

# DEPARTMENTAL INPUT CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

Rev 1

<input checked="" type="checkbox"/> <b>New contract</b>	<input type="checkbox"/> <b>OTR</b>	<input type="checkbox"/> <b>CO</b>	<input type="checkbox"/> <b>SS</b>	<input type="checkbox"/> <b>BW</b>	<input type="checkbox"/> <b>Emergency</b>	Previous Contract/Project No.
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<input type="checkbox"/> <b>Re-Bid</b>	<input type="checkbox"/> <b>Other (Government Access)</b>	LIVING WAGE APPLIES: __YES __X__NO
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Requisition/Project No: RQIG1600004 TERM OF CONTRACT: 5 year with 3 two-year options-to-renew

Requisition/Project Title: Automated Case Management and Tracking System

Description: The Miami-Dade County Office of the Inspector General (OIG), is soliciting proposals for interested and capable parties to provide a web-based commercially available, turnkey, automated case management and tracking system capable of interfacing and tracking audits, investigations and contract oversight work.

User Department(s): Inspector General (OIG)

Issuing Department: ISD Contact Person: Dakota Thompson Phone: 305-375-2356

Estimated Cost: \$161,910.32 Funding Source: Proprietary

### ANALYSIS

Commodity/Service No: <u>205-62</u>		SIC:	
<b>Trade/Commodity/Service Opportunities</b>			
Contract/Project History of Previous Purchases For Previous Three (3) Years Check Here <u>X</u> if this is a New Contract/Purchase with no Previous History			
	<u>EXISTING</u>	<u>2<sup>ND</sup> YEAR</u>	<u>3<sup>RD</sup> YEAR</u>
Contractor:			
Small Business Enterprise:			
Contract Value:			
Comments:			
Continued on another page (s): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			

### RECOMMENDATIONS

SBE	Set-Aside	Sub-Contractor Goal	Bid Preference	Selection Factor
		%		
		%		
		%		
		%		

Basis of Recommendation:

Signed: Dakota Thompson

Date to SBD: 4/20/2016

Date Returned to PM: \_\_\_\_\_

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**Miami-Dade County, Florida**

**SCOPE OF SERVICES**

**2.0 SCOPE OF SERVICES**

**2.1 INTRODUCTION**

The Miami-Dade County Office of the Inspector General (OIG), is soliciting proposals for interested and capable parties to provide a web-based commercially available, turnkey, automated case management and tracking system capable of interfacing and tracking audits, investigations and contract oversight work. The proposed system shall include, at a minimum, a web-based case management tracking application developed for investigative communities, and in particular Inspector General Offices, with a comprehensive and customizable method of tracking cases and related information across the entire life-cycle of a case. The system must allow the creation of annual, semi-annual, quarterly and ad-hoc reports in accordance with OIG guidelines. It must provide a highly intuitive user interface that is menu driven and flexible and designed to expand and accommodate the OIG's future needs. The OIG is seeking a base perpetual license, implementation and initial technical support to include software configuration, cloud hosting and annual maintenance and support for a five year period.

Offices of Inspectors General (OIG) are commonly known as "watchdog" agencies and are found at all levels of local, state and federal government. In Miami-Dade, the OIG has oversight of over 25 county departments, including Aviation, the Seaport, Transit, Housing, Community and Economic Development, Water and Sewer, Solid Waste, Public Works and the Public Health Trust (JMH).

The Board of County Commissioners determined that the oversight of such a large and diverse government required the OIG to be independent and autonomous. It empowered the OIG to investigate and review allegations of waste, fraud, abuse and mismanagement. The Miami-Dade Inspector General has authority to review past, present and proposed County and Public Health Trust programs, accounts, records, contracts, and transactions. The OIG investigates allegations of fraud, waste, abuse and misconduct amongst public officials and County employees, as well as contractors and vendors doing business with the County.

To carry out this function, the OIG is empowered with the ability to require the production of documents and records in the possession and control of the County, and has the power to issue subpoenas, where necessary. The OIG can also require reports from any County official, County agency or instrumentalities regarding any matter in its jurisdiction. The OIG also has the power to report on and recommend to County government on whether a particular program, contract or transaction is financially sound, reasonable, necessary or operationally deficient. The OIG may conduct random audits and provides general oversight of department programs and large-scale construction projects.

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**2.2 BACKGROUND**

The OIG receives over 300 complaints per year of fraud, waste, abuse and other matters. Complaints made to the OIG are projected to exceed 400 complaints in the next fiscal year. Complaints are received through the OIG's website, by facsimile, by mail, in person, and through our hotline. All complaints received are logged and reviewed. Some complaints are referred to County departments or other governmental agencies, many which require a response to the OIG as to what action, if any, was taken. Other complaints require further review and are assigned to an analyst, investigator, auditor, or contract oversight specialist resulting in an inquiry, investigation, audit, inspection, or review.

Cases assigned for inquiry, investigation, audit, or contract oversight are assigned a case number for tracking purposes. All of the aforementioned cases require documentation using forms created by the OIG for the respective case files across the entire life-cycle of a case, from initial incident/allegation to final case disposition. These forms must be converted to an electronic format and maintained in an electronic case file. Other documents may be scanned and added to the electronic case file. The system must be able to generate reports based on information maintained in its database.

**2.3 DESCRIPTION OF TASKS/SERVICES TO BE PROVIDED**

The selected Proposer shall provide a commercial off-the-shelf turnkey system that is web-based and comprised of a shared access database allowing the user to view and instantly retrieve any document related to a specific case. The system must be capable of document handling and document generation with the ability to create complex documents in an employee's individual word processor with the pertinent case data merged in including automatic entries (diary, time and cost) in the appropriate case file. All fields must be searchable. The system shall be capable of importing historical case data into the database.

The system shall act as a single repository for all case related information and configured to match the current case workflow. Access to cases should be restricted based on user roles and permissions. All access and changes to cases shall be auditable. The case initiation page should be configurable to specify information used by the OIG during the complaint intake process.

The system shall be capable of creating spin-off investigations from another investigation. When a spin-off is created, the system shall provide the option to select what information will be copied from the original investigation to the spin-off investigation.

Case numbers shall be automatically assigned for each new complaint, investigation, audit, or other designated case type and shall be formatted and configurable to the OIG numbering system.

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Person and corporation records must be capable of being attached to a case record.

The system shall provide multiple possibilities for inputting and tracking case milestones, including administrative action, status milestones, time tracking and event tracking. The system shall provide the ability to enter and track allegations, evidence, financial actions, referrals (in and out), recommendations (in and out), and case notes.

System chronology shall provide two types of entries; system and user. All chronology entry types shall identify the date and time of the change, the user making the change and specific details of the change. The system shall have the ability to keep track of all milestone dates in the lifecycle of a complaint, investigation, or audit and provide users to define specific workflow items to track as well as configure email notifications to go along with them.

The system shall have the ability to upload and attach any document format for the storage of documents to a specific case. OIG specific document templates must be configurable in the system.

System administrators shall have full access to administer users in the system with the ability to setup new users, manage roles, and permissions to include specific role based security for access to case data, administration and system functionality.

The system shall provide full text search functionality.

The system shall provide reporting functionality specific to the OIG to include ad-hoc reporting capabilities.

The Proposer shall provide full hosting and a third-party cloud backup to include security updates, operating system patches, database and application level patching as well as backup management and disaster recovery testing.

**2.4 TRAINING SERVICES TO BE PROVIDED**

The selected Proposer shall provide on-site and web meeting-based training to OIG staff on the use of the automated case management and tracking system. It is anticipated that this training shall include up to 10 members of the OIG staff.

**2.5 TECHNICAL SUPPORT SERVICES TO BE PROVIDED**

The proposed System should be available 24 hours per day, 7 days per week to allow OIG employees access, including remote access, to the system. The proposed System should be accessible with an average uptime of more than 98%. The selected Proposer should have a technical support help desk available Monday through Friday, from 9 a.m. to 5 p.m. EST, in addition to email and web meeting support.

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**2.6 IMPLEMENTATION SERVICES TO BE PROVIDED**

The selected Proposer shall be responsible for providing on-site or remote installation and configuration services for the proposed System. The selected Proposer shall be responsible for testing the proposed System and insuring proper functionality prior to launching the proposed System.

**2.7 MAINTENANCE SERVICES TO BE PROVIDED**

The selected Proposer shall provide maintenance services for the System throughout the term of the contract. These services shall include updates, patches and upgrades to the System to maintain compatibility with future County hardware and software infrastructure.

**DRAFT**