, forms, and reports) using common processes across divisions where feasible.	1 - Must Have		

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
29-1	FACTS II will only allow one open placement at a time for a child, unless a placement is planned to be short term (e.g., respite or hospitalization); however, placement episodes must be flexible enough to recognize that intake and transfer/discharge dates will overlap (e.g. a child may be discharged/transferred from the current facility on the same date as they are received at the next facility) and both providers must be paid accordingly.	1 - Must Have		
29-2	FACTS II will provide a validation on the entry of placements where it will not permit unexplained gaps in placement episodes.	1 - Must Have		

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
29-3	FACTS II will display the current actual location (i.e., specific placement provider, whether or not they are part of a parent organization) of all children in placement on the placement summary.	1 - Must Have		
29-4	FACTS II will require a recent level of care for all placements, including respite care.	1 - Must Have		
29-5	FACTS II will provide a placement summary that captures complete placement history, including trial home visits, runaways etc. (all episodes).	1 - Must Have		
29-6	FACTS II will automatically notify the family court system of children who have entered and left placement for the purposes of Child Placement Review Board (CPRB) scheduling and will receive back and store CPRB scheduling information. (Note: this functionality requires an interface to the Court's system.)	3 - Could Have		
29-7	FACTS II will display the program type, services, and assigned workers, within security limits, across divisions in multi-divisional cases.	1 – Must Have		
29-8	FACTS II will permit recording of discharge plans/requirements/dates in the initial service plan.	1 – Must Have		

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
29-9	FACTS II will provide documentation of residential discharge, independent living, transition planning, board extension (post-18 foster care) and aftercare coordination.	1 - Must Have		
29-10	FACTS II will support educational programs in contracted and state residential programs and facilitate sharing educational information with other school systems.	1 – Must Have		
29-11	FACTS II will provide the Individual Education Plan (IEP) planning and documentation process, including required timeframes for DSCYF schools or DSCYF funded education programs.	1 - Must Have		
29-12	FACTS II will provide the capacity to record report cards and other educational progress documentation, including behavioral and academic records for all children in care.	1 – Must Have		
29-13	For all children in care, FACTS II will allow the recording of the results of standardized educational testing,	1 - Must Have		
29-14	FACTS II will provide an educational summary, transition and discharge plan.	1 - Must Have		
29-15	FACTS II will manage the process of authorization and review of placements of delinquent youth in the same in-state home or facility with other department youth in accordance with the Delaware “mixing law.”	1 - Must Have		

Residential				
RFP #	Requirement Description	Priority	How Met	Est. Hours
29-16	FACTS II will allow access to and automation of all provider deliverables, whether or not provider is state or contractor managed, within confidentiality limits.	1 - Must Have		
29-17	FACTS II will document and allow access to attendance records (actual days not just start-stop) of children in residential care, for billing purposes. It will continue this capability for day treatment.	1 - Must Have		
29-18	FACTS II will prevent duplicative placement events across divisions. For example, shared funding of a single residential service will not constitute two separate placements at the same time.	1 – Must Have		
29-19	FACTS II will provide the entry of the results of the CPRB review.	1 – Must Have		

Service Implementation in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
30-1	FACTS II will provide the intake and screening processes for all DSCYF facilities to include information such as demographic, identification, personal property inventory, physical attributes, photos, authorized visitor and phone contact lists, physical, mental health, and substance abuse assessments, facility orientations, legal, etc. <i>SACWIS I.A.2.(2)</i>	1 - Must Have		

Service Implementation in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
30-2	FACTS II will provide the documentation of specific physical identification information such as scars, marks & tattoos, multiple photos (intakes/admissions & injuries) and allow for maintaining a photographic history (specifically for photos associated with injuries).	1 - Must Have		
30-3	FACTS II will provide the updating of current client location information as a function of admission to or discharge from a facility.	1 - Must Have		
30-4	FACTS II will provide a unit census that will maintain anticipated intakes (for example, waiting lists) and discharges.	1 - Must Have		
30-5	FACTS II will maintain, where applicable, living unit or room assignment for each child and create the unit census based upon these assignments.	1 – Must Have		
30-6	FACTS II will continue to support current discharge functionality, supporting DELACARE and the national CARF standards; including discharge planning, types of discharge, success of treatment episode, etc.	1 - Must Have		
30-7	FACTS II will maintain temporary leaves (to court, doctors, etc) and ensure the leaves are tracked historically with start and end dates.	1 - Must Have		

Service Implementation in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
30-8	FACTS II will provide temporary home visit & pre-placement visit occurrences.	1 - Must Have		
30-9	FACTS II will provide transition and aftercare planning (i.e., independent living, or board extension).	1 - Must Have		

School Management in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
31-1	FACTS II will support student attendance of multiple types including daily attendance for children who are in residential facilities and enrolled in day treatment; including non-classroom based services.	1 - Must Have		
31-2	FACTS II will allow for changes to specific data fields within the student's enrollment information. (e.g., STI, which is a unique identifier of educational records; grade level; school, etc.)	1 - Must Have		
31-3	FACTS II will maintain the sending school contact persons' information and a history of the contact information.	1 - Must Have		
31-4	FACTS II will provide the recording of results of required achievement testing, preferably through an interface with eSchool Plus to obtain the information.	1 - Must Have		

School Management in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
31-5	FACTS II will provide the ability to add and modify standard test options administered by DSCYF (whether the testing is administered manually or directly through the system).	1 - Must Have		
31-6	FACTS II will provide a method to record or import standard test scores created by a completed standard test administered by a non-DSCYF entity from the school into the student record (raw score, standard score, grade equivalent, etc.), preferably from the eSchool Plus interface.	1 – Must Have		
31-7	FACTS II will provide a method for teachers to document, organize, and calculate grades including comment section. The system will pull individual grades creating a student report card. This requirement may change to importing grade card results, if this functionality is available in eSchool Plus to DSCYF.	1 – Must Have		
31-8	FACTS II will track DSCYF school enrollment episodes as defined by DSCYF. The system will allow DSCYF to report and view episodes based on continuous enrollment across any DSCYF school or program. The system will also allow DSCYF to report and view episodes within a specific but contiguous enrollment within or across programs when enrollments must be combined into one enrollment episode.	1 – Must Have		

School Management in DSCYF Facilities				
RFP #	Requirement Description	Priority	How Met	Est. Hours
31-9	The system will incorporate educational assessments and basic test categories for the recording of test and assessment results (academic, career, etc.)	1 – Must Have		
31-10	FACTS II will provide the recording of standard tests and educational assessments administered by DSCYF including multiple instances of the same test or assessment for the same student.	1 – Must Have		
31-11	FACTS II will allow DSCYF to create and maintain school calendars with the ability to make adjustments by individual counties or facility.	1 – Must Have		

Education and Health (Case Management Perspective)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
32-1	FACTS II will incorporate medical workup and ongoing medical information, including nursing notes, within appropriate confidentiality limits, for all children in placement and in own homes.	1 - Must Have		
32-2	FACTS II will provide a Medical information screen to capture current & historical medical information; such as medications, immunizations and dates, exams, treatments, health insurance, etc.	1 - Must Have		

Education and Health (Case Management Perspective)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
32-3	FACTS II will provide a document generation capability for medical care during transitions from one living situation to another, including documents such as the "Transfer Instruction Sheet" (health passport) and generate it electronically as well as in printed form.	1 - Must Have		
32-4	FACTS II will capture the health histories of all immediate biological family members (parents, siblings, etc.) when DSCYF receives custody and the child is placed into care. This information is important for initial and long-term planning and becomes necessary for adoption planning and out-of-state placement.	1 – Must Have		
32-5	FACTS II will incorporate mental and behavioral health records, including ongoing compliance with medications and restrictions.	1 - Must Have		
32-6	FACTS II will incorporate educational transition planning in a standardized format as part of the consolidated service plan, including documentation of meetings required.	1 - Must Have		
32-7	FACTS II will identify high risk medical, mental and behavioral health issues from the medical health record and alert the worker of these needs. (For example, provide a high risk flag for suicide, prescriptions, etc.)	1 – Must Have		

Interstate Compact				
RFP #	Requirement Description	Priority	How Met	Est. Hours
33-1	FACTS II will include an Interstate Compact record that will allow the identification of necessary information and any that is missing.	1 – Must Have		
33-2	FACTS II will capture the data needed for, and will generate and pre-fill the required forms for, interstate placement activities under Interstate Compact on Placement of Children (ICPC), Interstate Compact for Juveniles (ICJ), and Interstate Compact on Adoption and Medical Assistance (ICAMA).	1 – Must Have		
33-3	FACTS II will track court-ordered Requisitions for Interstate Compact for Juveniles (ICJ) and Interstate Compact on the Placement of Children (ICPC) Priority Motions and Orders.	1 – Must Have		
33-4	FACTS II will include the IEP and social history as part of the Interstate Compact packet of information. Other education information will be included if available. The information must be generated in hard copy using the appropriate standardized IC format. <i>SACWIS I.A.2.(2)</i>	1 – Must Have		
33-5	FACTS II will provide an electronic process for Interstate Compact documentation exchange when it becomes available (packets and approvals), maintaining confidentiality.	1 – Must Have		

Interstate Compact				
RFP #	Requirement Description	Priority	How Met	Est. Hours
33-6	FACTS II will include ticklers and alerts regarding interstate activities that need to be completed (e.g., 100A based on court orders).	1 – Must Have		
33-7	FACTS II will provide all standard reports required for the Interstate Compact on Placement of Children (ICPC) and Interstate Compact for Juveniles (ICJ).	1 – Must Have		

Court and Legal (Child Welfare)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
34-1	FACTS II will track compliance of AFCARS elements and ASFA timeframes for case compliance.	1 - Must Have		
34-2	FACTS II will provide substantiation case registry including registry, notification, appeal process timeframes, and removal from registry (will need associated ticklers and alerts).	1 - Must Have		

Court and Legal (Child Welfare)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
34-3	FACTS II will document in a manner that is readily accessible/viewable who has custody and when custody ends (not always current or accurate). Mandatory fields include petition date, custody hearing date, date custody awarded to DFS/YRS, and type of custody.	1 - Must Have		
34-4	FACTS II will permit recording of combined hearing types.	1 - Must Have		
34-5	When an appeal to a substantiated case registry entry is initiated and recorded in FACTS II, the system will automatically place the substantiated individual on hold to prevent "reporting out" until the appeal is resolved.	1 – Must Have		
34-6	FACTS II will track all specific legal activities associated with child proceedings related to custody starts and dispositions and reviews, and will alert users to upcoming events.	1 – Must Have		
34-7	FACTS II will record the receipt of a court disposition, will alert the user if it is not received within an appropriate time frame; and will have the capability to associate the physical court order to the FACTS II record.	1 – Must Have		

Court and Legal (Child Welfare)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
34-8	FACTS II will generate specific court documents based upon information available in the system, such as: ex parte petitions, TPR petitions and summaries, and adoption petitions and summaries. (Note: court documents may vary across the three Delaware counties.)	2 – Could Have		

Court and Legal (Delinquency Proceedings)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
35-1	FACTS II will provide data entry for children who are charged, but who are not yet adjudicated and are not active with any other division.	1 - Must Have		
35-2	FACTS II will track compliance with conditions of community supervision and highlight areas of non-compliance, regardless of program or service.	1 – Must Have		
35-3	FACTS II will provide the verification of information during the community services intake of new and/or existing DSCYF cases for information in FACTS II as well as validation of data exchanged with external interfaces; for example: COTS and eSchool Plus. <i>SACWIS I.A.2.(2)</i>	1 - Must Have		

Court and Legal (Delinquency Proceedings)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
35-4	FACTS II will generate and pre-fill specific forms for delinquency proceedings, such as: recommendation forms and violations of probation. (In some cases, providers will need the capability to initiate the generation of these forms.)	3 – Could Have		
35-5	FACTS II will track and record documentation related to pre- and post-adjudication proceedings, including disposition, court orders and reviews; alert users to upcoming events; and have the capability to associate the physical court documents to the record.	1 – Must Have		

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-1	FACTS II will have the capacity to track and report on state and division policy driven and statutory related activities {including access to services requirements and quality standards (e.g., Medicaid, CMH, child welfare requirements, SAMHSA)}.	1 - Must Have		

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-2	FACTS II will provide collecting and reporting AFCARS compliance data points (by child case, worker, supervisor, etc.) and provide the user with a mechanism to update/correct/complete data. Note: In all instances of federal reporting, FACTS II will provide all rules and procedures that are in effect at the time the functionality is scheduled to be implemented in FACTS II.	1 - Must Have		
36-3	FACTS II will be HIPAA compliant and HIPAA enabling.	1 - Must Have		
36-4	FACTS II will have the capacity to document all Medicaid requirements (including Psych. 21 and community services)	1 - Must Have		
36-5	FACTS II will provide the ability, based upon existing FACTS II data, to change quality assurance and compliance requirements as needed (within internal rules), without requiring additional programming (e.g. may add and/or change requirements to meet special contracts and grants, allowing for unique time limited data needs)	1 - Must Have		
36-6	FACTS II will provide compliance and quality assurance monitoring and reporting for vendors and contractors.	1 - Must Have		

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-7	FACTS II will have the ability to measure compliance and quality performance in multiple views (points in time, multiple levels of management, etc.) with identified performance standards.	1 - Must Have		
36-8	FACTS II will provide an edit check capability on key compliance and quality assurance documentation at time of data entry for line staff, with active links to make revisions as necessary and indicated.	1 - Must Have		
36-9	FACTS II will provide reportable event incident tracking, including automatic notifications, compliance, monitoring, and documentation. This functionality will be available to all divisions.	1 - Must Have		
36-10	FACTS II will provide quality assurance case/peer review functions. Some elements will be defined by program; others will be common across the department.	1 - Must Have		
36-11	FACTS II will provide the storage of the data required to monitor statutory, regulatory, contractual, and funding source compliance requirements (includes historical storage and retrieval as necessary).	1 - Must Have		
36-12	FACTS II will allow users with appropriate authority to override business rules in the case of identified exceptions.	1 - Must Have		

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-13	FACTS II will have the capacity to define and track an ad hoc population and collect necessary information on the ad hoc group.	1 - Must Have		
36-14	FACTS II will allow for ad hoc grouping that may be necessary for special assignments and projects.	1 - Must Have		
36-15	FACTS II will provide the capability to collect and report on child or provider outcome data and compare with characteristics of other children who were successful with a given service.	1 – Must Have		
36-16	FACTS II will have the capacity of linking activities, identifying quantity of service, time, and costs for the purpose of determining service quality and outcomes.	1 - Must Have		
36-17	FACTS II will provide tracking and reporting on compliance with court orders and mandates	1 - Must Have		
36-18	FACTS II will provide a set of protocols to respond to (collect necessary information in a pre-determined format with redactions, etc.) inquiries and requests for review by outside entities (i.e. Family Court, Child Placement Review Board, Office of Child Advocate).	1 - Must Have		

Service Implementation – Compliance and Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
36-19	FACTS II will provide a capability for identifying quality assurance and compliance trends (both internal and external to the department) for policy development, training and staff development and contract management.	2 - Should Have		
36-20	FACTS II will provide the tracking and documentation of corrective action plans for providers, programs, and facilities to include activities completed to resolve issues, tracking of required time lines, and recording the results of the corrective action plan.	1 - Must Have		
36-21	FACTS II will guide, track, and document requests for, and the release of, any information covered by HIPAA requirements.	2 – Should Have		
36-22	FACTS II will have the capability of generating and tracking random samples of children, families, records, or other entities, e.g. for case reviews or customer satisfaction surveys.	1 - Must Have		

3.1.4 Provider Management Requirements

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
37-1	FACTS II will provide provider data using common data elements and formats across divisions.	1 - Must Have		
37-2	FACTS II will generate electronic referrals to appropriate programs of all children being referred. In Support of <i>SACWIS I.A1.(1)</i>	1 - Must Have		
37-3	FACTS II will allow provider access to and automation of all provider records, whether or not provider is state or contractor managed, within confidentiality limits.	1 - Must Have		
37-4	FACTS II will allow workers to access all provider records and information and capabilities, whether or not provider is state or contractor managed, within confidentiality limits.	1 - Must Have		
37-5	FACTS II will allow for gate keeping of services to manage finite capacity and budget..	1 - Must Have		
37-6	FACTS II will provide a department wide, comprehensive resource directory, with standardized definitions of all direct and indirect services including levels of state run and contracted residential and non-residential care (currently the service master). There must be a link from the resource directory to contracts and contract amendments.	1 - Must Have		

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
37-7	FACTS II will provide access to a glossary of service terms, precisely describing services and service type characteristics, and provide a link directly to the resource directory contract.	1 - Must Have		
37-8	FACTS II will provide the detailed level of identification of services, distinguishable by different types of services.	1 - Must Have		
37-9	FACTS II will provide a centralized inventory of all placement providers (to include out-of-state contractors) and clearly identify them as IV-E eligible/non-eligible settings, with flexibility to easily update the Federal versus non-federal status.	1 - Must Have		
37-10	FACTS II will provide search functions and availability of all relevant and available services, both direct and indirect (i.e., contracted and non-contracted) as related to the service plan that is generated with and by the family.	2 - Should Have		
37-11	FACTS II will allow assessments and service plans to filter the list of resources that provide identified services.	2 – Should Have		
37-12	FACTS II will provide the use of multiple filters when searching resources, only returning eligible providers that meet the client and/or family needs.	2 – Should Have		

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
37-13	FACTS II must provide service utilization details from providers (e.g., HIPAA compliant Medicaid information exchange).	1 – Must Have		
37-14	FACTS II will provide real-time tracking of program-funded service availability (i.e., capacity, current enrollment/census, number of referrals, waiting list, and date of next bed availability). <i>SACWIS I.A1.(1)</i>	2 – Must Have		
37-15	FACTS II will provide multiple and flexible, rule-based levels of review and approval of service requests.	1 - Must Have		
37-16	FACTS II will provide recording of requests, approvals and purchases of services across multiple funding sources.	1 - Must Have		
37-17	FACTS II will provide verification of units of services received versus billed.	2 – Should Have		
37-18	FACTS II will provide for the in-house maintenance of the resource directory.	1 - Must Have		
37-19	FACTS II will provide notification to appropriate staff of significant changes to resources including beginning, stopping, suspensions, etc.	1 - Must Have		
37-20	FACTS II will provide provider and FACTS II census reconciliation.	2 – Should Have		
37-21	FACTS II will link to provider and service to establish foster care setting.	1 - Must Have		

Master Resource Listing, Service Matching and Program Admission				
RFP #	Requirement Description	Priority	How Met	Est. Hours
37-22	FACTS II will provide automatic case attributes and event workflow when certain events occur.	1 - Must Have		
37-23	FACTS II will provide unique provider or service types and relationships (e.g., relative, non-relative, pre-adoptive, Div. of Developmental Disabilities Services).	1 - Must Have		
37-24	FACTS II will record contract "Dimensions" ratings (levels of restrictiveness, supervision, staffing) and upgrades to qualifications as applicable to licensure and approval of entities.	3 - Could Have		
37-25	FACTS II will provide mixing information (demographic and presenting problems) using data from the census when searching and selecting providers for placement, consistent with state law.	2 - Should Have		
37-26	FACTS II will require providers to enter attendance, progress reports, billing data, and case-specific deliverables (e.g. psych reports, plan for child in care). The method for provider access may be via a secure web portal or direct access to the application.	1 – Must Have		

Provider, Resource, and Facility Approval, Credentialing, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
38-1	FACTS II will fully support DELACARE licensing standards; record compliance requirements, provide alerts to the contract and licensing staff, and support the recording, collecting and appropriate dissemination of criminal histories for all child connected staff.	1 - Must Have		
38-2	FACTS II will maintain an updated and current list of services and licenses (credentialing).	1 - Must Have		
38-3	FACTS II will unify/simplify the capture and sharing of licensing, credentialing, and approval of entities and will provide the capture of licensure and other pertinent information (like accreditation and legal) for in-state and out of state facilities.	1 - Must Have		
38-4	FACTS II will provide network/contract and non-contract providers (network language specific to DPBH).	2 - Should Have		
38-5	FACTS II will ensure that when a provider name changes in one component of the system, it is changed throughout, when required.	1 - Must Have		
38-6	FACTS II must support notification of critical events to workers, program managers, fiscal staff, and other assigned staff of all children in the setting.	1 - Must Have		

Provider, Resource, and Facility Approval, Credentialing, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
38-7	FACTS II will allow service providers to access and/or to exchange data with, in various manners compliant with Federal electronic health record regulations, the system in order to record information associated with service provision and monitoring (e.g. referrals, notes, treatment plans, critical incidents, attendance, etc.).	1 - Must Have		
38-8	FACTS II will allow vendors and contractors to have an ongoing view of compliance and quality assurance for their specific contract requirements and drill down to details regarding each requirement.	2 - Should Have		
38-9	FACTS II will support real-time standardized incident reporting and information sharing including reports on children under DSCYF supervision.	1 - Must Have		
38-10	FACTS II will be able to notify workers (and others as needed) of potential contractor/vendor red flags at time of service planning. Workers should also be alerted to positive changes (e.g., addition of Spanish-speaking staff).	1 - Must Have		
38-11	FACTS II will be capable of recording inquiries regarding becoming a licensed child care provider or other resource.	1 – Must Have		
38-12	FACTS II will include individual staff and their credentialing information (with limited access as appropriate for providers to enter directly).	1 – Must Have		

Provider, Resource, and Facility Approval, Credentialing, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
38-13	FACTS II will provide a cross reference for common AKAs or nicknames of resources against the licensed contract name of the resources to facilitate searching.	1 – Must Have		
38-14	FACTS II will provide the capacity to capture data from assessments completed by providers and provide capability for department staff to rate quality.	1 – Must Have		
38-15	FACTS II will provide recording of all provider contact schedule monitoring, licensing actions and facility visitation information.	1 – Must Have		
38-16	FACTS II will provide a Training Management Module including: master list of courses/trainings, schedules, the ability to alert DSCYF staff to monitor required trainings for resources/providers (annual and/or mandatory) rosters, renewals, financial reimbursements, and detailed reporting etc.; by entity; tracking registration, training rosters of attended classes, etc. by trainer and trainee.	2 - Should Have		
38-17	FACTS II will record the type of facility (example Juvenile Justice, Medical, Psych under 21) if facility is not a foster care facility. (Cost recovery)	1 - Must Have		

Provider, Resource, and Facility Approval, Credentialing, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
38-18	FACTS II will record specific information identifying which facilities provide Foster Care (as defined in 45 CFR1355.20), which are approved or licensed, and which are Medicaid or IV-E reimbursable (Cost recovery), identifying the Medicaid service, and AFCARS reportable.	1 - Must Have		
38-19	FACTS II will provide crosswalk between an entity (foster parents, child care licensed facilities and other state facilities) and the Office of Institutional Abuse to facilitate standard investigations of licensed facilities involved in complaints, findings, institutional abuse, etc.	1 - Must Have		21-23
38-20	FACTS II will allow for documentation of shared funding agreements and prevent duplicate service authorizations across Divisions and funding sources.	1 – Must Have		

Foster and Adoptive Parent Recruitment, Approval, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
39-1	FACTS II will track orientation/informational meeting attendance and application return.	2 - Should Have		
39-2	FACTS II will automatically generate invitation letter and appropriate information packet, tracking dates of response to inquiries for potential foster parent recruitment.	2 – Should Have		

Foster and Adoptive Parent Recruitment, Approval, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
39-3	FACTS II will track the steps of the foster and adoptive parent recruitment process, including the referral source. <i>SACWIS I.A1.(1)</i>	2 – Should Have		
39-4	FACTS II will track reasons why potential foster/adoptive parents drop out.	2 – Should Have		
39-5	FACTS II will capture and generate agreements that contain the established services that will be provided by both the foster/adoptive parents and the state.	1 - Must Have		
39-6	FACTS II will provide the documentation of the approval process and standards (i.e. home study, background screening, health, fire, etc.).	1 - Must Have		
39-7	FACTS II will provide an on-line home-study format to be used by state and private agencies that satisfies Office of Child Care Licensing (DELACARE). This format will have the ability to pre-populate known fields from the FACTS II database.	1 - Must Have		
39-8	FACTS II will track approval process and key information of non-state agencies (meeting DELACARE standards). Take existing FACTS registration form that is currently faxed into DFS and make it available to complete on line by non-state agencies. Clarify the effective date. Continue current tracking of state process in FACTS.	1 – Must Have		

Foster and Adoptive Parent Recruitment, Approval, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
39-9	FACTS II will provide criminal history unit functions pertaining to background checks, suitability determinations, and ongoing criminal activity and child maltreatment reports, consistent with confidentiality requirements.	1 - Must Have		
39-10	FACTS II will provide approval process for foster care payments including Governor's Task Force (GTF) payments at various levels, with the ability to make exceptions to agreements manually.	1 - Must Have		
39-11	FACTS II will track standards violations/complaints in addition to abuse/neglect (i.e., standards/regulations).	1 - Must Have		
39-12	FACTS II will provide an electronic transfer of information and photos to the adoption exchange if available.	2 - Should Have		
39-13	FACTS II will maintain, for foster parents, current enrollment, attendance, calendar (within specified date ranges), and training tracking system per person.	1 - Must Have		
39-14	FACTS II will provide searches of foster homes that identify a level of care and the capacity/census/vacancies (and other appropriate criteria) to facilitate matching for placement.	1 - Must Have		
39-15	FACTS II will provide the identification of foster/adoptive parents as relatives or child-specific home.	1 - Must Have		

Foster and Adoptive Parent Recruitment, Approval, and Training				
RFP #	Requirement Description	Priority	How Met	Est. Hours
39-16	FACTS II will provide a linkage between pre and post adoption case records that connects the information according to AFCARS requirements (e.g., placement history, medical history, etc).	1 - Must Have		
39-17	FACTS II will support the subsidy assistance, renewal and agreement processes.	1 - Must Have		

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
40-1	FACTS II will contain a Contracts Management module to track routing, approvals and the progress/status of RFPs, Waiver to issue RFP (for sole source,) Invitation To Bid (ITB), etc. processes to identify what stage in the process has been completed or is yet to be done. The Contracts Management Module will provide information (on-line views) of the RFP schedule, processing, tracking, including business rules governing payment amounts. It will include the capability of recording all potential vendors who attend a Bidder's Conference in response to an RFP. The module will be viewable by all DSCYF staff, and by providers with appropriate clearance and will link the RFP to the finalized contract/services.	1 - Must Have		

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
40-2	FACTS II will provide an automated contract development process to produce the contract and all supporting attachments (boiler plate, amendments, budgets etc.) with full view, search capacity, export e-mail, print, etc. and to track routing and contract approval process.	1 - Must Have		
40-3	FACTS II will provide a prompt for the automated activation of approved contracts/non-contract agreements on specified start dates and deactivate expired contracts on specified end dates. Notifications will be sent to involved parties.	1 Must Have		
40-4	FACTS II will provide the maintenance of a detailed historical summary of all executed contracts, including the reasons for contract termination, a history of corrective actions, aliases, and remedies.	2 - Should Have		
40-5	FACTS II will provide a contract monitoring function that includes documentation and differentiation of monitoring activities related to services/ rates/requirements, performance, corrective actions (responses), incident reports, reason for termination, etc.	1 - Must Have		
40-6	FACTS II will provide functionality to manage, including start and stop dates, corporate entities, subsidiaries, locations, personnel credentials, contracts, aliases and their associations.	1 - Must Have		

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
40-7	FACTS II will provide the preparation and ongoing monitoring of various types of contracts (including all foster parent agreements and adoption assistance agreements) and payment types (i.e., line item, line item/per diem, purchase of service, etc.).	1 - Must Have		
40-8	FACTS II will provide all agreement types: non-contract agreements; client services/direct service contracts; consultant; non-direct; non-contracted state-run facilities.	1 - Must Have		
40-9	FACTS II will capture all licensure/certification/accreditation/taxonomy information on all service contracts and/or entities.	1 - Must Have		
40-10	FACTS II will provide various methods of invoicing by vendors (i.e., electronic, Foster Care Board run, or manual).	1 - Must Have		
40-11	FACTS II will provide electronic submissions of responses to RFPs.	3 - Could Have		
40-12	FACTS II will provide payment processing and service data entry on inactive contracts for services provided during the active contract period, provided the contract was previously active.	1 - Must Have		
40-13	FACTS II will provide an entity search by contract number.	1 - Must Have		

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
40-14	FACTS II will provide search functionality within specific contract documents, such as MSWord "Find" "Key Word" functionality, as well as searching for a type of contract or service.	2 - Should Have		
40-15	FACTS II will require that the registered provider name, including subcontractors, must match and associate the name on contract/License/agreement/contract #/SSN/Tax ID.	1 - Must Have		
40-16	FACTS II will provide a link between vendor service record in the payment module and licensing section to verify the licensure for services provided is appropriate and active. If licensure and service do not match, an alert will be generated and payment with Client Trust Account Funds and/or IV-E funds will not be allowed. The system would make payment with State funds.	1 - Must Have		
40-17	FACTS II will provide the storage of one or more email addresses for providers that can be used to generate a new email addressed to the provider, via an interface with the State's email system.	2 - Should Have		

Contract Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
40-18	FACTS II will provide maintenance capability to the tables of providers and related tables such that duplicate providers can easily be removed by DSCYF staff. FACTS II will provide maintenance of contract management database tables by authorized DSCYF staff.	1 - Must Have		
40-19	FACTS II will provide automated contract update for renewal or separate contract with same vendor. This will include updating headers, footers, and other relevant information (Event copy with edit features for all contract docs.).	2 - Should Have		
40-20	FACTS II will be able to store an electronic copy of the contract signature page as well as the ability to print a paper copy of the contract signature page.	2 – Should Have		
4—21	FACTS II will provide the capability to record and maintain data for contracted equipment such as electronic monitoring devices	1 - Must Have		

3.1.5 Financial Management Requirements

Cost Accounting by Program and Child				
RFP #	Requirement Description	Priority	How Met	Est. Hours
41-1	FACTS II will provide cost accounting by child (including support services).	1 - Must Have		
41-2	FACTS II will have an integrated procurement and client payment processing system that connects the client-specific requisitions, authorizations, payables, vouchers, and services delivered.	1 - Must Have		
41-3	FACTS II will be able to account for non-contract expenditures at the local level.	1 - Must Have		
41-4	FACTS II must support manual overrides of service authorizations and payments, and allow for the documenting of the override.	1 - Must Have		
41-5	FACTS II will provide recording and authorization of non-automated billing.	1 - Must Have		
41-6	FACTS II will provide tracking of cost when services provided are paid or subsidized by a third party.	1 – Must Have		
41-7	FACTS II will automatically calculate the SACWIS ongoing maintenance cost allocation formula, based on the percentage of unduplicated children served in the Department who received any service from a IV-B or IV-E funded program during the period for which data are requested, regardless of the child's individual eligibility/claimability.	1 - Must Have		

Client Service Payments – Accounts Payable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
42-1	FACTS II will provide rules based, table driven payment processes.	1 - Must Have		
42-2	FACTS II will have a flexible accounting/cost tracking system that can manage a wide range of requirements. (e.g., is not hard coded)	1 - Must Have		
42-3	FACTS II will provide on-line billing functionality by providers compliant with IV-E, HIPAA and Medicaid.	1 - Must Have		
42-4	FACTS II will create billing records across divisions for all providers, including Medicaid billable, compliant with HIPAA and Medicaid rules and regulations.	1 - Must Have		
42-5	FACTS II will provide a process for authorizing Foster Care board payments and Adoption payments, compliant with IV-E.	1 - Must Have		
42-6	FACTS II will automate all required foster care and adoption assistance board payments. Adoption payment approvals / electronic forms in FACTS II will be maintained separately from foster care data, and accessible only to the adoption unit.	1 - Must Have		
42-7	FACTS II will be able to facilitate direct deposit payments to providers (incl. foster payments).	1 - Must Have		

Client Service Payments – Accounts Payable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
42-8	FACTS II will provide the merge and/or maintenance of payment records by person, ALWAYS maintaining the adoption firewall to maintain confidentiality.	1 - Must Have		
42-9	FACTS II will provide client payment "look-ups" for workers and providers to view provider, children, amount and time in services, date check mailed, etc.	1 – Must Have		
42-10	FACTS II will provide paper or electronic mailing of remittance advice statement details on child, using services rendered, time or units of service, amounts, etc. or an electronic file for larger providers.	1 - Must Have		
42-11	FACTS II will have unique identifier rules to prevent multiple billings, duplicate billings, inconsistent billings, etc.	1 - Must Have		
42-12	FACTS II will provide retroactive claim calculations and adjustments.	1 - Must Have		
42-13	FACTS II will provide modifications to the Client Payment Accounting (CPA) system.	1 - Must Have		
42-14	FACTS II will provide the requests and approvals for flexible funding for support services, (e.g. DFS non-contracted service funding request process and service integration fund process).	1 - Must Have		

Client Service Payments – Accounts Payable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
42-15	FACTS II will provide the coordination of insurance benefits, including: detailed documentation of payments; collection of information; maintenance (updating and changing info); using that information for billing purposes for co-payments; and for verifying amounts payable to service providers by private insurance.	1 - Must Have		

Trust Accounts and Contributions and Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
43-1	FACTS II will provide a trust account financial management table (soft-coded) in FACTS II to manage the allocation of SSA, SSI and child support payments to IV-E.	1 - Must Have		
43-2	FACTS II will provide appropriate and flexible utilization of multiple funding sources across divisions and programs.	1 - Must Have		
43-3	FACTS II will provide the identification of child-specific donations discretely identified in trust accounts (there are differential utilization rules for child-specific donations).	1 - Must Have		
43-4	FACTS II will identify contributions or donations and how the funds were expended (e.g. donation to take youth to State Fair and the number of children that attended.)	2 - Should Have		

Trust Accounts and Contributions and Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
43-5	FACTS II will identify sources of funds and keep YRS trust funds completely separate from DFS accounts, even if the same child crosses over programs.	1 - Must Have		
43-6	FACTS II will generate payments for residential, non-residential, and all support services for YRS, DPBHS, and DFS clients who do not have trust accounts or are not IV-E eligible.	1 - Must Have		
43-7	FACTS II will provide easy and streamlined post corrections retroactively for payments. FACTS II will automatically calculate and adjust claims, and post to child's record.	1 - Must Have		
43-8	FACTS II will provide seamless views of financial data—client payment "look ups,"—easy searches of financial information for workers and providers, including trust accounts, based on client name and PID; display IV-E and Medicaid eligibility; rules-based queries based on client resources and resource utilization rules. The look up should include: provider, child, payment amount, length of time in placement, date check mailed, etc.	1 - Must Have		
43-9	FACTS II will include the capability to manipulate the data (e.g. view only and/or export reports into Excel).	1 - Must Have		

Trust Accounts and Contributions and Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
43-10	FACTS II will create automated accounting documents (budget journals and budget transfers) for YRS youth who work in facilities into the trust accounts, including payment vouchers (to court or youth) whenever YRS indicates that the earnings go to restitution or aftercare.	1 - Must Have		
43-11	FACTS II will generate a monthly statement that reflects all trust account balances for accountant to monitor (e.g., over \$2000-SSA-remit to SSA; over \$2000-Child Support-spend down next month).	1 - Must Have		
43-12	FACTS II will generate payments for client contractual services' providers using a variety of funding sources and rates, either programmed in and/or with the ability for accounting staff to enter in data.	1 - Must Have		
43-13	FACTS II will produce a monthly Trust Account reconciliation with account balances by child, with deposited interest pro-rated to each child's active account based on when interest statement is received. Includes ability to generate cash receipt documents for individual trust account deposits.	1 - Must Have		

Medicaid and CHIP Billing / Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
44-1	FACTS II will provide the automation of a uniform set of eligibility criteria for services, benefits, programs and facilities and record decisions.	1 - Must Have		
44-2	FACTS II will identify Child Health Insurance Program claims separately from Medicaid claims.	1 - Must Have		
44-3	FACTS II will automate the linkage between a finding and redeterminations of medical/clinical necessity and the Medicaid/CHIP claim.	1 - Must Have		
44-4	FACTS II will provide a funding rules table to handle funding for "pooled children" based on the various available State/federal funding streams.	1 - Must Have		
44-5	FACTS II will enable identification of clients/services/providers/staff to automatically exclude from Medicaid billing when grant funded.	1 – Must Have		
44-6	FACTS II will provide electronic billing of third party carriers.	1 – Must Have		
44-7	FACTS II will provide the electronic collection of third party carrier insurance information.	1 – Must Have		
44-8	FACTS II will facilitate the use of the electronic collection of third party carrier insurance data for billing.	1 – Must Have		

Medicaid and CHIP Billing / Accounts Receivable				
RFP #	Requirement Description	Priority	How Met	Est. Hours
44-9	FACTS II will provide billing in a HIPAA compliant format, electronically and paper.	1 – Must Have		
44-10	FACTS II will provide the creation and submission of a Medicaid provider enrollment application.	1 – Must Have		
44-11	FACTS II will provide the creation and calculation of Medicaid Rates. To include a process to allow users the ability to easily utilize said rates.	2 – Should Have		
44-12	FACTS II will provide electronic submissions of Medicaid rates to the Division of Medicaid and Medical Assistance (DMMA)	2 – Should Have		
44-13	FACTS II will provide the reconciliation of revenue between DSCYF, OMB and DHSS	2 – Should Have		
44-14	FACTS II will capture verification that backup documentation exists to substantiate Medicaid billing claims (assessments, units of service, treatment plan, progress notes, etc.).	1 - Must Have		

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
45-1	FACTS II will provide IV-E and Medicaid eligibility data collection process.	1 - Must Have		
45-2	FACTS II will provide SSI assessment process.	1 Must Have		

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
45-3	FACTS II will provide the identification and management of IV-E Foster Care candidacy cases, including identifying them by unique identifier, have the ability to count them, manage terminations and produce IV-E reports.	1 - Must Have		
45-4	FACTS II will provide case plan review process unique to IV-E Foster Care candidacy cases.	1 - Must Have		
45-5	FACTS II will provide establishing eligibility for meal tracking for federal reimbursement reporting (Supplemental Nutrition Assistance Program - SNAP).	1 - Must Have		
45-6	FACTS II will capture status of Medicaid eligibility (e.g. denials or changes in status).	1 – Must Have		
45-7	FACTS II will capture the status of CHIP enrollment (e.g. non-payment of premium)	1 – Must Have		
45-8	FACTS II will provide the collection of information necessary to process Medicaid applications to electronically transmit to DHSS for determination	1 – Must Have		
45-9	FACTS II will provide the tracking, collection and filing of Medicaid applications for the Disabled Children’s program	2 – Should Have		
45-10	FACTS II will provide the SSI Advocacy process (e.g. include a screening tool, interface with SSA, etc.).	1 – Must Have		

Title IV-E and Medicaid Eligibility and Redetermination				
RFP #	Requirement Description	Priority	How Met	Est. Hours
45-11	FACTS II must support IV-E, Medicaid and Adoption Assistance eligibility determination and redetermination processes.	1 – Must Have		
45-12	FACTS II must be able to determine if a placement meets the foster care standard for IV-E reimbursability and to compute the amount of the placement cost that is IV-E reimbursable (room and board), Medicaid reimbursable (therapy, education, etc.), or unallowable for Federal reimbursability and charged to the state.	1 – Must Have		
45-13	FACTS II must have an automated rate setting process and include access to source documentation.	1 – Must Have		

Local Account and General Ledger Reconciliation				
RFP #	Requirement Description	Priority	How Met	Est. Hours
46-1	FACTS II will provide a cost allocation process (federal program eligibility, cost allocation, and Federal Financial Participation).	1 - Must Have		
46-2	FACTS II will allow for reconciliation of service month and payment month needed to perform cost projections based on service authorization by service month as well as service authorization by payment month.	1 - Must Have		

Grants Management				
RFP #	Requirement Description	Priority	How Met	Est. Hours
47-1	FACTS II will provide, for the purposes of resources tracking and reporting, the identification of common data elements across the agency on clients, providers, units of service, workers, etc. based upon the association of funding source to contract and/or service. FACTS II will provide the capability to incorporate new/unique data elements over time based upon association with funding source.	1 - Must Have		
47-2	FACTS II will have Federal grant reporting capability, as well as easy ability to change as Federal requirements change.	1 – Must Have		

Random Moment Sample				
RFP #	Requirement Description	Priority	How Met	Est. Hours
48-1	FACTS II will incorporate the RMS time reporting system process.	1 - Must Have		
48-2	FACTS II will ensure that the process for responding to RMS surveys is simple and easy.	2 – Should Have		
48-3	FACTS II will provide the online storage and archiving of RMS data and reports.	1 - Must Have		

Random Moment Sample				
RFP #	Requirement Description	Priority	How Met	Est. Hours
48-4	FACTS II RMS system will be US Department of Health and Human Services (DHHS) compliant.	1 - Must Have		

3.1.6 SACWIS Requirements

The SACWIS requirements listed in this section include the optional requirements selected by DSCYF.

Intake Management *This function consists of processing referrals for service, conducting an investigation, and assessing the need for service. Goal: Through the effective and efficient use of automation, providing for the administration of the processes necessary to ensure that the child welfare services (CWS) agency can respond to those who seek, and are referred, or are reported to the agency through the proper identification of the individuals and provision of appropriate assessment procedures*

Intake FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-1	Record contact/referral FACTS II will record initial contacts regarding the allegations of abuse or neglect, or provide for the input of a formal referral for protective services, voluntary placement services, juvenile corrections and other services. SACWIS I.A1.(1)	1 - Must Have		
S-2	Collect intake/referral information FACTS II will allow for input of available situation and demographic information, including the cross-referencing of relationships among participants and the reason for referral. SACWIS I.A2.(2)	1 - Must Have		
S-3	Search for prior history (persons/incidents) FACTS II will search the database(s) to check for prior incidents and other available information. For a single incident, the system will allow for multiple reports of an incident by including information on each individual or agency making a report. SACWIS I.A3.(3)	1 - Must Have		

Intake FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-4	Record "information-only" requests FACTS II will record calls or contacts which do not involve a specific allegation or referral. SACWIS I.A4.4(4)	1 - Must Have		

Screening: FACTS II must provide an automated mechanism that identifies the potential danger or harm to the children involved in a reported incident of abuse or neglect and determines whether the agency will be able to respond to the needs of children and families.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-5	Evaluate intake information FACTS II will support the evaluation of the available information to determine the necessity of establishing a case. SACWIS I.B1.(5)	1 - Must Have		
S-6	Record the results of the screening evaluation FACTS II will provide for the recording of the determination resulting from the screening process. SACWIS I.B2.(6)	1 - Must Have		
S-7	Establish case record FACTS II will provide for the establishment of a new case, the association of a new allegation with an existing open case, or the re-opening of a closed case. SACWIS I.B3.(7)	1 - Must Have		
S-8	Assign case to worker FACTS II will support and record the assignment of the case to a worker and provide for the tracking of that case through the process. SACWIS I.B4.(8)	1 - Must Have		

Screening: FACTS II must provide an automated mechanism that identifies the potential danger or harm to the children involved in a reported incident of abuse or neglect and determines whether the agency will be able to respond to the needs of children and families.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-9	Refer for investigation and/or services, as appropriate FACTS II will support the referral/transfer of the case for investigation, if necessary, or the assessment, if the allegation is not related to maltreatment SACWIS I.B5.(9)	1 - Must Have		

Investigation: FACTS II must support the determine of the level of risk to the child, or children, involved in a reported incident of abuse or neglect and assist in making a recommendation regarding continued agency involvement.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-10	Collect and record investigation information FACTS II will provide for the input of information collected during the investigation process, including the recording of contacts made during the investigation. SACWIS I.C1.(10)	1 - Must Have		
S-11	Record investigation decision FACTS II will provide for the recording of the decision resulting from the investigation. Will contain disposition categories, and include findings with respect to each allegation of maltreatment, linked to perpetrator's record SACWIS I.C2.(11)	1 - Must Have		
S-12	Generate documents as needed in response to investigation FACTS II will support the preparation of alerts, notifications and reports required during, and as a result of, the investigative process. SACWIS I.C3.(12)	1 - Must Have		

Assessment FACTS II must provide automated support for determination of level of risk to children involved in an allegation of abuse or neglect and for identification of service needs.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-13	Determine and record risk assessment FACTS II will support the evaluation and determination of risk factors affecting the case. SACWIS I.D.1.(13)	1 - Must Have		
S-14	Perform risk assessment FACTS II will perform an automated risk assessment to determine the relative level of risk. SACWIS I.D.2.(14)	1 - Must Have		
S-15	Collect and record special needs / problems. FACTS II will support the determination and documentation of special needs/problems (e.g. special education, developmental disabilities, medical assessments, etc.) Data collected must map to applicable AFCARS and NCANDS reporting elements. SACWIS I.D.3.(15)	1 - Must Have		
S-16	Determine and record needed services FACTS II will support and record the determination of needed services, including the assignment and recording of level of care (placement locations, in-home care, etc.). SACWIS I.D.4.(16)	1 - Must Have		
S-17	Record client contacts FACTS II will provide for the recording of client contacts in the electronic case folder. SACWIS I.D.5.(17)	1 - Must Have		

Assessment FACTS II must provide automated support for determination of level of risk to children involved in an allegation of abuse or neglect and for identification of service needs.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-18	Prepare and record referrals to other agencies FACTS II will provide for the preparation and recording in the electronic case folder of referrals to other agencies. SACWIS I.D.6.(18)	1 - Must Have		
S-19	Collect and record further case information. FACTS II will provide for the recording in the electronic case record of additional case information gathered during the assessment process. SACWIS I.D.7.(19)	1 - Must Have		
S-20	Generate documents, notices and reports based on review as needed FACTS II will support the generation of documents, notices, and reports during, or resulting from, the assessment process. SACWIS I.D.8.(20)	1 - Must Have		

Eligibility This function consists of determining programs for which funding support is available for clients receiving services. Program eligibility may include funding for foster care/adoption payments and determining the type of programs that will allow a client to receive Medicaid coverage. This function is usually initiated sometime during the Intake Function. Goal: To provide efficient and effective support for the identification and qualification of children for program funding.

Initial Eligibility Determination <i>FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.</i>				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-21	Determine Title IV-E eligibility <ul style="list-style-type: none"> FACTS II will determine AFDC-related eligibility for title IV-E. SACWIS II.A.1.a.(21) FACTS II will determine the legal requirements for IV-E eligibility. SACWIS II.A.1b.(22) FACTS II will determine placement requirements for IV-E eligibility, to include but not limited to Facility type, Licenses status, etc. SACWIS II.A.1.c.(23) 	1 - Must Have		
S-24	Verify eligibility for other programs FACTS II will provide for the exchange and referral of information necessary to determine eligibility/status under other related programs such as title XIX (Medicaid) and title IV-D. ¹ SACWIS II.A.2.(24)	1 - Must Have		
S-25	Record authorization decisions FACTS II will provide for the recording of the eligibility authorization decisions. ² SACWIS II.A.3.(25)	1 - Must Have		

¹ DSCYF is the State of Delaware's IV-E Agency, the title IV-D is handled by a different agency

² DSCYF is the State of Delaware's IV-E Agency, the title IV-D is handled by a different agency The State does not provide for the recording of eligibility decisions for programs other than IV-E. However, DHSS information regarding Medicaid, IV-A, and IV-E can be viewed through the Master Client Index Eligibility Summary screen

Initial Eligibility Determination <i>FACTS II must provide an automated entry point into the child welfare services agency for children and families who seek services, are referred for services, and/or who are reported to the agency.</i>				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-26	Generate documents related to initial eligibility determinations FACTS II will produce the alerts, notices and reports needed to provide information on and track the initial eligibility determinations. SACWIS II.A.4.(26)	1 - Must Have		

Changes in Eligibility <i>FACTS II must provide automated support for the timely identification of children whose eligibility changes or whose eligibility must be redetermined.</i>				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-27	Redeterminations FACTS II will provide for the processing of regularly scheduled and as needed program redeterminations and recording of redetermination decisions. SACWIS II.B.1.(27)	1 - Must Have		
S-28	Generate documents related to Redeterminations FACTS II will produce the alerts, notices and reports needed to provide information on and track the initial eligibility determinations. Alert Child Welfare Workers to changes made in the title IV-A, title IV-D, and title XIX systems (through the mandatory interfaces) SACWIS II.B.2.(28)	1 - Must Have		

Case Management This function entails the preparation of service plans, determining whether the agency can provide the services, authorizing the provision of services, and managing the delivery of those services. Goal: To provide support for the efficient and effective administration of the processes necessary to ensure that the child welfare services agency identifies, communicates, evaluates and monitors the services which will ameliorate the conditions necessitating agency involvement and ensure the safety of the child.

Service/Case Plan FACTS II must provide a mechanism where the needs of the child/children/family and the services necessary to resolve the problems are maintained and tracked to an appropriate outcome, including estimated time frames for completion of the services.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-29	<p>Prepare and document service/case plan FACTS II will support case plan development by documenting the services that are required to meet the specific needs identified in the assessment function. FACTS II must support case plan development in the following areas:</p> <ul style="list-style-type: none"> • Adoption (record and track information about adoptive placements and post adoptive services, including subsidy benefits); • Family preservation (institute in-home services to prevent the need for placement); • Foster care (determine and track level of care, placement information, reunification services, legal requisites); • Independent living (determine and track services to provide transitional living assistance for foster care youths); and • Interstate compact (process/submit supervision requests from/with other states for children and youth). <p>• SACWIS III.A.1.(29)</p>	1 - Must Have		
S-30	<p>Identify and match services to meet client's case plan needs: FACTS II will provide automated support in the identification and matching of service needs and available resources. SACWIS III.A.2(30)</p>	1 - Must Have		

Service/Case Plan FACTS II must provide a mechanism where the needs of the child/children/family and the services necessary to resolve the problems are maintained and tracked to an appropriate outcome, including estimated time frames for completion of the services.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-31	Record contact with and acquisition of needed resources/services: FACTS II will support and record the preparation of necessary service requests or referrals. SACWIS III.A.3(31)	1 - Must Have		
S-32	Track & Update service / plan FACTS II will support the monitoring, progress, and updating of the service/case plan in the electronic case folder. SACWIS III.A.4(32)	1 - Must Have		
S-33	Match client to placement alternatives, if needed: FACTS II will provide automated support in the identification and matching of clients with available placement alternatives. SACWIS III.A.5(33)	1 - Must Have		
S-34	Generate documents as needed (service/case plan) FACTS II will support the generation of alerts, notices, and reports as necessary to track the progress of the service/case plan. SACWIS III.A.6(34)	1 - Must Have		
S-35	Request and record supervisory approval of plan, if needed: FACTS II will provide support for obtaining supervisory approval of the service/case plan. SACWIS III.A.7(35)	1 - Must Have		
S-37	Identify program outcome measures: FACTS II will include a component which identifies and tracks program outcome measures. SACWIS III.A.9(37) Rref: Outcome measures Reports List	1 - Must Have		

Case Review/Evaluation FACTS II must provide automated support for the administration of the timely reviews, either internal to the agency or with the input of the judicial system, insures that services are progressing toward the stated outcome; determines if additional services are to be provided; and evaluates the time frames and the outcomes in the services/case plan.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-38	Generate alerts to conduct case review / evaluation as needed FACTS II will support the timely identification and continued tracking of cases requiring review/evaluation. SACWIS III.B.1(38)	1 - Must Have		
S-39	Conduct and record results of case review FACTS II will support the case review process and provide for documentation of the reassessment decisions and needed action items in the electronic case folder. SACWIS III.B.2(39)	1 - Must Have		
S-40	Generate documents, notices and reports (evaluation) FACTS II will support the generation of documents, notices, and reports during, or resulting from, the evaluation process. SACWIS III.B.4(40)	1 - Must Have		
S-41	Record collateral contacts FACTS II will provide for the recording of client collateral contacts and information resulting from those contacts. SACWIS III.B.5(41)	1 - Must Have		

Monitoring Service/Case Plan Services FACTS II must provide administrative and system support to the worker by ensuring that the services identified in the service/case plan are provided in a timely and effective manner.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-42	Track and record services FACTS II will provide for the recording in the electronic case folder of the types, duration, and frequency of services. SACWIS III.C.1(42)	1 - Must Have		
S-43	Generate documents, notices and reports FACTS II will support the generation of documents, notices, and reports to track the services needed and provided to the client. SACWIS III.C.2(43)	1 - Must Have		

Resource Management FACTS II must support the maintenance and monitoring of information on an array of service providers, including prevention programs, placement services, and foster care providers. FACTS II must provide system support for the efficient and effective administration of the processes involved in the determination of appropriate service providers and/or placement resources necessary to accomplish the goals of the service/case plan.

Facilities Support FACTS II must provide for the timely, efficient and effective identification of new resources, the addition of new information regarding existing resources, and the identification of gaps in resource/service availability				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-44	<p>Record and update provider information FACTS II will support the collection and maintenance of provider information such as;</p> <ul style="list-style-type: none"> • license/certification status, • types of services, • level of care provided, • level of compliance and • cost of care. <p>SACWIS IV.A.1(44)</p>	1 - Must Have		
S-45	<p>Generate alerts/action items on licensing status changes FACTS II will support the timely identification and continued tracking of cases and/or facilities requiring a review or other action as a result of a change in provider information. SACWIS IV.A.2(45)</p>	1 - Must Have		
S-46	<p>Generate reconciliation and evaluation reports as needed FACTS II will support the generation of documents, notices, and reports, as needed. SACWIS IV.A.3(46)</p>	1 - Must Have		
S-47	<p>Record and track provider training FACTS II will record and track provider training needs and training received SACWIS IV.A.4(47)</p>	1 - Must Have		

Foster/Adoptive Homes Support FACTS II must provide system support for the timely, efficient and effective administration of new foster/adoptive homes, of new information regarding existing homes, and of gaps in availability.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-48	<p>Maintain and update foster care and adoptive home information FACTS II will support the collection and maintenance of foster care and adoptive home information, such as</p> <ul style="list-style-type: none"> • licensing decisions, • violations and revocations, • required AFCARS information and • completed training (as appropriate to the type of home). <p>SACWIS IV.B.1(48)</p>	1 - Must Have		
S-49	<p>Record foster care home abuse/neglect allegations and investigation results FACTS II will support:</p> <ul style="list-style-type: none"> • The identification of foster care families where allegations of abuse/neglect have been reported and substantiated, as required by State law. • The investigation of such allegations • Documentation of the results. <p>SACWIS IV.B.2(49)</p>	1 - Must Have		
S-50	<p>Process foster care/adoptive home applications FACTS II will provide for the recruitment and processing of foster care family applications. SACWIS IV.A.3(50)</p>	1 - Must Have		

Foster/Adoptive Homes Support FACTS II must provide system support for the timely, efficient and effective administration of new foster/adoptive homes, of new information regarding existing homes, and of gaps in availability.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-51	Generate alerts/action items as needed if foster care license is revoked FACTS II will support the identification and tracking of cases requiring a review or other action as a result of changing information. SACWIS IV.A.4(51)	1 - Must Have		
Resource Directory FACTS II must provide an automated mechanism where information on resources can be effectively accessed to determine availability, and the types and levels of services provided.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-52	Maintain directory [resource directory] FACTS II will provide a directory/inventory of available resources and services SACWIS IV.C1(52)	1 - Must Have		
S-53	Generate reports FACTS II will support the generation of: <ul style="list-style-type: none"> • management reports, • other alerts, • bulletins, and • notices related to resource availability. SACWIS IV.C.2(53)	1 - Must Have		

Contract Support FACTS II must provide automated support for the timely, efficient and effective administration of the contract process to ensure that resources are available for service provision.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-54	Process contracts and contract changes FACTS II will support the creation, processing, monitoring and modification of contracts. SACWIS IV.D.1(54)	1 - Must Have		
S-55	Record contract monitoring results FACTS II will support efforts to monitor contractual compliance SACWIS IV.D.2(55)	1 - Must Have		
S-56	Generate alerts/action items as needed FACTS II will support the timely identification and continued tracking of cases requiring a review or other action as a result of monitoring activities. SACWIS IV.D.3(56)	1 - Must Have		
S-57	Generate documents as needed FACTS II will support the generation of notices and reports such as reconciliation and evaluation reports during, or resulting from, the monitoring of contract support. SACWIS IV.D.4(57)	1 - Must Have		

Court Processing FACTS II must have the functionality to encompass the array of legal activities and documentation procedures involving judicial events requiring action on the part of the state agency. FACTS II must facilitate the efficient and effective administration of the processes necessary for involvement with the state's judicial body.

Court Documents Goal: To ensure the automated support of the accurate and timely production of appropriate court related documents.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-58	Court Documents FACTS II must provide for the preparation of State agency documents for the courts, such as petitions, letters, attorney approvals, and supervisory approvals. SACWIS V.A.1(58)	1 - Must Have		

Notifications Goal: To ensure that involved individuals receive accurate and timely notifications of upcoming court activities.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-59	Notifications FACTS II will notify relevant parties of impending court actions. ³ SACWIS V.B.1(59)	1 - Must Have		

³ State's judicial system notifies relevant parties of impending court actions

Tracking Goal: To provide system support to ensure the effective and efficient administration of activities resulting from decisions reached during court proceedings.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-60	<p>Tracking FACTS II will monitor and track court-related events requiring State agency action, such as the recording and outcomes for all</p> <ul style="list-style-type: none"> • petitions, • trials, • hearings, • detention proceedings, • periodic reviews, • adoptions, and • change of placements. <p>Court decisions will be recorded in the electronic case folder. SACWIS V.B.1(60)</p>	1 - Must Have		

Financial Management: FACTS II must support the effective and efficient management of the processes necessary to ensure the accurate and timely authorization, processing, and reconciliation of financial records and transactions.

Accounts Payable: Goal: To ensure the accurate and timely submittal of information to support payment, or voucher creation, to all providers.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-62	Accounts Payable FACTS II will support the accounts payable process (billing, vouchers, etc.). SACWIS VI.A.1(62)	1 - Must Have		

Accounts Receivable Goal: To ensure the accurate and timely submittal of information to support the collection of funds due to the agency.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-63	Accounts Receivable FACTS II will support the accounts receivable process (e.g., overpayments, trust funds, SSI, etc.) SACWIS VI.B1(63)	1 - Must Have		

Claims Goal: To ensure the efficient and effective administration of a payment/financial system by providing the information necessary to produce the documentation to adjust claims.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-64	Claims FACTS II will support <ul style="list-style-type: none"> • The generation of provider payments and remittance advice. • Claims processing resulting from the notification of status changes (including termination of the case and/or information received from other Federal / State programs). SACWIS VI.C.1(64)	1 - Must Have		

Administration FACTS II must provide reliable and accurate information, through automation, for the efficient and effective management of personnel, mandated reporting and system administration.

Staff Management Goal: To provide system support to maintain accurate and current employee information and to assist and support the employee supervision function

RFP #	Requirement Description	Priority	How Met	Est. Hours
S-66	Record and update employee information <ul style="list-style-type: none"> FACTS II will contain records of employees, showing name, employee number and office. FACTS II will contain demographic information and results of Background Criminal Investigation checks. SACWIS VII.A.1.a(65) & SACWIS VII.A.1.b(66) 	1 - Must Have		
S-67	Record and track case assignment FACTS II will provide for the assignment of cases to workers, track workload assignments, and identify on-call staff. SACWIS VII.A.2(67)	1 - Must Have		
S-68	Assist in workload management FACTS II will support the decision-making process in the assignment of cases to workers and help workers to manage their own caseloads (such as providing "to do" lists and prioritization of alerts). SACWIS VII.A.3(68)	1 - Must Have		
S-69	Track employee training FACTS II will track employee training needs and training received. SACWIS VII.A.4(69)	1 - Must Have		
S-70	Document employee performance FACTS II will support the staff review and evaluation process. ⁴ SACWIS VII.A.2(70) Optional	1 - Must Have		

⁴ Current FACTS can supply data leading to performance but performance plans are not in FACTS, they are stored in the States personnel system. The same approach is intended for FACTS II

Reporting FACTS II must provide for the generation of mandated and user-definable reports.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-72	<p>Produce AFCARS report FACTS II must produce AFCARS reporting requirements including :</p> <ul style="list-style-type: none"> capture required AFCARS information produce the report in the specified AFCARS format. (The date that the first AFCARS data submission was generated exclusively from the new SACWIS should be included) and apply appropriate quality assurance edits to insure complete, timely and accurate data are collected in the system; apply appropriate extraction methodology and quality assurance provisions to insure that the report is accurate; develop Action plans to correct any AFCARS deficiencies identified through the use of the Data Quality Utility (DQU) or the Data Compliance Utility (DCU) <p>SACWIS VII.B.1b(72)</p>	1 - Must Have		
S-73	<p>Produce other Federal and State reports FACTS II will generate required State and Federal reports, (e.g., IV-E-1) in either paper or electronic formats as required, regular and ad hoc management reports (e.g., workload status, client/case status, performance factors, outcome measures, etc.). SACWIS VII.B.2(73)</p>	1 - Must Have		
S-74	<p>Produce statistical reports FACTS II will generate statistical reports needed to assist in analysis of the program. SACWIS VII.B.3(74)</p>	1 - Must Have		

Administrative Support Goal: To provide the administrative support necessary to ensure the accuracy, adequacy, and efficiency of the system				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-76	<p>Provide hardware and software security FACTS II security must satisfy:</p> <ul style="list-style-type: none"> the confidentiality requirements granted under section 471(a)(8) of the Social Security Act and section 106(b)(2)(A)(v) of the Child Abuse Prevention and Treatment Act, if child abuse and neglect information is captured in the system. <p>SACWIS VII.C.1b(76)</p>	1 - Must Have		
S-78	<p>Archive and purge FACTS II will provide for purging and archiving of inactive records and closed cases. SACWIS VII.C.2(78)</p>	1 - Must Have		
S-80	<p>Provide on-line system documentation FACTS II will provide an on-line policy/procedures manual, user guides, and other system documentation as needed, such as field help screens. SACWIS VII.C.4(80)</p>	1 - Must Have		
S-81	<p>Provide on-line training The FACTS II vendor will provide on-line, computer-based training for system users SACWIS VII.C.5(81)</p>	1 - Must Have		

Interfaces FACTS II must support electronic links between the child welfare and other systems to receive, transmit, and verify case and client information in order to provide for the effective and efficient transfer of information between SACWIS and other automated systems.

Required Interfaces Goal: To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-82	<p>Required Interfaces FACTS II will provide for an electronic data interface with the following systems:</p> <ul style="list-style-type: none"> • Title IV-A (TANF) [establish IV-A eligibility as necessary to determine IV-E eligibility, identify potential resource for IV-E child, avoid duplicate payments under IV-E and IV-A programs] • Title IV-D (Child Support Enforcement) [establish a child support case and identify potential resources for the IV-E child] • Title XIX (Medicaid) [establish Title XIX eligibility] • Child abuse and neglect data system (FACTS II Will have an integrated Abuse and Neglect Component) <p>SACWIS VIII.A.1(82), SACWIS VIII.A.1a(83), SACWIS VIII.A.1b(84), SACWIS VIII.A.1c(85),</p>	1 - Must Have		

Optional Interfaces Goal: To support the effective and efficient administration of the processes necessary to transfer information between SACWIS and other automated systems.				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-87	<p>Optional Interfaces FACTS II will provide additional interfaces with automated systems within the State, such as:⁵</p> <ul style="list-style-type: none"> • State Central Registry child abuse and neglect • Social Security Administration for title II and SSI information, • State financial system, (<i>First State Financials</i>) • State Licensing System • Vital Statistics, • Court system, • Juvenile Justice • Mental health/retardation, • State Department of Education, <p>SACWIS VIII.A.1(87)</p>	1 - Must Have		

⁵ The State Central Registry child abuse and neglect, Juvenile Justice, and Juvenile Mental health services are part of the FACTS II system, as such these will not necessarily be interfaces in the conventional sense but functionality in support of the sharing of relevant information

Quality Assurance FACTS II must support the review of case files for accuracy, completeness, and compliance with Federal requirements and State Standards

Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-88-1	Provide edits for critical data FACTS II will provide appropriate edits, ranges, checks and prompts for critical or incomplete data. Critical data are defined as anything required for State or Federal reporting or audit (e.g., AFCARS data, child welfare program and eligibility reviews). SACWIS IX.A.1(88),	1 - Must Have		
S-88-2	Provide procedures for supervisory oversight and authorization FACTS II will incorporate procedures for appropriate supervisory oversight and authorization related to case file review. SACWIS IX.A.1(88),	1 - Must Have		
S-88-3	Random Sampling FACTS II will support random sampling based on variable characteristics for audit and other purposes SACWIS IX.A.1(88),	1 - Must Have		
S-88-5	Track outcome measures and support trend analysis FACTS II will facilitate the tracking of outcome measures via program managers, and support trend analysis of results. SACWIS IX.A.1(88),	1 - Must Have		
S-88-6	Generate management reports on client demographics and needs FACTS II will generate summary management reports on client demographics and needs. SACWIS IX.A.1(88),	1 - Must Have		

Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-88-7	Produce reports on length of time in foster care FACTS II will produce reports on the length of time in foster care categorized by identified service needs and services provided. SACWIS IX.A.1(88),	1 - Must Have		
S-88-8	Track critical actions for IV-B and IV-E related cases FACTS II will track referrals and all required time-sensitive actions for title IV-B and IV-E related cases, such as initial and ongoing Administrative Case Reviews, investigations and time sensitive treatment and service plans. SACWIS IX.A.1(88),			
S-88-9	Provide an alert system for required case actions FACTS II will alert line, supervisory, and management staff when required action is delayed beyond a Federal, State, or court mandated time frame. SACWIS IX.A.1(88),	1 - Must Have		
S-88-10	Automat Referral for delays FACTS II will automatically request an investigation and track the case to ensure its completion in cases where a reviewer enters information on an apparent problem of abuse or neglect in a foster home. SACWIS IX.A.1(88),	1 - Must Have		
S-88-11	Link data to determine IV-E eligibility FACTS II will maintain and link variable and static data used to determine eligibility for title IV-E payments. SACWIS IX.A.1(88),	1 - Must Have		

Quality Assurance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-88-12	Establish data relationships between providers, clients and payments FACTS II will establish data entity relationships between providers, clients, and payments. SACWIS IX.A.1(88),	1 - Must Have		
S-88-13	Account for financial reconciliation payments FACTS II will account for appropriate financial reconciliation of payments including overpayments and recovery by occurrence. SACWIS IX.A.1(88),	1 - Must Have		
S-88-14	Maintain comprehensive case management data FACTS II will contain all data necessary to effectively manage a case. SACWIS IX.A.1(88),	1 - Must Have		
S-88-15	Multiple Case Support FACTS II must be able to track a child across multiple cases and / or occurrences SACWIS IX.A.1(88),	1 - Must Have		
S-88-16	Support quality assurance reviews FACTS II (the quality assurance function) will support the review of case files for accuracy, completeness, and compliance with Federal requirements and State standards. SACWIS IX.A.1(88),	1 - Must Have		
S-88-17	AFCARS reporting FACTS II must capture and transmit all known cases in the AFCARS report, including cases with incomplete information or untimely actions SACWIS IX.A.1(88),	1 - Must Have		

New Initiatives FACTS II must supports the following Federal Child Welfare related initiatives: the Adoption and Safe Families Act, the Adoption Incentive Program, the Annual Report on State Performance, Child Welfare Demonstration Projects, the Child and Family Services Reviews, the Title IV-E Eligibility Reviews, the Foster Care Independence Act of 1999 – Chaffee Foster Care Independence Program (CFCIP), the Safe and Timely Interstate Placement of Foster Children Act of 2006, the Adam Walsh Child Protection and Safety Act of 2006, the Child and Family Service Improvement Act of 2006, Private Providers and the Deficit Reduction Act (DRA) of 2005.. The SACWIS system supports all State Child Welfare initiatives.

Adoption and Safe Families Act				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-1	FACTS II must record and track the "reasonable efforts" requirement to finalize a child's permanent plan SACWIS Appendix C.1	1 - Must Have		
S-C-2	FACTS II must track whether a criminal record check has been completed prior to the placement of a child in a foster or adoptive home SACWIS Appendix C.2	1 - Must Have		
S-C-3	FACTS II must record and track whether any court determined aggravated circumstances (as defined by State law) exists SACWIS Appendix C.3	1 - Must Have		
S-C-4	FACTS II must track and report if the permanency hearing is held for the child within thirty days after the determination, If it is determined that reasonable efforts to reunify the family are not required, due to the existence of aggravated circumstances, SACWIS Appendix C.4	1 - Must Have		
S-C-5	FACTS II must support the notification requirement to the foster parent, pre-adoptive parent, or relative providing care for a child, of the right to be heard in permanency hearings and six-month periodic reviews held with respect to the child SACWIS Appendix C.5	1 - Must Have		

Adoption and Safe Families Act				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-6	FACTS II must support the tracking of a child in foster care fifteen of the last twenty-two months SACWIS Appendix C.6	1 - Must Have		
S-C-7	FACTS II must provide for the documentation in the case plan of compelling reasons exist for not filing a termination of parental rights petition SACWIS Appendix C.7	1 - Must Have		
S-C-8	FACTS II Must be able to track if the services necessary for the safe return of the child have been provided to the child's family within the time period defined in the case plan SACWIS Appendix C.8	1 - Must Have		
S-C-9	In the case of a child for whom the permanency plan is adoption or placement in another permanent home, FACTS II must track and record the steps the agency is taking to find an adoptive home or other permanent living arrangement? SACWIS Appendix C.9	1 - Must Have		

Adoption Incentive Program				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-10	FACTS II must support the data collection efforts for the Adoption Incentive Program. SACWIS Appendix C.10	1 - Must Have		

Annual Report state performance				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-11	FACTS II must support the data collection needs for the outcome measures used to assess State performance in operating child protection and child welfare programs under title IV-E. SACWIS Appendix C.11	1 - Must Have		

Foster care Independence Act of 1999 – Chaffee Foster Care Independence Program (CFCIP)				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-16	FACTS II must the data collection requirements in the CFCIP. How does the system track independent living services being provided to all youth in care? How does the system support the collection of outcomes for youth at ages 17, 19, and 21 per the NYTD requirements. SACWIS Appendix C16	1 - Must Have		

Safe and timely Interstate placement of Foster Children Act of 2006				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-17	FACTS II must support the timely home study procedures and requirements of section 471(a)(25) and (26) of the Social Security Act.. SACWIS Appendix C17	1 - Must Have		

Adam Walsh Child Protection and Safety act of 2006				
RFP #	Requirement Description	Priority	How Met	Est. Hours
S-C-18	FACTS II must support the Adam Walsh Child Protection and Safety Act of 2006. Include the following areas in your response: <ul style="list-style-type: none"> • Tracking/documenting criminal backgrounds and CAN registry information; • Authorizing title IV-E eligibility payments in accordance with the restrictions related to parent felony convictions; • Protecting information obtained from CAN registries. SACWIS Appendix C18	1 - Must Have		