

ADDENDUM TO THE LEGISLATIVE REPORT: CHILD WELFARE SERVICES AUTOMATION STUDY



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Addendum to the Legislative Report

**Request for Information (RFI) Activity
to Validate Feasibility
of the Buy/Build Approach**

A. Background

During the course of the development of the Legislative Report (mandated by AB 106, Committee on Budget, Chapter 32, Statutes of 2011 and submitted to the Legislature on April 18, 2012), the Child Welfare Services Automation Study Team (CAST) released two Requests for Information (RFI)s. The results of the initial assessment of the two RFIs were provided in the Legislative Report. The RFI #2 was not completed prior to budget hearings and meetings with legislative staff. Therefore, at the request of legislative staff, this addendum provides additional information based on further analysis of the vendor responses to RFI #2. The information presented in this addendum supersedes the RFI results provided in the Legislative Report.

B. RFI #2 Results

In the Child Welfare Services (CWS) Capabilities Matrix, vendors were asked to identify which capabilities (services) could be provided with their core product, which ones would require development of a custom service and which ones could not be provided at all. Using the vendor responses from the CWS Capabilities Matrix as the baseline, a detailed analysis of the responses was executed.

Table 1 provides a summary of the responses by vendor. Responses were analyzed by absolute and relative numbers as they pertained to total capabilities, core product, custom services, and no response.

Of the 1,120 total capabilities, the vendors have stated they can provide between 69 to 86 percent of the capabilities in their core product. The missing capabilities or gaps that require the development of custom services ranged from 7 to 30 percent.

All capabilities that were not provided through the vendors' core products were determined to be critical to CWS practice and were also needed to comply with Statewide Automated Child Welfare Information System (SACWIS) requirements. Therefore, these capabilities must be developed as custom services.

Based on vendor responses to RFI #2, the CAST continues to conclude that the Buy/Build alternative is a viable approach.

Table 1 - Vendor Capabilities Analysis Summary

Vendor	Total Capabilities	Core Product	Custom Services	No Response	% Core Product	% Custom Services	% No Response
1	1,120	869	234	17	78%	21%	2%
2	1,120	944	164	12	84%	15%	1%
3	1,120	775	338	7	69%	30%	1%
4	1,120	820	278	22	73%	25%	2%
5	1,120	910	80	130	81%	7%	12%
6	1,120	959	149	12	86%	13%	1%

Note: Vendor 1's percentages do not equal 100 percent due to rounding

Table 2 provides a summary of the responses from vendors by business segment.

The following business segments are critical toward supporting the business practice. Associated with each business segment is the average vendor ability to deliver the core product.

- Intake – 76%
- Case Management – 84%
- Court Processing – 75%
- Eligibility – 74%
- Resource Management – 93%
- Financial Management – 81%
- Administration – 85%

Areas requiring high customization include the following:

- Quality Assurance – 51%
- Additional Functionality – 64%

Quality Assurance requires high customization because it supports workflow activities that facilitate selection, review and approval of business processes and tasks between workers, supervisors and dependent groups.

Additional Functionality has a high level of customization because it includes specific capabilities such as search, auto-population of forms, calendaring, and letter generation.

Table 2 - Vendor Capabilities by Business Segment

Vendor/Business Segment	Total Capabilities	Core Product	Custom Services	% Core Product	% Custom Services
Vendor 1	1120	869	251		
Additional Functionality	117	90	27	77%	23%
Administration	57	48	9	84%	16%
Case Management	526	428	98	81%	19%
Court Processing	50	36	14	72%	28%
Eligibility	135	81	54	60%	40%
Financial Management	59	53	6	90%	10%
Intake	119	95	24	80%	20%
Quality Assurance	17	2	15	12%	88%
Resource Management	40	36	4	90%	10%
Vendor 2	1120	944	176		
Additional Functionality	117	78	39	67%	33%
Administration	57	48	9	84%	16%
Case Management	526	504	22	96%	4%
Court Processing	50	47	3	94%	6%
Eligibility	135	113	22	84%	16%
Financial Management	59	55	4	93%	7%
Intake	119	59	60	50%	50%
Quality Assurance	17	0	17	0%	100%
Resource Management	40	40	0	100%	0%

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Vendor/Business Segment	Total Capabilities	Core Product	Custom Services	% Core Product	% Custom Services
Vendor 3	1120	775	345		
Additional Functionality	117	49	68	42%	58%
Administration	57	46	11	81%	19%
Case Management	526	388	138	74%	26%
Court Processing	50	20	30	40%	60%
Eligibility	135	96	39	71%	29%
Financial Management	59	29	30	49%	51%
Intake	119	98	21	82%	18%
Quality Assurance	17	16	1	94%	6%
Resource Management	40	33	7	83%	18%
Vendor 4	1120	820	300		
Additional Functionality	117	86	31	74%	26%
Administration	57	37	20	65%	35%
Case Management	526	384	142	74%	26%
Court Processing	50	31	19	62%	38%
Eligibility	135	114	21	84%	16%
Financial Management	59	43	16	73%	27%
Intake	119	90	29	76%	24%
Quality Assurance	17	0	17	0%	100%
Resource Management	40	35	5	88%	13%
Vendor 5	1120	910	210		
Additional Functionality	117	41	76	35%	65%
Administration	57	57	0	100%	0%
Case Management	526	481	45	92%	8%
Court Processing	50	44	6	88%	12%
Eligibility	135	95	40	70%	30%
Financial Management	59	51	8	86%	14%
Intake	119	84	35	71%	29%
Quality Assurance	17	17	0	100%	0%
Resource Management	40	40	0	100%	0%
Vendor 6	1120	959	161		
Additional Functionality	117	108	9	92%	8%
Administration	57	55	2	96%	4%
Case Management	526	423	103	80%	20%
Court Processing	50	46	4	92%	8%
Eligibility	135	99	36	73%	27%
Financial Management	59	55	4	93%	7%
Intake	119	116	3	97%	3%
Quality Assurance	17	17	0	100%	0%
Resource Management	40	40	0	100%	0%

Note: No Response figures shown in Table 1 were incorporated into the Custom Services figures in Table 2