

Service Specifications

The Hawai'i Drug Court Program (HDCP) is looking for offers from qualified vendors to provide a database system that adheres to the National Association for Drug Court Professionals (NADCP) Adult Drug Court Best Practice Standards.

This assistance will be comprised of:

1. Identifying basic demographics on each offender (name, date of birth, race, gender, ethnicity, etc).
2. Tracking offenders movement throughout the Drug Court Process (Levels, Tracks, relapses, sanctions, incentives, court dispositions, date of screening, date of referrals, graduation/terminations dates, family engagement, etc):
 - Referral tracking. Date referral was received, date of screening, date of team discussion, date of acceptance or denial, and date of program entry with exportable data to track how long our referral process is taking until decision.
 - Case file management to include: client case number, client track/type (pretrial or post-conviction), treatment, phases, judge and other client demographic information, and client program status (active, bench warrant, graduate, non-graduate), with bulk data entry features.
 - Treatment – Treatment history, Level of care, successful and unsuccessful discharge information, urinalysis testing, with bulk data entry features.
 - Court report preparation: generates reports with outcomes and information needed for court. Reports such as probation summary, treatment summary, history of sanctions and incentives, current drug tests and results and client current program participation, which could be exported via PDF, word or excel format or other common formats.
 - Tracking should be on a quarterly and/or yearly basis.
3. Recidivism rates, six month follow up, length that offender was in the Drug Court Program, drug test results (dates and confirmations).
4. Progress notes from probation officer and treatment counselor:
 - Reporting history
 - Templates of common probation forms

- Restitution and court fines payment tracking and history
 - Demographic information, case number(s), current client photo
5. Have the ability to run statistic reports when needed (examines success, enhancement of the Drug Court program, relapse prevention support services, identifying criminal justice needs, performance measures, drug trends, track any court fines/fees):
 - Treatment notes and updated assessments
 - Treatment plans and treatment plan history
 - History of therapeutic adjustments
 6. Track risk assessments and screening tools (completed, pending, outcome):
 - Analytics / Recidivism on specialty courts core measures and best practices and principles.
 7. Client hotline and messaging system:
 - Urine analysis randomizer and urine test list generator according to best practices standards, dependent upon client phase in program.
 - Urine analysis and program messaging system via telephone, text, and e-mail.

The vendor must be able to:

1. Provide training and technical assistance to The Judiciary via WebEx or through telephone 7:45am to 4:30pm HST Monday through Friday.
2. HDCP and/or The Judiciary IT staff will be able to preview any data/program enhancements prior to roll out. If HDCP and/or The Judiciary IT staff have any questions about the enhancements, the vendor will be available for a meeting at no charge.
3. Provide the cost for annual maintenance and explain why the maintenance is needed.
4. Provide a timeline for deliverables, testing, and implementation plans
5. Present and review database program with the HDCP and/or Judiciary IT staff.

6. Provides process and documentation for backup (and recovery) of information with instructions.
7. Provide application of program and training on the use of the application.
8. Provide a testing period for the HDCP and/or Judiciary IT staff prior to final roll out.
9. Provide consistent and reliable data security, on a physical and/or cloud server, or both, with encryption.
10. Provide safe record keeping and patient confidentiality protection according to Health Insurance Portability and Accountability Act (HIPAA) compliance and Federal regulations governing the Confidentiality of Substance Use Disorder Patient Records, 42 CFR Part 2.

Timeline:

The tentative term of the contract shall be for the period commencing on July 1, 2021 to September 30, 2023. The Judiciary may terminate the contract at any time upon sixty (60) days prior written notice.

Quotation:

Prices offered shall be based on delivery of products and services to the Judiciary and shall include all applicable cost.

Hawaii Compliance Express:

Prior to Award, the vendor must be registered at the Hawaii Compliance Express (HCE) where proof of compliance with the requirements of Chapter 103D-310(c), HRS is obtained. HCE allows businesses to register online through a simple wizard interface at <https://vendors.ehawaii.gov/hce/splash/welcome.html>. A single "Certificate of Vendor Compliance" from HCE eliminates the need to obtain individual copies of required clearances with the Internal Revenue Service, State of Hawaii Department of Labor, State of Hawaii Department of Commerce and Consumer Affairs, and State of Hawaii Department of Taxation offices. The certificate provides current status of the

Timely Submission of Certificate. The above certificate should be applied for and submitted to the Judiciary upon award of contract.

Prior Experiences:

Provide the names, phone numbers and addresses of contact persons for at least three companies, for which the vendor has furnished, within the last five years, technical consulting services that are similar in nature and/or volume to services specified in this proposal.

Include a description of the project and methods employed to keep the project on track and within budget and provide an account of the project's relative success/failure. Describe system and user documentation and end user and technical training provided as a result of the project. Indicate particular challenges posed by the project and methods instituted to overcome them. Provide information as to whether or not you continue to provide maintenance/support for the application or if the user organization has accepted that responsibility. If the latter, describe the knowledge transfer process and acceptance.

Pricing:

Provide rates and the basis for the resources required to deliver the services specified in this proposal.

Payment: Payment will be received after the services is actually delivered.

General Information:

HDCP and/or The Judiciary IT reserves the right to revise information needed in database at any time. If the Vendor anticipates any aspect of the work taking longer than expected, the Vendor will advise HDCP and/or The Judiciary IT.

The data entered by the HDCP and/or The Judiciary IT through the Vendor's application shall be the property of the HDCP and/or The Judiciary.

Vendor shall host, maintain, and support the database applications and all associated data on its high performance servers located at its secure and hi-speed network backbone for the term of the contract. In addition, the Vendor shall provide services for data backups, database management and administration, data corruption detection and recovery, firewall configuration, hack detection and prevention, server maintenance and upgrades, software maintenance and upgrades, load balancing, and unlimited telephone technical support during regular office hours. In other words, the security and reliability will be at least as effective as hosting the application at the HDCP and/or The Judiciary IT

own premises without the HDCP and/or The Judiciary having to budget for expensive equipment and the availability of qualified networking, database, and application management staff.