

**Project Name:** Case Management System Project  
**OCIO Project #:** \_\_\_\_\_  
**Department:** Department of Fair Employment and Housing  
**Revision Date:** \_\_\_\_\_

## Concept Statement

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### Description

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**Brief description of the proposed project:**

The Department of Fair Employment and Housing requires a technology solution that will replace its existing in-house developed Case Management Information System (CMIS). By obtaining a web-based Complaint Management System (CMS), the DFEH can carry out with existing resources its statutory mandate to prevent employment, housing, public accommodation discrimination and hate violence in California. The proposed solution will offer DFEH management the flexibility to meet its changing DFEH business needs as well as the up-to-date reporting tools to ascertain short and long-term workload and budget forecasting

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### Need Statement

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**High Level Functional Requirements:**

System must be hosted in a cloud environment  
System must track and store all documents related to a complaint in the solution  
System must validate all user entry  
System must allow users to create custom data entry forms  
System must partition (hide) data for each DFEH division (Employment, Housing, Legal, and Mediation). Users from one division must not be able to see any other division's data

**What is Driving This Need?**

Several unnecessary manual processes are used increasing the cost of processing complaints  
Existing system has no document management capabilities increasing the staff time necessary to create and find documents  
Existing system has no ticklers or business workflow capabilities  
Existing system cannot generate automated notices

**Risk to the Organization if This Work is Not Done:**

Continue business as usual:  
Inefficient manual processes increases staff costs  
Outdated CMIS increases data entry errors  
No onsite IT support to maintain existing system

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## Benefit Statement

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### Intangible Benefits

**Process Improvements** (describe the nature of the process improvement):  
The new system will allow DFEH to automate document generation and storage, share case information between offices and division.

**Other Intangible Benefits:**  
NA

### Tangible Benefits

**Revenue Generation** (describe how revenue will be generated):  
NA

**Cost Savings** (describe how cost will be reduced):  
1. Reduce operating costs by reducing the number of program staff needed for operations by 3 PY's for a savings of \$200,000 annually.  
2. Reduce cost of ownership by reducing the number of PY's supporting the system from 1.5 to .2 for a savings of \$94,057 annually.

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**Cost Avoidance** (describe the cost and how avoided):  
NA

**Risk Avoidance** (describe the risk and how avoided):  
NA

**Improved Services:**  
The new system will allow the public to create new complaints, check the status of existing complaints, and interact with DFEH staff.

### Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture	Yes		
Business Plan	Yes		
Strategic Plan	Yes		

### Impact to Other Entities

#### Nature of Impact to Other Entities

**Entity:**  
*Describe the nature of the impact:*

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<b>Entity:</b>
<i>Describe the nature of the impact:</i>

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### Solution Alternatives

#### Alternative 1:

Build a Custom Complaint Management System  
Hire a vendor to build a new custom Complaint Management System based on the DFEH requirements.

#### Technical Considerations for Alternative 1:

All Hardware and software will be procured by DFEH  
Solution will be hosted and maintained at the DFEH facilities

ROM Cost: \$900,000 to \$1,250,000

Note: high end of range must not exceed 200% of low end of range

#### Alternative 2:

Procure a Commercial off the Shelf Complaint Management System that is hosted by DFEH

#### Technical Considerations for Alternative 2:

All Hardware and software will be procured by DFEH  
Solution will be hosted and maintained at the DFEH facilities

ROM Cost: \$700,000 to \$1,000,000

Note: high end of range must not exceed 200% of low end of range

#### Alternative 3:

Procure a web-based vendor hosted Complaint Management System

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### Technical Considerations for Alternative 3:

Vendor provides Hardware and Software as part of the service  
 Solution is completely hosted and maintained by vendor

ROM Cost: \$500,000 to \$800,000

**Note:** high end of range must not exceed 200% of low end of range

## Recommendation

### Comparison:

Alternative 1	ROM Cost			Risk
Custom Built Solution	\$900,000	-	\$1,250,000	<i>Lack of onsite IT staff to support the application</i>
Alternative 2	ROM Cost			Risk
COTS Solution	\$700,000	-	\$1,000,000	<i>Lack of onsite IT staff to support the application</i>
Alternative 3	ROM Cost			Risk
Cloud Solution	\$500,000	-	\$800,000	<i>Selecting a quality vendor who will ensure system availability</i>

### Conclusions:

1	Alternative 3 is the least expensive
2	Alternative 3 offers significant opportunities for DFEH to reduce the costs associated with providing IT overhead, maintenance and support.
3	Alternative 3 is the least complicated project to plan, design, and implement.
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**Recommendation:**

Alternative 3 (Cloud Solution) appears to provide the optimal approach for the DFEH, as it best addresses the business need, issues and risks identified.

### Project Approach *(if known)*

<b>System Complexity:</b>		System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> : 9 to 5	
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input checked="" type="checkbox"/> Web Based	Num. of New Databases:	3
Technology	<input type="checkbox"/> New <input checked="" type="checkbox"/> New to Staff <input checked="" type="checkbox"/> In-House Experience	Interfaces:	External
Implementation	<input type="checkbox"/> Central Site <input checked="" type="checkbox"/> Phased Roll-out	Num. of Sites:	1
M & O Support	<input checked="" type="checkbox"/> Contractor <input type="checkbox"/> Data Center <input type="checkbox"/> Project <input type="checkbox"/> In House		
Procurement Approach: Competitive RFP			Number of Procurements:  1
Open Procurement?	Yes	Delegated Procurement?	Yes
Scope of Contract	<input type="checkbox"/> Development <input checked="" type="checkbox"/> Implementation <input checked="" type="checkbox"/> M & O <input type="checkbox"/> Other: _____		
Anticipated Length of Contract:	5	Years /	extensions for _____ years