TERMS OF REFERENCE

Development and Implementation of a Client Case Management System

1. Background and Objectives

The Department of Juvenile Justice (DJJ) intends to procure the development and implementation of a centralized Case Management System (CMS) to support the management and monitoring of clients and their cases.

The CMS shall automate the workflow at the DJJ that includes client and case registration, assessment, assignment, case planning and interventions, progress monitoring, case review, reporting, and case closure. The system shall also support the retrieval of relevant information from available external systems and be designed to accommodate integration with other government systems in the future.

The selected vendor shall gather requirements in coordination with DJJ to identify and document the required workflows, data requirements, user roles, reports, integrations, and other system requirements. Development shall commence only after the detailed requirements and proposed system design have been reviewed and approved by DJJ.

The objective of this procurement is to establish a secure and efficient digital case management platform that enhances the management, monitoring, accessibility, and reporting of client and case information while maintaining the security and confidentiality of sensitive information.

2. Scope of Work

2.1 Requirements Gathering and Approval

The selected vendor shall conduct a comprehensive requirement gathering exercise in consultation with DJJ prior to commencing system development. DJJ approved data flow diagrams, entity relationship diagram and data dictionary shall be produced at this stage. Approved use case diagrams and activity diagrams may be used to determine and detail user roles. A permission matrix may also be used. The vendor shall also determine the reports, integrations, migration requirements, testing arrangements, deployment requirements, and other functional and technical requirements that shall be finalized through this process and documented for DJJ review and approval.

The vendor shall:

- Review and document the existing client and case management processes and workflows.
- Identify functional requirements.
- Prepare detailed requirements specification and proposed system design based on the requirements gathered.
- Present the requirements and proposed design to DJJ for review and approval.
- Commence development only after obtaining formal approval from DJJ.

2.2 Client and Case Management Workflow

The vendor shall develop an information system that automates the management of clients and their cases within DJJ. The main roles of this information system shall be as follows:

- Registration of clients and cases from relevant referral sources.
- Review and assessment of cases by authorized users.
- Assignment of cases to relevant units and staff.
- Development and recording of appropriate intervention, rehabilitation, or support plans.
- Recording of case activities, assessments, actions taken, and progress updates.
- Ongoing monitoring and review of cases.
- Referral or coordination with relevant agencies and service providers where required.
- Management of case status, including cases placed on hold and cases closed.
- Maintenance of the history of actions and changes throughout the case lifecycle.
- Retrieval of current and historical case information by authorized users.

2.3 User Roles and Access

The vendor shall develop the system to use Role Based Access Control (RBAC). At a minimum, the system shall:

- Allow authorized administrators to create and manage user accounts.
- Support different user roles based on operational and administrative responsibilities.
- Restrict access to client and case information based on assigned roles and levels of authorization.
- Allow cases to be assigned to relevant units and authorized users.
- Ensure that sensitive information and system functions are accessible only to authorized users only.
- Allow user access to be updated or disabled when required.

2.4 Client and Case Information Management

The vendor shall provide a centralized and secure means of maintaining information relating to clients and their cases via the CMS. At a minimum, the system shall:

- Maintain relevant client identification, demographic, contact, and other required information.
- Maintain information relating to each case, including referrals, assessments, plans, interventions, activities, progress updates, and outcomes.
- Allow relevant supporting documents and records to be maintained with the case where required.
- Maintain a history of case information and updates.
- Minimize unnecessary duplication of client information across cases.
- Ensure client and case information is accessible only to authorized users.
- Allow information to be updated as cases progress while maintaining appropriate records of significant changes.

2.5 Integration and Information Exchange

The system shall support secure integration and information exchange with relevant external systems through standard interfaces. At a minimum, the system shall:

- Support the retrieval of relevant client and case information from authorized external systems when such systems and interfaces (APIs) are available.
- Integrate with existing external system from which DJJ currently receives client information.

- Integrate with other government systems without requiring major redevelopment.
- Exchange bidirectional information between subsequent phases of the case lifecycle.
- Ensure that information obtained through integration is handled in accordance with applicable access and security requirements.

2.6 Dashboards, Reporting, Search and Retrieval

The system shall provide appropriate dashboards, reporting, search, and retrieval capabilities for authorized users. At a minimum, the system shall:

- Provide dashboards and summaries to support case monitoring, workload monitoring, and management oversight.
- Generate reports based on relevant client, case, operational, and management information.
- Allow reports to be filtered and exported in commonly used formats.
- Allow users to search, filter, sort, and retrieve current and historical client and case information.
- Ensure that dashboards, reports, search results, and retrieved information are limited according to user access permissions.

2.7 Audit Trail and Accountability

The system shall maintain an audit trail to support accountability and traceability of activities performed within the system. At a minimum, the system shall:

- Record significant activities performed by users.
- Maintain a history of important changes made to client and case information.
- Record relevant information such as the user, action performed, and date and time of the activity.
- Allow authorized users to review audit information when required.
- Protect audit records from unauthorized modification or deletion.

2.8 Data Migration

The system shall support the migration of relevant existing client and case information currently maintained by DJJ in electronic documents and files. At a minimum, the vendor shall:

- Review existing data maintained in formats such as Excel, Word, and PDF.
- Identify information that can reasonably be migrated into the new system.
- Migrate structured and consistently formatted data, such as existing Excel records, where technically feasible.
- Validate migrated data to ensure completeness and accuracy.
- Maintain appropriate confidentiality and security throughout the migration process.

2.9 Testing and User Acceptance

The vendor shall carry out appropriate testing to ensure that the system meets the approved requirements and is ready for operational use. At a minimum, the vendor shall:

- Conduct functional, integration, security, and performance testing as appropriate.
- Verify that the system operates according to the approved requirements and workflows.
- Provide a test environment for User Acceptance Testing (UAT).
- Support DJJ in conducting UAT and address issues identified during testing.
- Obtain formal acceptance from DJJ before deployment to the production environment.



2.10 Deployment and Training

The vendor shall deploy the completed system to the hosting infrastructure provided by DJJ and provide the necessary training for its effective operation and use. At a minimum, the vendor shall:

- Specify infrastructure and hosting requirements, taking into consideration expected usage and future scalability.
- Deploy and configure the system on the infrastructure provided by DJJ.
- Perform necessary checks to ensure the deployed system is ready for operational use.
- Provide training appropriate to different levels of users, including system administrators, supervisory users, and operational users.
- Provide practical training covering the relevant functions and responsibilities of each user group.
- Provide appropriate training materials and user guidance.

DJJ shall provide the required production hosting infrastructure based on the agreed technical requirements and provide the vendor with the access necessary for deployment and configuration. The vendor shall be responsible for its own development environment and tools.

2.11 Documentation and Handover

The vendor shall provide all necessary documentation and complete the handover of the system to DJJ upon successful implementation. At a minimum, the vendor shall:

- Provide complete system and technical documentation.
- Provide system administration, deployment, configuration, and maintenance documentation.
- Provide user manuals or guides appropriate to different user groups.
- Provide documentation for system integrations and interfaces.
- Provide the complete source code, database structure, and other materials required to maintain and further develop the system.
- Hand over all system configurations, deployment files, and other project-specific technical assets.
- Conduct necessary knowledge transfer to relevant DJJ technical staff.

All documentation shall reflect the final implemented system and be provided to DJJ before final project handover.

2.12 Support and Maintenance

The vendor shall provide support and maintenance services following successful deployment of the system. At a minimum, the vendor shall:

- Provide technical support for issues related to the implemented system.
- Correct defects and errors identified during the support period.
- Provide necessary updates and fixes to maintain the security, stability, and proper functioning of the system.
- Provide support for system, integration, and deployment-related issues.
- Provide appropriate channels and procedures for reporting and resolving issues.
- Provide technical assistance to DJJ technical staff where required.

Support and maintenance shall be provided in accordance with Section 7 of this ToR.



3. Technical Requirements

3.1 Technology and Architecture

- The system should use modern, widely adopted, and actively maintained technologies.
- The system should be deployable in commonly available Linux-based server environment.
- The system should be modular and maintainable to support future development by other suitable-qualified developers or service providers.
- The solution shall avoid unnecessary dependency on proprietary technologies or a specific vendor.
- The proposed technology stack and architecture shall be submitted to DJJ for review and approval before development.

3.2 Security and Access

- The system should implement role-based access control.
- Appropriate measures should be implemented to protect confidential client and case information.
- Sensitive information should be appropriately encrypted during transmission and while stored.
- Appropriate backup and recovery mechanisms shall be provided.
- Significant system and user activities shall be recorded through appropriate audit logging.

3.3 Integration and Interoperability

- The system shall support secure APIs for integration with external systems.
- Commonly adopted and open standards shall be used for data exchange where applicable.
- The system shall accommodate future integrations without requiring major redevelopment of the core system.

3.4 Technical Documentation and Maintainability

- Third-party components and dependencies shall be identified and disclosed to DJJ.
- The system should be adequately documented to allow suitably qualified technical personnel to maintain and further develop it.

4. Project Deliverables

The vendor shall provide the following deliverables:

- Detailed requirements specification approved by DJJ.
- Proposed system design and technical architecture, including the technology stack.
- Fully developed and functional Case Management System meeting the approved requirements.
- Required integration with the currently available external system for retrieving relevant client information.
- Migration of agreed existing data, where applicable and technically feasible.
- Completion of system testing and resolution of issues identified during UAT.
- Deployment and configuration of the system on infrastructure provided by DJJ.
- Training for relevant user groups and technical personnel.
- Complete source code, database structure, deployment and configuration files, and project-specific technical assets.
- User, system administration, technical, deployment, and integration documentation.



- Final production-ready system and complete handover to DJJ.

5. Project Duration and Implementation Schedule

The vendor shall propose an appropriate project duration and implementation schedule based on the scope of work and proposed approach.

- The proposed project duration shall be stated in weeks.
- The schedule shall identify the major project phases, activities, and expected completion time for each phase.

6. Ownership, Source Code and Intellectual Property

- All source code and other project-specific materials developed specifically for the system shall be handed over to DJJ upon completion of the project.
- DJJ shall have the right to use, maintain, modify, enhance, and further develop the system, including through another developer or service provider.
- The vendor shall provide the complete source code, database structure, configuration and deployment files, and other materials necessary for continued maintenance and development.
- Any third-party, proprietary, or open-source components shall be clearly identified together with applicable licensing conditions.
- The vendor shall not introduce licensing or technical restrictions that create unnecessary dependency on the vendor for continued operation or future development of the system.
- Credentials, access rights, repositories, and other project resources established specifically for the system shall be handed over to DJJ, as applicable.

7. Warranty, Support and Maintenance

The vendor shall provide a minimum warranty and support period of twelve (12) months following successful deployment and acceptance of the system by DJJ. During this period, the vendor shall:

- Provide technical support for the implemented system.
- Diagnose and correct defects, errors, and system malfunctions.
- Provide necessary security updates, patches, and fixes relating to the delivered system.
- Provide support for system integrations developed under this project.
- Provide reasonable technical assistance to DJJ technical staff for troubleshooting and system operation.
- Maintain appropriate channels for reporting and tracking support requests.
- Address critical system issues on a priority basis.

The vendor shall propose the support arrangements, response times, escalation process, and support channels as part of the proposal.

8. DJJ Responsibilities

DJJ shall be responsible for:

- Providing access to relevant personnel for requirements gathering and consultation.
- Reviewing and approving the requirements, proposed system design, and other key project deliverables.
- Providing production hosting infrastructure based on the agreed technical requirements and future scaling considerations.

- Providing the vendor with necessary access to the production hosting environment for approved deployment, configuration, and support activities.
- Facilitating access to available external systems and interfaces required for integration, where such access is available to DJJ.
- Providing available existing data and documents required for agreed data migration.
- Participating in system testing and conducting UAT.
- Providing timely feedback, decisions, and approvals necessary for the progress of the project.
- Identifying relevant personnel to participate in training and system handover.

