

**GOVERNMENT OF
THE VIRGIN ISLANDS OF THE UNITED STATES**

**Request for Proposal – Negotiation
Professional Services**

To: Date: March 13, 2017
..... RFP No. 008-2017 (P)

Pursuant to 31 V.I.C. 239 (a) (4) and Rules and Regulations thereunder issued, the Government of the Virgin Islands, Department of Property and Procurement will receive proposals for the work described below. Proposals will be received no later than **Friday, April 7, 2017 @ 4:00 o'clock p.m.** Atlantic Standard Time.

SCOPE OF SERVICES: See Attached

NEGOTIATED PROCEDURES:

The Commissioner of the Department of Property and Procurement will appoint a Selection Committee to assist in the evaluation and selection of the Contractor. Accordingly current data on qualifications and performance should be submitted with proposals. After reviewing the qualifications and proposals the Committee will select for discussions from the firm/s or person/s considered not less than three (3), in order of preference, **deemed to be most highly qualified to provide the services herein required.** Discussions will be conducted successively and severally with the firm/s or individual/s so selected the anticipated concepts and the relative utility alternative methods of approach for furnishing the services hereunder.

FACTORS FOR DISCUSSIONS

Selection criteria will include **(i)** Professional qualification, registration and general reputation of principals of the firm or individual; **(ii)** the extent to which the firm or individual specializes in the development of Early Intervention Management Systems (EIMS) or of similar scope to the hereunder; **(iii)** familiarity with the location(s) in which services will be performed; **(iv)** quality of performance on other similar projects.

NEGOTIATION:

The Selection Committee shall recommend to the Commissioner **the highest qualified firm or person with whom a contract shall be negotiated.** The Commissioner, with the assistance of the Selection Committee, shall attempt to negotiate a contract with such firm or person.

Should the Commissioner be unable to negotiate a satisfactory contract with the firm considered to be the most qualified, at a price he determines to be fair and reasonable to the Government, negotiations with that firm will be formally terminated. Negotiations will then commence with the second most qualified, the third most qualified or additional firms, in order of preference, their competence and qualification, and shall continue until an agreement is reached.

Lloyd T. Bough, Jr.
Commissioner Nominee
Department of Property and Procurement

INSTRUCTION TO PROPOSALS

A. NOTICE

RFP-008-2017 (P) To Provide An Early Intervention Management System (EIMS) for the Virgin Islands Department of Health's Infants and Toddlers Program in the U.S. Virgin Islands

Information provided in the scope of work is to be used only for purposes of preparing a proposal. It is further expected that each bidder will read the scope of work thoroughly, for failure to meet certain specified conditions may invalidate the proposal.

The Government of the Virgin Islands, herein after referred to as GVI, reserves the right to reject any or all proposals or any portion thereof and to accept the proposal deemed most advantageous to GVI. Price shall not be the sole criterion of awarding this project. Scope and quality of work proposed and the ability of the bidder to complete this type of project shall also be considered.

Applicants are requested to submit proposals on the basis of the scope of work. Alternative proposals recommending new features and technology other than that requested in the scope of work will receive consideration providing such new features and/or technology is clearly explained. Any exceptions to the requirements requested herein must be clearly noted in writing and be included as part of the proposal.

The information contained herein is believed to be accurate, but is not to be considered in any way as a warranty. Request for additional information clarifying the Scope of Work should be directed in writing to Ms. Dazarene Lescott at dazarene.lescott@dpp.vi.gov. All request will be forwarded to Mr. Anthony Thomas, Chief of Staff Commissioner's Office, Department of Education.

B. STATEMENT OF PURPOSE

RFP-008-2017 (P) To Provide An Early Intervention Management System (EIMS) for the Virgin Islands Department of Health's Infants and Toddlers Program in the U.S. Virgin Islands

C. PROPOSE SCOPE OF SERVICES

See Attached

D. TIMETABLE

1. Last day for requests for written clarification will be **Monday, March 27, 2017 @ 4:00 p.m.** Atlantic Standard Time.
2. Proposals will be accepted at Department of Property & Procurement, no later than **Friday, April 7, 2017 @ 4:00 p. m.** Atlantic Standard Time.

E. SUBMISSION OF PROPOSAL

All interested parties shall submit *one (1)* original and *five (5)* copy sets of proposals, which are to be delivered to the Department of Property and Procurement no later than **Friday, April 7, 2017 @ 4:00 p. m.** Atlantic Standard Time.

They shall be addressed to:

Lloyd T. Bough, Jr.
Commissioner Nominee
Property & Procurement
8201 Subbase, 3rd Floor
St. Thomas, Virgin Islands 00802

THE SEALED ENVELOPE CONTAINING THE PROPOSAL MUST HAVE THE FOLLOWING INFORMATION WRITTEN ON THE OUTSIDE OF THE ENVELOPE OR PACKAGE:

SEALED PROPOSALS-DO NOT OPEN

RFP-008-2017 (P)
(Name of Bidder)
(Mailing Address of Bidder)
(Telephone Number of Bidder)
(Fax Number of Bidder)

Where proposals are sent by mail, the bidder shall be responsible for their delivery to Department of Property & Procurement before the date and time set for the closing of acceptance of proposals.

F. WITHDRAWALS OF PROPOSAL

A proposal may be withdrawn at any time prior to the time specified as the closing time for acceptance of proposals. However, no proposal shall be withdrawn or canceled for a period of thirty (30) days after said closing time for acceptance of proposals nor shall the successful provider withdraw, cancel or modify the proposal, except at the request of GVI after having been notified that said proposal has been accepted by GVI.

G. INTERPRETATION OF SPECIFICATIONS

If any person contemplating submitting a proposal requires clarification of any part of the scope of work, he/she may submit to the GVI a written request for an interpretation thereof to the **Commissioner Nominee of Department of Property and Procurement Lloyd T. Bough, Jr.** GVI will not respond to questions received after the above established date. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the scope of work will be made in writing to all prospective providers. Oral explanations will not be binding.

H. CONSIDERATION OF PROPOSAL

The Commissioner of Property and Procurement shall represent and act for GVI in all matters pertaining to the scope of work and contract in conjunction therewith. **This RFP does not commit GVI to the award of a contract, nor pay of any cost incurred in the preparation and submission of proposals in anticipation of a contract. GVI reserves the right to reject any or all proposals and to disregard any informality and/or irregularity in the proposal when, in its opinion, the best interest of GVI will be served by such action.** Proposals failing to provide some of the items in the scope of work shall not be rejected per se but any deviations from the scope must be clearly noted.

I. ACCEPTANCE OF PROPOSALS

GVI will notify in writing acceptance of one of the proposals. Failure to provide any supplementary documentation to comply with the respondent's proposal may be grounds for disqualification.

J. CONTENTS OF PROPOSAL

The following is a list of information to be included in the written proposal. Failure to comply with all the requirements as outlined, may disqualify the applicant.

1. Introductory letter about the applicant:
 - a. Name, address, email and telephone numbers.
 - b. Type of service for which individual/firm is qualified.
2. Organization:
 - a. Names/addresses of Principals of Firm.
 - b. Names of key personnel with experience of each and length of time in organization.
 - c. Number of staff available for project. (Local & Off-Territory)
 - d. Copy of Articles of Incorporation
 - e. Copy of Certificate of Resolution
 - f. Copy of valid Business License
3. Outside consultants that will be retained for this project and percentage of work to be sub-contracted.
4. Project experience:
 - a. List of completed projects and estimated cost of each.
 - b. Current projects underway; scope; percentage completed to date and estimated cost of each.
5. Project References: (including a notarized written consent from the authorized representative which must include: name; telephone number; email address and facsimile number).
6. Project Approach:
 - a. Describe how you will approach this project and availability to perform the services requested.
7. Cost: The Cost Proposal must be submitted in a **separate** sealed envelope.

K. CONFLICT OF INTEREST

A proposer filing a proposal hereby certifies that no officer, agent or employee of GVI has a pecuniary interest in this proposal or has participated in contract negotiations on behalf of GVI; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Bidder for the same request for proposals; the Bidder is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.

L. LICENSE REQUIREMENT

An award will not be made to any firm or individual doing business in the Virgin Islands to perform work with the Government of the Virgin Islands until evidence is submitted that the said firm or individual has a valid V.I. Business License to do business in the Virgin Islands. Bidders must submit hard copy of a valid V.I. Business License within ten (10) business days after award. All Bidders bidding as Joint Ventures must be licensed as a Joint Venture in the Virgin Islands.

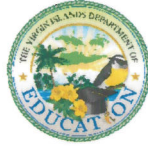
M. REQUIRED DOCUMENTS

1. **PUBLIC LIABILITY:** The successful bidder will be required to obtain and have in place public liability insurance and other insurance necessary as requested in this proposal package. Insurance policy(ies) shall name the Government of the Virgin Islands as "**Additional Insured**". The public liability insurance shall have a minimum limit of not less than **one hundred thousand (\$100,000.00) dollars** for any one occurrence for death or personal injury and **one hundred thousand (\$100,000.00) dollars** for any one occurrence for property damage or as indicated in scope of services section IV Contractual Requirements item (6). Bidder must provide public liability insurance within ten (10) business days after award.
2. **WORKERS' COMPENSATION:** Within ten (10) business days after award of contract, the successful bidder must submit a copy of their certificate verifying his firm and agents are covered by Workers' Compensation Insurance.
3. **FAILURE TO PROVIDE THE CERTIFICATED WITHIN THE STATED TIME PERIOD MAY RESULT IN THE PROPOSAL DEEMED NON-RESPONSIVE AND MAY BE IMMEDIATELY DISQUALIFIED WITH NO FURTHER CONSIDERATION GIVEN FOR POTENTIAL AWARDING OF THE CONTRACT.**

N. REQUIREMENTS FOR CORPORATION

1. ARTICLES OF INCORPORATION
2. CERTIFICATE OF CORPORATE RESOLUTION
3. CERTIFICATE OF GOOD STANDING

THESE WILL BE REQUIRED PRIOR TO AWARD OF CONTRACT.



THE VIRGIN ISLANDS DEPARTMENT OF
EDUCATION

1834 Kongens Gade
St. Thomas, V.I. 00802

&



UNITED STATES VIRGIN ISLANDS
DEPARTMENT of HEALTH

1303 Hospital Ground Suite 10
Charlotte Amalie
St. Thomas, V.I. 00802

**REQUEST FOR PROPOSALS (RFP)
FOR
AN EARLY INTERVENTION MANAGEMENT SYSTEM (EIMS) FOR THE
VIRGIN ISLANDS DEPARTMENT OF HEALTH'S INFANTS AND TODDLERS
PROGRAM**

I. GENERAL INFORMATION

A. PURPOSE

The purpose of this Request for Proposals (RFP) is to solicit proposals from provider(s) qualified in providing early childhood transactional systems. This RFP is the result of a territorial effort to improve early childhood resources, services and outcomes in the U.S. Virgin Islands. One of the outcomes of a broad assessment of the early childhood domain is the requirement of a robust Early Intervention Management System (EIMS). EIMS is a transactional data system which serves the Infant and Toddlers Program. Objectives of EIMS include:

- Provide the system requirements and functionality to fully automate the operational and reporting needs of the Infants and Toddlers program
- Migrate to a solution where data are captured electronically at the source (including using a tablet to collect data) to populate EIMS. Data needs to be entered off-line and sync when online access is available.

Infants and Toddlers/Early Intervention (Part C)

The Infants and Toddlers/Early Intervention Program, administered by the Department of Health, serves approximately 157 children birth through three years of age with diagnosed disabilities, developmental delays, or substantial risk of significant delays, and their families in the child’s natural environment. A primary focus is to support and provide resources to families to better enable them to care for the special needs of their child. Approximately 102 children are served on St. Croix and 55 children are served on St. Thomas. The goal of the program is to serve all children with a developmental delay or disability ages birth-3 in the Territory and help them function as children without a delay.

B. BACKGROUND

Virgin Islands Department of Education

The Commissioner of Education heads the Virgin Islands Department of Education, including the Virgin Islands Public School System. The Territory of the United States Virgin Islands is divided into two (2) school districts – the St. Thomas-St. John school district and the St. Croix school district. The two (2) school districts are managed and directed by Insular Superintendents with the day-to-day operations of each school district being managed with district offices on St. Thomas and St. Croix. The following contains additional information concerning the two (2) school districts:

ST. THOMAS/ST. JOHN SCHOOL DISTRICT	Number
Schools	
Elementary Schools	10
Middle Schools	2
Junior High School	1
High Schools	2
Programs	3
Day Adult Program	1
Skill Center	1

Alternative Ed Program	1
Total Schools and Programs	18
Number of Students	6893
ST. CROIX SCHOOL DISTRICT	
Schools	15
Elementary Schools	8
High Schools	2
Junior High Schools	3
Programs	3
Adult Ed	1
Alternative Ed	1
Career and Technical Ed	1
Total Schools and Programs	18
Number of Students	6301

On the island of St. John, two (2) schools serve the elementary and middle school student population. The senior high school students from the island of St. John are served by schools on the island of St. Thomas.

Office of Planning, Research and Evaluation

The Director of the Office of Planning, Research and Evaluation (PRE) will be designated and serve as the VIDE Project Director on this project. PRE is a state office within VIDE, which is responsible for reports required by the EVERY Student Succeeds Act (ESSA) including schools, districts, and territory report cards, as well as, other federal and non-federal reports. The office collects, manages, and provides data to administrators and policy makers for data driven-decision making for students, schools and districts for territorial achievement. PRE endeavors to provide greater accessibility to data in a timely manner to school administrators, teachers, parents, students, PRE employees, education offices, policy makers, researchers, governmental departments and the general public. PRE has been given a primary role in the project assessment and planning services for the Virgin Islands Early Childhood Integrated Data System (ECIDS) and Integration with K-12/Virgin Islands Virtual Information System (VIVIS).

Department of Health: Infants and Toddlers

The Department of Health functions as both the state regulatory agency and the territorial public health agency for the U.S. Virgin Islands. As set forth by the Virgin Islands Code, Titles 3 and 19, the Department of Health (DOH) has direct responsibility for conducting programs of preventive medicine, including special programs in Maternal and Child Health, Family Planning, Environmental Sanitation, Mental Health, and Drug and Substance Abuse Prevention. Infants and Toddlers is a program within the Department of Health.”¹ Infants and Toddlers is a Department of Health program.

¹ <http://doh.vi.gov/about/index.html>

Infants and Toddlers: Current Systems Environment

Infants and Toddlers collects data and issues reports from two Access databases as shown in the table below. Since February 2016, data has been collected through MS Excel spreadsheets.

Source/Existing System	Functionality
STT Access Database	All data entered are used for state and federal reporting - State Performance Plan (SPP)/Annual Performance Report (APR)
STX Access Database	All data entered are used for state and federal reporting -State Performance Plan (SPP)/Annual Performance Report (APR)

Infants and Toddlers – Users

There are 20-25 estimated users for the new Infants and Toddlers system, EIMS. See the training requirements for more information on system users.

Infants and Toddlers – Current Business Processes

Based on the ECIDS Assessment and Strategic Plan of December 2014, Infants and Toddlers has nine key business processes as described below. The scope of this project includes reviewing these processes and making sure the new system is configured to address any updates to these business processes. See the requirements and deliverables sections of this RFP for updated information since the ECIDS Assessment and Strategic Plan. EIMS should automate the current business processes or provide new more efficient business processes to the greatest extent possible.

Business Process	Data Collection Instrument	Data Collected	Manual/Digital
1. Receive a referral	<ul style="list-style-type: none"> Referral form from clinic or Pediatrician Interviews of families who walk-in 	Child and date of birth, pending evaluation for eligibility	Paper forms Enter referrals into Access database
2. Service Coordinator completes Intake Form	<ul style="list-style-type: none"> Intake Form 	Family information, health conditions and other services received	Paper forms
3. Conduct evaluation on applicants for	<ul style="list-style-type: none"> eLAP HELP 	Assessment data (eligibility is when a	Paper forms

eligibility based on assessments		child has a 25% delay in any area or an eligible established condition or disability)	
4. Accept eligible children	<ul style="list-style-type: none"> Enter eligible children and non-eligible children into Access database 	Family information, health conditions and other services received	Access database
5. Close case for ineligible children and notify families	<ul style="list-style-type: none"> Enter non-eligible children into Access database 	Child and date of birth, and not eligible status	Access database
6. Describe services the child is to receive and write IFSP	<ul style="list-style-type: none"> Enter eligible children and non-eligible children into Access database 	Child assessment, services and outcome information	Paper assessment forms Access database
7. Provide services within 30 days of writing IFSP	<ul style="list-style-type: none"> Therapist takes notes on progress of child which go into the child's file 	Child progress as observed and based on assessments	Paper notes
8. Monitor quality of services	<ul style="list-style-type: none"> Service coordinators review notes in the child's IFSP Discuss progress of the child with parent(s) and therapists 	Quality of service delivery, performance evaluation of staff, progress of child towards goals/outcomes, etc.	Data captured on paper
9. Report on program success	<ul style="list-style-type: none"> Access database 	Child count Family information Educational services provided Summary data on child outcomes	Federal and territory reporting data entered into Access databases

C. ADMINISTRATIVE STRUCTURE

The official physical and mailing to be used for any correspondence or delivery of paper reports address for the VIDE is as follows:

Virgin Islands Department of Education
1834 Kongens Gade
St. Thomas, US Virgin Islands 00802-6742.

The Department of Property and Procurement (DPP) will manage the bidding, negotiation, and contractual processes. VIDE's Territorial Office of Procurement will serve as the liaison between the selected contractor and agencies of the Virgin Islands Government in contract preparation.

D. CONTRACT TYPE

The contract awarded under this RFP will be for professional services and cost reimbursement. No payments in advance or in anticipation of services or supplies to be provided under the contract shall be made by the Government.

E. CONTRACT TERMS

Unless otherwise agreed pursuant to negotiations, the term of the contract awarded under this RFP shall be for a period of two (2) years, with up to two (2) one (1) year options to renew, upon mutual agreement between the VIDE and the selected contractor.

F. SELECTION OF CONTRACTOR

A contract shall be negotiated with a proposer deemed to be the most qualified and responsive to this solicitation. Such a proposer is one, which has financial, technical, and other resources that indicate an ability to perform the services required by this solicitation. A number of factors may influence Government's decision in selecting the provider. These factors include, but are not limited to, proposer's ability to deliver requested services in a timely manner; reputation, qualifications, experience, familiarity, and specialty in providing similar services; quality of supporting resources; and responsibility status.

The proposer shall also meet the following requirements:

- (1) Provide a description of the proposer's organization;
- (2) Provide history and background of organization;
- (3) Provide previous experience including years of experience describing the type of experience required for the project;
- (4) Demonstrate complete knowledge and minimum four (4) years' experience in providing similar services;
- (5) Demonstrate qualified staffing experience, and provide supporting resumes which must include:
 - a) University degree or college diploma in the field of management, technology, or research;
 - b) Three (3) years direct work experience in a project management capacity, including all aspects of process development and execution; and
 - c) Project Management certifications preferable.

- d) Demonstrated experience in the implementation of a transactional system providing the functionality as specified for EIMS.
 - e) Demonstrated experience in developing an overarching technical architecture to support the deliverables and outcomes, as well as the tactical architecture to enable the deliverables.
 - f) Demonstrated experience is supporting technology based services and application procurements.
 - g) Demonstrated experiences in optimizing existing resources to achieve project desired outcomes.
 - h) Experience at working both independently and in a team-oriented (collaborative environment is essential).
 - i) Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments.
- (6) Demonstrate ability and capability to deliver on all aspects as described in Section II.
- Proposers should present their vision of how they propose meeting VIDE's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services and Deliverables* as defined in this RFP;
- (7) Demonstrate ability to work productively with other contractors and employees to meet over project goals and objectives;
- (8) Provide at least three (3) professional references for a similar project (project references). A project may be considered comparable if it contains the following attributes:
- a) Involved providing services similar to those specified in Section II (*Scope of Services*);
 - b) The proposed EIMS solution has been provided to other clients for no less than the last four (4) years;
- (9) Demonstrate the ability to perform services on-site in VIDE's and VIDOH offices and other SLDS related offices in St. Thomas, U.S. Virgin Islands.
- (10) Sustainability. Additionally, recommendations for ongoing commitment of staff and other resources for system maintenance, quality control, and user training must be included.

G. INCURRED COSTS

The Government is not liable for any cost incurred by the proposer prior to the signing of a contract by all Parties.

H. LATE PROPOSALS

Any Proposal received after the exact time specified for receipt will not be considered.

I. GIFTS FROM CONSULTANTS

The Government's officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors. To the extent permissible under local laws, rules, or regulations, such standards shall provide for

appropriate penalties, sanctions, or other disciplinary actions to be applied for violations of such standards.

J. LICENSES, FEES & TAXES

1. The selected contractor shall be responsible for paying all applicable taxes and fees, including but not limited to, excise tax, local income tax, and payroll and withholding taxes for its employees. The contractor shall hold VIDE harmless for all claims arising from payment of such taxes and fees.
2. The selected contractor shall obtain and post as required, all license, permits, and certificates as required by federal and local laws, rules and regulations, and policies.

K. PROPOSAL FORMAT

Each proposal must also meet the following minimum requirements:

Part I: Narrative

1) Table of Contents

This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

2) Executive Summary/Proposal Overview

This section must describe the salient features of the proposal. It must contain an overview of the proposer's company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary should include conclusions and generalized recommendations.

3) Required Parts and Documents

The proposal must include components of Section I. F., in addition, to the Executive Summary and Technical Response. The Cost Proposal and any pricing information must not be included in any part of the proposal but must be submitted in a separately sealed envelope.

4) Technical Response

Demonstrate ability and capacity to provide services described in Section II. In this section, proposers should present their vision of how they propose meeting VIDOH's and VIDE's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services and Deliverables* as defined in this RFP. Proposers must submit a project plan with work details and schedule for completion for each of the required project tasks.

Part II: Cost Proposal

The proposal shall provide the proposed compensation for the services to be provided as described in Section II. Specifically, the proposer's bid shall provide "not to exceed" price limits for the services, software, and hardware implementation to be provided as described in this RFP and in the cases where the best solutions are off the shelf modules, these "not to exceed price limits" should

be provided for each module as well as include the cost of each deliverable. Indicate any particular specifications of how costs should be indicated, i.e. travel, materials. Travel costs shall be included in the proposer's costs, and identified separate from compensation for services and other costs.

II. SCOPE OF SERVICES

The selected contractor will propose an approach, timeline, and pricing to support the activities required to support the implementation of EIMS that meets the deliverable requirements as described below.

Overview

EIMS is a transactional data system which serves the Infant and Toddlers Program. Objectives of this system include:

- a. Provide the system requirements and functionality to fully automate the operational and reporting needs of the Infants and Toddlers program
- b. Migrate to a solution where data are captured electronically at the source (including using a tablet to collect data) to populate EIMS. Data needs to be entered off-line and sync when online access is available.

Tasks

The selected contractor will describe the phases of work and tasks required to implement EIMS including, but not limited to:

- c. Planning
- d. Design
- e. Testing
- f. Training
- g. Go-Live
- h. Support

Deliverable Requirements

The overall requirements of this work direct the contractor to ensure that the system meets the following requirements and deliverables:

A. Technical Requirements

Infants and Toddlers (Part C)/Early Intervention Program (DOH) Technical Requirements

Navigation	
NA01	Provides a common, fully web-based or thin client "look and feel" in command structure and navigation functionality throughout the entire system.
NA02	Provides comprehensive and easy to understand error and help message capability.
NA03	Provides help facility and a knowledge base of common errors and probable resolutions.

NA04	Provides administrators of the system with setup options and user profiles that tailor the functionality of the system without requiring programming changes.
NA05	Supports ability to "right click on" and/or "hover over" program controls on the screen and see context-sensitive functional descriptions and/or help.
Workstation Hardware Requirements	
HW01	Ensure end-user components are fully functional using both Macintosh and Windows operating systems.
HW02	The end-user software performs adequately on a computer or tablet with a 1.5 GHz dual core processor.
HW03	The end-user software requires no more than 2 Gb of hard disk space.
HW04	The end-user software performs adequately on a computer or tablet with 4 Gb of RAM.
End User Software Requirements	
SW01	The application supports Safari 6.0 or higher.
SW02	The application supports Firefox 32.0 or higher for both Macintosh and Windows OS.
SW03	The application supports Internet Explorer 10 and above.
SW04	The application supports Google Chrome current version.
SW05	The application supports single sign-on per user (i.e., the user is not required to have separate sign-on credentials if they support more than one location or serve more than one program).
SW06	The SSL certificate resides on the web server or other industry-standard location.
SW07	Application can process multiple logins simultaneously.
SW08	Application supports PDF and paper printing.
SW09	All workstation features must work with the current version of the Macintosh and Windows operating systems and must guarantee the end-user system software will stay current with newer versions of operating systems (both Macintosh and Windows) as the Territory implements the operating systems. (Currently Mac OS 10.5 and above; Windows 7/8 and above).
SW10	Ensure that any plug-ins or third-party applications needed (Java, Adobe Flash Player, etc.) work on the operating systems (Macintosh and Windows) certified for the workstation/end-user software.

B. Data Requirements

A data dictionary must be provided with the system which defines each data element, the option set, and the data format. This data dictionary must be compliant with CEDS and Inquire. A sample of data elements is shown below:

Example Data Elements
Child identifier
Gender

Example Data Elements
Ethnicity
Socio economic status
Family structure
Homeless
Parent Education
Primary Language
Total Enrolled
Location
Disability
Health Status
History of substance abuse
Foster care
Application Status
Reason application rejected
Reason eligible children not served
Assessment Name
Assessment Date
Assessment Score
School year

EIMS must be able to generate automated data extracts into the Department of Health’s Patient Care System (ie. Electronic Health Records (EHR), Vital Records Information Management System (VRIMS), Immunization Registry, etc.) and the ECIDS, a USVI data warehouse used to answer early childhood policy questions.

C. Security Requirements

The security measures within the EIMS must be HIPAA, FERPA, and PII compliant. Communication within the EIMS application must take place over any standard TCP/IP network and utilize standard SSL data encryption with a 1024 bit security key. All communication between the browser and the server running the EIMS application must be safe from “sniffers” which might intercept communication packets traveling between the browser and application.

D. Workflow Requirements

System should support workflow management that complies with the legal requirements for compliance timelines surrounding referral of the child, to parent permission to evaluate, parental permission and completion of evaluation, completion of evaluation/eligibility determination and initial IFSP, and review of the eligibility for services, and program monitoring to name a few. The sample processes for program monitoring are:

- Infants and Toddlers program completes a Prior Parental Notice/monitoring form to make sure parental consent is received to conduct a child evaluation and ensure compliance with federal

deadlines. Prior Parental Notice. form must be completed 10 days before the transition meeting or evaluation

- Ensure the IFSP is completed within 45 days from the date of referral
- Ensure services provided within 30 days of the IFSP
- Service coordinators review notes in the child's IFSP.

In addition to the guidelines provided in the Individuals with Disabilities Education Act (IDEA), each state and/or territory government has the authority to implement rules at the state level that are more stringent than those provided for by the Federal government. The system must support the business processes of the Infant and Toddlers Program. These specific functionalities must start with a child's registration, rejection of service, to his or her exit from the program.

E. Other Requirements

- Federal Reporting. The plan must include all of the business processes, data elements, and timelines necessary to meet Federal and local reporting requirements.
- Privacy Protection and Data Accessibility. The plan must include the required metrics to create the appropriate user profiles to ensure the confidentiality of child data, consistent with the requirements of the Family Educational Rights and Privacy Act (FERPA), the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and Territory laws or regulations concerning the confidentiality of individual records. The system should also include public documentation that clearly articulates what data will be accessible, to which users, and for what purposes.
- Data Quality. The plan must ensure the inclusion of all necessary provisions for the validity, integrity, security, and quality of data. It should include an ongoing plan for training those entering or using the data, as well as procedures for monitoring the accuracy of information.
- Enterprise-wide Architecture. The plan must include an enterprise-wide data architecture that links records across information systems and data elements across time and allows for longitudinal analysis of school readiness, social emotional outcomes, and child growth. The architecture should include at a minimum a system, a data dictionary, a data model, and business rules. The system must make data dictionaries publicly available.

F. Additional Requirements

The system should:

- Prompt users to enter required data elements through the rules of completion that are embedded in the system.
- Using these rules of completion, will identify errors and missing information for the user and will not allow them to finalize a document or process until those errors or missing information have been entered.
- Enable management of 100 users dispersed geographically and programmatically.
- Have scalability to allow data entry of thousands of students over multiple years
- Allow for the creation of several user roles / permissions in the system, administrator, power user, regular user, reports viewer. The roles must limit the user's access in the system not only to a process, but sections within that process as well. The user's role must determine whether a user can see particular pages / section in the system, or not, and if they can see the page, whether they only have view or edit access to that page.

- Have permissions that allow the capability to limit access to individual child records based on region, caseload, and field-level within the same child record. Once a user is assigned the appropriate access via user role to the EIMS application, users will only need a web-enabled device such as computer, laptop, tablet or smartphone to access the system.
- Have components that allow users to create child centered documents such as Acknowledgement of Referral Letter, First Letter to Family, Fax Cover Sheet for Requesting Medical Records, Individualized Family Service Plan, Transition Planning Conference Form, Local Education Agency (LEA) Notification Letter, Closing Letters, and Third Birthday Letter.

Deliverables/Functionality

The selected contractor must plan, execute, and finalize the project according to strict deadlines and within budget.

G. DETAILED SYSTEM FUNCTIONS DELIVERABLES

The Government of the Virgin Islands, Department of Education, and Department of Health seek a web-based flexible and configurable EIMS solution that can be customized to meet the needs of the Virgin Islands. Infants and Toddlers has forms, required Territory and federal reporting, and legally mandated compliance timeframes as listed below and provided in the requirements and deliverables section of this RFP and in Appendix 5 of ECIDS Assessment and Strategic Plan of December 2014. At a minimum EIMS should include these items.

H. REFERRAL FUNCTIONALITY

During the referral process, key information must be documented in the system such as:

- Referral Date
- Referral Reason
- Referral Source
- Referral Source contact information
- How Parent heard about early intervention program
- Person Making Contact
- Additional Contacts
- Previous Screenings/Assessments
- Previous Services
- Data can be added or removed as needed to the referral process.

The system must allow that when a referral is received, the person taking the referral can enter the personal information on the child in the child information record. Prior to entering a child into the system, the user can search on various data elements to prevent duplicate child records. At intake, the remaining information can be entered. Information documented on the child must include:

- Child name
- Child ID –unique identifier
- Date of Birth
- Race/Ethnicity

- Gender
- Island/District
- Territory

Also included in the Child Information must be the Parent/Guardian information.

I. ALLOW BROAD EARLY INTERVENTION DATA COLLECTION

The **Early Intervention (EI) Data Collection** interface must include a quick data entry process for adding EI data to the EIMS quickly. Sections in the EI Data Collection must include at a minimum:

- Referral and notification of referral information to system users
- Financial information
- Early childhood outcomes (see assessment forms)
- Entrance and exit data
- Transition information

In addition to this tool, EIMS must have a feature where external documents can be uploaded into the child's record. This allows for previous treatment plans as well as other data accessible to the IFSP team.

All of the key dates and timelines for a child must be included in data collection. All information must be calculated based on data entered into EIMS. For example, once a referral date is entered for a child, the system must project and display the IFSP Due Date as 45 calendar days from the Referral Date. Once an IFSP is entered into the system, it must also display when the 6 month review is due as well as the annual IFSP due date and the Transition Plan timeframe for the child.

J. ACCOMMODATE TRANSITION

The EIMS must include a Transition Screen in the Early Intervention Data Collection. In this screen the user can enter the following:

- Transition Conference Date
- Notification information
- Part C Exit Reason
- Part C Exit Date
- Notes section

As a key part of the EIMS solution, users must be able to access a child's history to see what events have occurred during their term in service or before they were referred. All events, such as referral, consent, eligibility determination, IFSP, and exiting/closure must be captured in the child's history.

IDEA §303.310 requires that, within 45 days after the lead agency or early intervention service provider receives a referral of a child, the screening (if applicable), initial evaluation, initial assessments (of the child and family), and the initial IFSP meeting for that child must be completed (45-day timeline). The system should give the Point of Entry office the ability to monitor the elapsed time from

notification/referral to parental consent, determination of eligibility and the development of the child's initial IFSP.

K. ACCOMMODATE EVALUATION

Once intake has taken place, the next step is scheduling and documenting the evaluation. The evaluation team member must be able to be added to the child's team, which gives them access to the child's record to view and enter data on the Evaluation. Key data that are entered are:

- IFSP Eligibility Date
- Disability/condition
- Present levels in a variety of assessment areas (Health, Hearing, Vision, Fine Motor, Gross Motor, Cognitive Thinking, Communication, Social/Emotional, and Adaptive), For each of these areas, there are data elements available to document the method/tool used for the assessment and the data and person and title that completed the assessment.
- Date the child was found eligible/ineligible
- Option to rescreen the child in six (6) months
- Community resources that might benefit the child

L. ACCOMMODATE INDIVIDUALIZED FAMILY SERVICE PLAN (IFSP) FUNCTIONS

Once eligibility has been determined, the capability should be available for the IFSP meeting to be scheduled and data captured on IFSP meeting. Team members must be able to be added to the child's record where communication can take place in scheduling the IFSP meeting and entering the applicable data into the EIMS. The system currently has the following process to walk the service coordinator through the development of the IFSP:

- Demographic/meeting information
- Family strengths, needs and priorities
- Child's current developmental Status
- IFSP goals
- Early Intervention Services (EIS)
- Authorization to share
- Signature and procedural safeguards

M. ACCOMMODATE PLANNED SERVICES

The system must allow Early Intervention Services to be added during the IFSP process. The EIMS should make it easy for the users, simply to select a service from a dropdown list and enter the applicable information about that service. This eliminates the requirement for the user to enter a service code as that information will be captured "behind the scenes" in the EIMS database for reporting purposes.

When services are entered in the IFSP Process there should be no need to enter them in other screens. Users must be able to document health services in the EIMS. After the Services are entered, data are readily available to easily report on. Additional pages included in the IFSP Process should be the Authorization to Share, Signature and Procedural Safeguards as well as Prior Written Notice. These functions should be customizable and added or removed as needed.

There should be a Services Log Page that allows permitted users to post service entry for delivered service sessions. The system should allow configurable business rule validations that require service log entries be consistent with authorized services, thus eliminating the need to “deny” claims for services that were not delivered in accordance with the IFSP. The Service Log screen must be further configured for specific client needs in regards to additional information or validations.

The successful contractor must work with VIDOH staff to ensure the accuracy of business rule configuration. Configuration of business rules must be allowed by user type, at the field level or any combination of data elements (or calculations of data elements) maintained in the system.

N. INCLUDE A CONTACTS LOG

The system should allow Service Coordinators, Administrators and Service Providers the ability to enter contacts and communications related to a child/family. Consider the Contact/Communication Log to be the “running record” of phone calls, letters etc. to/from families and team.

The EIMS should track federal and various state deadlines as well as keep track of timelines for deadlines, notices, conferences, and evaluations or re-evaluations. The system must also be able to alert users 30 days in advance on upcoming 6-Month IFSP meetings, Annual IFSP meetings, and transition meetings. The system must be able to list the active caseload for service coordinators and service providers along with the stage of child records, such as “awaiting parental consent”, “consent received and awaiting evaluation”, “evaluation conducted awaiting eligibility”, and “determined eligible and awaiting initial IFSP”.

The ability to create “prevention” and measurement tools to help users track approaching deadlines or deadlines missed must be functions of the system.

O. PROVIDE SUPPORT

The system should allow on-line help and training modules for users, as well as, a secure messaging system that allow users to send a message describing the request or issue to online help desk at any time. Upon completion of the request, the user must receive an email notification of response to their message with further information, requests for additional input, or confirmation that their request has been addressed. Often an immediate resolution will be included in the confirmation response. For those situations requiring more substantial assistance, the vendor will respond to the user requesting more detail. The discussion between the support personnel and user should be saved similar to a threaded discussion,

so users can always go back and view past questions and answers. All information transmitted between the user and staff must be encrypted to assure compliance with FERPA and HIPAA regulations regarding the privacy of student information.

P. HAVE A CALENDAR

The EIMS solution includes a calendar function where a user can schedule appointments and the event will appear on their calendar within the system. The system will allow users to view upcoming scheduled appointments.

Q. PROVIDE DOCUMENTS/FORMS

The EIMS must provide the following documents/forms:

- Individualized Family Service Plan (IFSP)
- Referral Form
- Intake Form
- Authorization to Share Information
- Consent to Evaluate
- Hearing and Vision Screening Checklist
- Prior Written Notice
- Prior Written Notice with Consent for Screening
- IFSP 6 Month Review
- Annual IFSP
- Health Appraisal
- Transition Conference
- Early Intervention at a Glance
- Part C Child Outcome Summary Form
- First Letter to Family
- Acknowledgement of Referral

EIMS documents utilize information in the client's EIMS database. Therefore, system information (such as name, address, phone, etc.) must automatically be placed into the documents for greater efficiency.

R. CAPTURE ASSESSMENTS

Infants and Toddlers utilizes various assessments to assess student developmental levels. EIMS should allow capture and tracking of the assessments listed below.

- ELAP
- HELP
- Child Outcomes Summary Form
- ASQ

S. GENERATE REPORTS

The EIMS Reports Component must provide users with a set of standard or “built-in” reports as well as ad hoc and on-demand reporting capabilities and database query capabilities at the state and district level. Users should have access to appropriate data based on user roles and be able to run reports on applicable data.

Standard reports should offer a flexible and user friendly reporting capability through the report creation page. Users must have the ability to customize standard reports in the system to meet their specific needs without the constant need for programmers or technical users.

The solution should contain charting and graphing capabilities. With charting and dashboard capabilities to provide users an easier way to explore insights and scenarios. Personalized, drag-and-drop functionality and interactive user prompts, charts, and data templates for instant access to clear, understandable metrics should also be included.

When a user logs into the system, their home page should display dashboard data. This page should include messages, upcoming trainings, compliance alerts, caseload information, service log information, messages, reports, and IFSP services. Following is an example of our data which should be included in a dashboard:

- Service Log Report
- All Current Children
- Indicator 1 Timely Services
- Indicator 2 Natural Environments
- Indicator 3 Improved Outcomes
- Indicator 4 Initial IFSP Timelines
- IFSPs Due
- Referral Report
- Exited Children Report
- 6 Month Review Status
- Children approaching transition
- Active Child List
- Duplicate Children Report
- Inactive Child Listing
- Provider Caseload Report
- Service Coordinator Report (Monthly – last day of month)
- Federal Data Reports – Child Count (Annually April 2)
- Federal Data Reports – Cumulative Child Count (Annually April 2)
- Federal Data Reports – Settings (Annually April 2)
- Federal Data Reports – Exiting (Annually, November)
- Annual Performance Report (Annually February 1)

T. TRAINING REQUIRED

Various training methods need to be deployed for the different user groups based on the estimated number of users in the table below. The successful contractor must be able to provide a flexible training and support program reflecting the ability to address the following:

Varying training modalities	Specialized electronic training	Examples of Role-based Groups	Types of on-going support
<ul style="list-style-type: none"> • Instructor Led trainings in groups of 10 • Computer-based training • Webinars • Outreach and Leadership Sessions 	<ul style="list-style-type: none"> • Electronic Training Manuals • Electronic quick reference guides • Frequently Asked Questions 	<ul style="list-style-type: none"> • Administrators (3) • Power Users (3) • Review Team (2) • Service Providers (6) • Service Coordinators (3) 	<ul style="list-style-type: none"> • Refresher Training • Email support • Message Board support

U. REQUIRED DOCUMENTS, MEETINGS AND COMMUNICATION

The selected contractor must designate one staff person as the liaison with the VIDE Project Director for this project. All questions and correspondence concerning this project shall be between these representatives in order to ensure effective coordination and communication between the selected contractor and the VIDE Project Director.

The selected contractor shall provide weekly project status reports on dates specified according to project timelines. The parties shall have meetings, which may take place via conference call or in person, to discuss progress in completing the project. Status reports must be submitted via electronic mail (email) in MS Word or Adobe Reader (PDF) two (2) business days prior to the project status conferences.

III. NON-PERFORMANCE BY SELECTED CONTRACTOR

In the event of the selected contractor’s non-performance under the subsequent contract and/or the violation or breach of the contract terms, the Government shall have the right to pursue all administrative, contractual, and legal remedies against the contractor and shall have the right to seek all sanctions and penalties as may be appropriate. Further, either party shall have the right to terminate the contract with or without cause upon the agreed upon written notice to the other party specifying the date of termination.

IV. CONTRACTUAL REQUIREMENTS

All bid proposals and subsequent contract and supporting documents (if selected) must reflect the legal name of entity. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

- (1) **Certificate of Resolution**, as to the authorized negotiator and signer of a contract.
- (2) **Current Virgin Islands Business License** issued to the **legal name** of record of the entity by the Government of the Virgin Islands, Department of Licensing and Consumer Affairs **and** copy of business license issued by state, city or county in which the foreign corporation is operating.
- (3) One (1) **current** original **Certificate(s) of Good Standing/Existence**, in legal name of the Contractor by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks; **and** if company is not locally formed, an original **Certificate of Good Standing**, **Certificate of Existence**, or **Certificate of Status** from the state of registration.
- (4) Certificate of Issuance or Renewal of Trade Name issued by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks, if applicable.
- (5) Articles of Incorporation or Organization, as applicable.
- (6) **Certificate of Liability Insurance** indicating proof of coverage of **Professional Liability Insurance** and **General Liability/Public Liability Insurance** - each of no less than Two Million Dollars and Zero Cents (\$2,000,000.00) for any one occurrence. The Contractor must provide a **Certificate of Liability Insurance** and **Declaration/Endorsement** pages that indicating that the Government of the Virgin Islands, Department of Education, is as “**certificate holder**” and an “**additional insured**” on the **General Liability/Public Liability Insurance**. The Professional Liability Insurance must cover the services to be provided under the contract.
- (7) Copies of said policies must be submitted.
- (8) Copy of Certificate providing firm/agents are covered by Workers’ Compensation Employee’s Liability.

Please note the above-referenced documents are subject to modification at the Government’s discretion.

Any silence, absence, or omission from the contract specifications concerning any point shall be regarded as meaning that only the best commercial practices are to prevail.

All contractual documents including insurance certificates/policies must be kept updated and maintained throughout the term of the contract.