

State of Connecticut
Commission on the Deaf and Hearing Impaired Interpreter
Scheduling/Reporting System

RFI# 08ITZ0016

AMENDMENT # 1

provides the following:

- Provides the Vendor Question and Answer document

Note: A signature line has been included below. A copy of this page signed in ink is required with the Proposal to show that vendors have received this Amendment.

VENDOR'S SIGNATURE ACKNOWLEDGING RECEIPT

(This page should be signed and returned WITH PROPOSAL. If vendor fails to submit signed Amendment, vendor will still be responsible for adhering to its content)

APPROVED:_____

JACQUELINE SHIRLEY
DIRECTOR
IT CONTRACTS AND PURCHASING DIVISION

RFI #08ITZ0016
Vendor Questions and Answers

- 1. Q. The Background section mentions inbound and outbound email notification. Is it anticipated that the system would somehow automatically process inbound e-mail?**

A. Ideally, yes, the Commission on Deaf and Hearing Impaired (CDHI) would like the vendor to be able to electronically submit a request (inbound), for service with very limited access to system. CDHI would like confirmations of assignments (outbound) to occur automatically via email/virtual fax.
- 2. Q. Master calendar - Is this defined as a calendar of scheduled referral requests for a specified date timeframe (example, all requests for today)?**

A. Yes, The master calendar lists each individual assignment/request for the calendar day. It provides a snapshot of the day. Individual assignment detail is available within the body of the calendar.
- 3. Q. Fee collection processing and accounting - fees are collected for credentialing, as well as for assignments? What is a 'Transfer Invoice'?**

A. No, Fees are charged for interpreting services (including travel time portal to portal) the CDHI as an agency, does not "credential" interpreters. They must be nationally certified to be hired by the State of Connecticut. A transfer invoice is an electronic form of payment between State Agencies.
- 4. Q. Data export - is there a defined format for export? Or would it be more general, perhaps export of data generated for a report?**

A. Format would be text delimited or XML. Could also be used for reports.
- 5. Q. Complaint tracking - document management and work flow would be required here?**

A. Yes
- 6. Q. Work Flow - such as in case management events and complaint tracking? Assume that revocation and reinstatement actions would be considered as part of workflow. Is this correct.**

A. Yes
- 7. Q. Help Desk - "vendor sponsored." What does this mean?**

A. Resource that the vendor provides to assist their customers with software problem resolution.
- 8. Q. What does the following Help Desk comment mean "Online interactive available to department administrative personnel. Modifiable by dept and applications." Does this mean that there should be a user-friendly interface to allow the update of help pages?**

A. Yes
- 9. Q. Electronic filing for applications and registrations? Who are applications for? Registrations?**

A. The State would like the functionality in the future if the State decides to Web enable the system, to allow online application for interpreters as well as clients and registrations for interpreter credentialing.

10. Q. **Is the Commission on Deaf and Hearing Impaired (CHDI) opposed to a system where changes to that system occur by submitting requests to the program developer via the system's owner and does not allow changes to the program to be done by others?**
- A. No, CDHI does not have an issue with submitting requests for change to the system owner.
11. Q. **Is the Commission on Deaf and Hearing Impaired (CHDI) opposed to a system where the Vendor's software is housed on their servers with access to the program via the internet, and is not an application that can be housed on a State of Connecticut server.**
- A. No, the CDHI is not opposed to such a system as long as data is secure; CDHI does not take issue with an off-site server.
12. Q. **Does the system have to do payroll as a stand-alone system?**
- A. No, as long as a text or XML file can be produced to import into the State of Connecticut Enterprise Financial System.
13. Q. **Is the State looking for "Best of Breed" solutions or a vendor to bid on all Business Modules?**
- A. Yes
14. Q. **Does CDHI have a Master Calendar in place today that they can continue to use in as part of the request for a CDHI Master Calendar Creation/Update in the Vendor Management section under Business Modules? If so, what is it?**
- A. Yes, CDHI current scheduling system is an Access-based program. It is not CDHI's preference to continue using the current calendar, but certainly would need to have the an upload of the current and archive historical data from the current system to the new system. CDHI anticipates that the new system would utilize a Master Calendar as a "snapshot" for the day's business.
15. Q. **What conditions are required for a client interpreter match as requested for a Client Interpreter Match System under the Vendor Management section for Business Modules? Can an example be provided?**
- A. The client, in this instance, is the Deaf/Hard of Hearing individual in need of the interpreting service. Several factors impact the selection process of an interpreter for each assignment. The primary factors the scheduling staff must consider is the client/interpreter linguistic match. Deaf/Hard of Hearing individuals' language needs vary greatly as does the skill level of the interpreter, therefore, every interpreter and client do not necessarily successfully communicate. Secondly, the assignment content and familiarity of the interpreter with the content must be considered. Lastly, the CDHI staff must consider the availability schedules submitted by each interpreter.
16. Q. **What kinds of appointments are being scheduled? Can real life examples be provided? Is an appointment already scheduled between a state employee and state resident before an interpreter needs to be assigned to the appointment? If so, how is the interpreter notified of the appointment and scheduled with that appointment? Please describe the workflow process involved.**

A. The work covers every arena; medical, legal, corporate, educational, mental health and community inclusion from vendors in state and federal government as well as the private sector. Some examples of assignments in the stated venues are doctor's appointments; court cases; mental health counseling sessions; addiction programs; college classes; corporate department meetings; and community workshops. The Interpreting Department is notified of a need for service via phone, email, fax, regular mail and walk-in requests. Generally, the appointment is set prior to CDHI receiving the request for interpreting services. The Interpreting Department contacts the field interpreters via phone or email to alert them of pending assignments. If the selected interpreter has responded that she/he can cover the pending assignments they are then confirmed to each vendor. If the interpreter cannot accept the assignment, it is sent back to the coordinators for reassignment.

17. Q. **How many interpreters are considered State of Connecticut employees and how many are employees of an outside company? Please specify the number of interpreters as either full-time or part-time employees in each category.**

A. There are 48 field interpreters are State of CT employees. All are part-time employees. There are three (3) distinct groups of part time interpreters: 1.) "PTP interpreters" are guaranteed 20 hours of work or pay; 2.) "20+ interpreters" work an average of 20 hours/week and receive state benefits. 3.) "Intermittent interpreter" works sporadically, no benefits. Many of the "part-time" employees work a 40 + hour work week because of the demand for services.

18. Q. **Please define a vendor (i.e. interpreter/vendor). What information needs to be managed in regard to vendors?**

A. The vendor is the agency/individual who requesting the interpreting services and is responsible for the fees associated with the request. The vendor information managed by the system is basically the billing information and the onsite locations for the vendor.

19. Q. **How many interpreter/vendor appointments are scheduled per day for CDHI?**

A. Monday through Fridays ranges from 60 to 110 assignments. That does not take into consideration the total number of interpreting hours each day. One assignment can require two (2) interpreters, both working eight (8) hours and another assignment can be a .5 hour medication evaluation. Although, the calendar considers that two (2) assignments, the man-hours/resources required for each is very different.

20. Q. **Please specify the name and number of locations where these appointments take place.**

A. This question is very difficult for a field-service agency to answer succinctly. This industry is dynamic by nature and currently has 3000 + vendors from state and federal governments and the private sector. The interpreting locations vary depending on the logistics of that particular request.

21. Q. **What process is currently in place to schedule appointments and what systems are being used for this?**

A. Access 97 was written specifically for the interpreting department to schedule interpreters.

22. Q. **Does CDHI currently use a call center or plan to use a call center for scheduling appointments? If so, how many operators are working in this call center.**
- A. The Interpreting Department has four (4) in house staff members working Monday through Friday, 8:30 am to 5 pm.
23. Q. **Please elaborate on what is required in the Request for services Management System under the Vendor Management section for Business Modules?**
- A. CDHI wants the system to have a level of flexibility to allow for a public facing element (Web-based) in the future
24. Q. **Does CDHI have access to standard Reporting tools and if so, what are they?**
- A. The standard reports the Access 97 program generates are: 1.) interpreting hours summary
2.) individual interpreting hours 3.) assignment summary (over a span of dates)
4.) assignment summary by type (over a span of dates.)
25. Q. **Please provide an example of what might be entered or updated as requested for Code/Table Maintenance under Information Reporting and Back Office Support?**
- A. Making changes to Database tables demographic additions, service type additions, fee changes and changes to static tables.

Request for Information
Commission on the Deaf and Hearing Impaired Interpreter Scheduling/Reporting System
RFI# 08ITZ0016

State of Connecticut
Department of Information Technology

Request for Information
For

Commission on the Deaf and Hearing Impaired Interpreter
Scheduling/Reporting System

RFI# 08ITZ0016

Issue Date:
March 3, 2008

Question Deadline Date:
March 24, 2008 @ 3:00 PM EST

Response Due Date:
April 24, 2008 @ 2:00 PM EST

Issued by:
Department of Information Technology
on Behalf of the Commission on the Deaf and Hearing Impaired

OVERVIEW

The Connecticut Department of Information Technology is seeking information from vendors regarding a configurable Deaf & Hearing Impaired Interpreter Scheduling/Reporting software product. The objective is to determine if there are software products available that can automate the Back Office business functions of Scheduling/Reporting for the Deaf Interpreters with Clients of the State of Connecticut Commission on the deaf and hearing impaired.

This Request for Information (RFI) outlines the type of information being solicited from vendors and includes guidelines for content and format of responses. The Vendor(s) will have 3 weeks from issuance date **(March 3, 2008)** to respond with questions. ALL QUESTIONS will be addressed to vernon.derbabian@po.state.ct.us No later than close of business **March 24, 2008 3:00 PM EST**

Written responses must be received no later than **April 24, 2008 3:00 PM EST**. Responses may be mailed to:
State of Connecticut
Department of Information Technology
ATTN: Vernon Lee Derbabian
101 East River Drive 5066
East Hartford, CT 06108

STATEMENT OF PURPOSE

The purpose of this RFI is to gather company and product information from vendors of Interpreter Scheduling/Reporting systems. Information being sought includes product functionality, technology platform(s) and other specifics including ease of maintenance and enhancements. For purposes of this RFI "Interpreter Scheduling/reporting system" shall be determined to mean "containing modules specific to a business function that can be modified by an end-user, or a developer, using a natural, common language interface to accommodate the various business processes and regulations that differentiate the categories of Interpreters. "modified" may be interpreted as provision for modifying existing control, logic and/or database schema; provision for creating new controls, logic, database schema that can interface with provided controls, logic or schema; interface through web services with other products that will enhance functionality.

BACKGROUND

The Departments have the need for Matching Interpreters with Clients based on ability, specialty (Legal, Medical, Employment and etc.) availability, process as well as inbound and outbound Email notification (to/from and vice versa) which includes Vendors and Interpreters. The aforementioned system would be classified as a Back-Office system. However, the proposed system should be scalable to allow a web interface in the future.

RESPONSE CONTENT

Each respondent is being asked to provide the following information (1 original and 5 copies of response):

Company

The Department is seeking organization and client profile information which may include their resellers or implementation partners (if applicable). This information will be used to gain a better understanding of the nature and capability of each respondent including their experience.

General Product Information

Generally, the Department is looking for clear statements about product functionality and features. To help the Department quickly identify and compare features, it is asking respondents to group functionality by category names when possible. This includes additional screen definition, data requirements and flexible reporting of information. The product should allow for agency data entry and reporting, scheduling, and the ability to do all accounting and payroll functions for interpreters as well as allowing the ability to do data transfer to the statewide accounting system PeopleSoft (XML file transfer).

Business Modules

Vendor Management

- Request for services from CHDI, Self Service Request/Response (WEB, Email, Mail, Phone, FAX)
- CHDI Master Calendar Creation/Update
- Client Interpreter Match System
- Fee Collection Processing (Check, Transfer Invoice)
- Daily Calendar Creation/Update
- Activity management for Vendor and Interpreter
- Request for services Management System
- Ad-hoc Reporting
- Static Reporting
- Complaint Tracking System – a module for recording complaints against an existing interpreter/vendor. This must be a multiple to one relationship that allows documents to be attached. Complaints may not be immediately linked to an interpreter.
- Case Management Database
- Revocation & Reinstatement Actions for Interpreters
- Fee Collection and Processing

Information Reporting and Back Office Support

- Ability to report by pay period to compare hours worked vs. billable hours vs. non billable hours, to track rates charged to actual expenditures.
- Accounting - a module for recording monetary transactions related to a credential and the respective account(s) to which said fees are posted. This must include an assessment of the daily, monthly and yearly reports required for accounting purposes.
- Internal Inquiry/Reporting
- Export selected data to other formats such as spreadsheet or text files to be electronically sent to 3rd parties for Freedom of Information purposes.
- Document Management, work flow, supporting document attachment
- Code/Table Maintenance

Help Desk

- vendor sponsored
- Online interactive available to departmental administrative personnel. Modifiable by department and applications.

CONCLUSION

The CDHI Interpreter goals are as follows:

- On-line electronic filing for new applications, renewal applications and originator registrations along with internet based inquiries regarding the filing status of the application or registration.
- Development of a user-friendly relational database that a) ties Master Daily Calendar, Vendor Requests, Vendor Demographics, Interpreter Credentials, Interpreter Demographics into an all encompassing Match System; b) interfaces with Microsoft products (excel, word, access); c) generates static and Ad-Hoc reports based on a variety of data sources; d) is capable of interfacing with a enterprise wide financial system; e) search capabilities.

Technology

The technological solution will reside on state premises. The target architecture should be a logical and physical 3 tier – presentation, business and database layers utilizing web services providing for security and scalability; department level .NET framework 2.0, SQL server 2005 solutions. However, all technology submissions will be considered, as the ultimate goal is to accomplish the business objectives. Respondents should provide technology requirements for their product(s) including, if necessary, any special needs for making application modifications or deployment. The Department requires respondents to clearly state the requirements of each platform. All third party or proprietary hardware or software should be identified with respective version numbers. Browser product and support levels must be identified. For additional information on the State of Connecticut Department of Information Technology Enterprise-wide Technical Architecture requirements example, go to the following website; (<http://www.ct.gov/doit/cwp/view.asp?a=1245&q=253968>).

If services such as application development/maintenance, data file conversion, product installation and training are also available these should be identified. Any and all rates for these services, if not part of the purchase price, should be identified.

Projected Costs

The Department is interested in deployment costs. Therefore, respondents are asked to include the following:

1. Approximate Licensing and Operating costs and/or formula to calculate at list price rates including but limited to: per seat, product licenses, transactions, server architecture, file conversion costs and file size cost. All alternative cost strategies will be accepted.
2. Rough estimate of total deployment costs i.e. people costs, excluding hardware and license costs, based on completed projects of similar size.

PRESENTATIONS

RFI responses will be reviewed by the Department's staff. Respondents providing clear, concise information may be invited to make oral presentations and product demonstrations to staff members. The Department will select examples that demonstrate functionality identified as being critical or important.

Only a limited number of firms will be invited to make presentations. Those firms not invited to participate in the RFI presentations will still have an equal opportunity to compete in the future RFP. It is possible that some respondents will not be invited due to logistical and time constraints. All onsite presentations will occur on State of Conn. premises.

DISCLAIMERS

The Department is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Vendors responding to this RFI will not be compensated in any way. Also, responding to this RFI will not enhance any vendor's chances of receiving future work from the Department. Similarly, not responding to this RFI will not be a detriment to any vendor when competing for future work.

In addition, the Department will not be providing feedback regarding the quality or suitability of the vendor's solution to any subsequent RFP. The Department may, however, contact individual respondents for clarification of information contained in their response to this RFI. Vendors may refer the Department to jurisdictions with operating model installations or offer product demonstrations, but the state reserves the right to accept or decline any such referrals.

FREEDOM OF INFORMATION ACT

Due regard will be given for the protection of proprietary information contained in all proposals received; however, vendors should be aware that all materials associated with the procurement are subject to the terms of the Freedom of Information Act (FOIA) and all rules, regulations and interpretations resulting therefrom. It will not be sufficient for vendors to merely state in general terms that the proposal is proprietary in nature and, therefore, not subject to release to third parties. Any proposal that makes such a general or overarching claim may be subject to disqualification. Those particular sentences, paragraphs, pages or sections which a vendor believes to be exempt from disclosure under the Act must be specifically identified as such.

QUESTIONS

Administrative questions should be directed to: vernon.derbabian@po.state.ct.us no later than **March 24, 2008 @3:00PM EST.**