

SOCIAL WORK LICENSURE COMPACT COMMISSION
REQUEST FOR INFORMATION (RFI)
CENTRALIZED DATA SYSTEM FOR SOCIAL WORK LICENSURE

RFI Release Date: March 3, 2025

Response Due Date: March 17, 2025

1. OVERVIEW & PURPOSE

The Social Work Licensure Compact Commission (the “Commission”) is a joint government agency composed of states that enact the Social Work Licensure Compact. Under the Compact, the Commission is responsible for establishing and maintaining a centralized data system to enable secure exchange of social work licensure and disciplinary information among participating states.

This Request for Information (RFI) seeks to:

- **Gather insights** on existing technical solutions, system architectures, and cost ranges for developing and maintaining a shared data system for social work licensure.
- **Identify best practices** from potential vendors or subject matter experts regarding system design, data security, interoperability, and data analytics.
- **Refine project scope** in anticipation of a subsequent, more formal Request for Proposals (RFP).

This RFI is for **informational purposes only**. No contract will be awarded based on responses, and responding or not responding will not affect eligibility in any future solicitation.

2. BACKGROUND

2.1 About the Social Work Compact Commission

The Commission is empowered by the Social Work Licensure Compact to facilitate multistate practice of social work. The Compact law charges the Commission with developing, operating, and maintaining a **centralized data system** that records and shares:

- Licensee information (e.g., name, license category, home state)
- Disciplinary/Adverse Actions and investigation data as permitted
- License eligibility status under the Compact

2.2 Project Goals

- **Centralized Repository:** Provide a single repository for all licensee data, accessible to Member States for verifying licensure and disciplinary status.
- **Efficient Data Exchange:** Enable real-time or near-real-time exchange of updates to streamline license issuance, renewal, and tracking of Adverse Actions across states.
- **Security and Compliance:** Protect sensitive licensee data using robust security controls, encryption, and compliance with all applicable laws and regulations.
- **Scalability:** Ensure the system can accommodate new states joining the Compact and support expected growth in the licensee population.

3. INFORMATION REQUESTED

3.1 Company Profile & Experience

- **Organization Overview:** Provide a brief overview, including years in operation, relevant experience with government or interstate agencies, and number of clients with similar data system implementations.
- **Public Sector Experience:** Highlight experience working with regulatory boards, commissions, or similar multi-state data-sharing initiatives.

3.2 Technical Capabilities & Solutions

- **Platform Description:** Outline any commercial off-the-shelf (COTS) products or custom solutions you provide that could meet the Commission’s requirements.
- **System Architecture:** Describe potential architectures (cloud-based, hybrid, on-premises) and how each might meet security, scalability, and uptime needs.
- **Integration:** Suggest methods or frameworks (APIs, secure file transfers, etc.) for integrating with state licensing systems that vary widely in technology maturity.
- **Security & Privacy:** Summarize your approach to user authentication, data encryption (in transit and at rest), access controls, intrusion detection/prevention, and any relevant certifications (e.g., FedRAMP, SOC 2).
- **Business Continuity:** Summarize disaster recovery strategies, backup processes, and approach to redundancy/failover.

3.3 Functionality & Features

- **Data Management:** How do you handle record matching, unique identifiers, data validation, and conflict resolution across multiple data sources?
- **Workflow & Case Management:** Do you provide built-in workflows for disciplinary or investigative cases, with auditing and reporting features?
- **Analytics & Reporting:** Describe your system’s capacity for generating operational and compliance reports, analytics dashboards, and ad hoc queries.
- **User Interface:** If your solution includes a portal, highlight user experience (UX) features, accessibility standards compliance, etc.

3.4 Implementation Approach

- **Deployment Timeline:** Provide a conceptual timeline for development, testing, data migration, and go-live phases.
- **Project Management:** Share your methodology (e.g., Agile, waterfall, hybrid) and best practices for delivering projects on time and on budget.
- **Training & Documentation:** Outline available training programs, user documentation, and knowledge transfer plans.
- **Post-Implementation Support:** What support options (e.g., help desk, maintenance agreements, SLAs) do you offer once the system is operational?

3.5 Estimated Cost Ranges & Pricing Models

- **Cost Structure:** Provide high-level pricing approaches (subscription licensing, per-seat, annual support fees, etc.).
- **Budgetary Estimates:** If possible, offer ballpark figures for initial implementation and ongoing costs for a project of this scale.

3.6 References & Case Studies

- **Client References:** Provide at least two references of relevant work, including a brief description of the project scope, solution implemented, and contact information.
- **Case Studies:** If available, share any short case study that demonstrates your solution’s success with a similar government or multi-state client.

4. RESPONSE INSTRUCTIONS

4.1 Submission Guidelines

- **Format:** PDF or Microsoft Word.
- **Length:** No more than 10 pages, excluding appendices or supporting documents.
- **Deadline:** Submit by **March 17, 2025, at 4:00pm Eastern Time**. Late responses may not be reviewed.
- **Submission Method:** Email your response to [Email Address] with the subject line “RFI Response: Social Work Licensure Compact Data System.”

4.2 Vendor Questions

Questions regarding this RFI must be submitted in writing to: Kaitlyn Bison at kbison@csg.org by March 10, 2025.

5. RFI TIMELINE (TENTATIVE)

- **RFI Release: Mar 3, 2025**
- **Deadline for Vendor Questions: March 10, 2025**
- **RFI Response Due Date: March 17, 2025**
- **Review of RFI Submissions: Mar 19, 2025**

6. NEXT STEPS & DISCLAIMER

6.1 Use of RFI Responses

- The Commission may use information gathered to refine project scope, requirements, and cost estimates.
- This RFI is not a solicitation for proposals nor a promise to issue an RFP. Respondents are solely responsible for any costs incurred in preparing and submitting responses.

6.2 Confidentiality & Public Records

- RFI responses may be subject to disclosure under public records laws. Respondents should not include proprietary or confidential material unless essential to convey solution capabilities.

6.3 Future Opportunities

- Non-response to this RFI does not preclude participation in any future solicitations. Similarly, responding to the RFI will not automatically qualify a vendor for any subsequent RFP.

Thank you for your interest

We appreciate your time and expertise. Your feedback will help us refine the requirements for a centralized data system that advances the Social Work Compact's mission of improving public access to qualified social workers across participating states.

Please direct all inquiries and final submissions to:
Kaitlyn Bison
Interim Executive Director
SW Compact Commission
kbison@csg.org