

Pennsylvania Department of Human Services

Hearings and Appeals Case Management Solution

Request for Information (RFI)



Date: January 14, 2019

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PART 1. General Information

1.1 Purpose of this Request for Information

The Pennsylvania Department of Human Service's ("Department" or "DHS") issues this Request for Information ("RFI") to gather input and information concerning the development and implementation of a Hearings and Appeals Case Management Solution. In issuing this RFI, DHS is seeking information to improve its understanding of technology options that meet state and federal requirements and support DHS's hearings and appeals program. Through this RFI, the Department hopes to become aware of and knowledgeable about current solutions that are available to support its requirements and encourages vendors and other interested parties to provide feedback in response to this RFI. A vendor may respond to all or any of the specific questions or topics contained in this RFI. RFI Timeline:

Event	Date
Release RFI	January 14, 2019
Vendor RFI Responses Due	February 13, 2019
Tentative Vendor Solution Demonstrations (if requested by DHS)	March 11, 2019 through March 29, 2019

The Department is requesting that all responses to this RFI be submitted by 12:00 p.m. on the due date. Responses must be submitted electronically to the following email account with "Hearings and Appeals RFI" in the email subject line: RA-PWRFICOMMENTS@PA.GOV. Additionally, the Department may request demonstrations from vendors; see section 3.4 for further information.

While the Department does not intend to respond to questions or clarifications during the RFI response period, vendors may submit administrative questions related to this RFI electronically to: RA-PWRFICOMMENTS@PA.GOV using "Hearings and Appeals RFI Question" in the email subject line. The Department may or may not respond based on the nature of the question. All answers provided will be posted online at: <http://www.emarketplace.state.pa.us/>.

1.2 Disclaimers

The Department is not liable for any costs or expenses incurred by vendors in the preparation of their responses related to this RFI.

This RFI is issued for information and planning purposes only and does not constitute a solicitation for future business, an offer for procurement or any other type of current or future procurement action, and is only intended to gather information and input. The Department will not award an agreement on the basis of this RFI or otherwise pay for any of the information received.

The Department may use the information gathered through this process in the development of future documents; however, the Department does not guarantee that this will occur. DHS will not

return responses to this RFI. Respondents will not be notified of the result of the review, nor will they be provided copies of it. If the Department issues a procurement document, no vendor will be selected, pre-qualified, or exempted based on its participation in this RFI process.

Respondents should be aware that the responses to this RFI will be public information and that no claims of confidentiality will be honored. The Department is not requesting, and does not require, confidential, proprietary information, or other competitively sensitive information to be included as part of the RFI submission. Ownership of all data, material and documentation originated, prepared, and provided to the Department during this RFI process will belong exclusively to the Department.

PART 2. Background

The Department's Bureau of Hearing and Appeals ("BHA") is the entity charged with conducting administrative hearings and timely adjudicating appeals filed in accordance with state and federal regulations. BHA's jurisdiction covers nearly two hundred and eighty (280) different areas, including the denial, suspension, termination, or reduction of any DHS issued benefit, including Cash Assistance, Medical Assistance ("MA"), Supplemental Nutrition Assistance Program ("SNAP") benefits, social services, and durable medical equipment. BHA is also responsible for rendering legally sound adjudications for disputes regarding child abuse expunction, day care licensure, MA provider enrollment, medical provider audit findings, injured DHS employees (Act 534 benefits), Department of Aging actions, Office of the State Inspector General Administrative Disqualification Hearings, and nursing home intervention requests, among numerous other issues.

BHA is comprised of four (4) regional offices: Administrative and Central Regions located in Harrisburg, Eastern Region in Philadelphia, and Western Region in Pittsburgh. There are three (3) field offices in Erie, Reading, and Plymouth. The Bureau Director, Administrative Regional Manager, Program Administrator, and other key personnel are located in Harrisburg. Regional Managers direct the regional offices in Harrisburg, Philadelphia, and Pittsburgh.

There are three (3) main types of appeals, which are described below.

- Recipient Appeals - Recipient appeals are filed by applicants or recipients of cash assistance, MA, SNAP, and other DHS or Department of Aging benefits and services. The hearing proceedings and the processing and adjudication (deciding) of appeals are governed by regulations at 55 Pa. Code, Chapter 275 (as well as 6 Pa. Code, Chapter 3 for Aging appeals). Appellants may choose a telephone hearing, a telephone hearing from the Program Office/County Assistance Office ("CAO"), a face-to-face hearing, or a face-to-face hearing with the Program Office/CAO present by phone. Face-to-face hearings are typically held in the BHA location based on the appellant's county of residence.
- Non-Recipient Appeals - Medical providers or other persons or agencies that are not applicants or recipients of benefits file non-recipient appeals. Types of non-recipient appeals include appeals from MA providers (Diagnosis Related Group, Concurrent Hospital Review and Retrospective Inpatient Provider Denial) and mental health and

intellectual disability liability appeals. Non-Recipient Appeals are typically provider appeals for denial of payment for services rendered, for reasons such as improper billing procedures and administration of medically unnecessary services. These hearings are governed by 1 Pa. Code, Chapters 30, 33, 35 and 55 Pa. Code Chapter 41.

- Formal Appeals - Formal appeals are also governed by the regulations at 1 Pa. Code, Chapters 31, 33, & 35, but are generally more complex than non-recipient appeals, such as Child Abuse Expunctions, MA Provider audit filings, and licensure issues. Hearings are normally held face-to-face with a stenographer present to record the proceedings. These hearings take on a true court-like atmosphere. The Formal Pre-Hearing Unit is responsible for processing these appeals and scheduling hearings for them. The Formal Pre-Hearing Unit follow procedures set forth in Standing Practice Orders and the Unified Pre-Hearing Filing Instructions, which are available for review online.

BHA currently has an antiquated database, which is being utilized to record, schedule, track, and generate automated mailings. Additionally, the system is used for reporting. This system is a standalone system, with updates being made throughout the life of the appeal. BHA relies heavily upon the receipt of hardcopy files, which requires manual data entry into the antiquated system. The appeals are forwarded in hardcopy from the program offices to BHA via interoffice mail. Generation of reports is critical to managing the large workload; however, the process is cumbersome and the accuracy of data pulled from the current system is questionable. BHA's current system is inefficient and relies heavily upon technology that will not be supported in the long term. Therefore, the Department is interested in gaining an understanding of solutions that streamline business practices, increase efficiencies, and accuracy of data to support the management of the hearings and appeals program.

2.1 Vision Statement

The Department is requesting information on viable solutions for a modernized hearings and appeals case management system. The system must allow for the online submission of appeals, enhance automated task assignment, improve workload distribution, and provide insight through advanced operational analytics and reporting. DHS is interested in gaining an understanding of solutions that would provide the following benefits:

- Modernize appeal workflow management;
- Increase operational efficiencies;
- Improve customer service;
- Strengthen program integrity;
- Provide system modernization;
- Reduce paper processes;
- Increase cost savings;
- Improve timely receipt of appeals; and
- Eliminate audit violations.

2.2 Business Capabilities

The Department envisions that the new system will meet the following business capabilities:

- General Case Management – Provide a secure and internet accessible, Americans with Disabilities Act (“ADA”) compliant website that can be used to submit appeals electronically, upload documents, submit withdrawals, check appeal status, and view information no matter the modality used to file the appeal (paper, email, telephone call, etc.). The system must provide customizable dashboards with hyperlinks, allow user roles to be configured, support English and Spanish speaking appellants, provide the ability to associate related cases and files, close files/cases and complete case dismissals. The system must also implement a court-case administration related workflow to address the review of submitted appeals, allow multiple appeals to be open simultaneously, provide multiple dispositions per case, identify the status of a case, calculate due dates, set business rules for due dates, and implement an appeals-related workflow to address the hearing preparation and hearing processes.
- Account Management – Require users to provide attestation to their authorized status online, allow users to create secure personal accounts, identify language preferences, ADA accommodations, and preferred methods of communications. The system must also provide for a single user identification and password, while aligning with standards for Identity and Access Management (“IAM”) for user registration.
- Appeal Request – Provide the ability for Authorized Users to request an appeal online along with the issue(s) they are appealing, update their appeal, withdraw their appeal, and capture appeal-related information throughout the life of the appeal.
- Confirmation - Capture electronic signatures and receive electronic confirmations.
- Business Rules – Prevent users from taking an action based upon defined business process rules, and automatically assign actions including cancelling a scheduled hearing due to an appeal withdrawal.
- Workflow - Route appeals based on issue type, prevent users from taking an action without providing information in all required fields or unless other requirements are met, automatically forward required actions to other parties, automatically assign cases based on identified rules, and manually reassign actions.
- Notifications – Enable automatic alerts and email notifications.
- Event Scheduling – Include event scheduling capabilities, including scheduling, rescheduling, and canceling events. The system must also prevent double-booking, allow manual scheduling and automatic scheduling, and override automatically scheduled events.
- Hearing Information – Allow users to indicate the method in which a hearing will take place (in person, video conference, telephone, etc.) and store a history of all scheduled hearings.
- Search Capabilities - Allow users to search current schedules, as well as historical or non-active cases.
- Supporting Documentation – Allow users to attach supporting documentation to their online appeal request in acceptable formats, including audio and visual recordings, download and

upload documents, support barcoding processes, open and view scanned or attached documents, and record and attach telephonic signatures to an appeal.

- Correspondence – Provide shell and form templates, automatic correspondence capabilities, automatic generation of appeal-specific notices and correspondence in the preferred language, automatic and manual generation and regeneration of appeal packets, automatically prepopulate correspondence, and generate and print correspondence on demand.
- Audit Trail – Record a unique docket identification, track all appeal activities, provide an audit trail of activities throughout the life of the case, automatically date/timestamp all appeal activities and provide unique confirmation number for each appeal request.
- Storage and Archival – Automatically store all appeal information, including audio and visual recordings, link together appeals for cases in which more than one appeal has been filed, store electronic appeal case files, and record physical location of archived cases.
- Reporting Capabilities – Generate reports on electronic case files, determine reoccurring automatic report generation, pull canned reports on an ad hoc basis, generate ad hoc reports, generate reports using dynamic queries and multiple parameters, generate error reports, case file reports, case outcome reports, change of venue, and export reports into multiple formats.
- Interfaces – Interface with other DHS and non-DHS systems, such as the Client Information System (“CIS”).
- Mobile Technology – Provide accessibility via a mobile device.
- Data Conversion – Convert and migrate all data from existing databases.

2.3 Technological Capabilities

DHS envisions that this solution will align with the Department’s technical standards and utilize its technological investments. The following information details the Department’s preferred technological capabilities:

- Web-based User Interface – Provides web-based access that is browser agnostic and allows for mobile enablement. The Department utilizes a .NET platform. The solution is expected to consume web services and use Application Program Interface to interface with existing systems, such as CIS.
- Component Architecture – Support or use existing Commercial off the Shelf (“COTS”) components (e.g., rules engine, workflow, document management, etc.).
- Data Quality – Supports data quality requirements through preventive and detective controls to ensure the integrity, timeliness and accuracy of data, and provide master data management and auditing capabilities.
- Data Exchanges – Architecture that meets data exchange requirements.

- System Architecture – Well-defined business, technical and information architecture including data architecture diagrams, data dictionary, logical and physical data models and application architecture.
- Security – Supports role-based access controls and integrate with Active Directory, uses delegated user administration (e.g., business partner administration of user accounts), and includes data encryption in-flight and at-rest. The system must be compliant with the Health Insurance Portability and Accountability Act (HIPAA).
- Cost Effectiveness – Cost effective solution that offers reduced total cost of ownership over legacy applications and supports the BHA's requirement for efficient, economical and effective administration.
- Adaptability - Easily modifiable as needs change.

PART 3. Request for Information Submission Format

Through this RFI, the Department is soliciting information and comments regarding technology options that meet state and federal requirements to administer the hearing and appeals program. All interested vendors are asked to respond in writing to this RFI, per the items outlined below.

3.1 Response Submission

Please prepare responses simply, providing straightforward and concise language and descriptions. All responses should be produced in 12-point font. Please limit your response to no more than 20 pages, not including the cover letter or attachments. Please refrain from sending marketing materials to the Department.

3.2 Cover Letter

Please include a cover letter with the following information:

1. An introduction to the respondent's organization, background, and interest in Pennsylvania's hearings and appeals case management system needs.
2. General information about your firm: Company Name, Address, Point of Contact for this RFI with Telephone, FAX numbers and E-mail address.

3.3 Conceptual Solutions and Strategies Response

The following provides a suggested structure for a response to this RFI. This structure is intended to minimize the effort required to develop and analyze submitted responses. Please address the following:

3.3.1 Vendor Hearings and Appeals Case Management Solution.

- (a) Please provide an overall description of your solution. Include any information that you believe the Department would find valuable. Your description should address how your solution will help the Department meet the objectives defined in 2.1 Vision Statement.

- (b) Please provide a summary of your experience implementing hearings and appeals case management systems for other states or jurisdictions and identify where your proposed solution is implemented along with the following information:
- Client organization name
 - Version or modules implemented
 - Date implemented
 - Number of users
 - Number of appeals received annually
 - Types of appeals
 - Reason for termination, if appropriate.
- (c) Please describe the business capabilities that may be useful to achieving DHS's objectives and those offered by your solution and how the solution meets the Business Capabilities described in 2.2 Business Capabilities and Appendix A: Business Functionality.
- (d) Please describe the technological capabilities that are useful in achieving DHS's objectives and those offered by your solution as identified in Section 2.3 Technology Capabilities. Please include, as attachments, any architecture diagrams or technical documentation related to the technological capabilities that would be informative.

3.3.2 Cost Estimate Worksheet

The Department is requesting a low and high cost estimate for all software, hardware, and necessary implementation services. The estimates will be used for planning purposes only and are not binding. Cost ranges are preferred. Cost estimates should include functional models and the cost for each module/function area. Please complete the table below.

Item #	Item Description	Cost Range
1	Installation/Implementation	
2	Hardware	
3	Software/Licenses	
4	Project Management	
5	Other Professional Services (Technical, Business Analysis, Training etc.)	
Total Implementation Costs		
Estimated On-Going Annual Costs (if applicable)		
6	Annual Maintenance Agreement	
7	Hosted Cloud Provider Services	

8	Hardware	
9	Software/Licenses	
10	Consulting/On-Going Professional Services	
11	Other	
Total Annual On-Going Costs		

3.3.3 Implementation Timeline

Please describe an idealistic timeline for implementation. The timeline should include the period from contract award through solution implementation. To the extent you base your suggestions on a set of assumptions, please discuss and document those assumptions in your response, and identify any assumptions made when preparing the timeline.

3.4 Demonstrations

In order to gain a better understanding of the functionality and capabilities of hearings and appeals case management solutions in the marketplace, the Department may be interested in seeing demonstrations of proposed solutions. Please identify which products you would like to demonstrate, the estimated time required for your demonstration and any specific technical requirements to complete the demonstration at one of the Department's office locations in Harrisburg, PA.

DHS, in its sole discretion, will initiate the requests for demonstrations and will determine the form of the demonstration.

Appendix A: Business Functionality

Title	Description
General Case Management	Provide a secure and internet accessible, ADA-compliant website that can be used by Authorized Users to submit all appeals handled within BHA's jurisdiction, to upload appeal-related documents, to submit withdrawals, to check their appeal status, and to view uploaded documentation. This functionality will be available no matter the modality used to file the appeal (e.g., paper appeals, email, phone call, etc.).
General Case Management	Provide Authorized Users with hyperlinks on their dashboard.
General Case Management	Allow user access roles to be configured.
General Case Management	Allow users with administrative rights to determine what functional requirements each user role will be able to perform.
General Case Management	Accommodate a user base that includes, but is not limited to: Appellants and Authorized Representatives, Secretary's Office staff, CAO staff, Customer Service Center staff, Providers (Health Maintenance Organizations/Managed Care Organizations, Hospitals, Doctors), BHA staff, Administrative Law Judges, Program Office Hearings and Appeals staff, Commonwealth Court, Hearing and Appeals staff from the Dept. of Aging, Office of General Counsel, Federal Housing Administration, Food and Nutrition Service, Subsidized Childcare Program staff, and Office of Inspector General staff.
General Case Management	Support English and Spanish-speaking Appellants.
General Case Management	Provide dashboards for Authorized Users. These dashboards will be customized to the user, depending upon the user's role and permissions.
General Case Management	Associate related cases.
General Case Management	Indicate to Authorized Users when a case is related to another case.
General Case Management	Associate a file to an appeal.
General Case Management	Systematically calculate interim relief dates.
General Case Management	Enable Authorized Users to maintain a list of attorneys who represent DHS.
General Case Management	Allow Authorized Users to close files/cases within the solution.
General Case Management	Allow Authorized Users to complete a case dismissal within the solution.
General Case Management	Implement a case administration-related workflow to address the review of submitted appeals.
General Case Management	Allow multiple appeals to be simultaneously open for an Appellant or case.
General Case Management	Send appropriate appeal information, including electronic signatures, for benefit/service appeals related to notices to the correct program office and their designated case management entities.
General Case Management	Provide multiple disposition codes per case.
General Case Management	Provide a means of identifying the status of a case (e.g., open, closed, etc.).
General Case Management	Calculate internal BHA due dates.
General Case Management	Allow BHA to set business rules for due dates.
General Case Management	Implement an appeals-related workflow to address the Hearing Process.
General Case Management	Implement an appeals-related workflow to address the Hearing Preparation process.

Account Management	Require Authorized Users to provide attestation to their authorized status online.
Account Management	Allow appellants and authorized representatives to create secure personal accounts.
Account Management	Allow Appellants to specify their language of preference and whether an ADA accommodation is required and, if so, what the accommodation must be.
Account Management	Allow Authorized Users to select their preferred method of communication (i.e. electronic vs. mail).
Account Management	Include user account management functions such as access request, approval, creation, modification, and deletion of user accounts.
Account Management	Adhere to the concept of enabling and utilizing CWOPA access. Those with CWOPA credentials will be able to use these credentials to log into the case management solution if approved by BHA (not all CWOPA users should have access to the case management solution).
Account Management	Adhere to the concept of enabling and utilizing a single User ID and Password across multiple Citizen facing applications. This applies to appellants and authorized representatives (i.e. those who do not have CWOPA credentials).
Account Management	Align with DHS standards for IAM for user registration.
Account Management	Provide all users with a unique account identifier.
Account Management	Provide users with a method of retrieving their account username or password.
Account Management	Expire passwords after a certain number of days.
Account Management	Allow users to change/reset their passwords and security questions and answers.
Account Management	Utilize a user role-based security for accessibility.
Account Management	Allow BHA to control administrative rights of users at all levels.
Account Management	Allow user roles, as defined by administrative users, to view specific appeals-related data fields, or groups of specific data fields (i.e. 'screens' or 'pages') of data.
Appeal Request	Allow Authorized Users to have the ability to request an appeal online without a notice.
Appeal Request	Allow Authorized Users to request an expedited MA fair hearing.
Appeal Request	Allow Authorized Users to indicate the issue(s) they are appealing (e.g. eligibility, prior authorization, service denial or reduction).
Appeal Request	Allow Authorized Users to associate/link the appeal to the relevant notice.
Appeal Request	Allow Authorized Users to access online help to assist with completion of the appeal request.
Appeal Request	Allow Authorized Users to update an appeal.
Appeal Request	Allow Authorized DHS Users to note that a telephonic signature for an appeal has been provided.
Appeal Request	Allow Authorized Users to save and continue their appeal request at a later time, prior to submitting the appeal request.
Appeal Request	Allow Authorized Users to make corrections to submissions within allowable parameters.
Appeal Request	Allow Authorized Users to withdraw an appeal at any time in the appeals process flow.

Appeal Request	Allow Authorized Users, as defined by BHA, to view a case summary of appeal information.
Appeal Request	Capture appeal information throughout the lifecycle of the appeal. This information includes, but is not limited to: authorized representative information, pre-hearing conference information, appeal outcome information, appellate activity, adjudication information, etc.
Appeal Request	Capture appeal request data.
Appeal Request	Indicate the source of an appeal request.
Appeal Request	Pre-populate appellant information into a hearing request using data sourced from another system.
Appeal Request	Allow Authorized Users to update information that is pre-populated in a hearing request.
Appeal Request	Capture a decision on an appeal and the reason for the decision (e.g., The appeal request was not received within the appropriate time limit; The appeal was withdrawn by the appellant; The Judge ruled in favor of the Commonwealth, etc.).
Confirmation	Capture Authorized Users' electronic signatures.
Confirmation	Send Authorized Users a soft copy confirmation of an appeal withdrawal.
Confirmation	Prompt the creation of a hard copy confirmation of an appeal withdrawal.
Confirmation	Send Authorized Users a soft copy confirmation of an appeal submission.
Confirmation	Prompt the creation of a hard copy confirmation of an appeal submission.
Confirmation	Allow Authorized Users to receive confirmation of withdrawal when they submit a phone withdrawal for any program through the BHA hotline.
Business Rules	Prevent users from taking an action based upon defined business process rules.
Business Rules	Automatically assign an action to a user based upon defined business process rules.
Business Rules	Automatically cancel a scheduled hearing due to an appeal withdrawal.
Workflow	Route the appeal based on the issue type (for e.g. Childcare Provider, Nursing Home, MA, SNAP etc.).
Workflow	Allow Authorized Users to update business rules for assigning cases.
Workflow	Allow Authorized Users to manually override the BHA region to which an appeal is assigned.
Workflow	Appellants and authorized representatives will be required to enter additional information when no notice is selected.
Workflow	Allow Authorized Users to add comments to a case record.
Workflow	Prohibit user roles, as defined by Administrative Users, from editing auto-populated fields.
Workflow	Provide users with error messages where defined by BHA. These messages should be configurable.
Workflow	Alert the users if improper characters are entered.
Workflow	Provide a message to users who are attempting but unable to submit an appeal request through the case management solution.

Workflow	Prevent Authorized Users from taking a system action without providing information in all required fields. For example, an Authorized User will not be able to submit an appeal request without providing information in all of the required fields.
Workflow	Allow Administrative Users to set business process rules that prevent users from completing an action unless other requirements are met (e.g., Prevent an appellant from submitting an appeal without all required information; prevent an authorized user from closing a case without a decision attached to the case, etc.).
Workflow	Allow Administrative Users to set business process rules for automatically forwarding required actions to a party (e.g., After an appeal request has been submitted, notify clerk that file clearance and appeal packet preparation are needed).
Workflow	Automatically assign cases to a Judge based upon identified rules, such as which case types a Judge may take and the Judge's availability.
Workflow	Allow Authorized Users to assign or re-assign actions to others (e.g., LA assigning an exhibit to a Judge for review).
Workflow	Allow Authorized Users to manually re-assign tasks to another user.
Workflow	Allow Authorized Users to review and approve automatic system generated actions.
Workflow	Track whether an appeal has been sent to a perfector and provide this information to an Authorized User.
Workflow	Allow Authorized Users to re-open closed cases for continued case activities.
Workflow	Automatically determine the BHA region to which an appeal should be assigned for processing based on a set of "Region Rules".
Workflow	Allow Authorized Users to manually override interim relief due dates.
Notifications	Send automatic external notifications. It will enable Authorized Users to set the rules for these automatic notifications.
Notifications	Enable sending appointment alerts via email to notify individuals.
Notifications	Provide automatic alerts to Appellants, Authorized Representatives and Authorized Users using business rules provided by BHA. These automatic notifications could be used to provide an alert of a status change or to prompt further action from a particular party.
Notifications	Send automatic email notifications to a Judge and appellant or authorized representative when a hearing has been scheduled. Notifications will include the date and time of the scheduled hearing.
Notifications	Provide automatic notifications to Authorized Users when there are multiple active appeals on a case they are reviewing.
Event Scheduling	Include event-scheduling capabilities.
Event Scheduling	Enable Authorized Users to schedule, re-schedule and cancel pre-hearing conferences and hearings. Scheduling functionality should include allowing users to determine availability of Judges.
Event Scheduling	Prevent Authorized Users from double-booking resources (people, rooms, etc.).
Event Scheduling	Provide Authorized Users with manual scheduling capabilities.
Event Scheduling	Automatically schedule events, including merit hearings and pre-hearing conferences.
Event Scheduling	Provide Authorized Users with a hearing appointment schedule on their dashboard.

Event Scheduling	Enable Authorized Users to override manually scheduled and/or automatically scheduled event based on BHA-defined roles.
Hearing Information	Indicate the method in which a hearing will take place (i.e. in person, video conferencing, phone, etc.).
Hearing Information	Store and make available a history of all scheduled pre-hearing conferences and hearings.
Search Capabilities	Allow Authorized Users to search using dynamic queries and multiple search criteria.
Search Capabilities	Allow Administrative Users to determine what search criteria is available to Authorized Users per user roles established by BHA.
Search Capabilities	Allow Authorized Users to search hearing schedules by Program Office, BHA region, site, hearing room, hearing date, and Administrative Law Judge.
Search Capabilities	Allow Authorized Users to search and view historical (non-active) cases.
Supporting Documentation	Allow Authorized Users to attach supporting documentation to their online appeal request. Acceptable file formats must include but not limited to: PDF, JPEG, DOC, etc.
Supporting Documentation	Allow Authorized Users to attach audio and visual recordings to a case.
Supporting Documentation	Allow Authorized Users to download and save documents from the case management solution.
Supporting Documentation	Support barcoding process.
Supporting Documentation	Support uploading documentation
Supporting Documentation	Support documentation being named and organized logically.
Supporting Documentation	Allow Authorized Users to open and view scanned or attached documents.
Supporting Documentation	Allow Authorized DHS users to attach a telephonic signature to an appeal.
Supporting Documentation	Allow Authorized DHS users to record the telephonic signature through the solution.
Correspondence	Provide shell and form templates that Authorized Users will be able to complete.
Correspondence	Provide automatic correspondence capabilities, including, but not limited to, automatic generation of notices per BHA-defined templates.
Correspondence	Generate appeal-specific notices and correspondence in the Appellant's preferred language including English, Spanish, and identified non-English languages.
Correspondence	Automatically and manually generate a draft Appeal Information Packet, including a cover sheet and letter, to the appellant.
Correspondence	Manually re-generate Appeal Packets, which will incorporate into a BHA-defined template the changes/edits made to the draft.
Correspondence	Allow users with certain roles, as defined by BHA, to edit/update a Draft Appeal Packet, while protecting appropriate fields from being changed.
Correspondence	Automatically pre-populate correspondence.
Correspondence	Provide users with the ability to identify whether a BHA correspondence was sent to an appellant and/or authorized representative.
Correspondence	Enable Authorized Users to determine the mode of communication with third parties (i.e., sending paper vs email notifications).
Correspondence	Allow Authorized Users to generate and print correspondence on demand.

Audit Trail	Ability to record a unique 'docket' identification number and appeal type to all appeals entered into the solution, whether submitted through the solution or manually entered by an Authorized User.
Audit Trail	Track all appeal activities including, but not limited to: the origin and transfer of work assignments, subpoenas, changes in parties, Administrative Law Judges involved in and assigned to an appeal, interpreter requests, ADA accommodations, receipt of exhibits and rules of change.
Audit Trail	Provide an audit trail of activities throughout a case's lifecycle. This audit trail will include the date and time when an action took place and the name of the actor.
Audit Trail	Ability to automatically date/timestamp all appeal activities.
Audit Trail	Provide audit reports for users.
Audit Trail	Provide a unique identification for each party, appeal request, docket and case record.
Audit Trail	Provide a confirmation number for each appeal request that is received.
Storage and Archival	Automatically store all appeal information including, but not limited to: <ul style="list-style-type: none"> - Information submitted in appeal request fields; - Date/timestamp of appeal request submission; - Appeal request's unique identification number.
Storage and Archival	Store audio and video recordings.
Storage and Archival	Follow industry standards for storing and archiving data.
Storage and Archival	Allow Authorized Users to link together appeals for cases in which more than one (1) appeal has been filed.
Storage and Archival	Store electronic BHA appeal case files per current record retention policy.
Storage and Archival	Record the physical location of archived cases and provide this information to Authorized Users.
Storage and Archival	Track and retain a history of all data elements related to an appeal.
Reporting Capabilities	Allow Authorized Users to generate reports on electronic BHA appeal case files stored per current record retention policy.
Reporting Capabilities	Allow Authorized Users to determine reoccurring automatic report generation.
Reporting Capabilities	Allow Authorized Users to pull canned reports on an ad hoc basis.
Reporting Capabilities	Allow Authorized Users to generate ad hoc reports.
Reporting Capabilities	Allow Authorized Users to generate reports using dynamic queries and multiple parameters.
Reporting Capabilities	Provide Authorized DHS users with error reports.
Reporting Capabilities	Generate case file reports.
Reporting Capabilities	Report on expedited appeals.
Reporting Capabilities	Provide exception reporting capabilities.
Reporting Capabilities	Provide case outcome reports.
Reporting Capabilities	Report on BHA change of venue (i.e. region code change).
Reporting Capabilities	Allow users to export management reports in multiple formats including, but not limited to, Microsoft Excel, PDF format, .csv, etc., in accordance with BIS standards.
Interfaces	Ability to interface with other DHS and non-DHS systems, such as CIS (eCIS), DocuShare, PacFile, OARS, Recon database, DGS, PELICAN, etc.

Mobile Technology	Accessible via mobile device.
Mobile Technology	Provide a mobile app that is device agnostic.
Data Conversion	Provide for all data conversion and migration from existing databases in which BHA data is currently stored. Databases include, but are not limited to: MAPPER, DocuShare, Access Database, and HARTS.