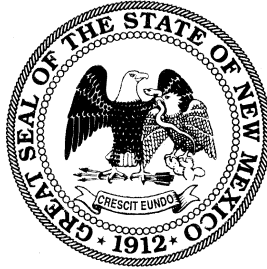


STATE OF NEW MEXICO  
OFFICE OF FAMILY REPRESENTATION AND ADVOCACY



REQUEST FOR INFORMATION

RFI# 26-680-0001-00001

**OFRA Case Management Modernization  
Solution**

**Release Date:** April 22, 2026

**Due Date:** June 08, 2026

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## **I. INTRODUCTION**

### **A. Purpose of this Request for Information**

The purpose of this Request for Information (RFI) is to solicit detailed information from qualified vendors regarding solutions capable of supporting the Office of Family Representation and Advocacy (OFRA) Case Management Modernization initiative. This RFI is intended to gather comprehensive insight into commercially available solutions, implementation methodologies, integration capabilities, security models, reporting capabilities, and pricing structures. The information obtained through this process will be used to inform the development of a subsequent Request for Proposals (RFP) and procurement strategy. This RFI is non-binding and does not constitute a commitment to procure any goods or services.

### **B. Background**

OFRA manages complex legal cases involving multiple attorneys, parties, and interdisciplinary teams. The current environment relies heavily on spreadsheets, email communication, and shared drives to track case activities, assignments, and deadlines. This fragmented approach creates operational inefficiencies, limits reporting capabilities, and introduces risk related to missed deadlines and inconsistent data management.

Key operational challenges include:

- Manual calendaring of hearings and deadlines
- Lack of centralized case lifecycle tracking
- Informal assignment and communication processes
- Limited role-based access controls
- Inconsistent reporting capabilities

The modernization initiative seeks to implement a centralized, configurable case management system that supports structured workflows, automated notifications, role-based access control, and robust reporting capabilities. A critical requirement is the ability to support a Shell Case and Sub-Case architecture to ensure data segregation and independent case lifecycle management.

### **C. Scope of Work and Objectives**

#### **1. Scope**

The scope includes the implementation of a vendor-provided case management solution supporting the full case lifecycle, including intake, assignment, case tracking, hearing management, communication, reporting, and secure data access. The solution is expected to be configurable, scalable, and capable of supporting future enhancements without significant redevelopment. The solution must support secure, scalable storage and handling of sensitive data, including compliance with applicable data protection standards (e.g., HIPAA) and protection of Personally Identifiable Information (PII).

The proposed solution must support a Shell Case and Sub-Case architecture, enabling segregated case records per attorney and party while maintaining a centralized administrative case structure. The system must provide configurable workflows, automated notifications, role-based access control, document management, and integration capabilities with external systems.

## 2. Objectives

The following objectives define the information OFRA seeks to obtain from respondents through this RFI.

Responses to these objectives will support the evaluation of available solutions, vendor capabilities, implementation approaches, and cost structures. The information collected will be used to refine business and technical requirements, inform the development of a subsequent RFP, and support overall procurement and funding decisions.

- Identify commercially available solutions aligned with OFRA requirements
- Understand vendor implementation approaches and methodologies
- Evaluate capabilities for workflow automation and case lifecycle management
- Assess role-based access control and data security models
- Evaluate reporting and analytics capabilities
- Understand integration capabilities with external systems
- Identify data migration strategies and tools
- Evaluate pricing models and cost structures
- Identify risks, dependencies, and best practices

### D. RFI Point of Contact

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Agency: OFRA  
Address: 500 Marquette Ave NW, Suite 800  
Albuquerque, NM 87102  
Email: [chris.sparno@ofra.nm.gov](mailto:chris.sparno@ofra.nm.gov)

### E. Reference Documents

The following documents are provided as supporting materials to this RFI and should be reviewed by respondents to inform their responses.

These documents provide additional detail regarding OFRA’s current-state processes, future-state design, business requirements, and system expectations.

#### **EXHIBIT 1 - Business Requirements Document (BRD)**

Defines functional, non-functional, integration, and security requirements.

#### **EXHIBIT 2 - Requirements Traceability Matrix (RTM)**

Provides a detailed inventory of system requirements and priorities.

#### **EXHIBIT 3 - To-Be Workflow Diagrams**

Illustrates the future-state case management processes.

#### **EXHIBIT 4 - Role-Based Access Control (RBAC) Matrix**

Defines user roles and permission structures.

**EXHIBIT 5 - System Capability Model**

Outlines core system capabilities and functional domains.

**EXHIBIT 6 - Communication & Collaboration Overlay**

Identifies communication triggers, notifications, and stakeholder interactions across workflows.

**II. CONDITIONS GOVERNING THE RFI**

**A. Sequence of Events**

The primary RFI Point of Contact will make every effort to adhere to the schedule, below. However, dates and times may be modified, depending upon the questions and responses received.

Action	Responsible Party	Due Date
1. Issue RFI	OFRA	April 23, 2026
2. Submission of Written Questions Deadline	Respondents	May 15, 2026
3. Response to Written Questions	OFRA	May 20, 2026
4. Submission of Response	Respondents	June 08, 2026
5. Vendor Meetings (Optional)	OFRA/Respondents	TBD

**B. Explanation of Events**

**1. Release of RFI**

This RFI is being issued on the date indicated in the Sequence of Events, above, by the Division.

**2. Response Deadline**

Responses are due by **5:00 PM MST** on the date indicated in the Sequence of Events, above.

**3. Vendor Meetings**

If OFRA deems a virtual/in-person Industry Meeting appropriate, the time and date, as well as an agenda of discussion topics, will be announced on OFRA website.

## **C. General Requirements**

Submission of a response to this RFI constitutes acceptance of, and consent to, the following General Requirements:

### **1. No Obligation**

This RFI in no manner obligates OFRA to issue a resulting RFP, or to the eventual rental, license, lease or purchase of any services or equipment that may be described, implied, or proposed in the Respondents response to this RFI.

### **2. Governing Law**

This RFI and any subsequent RFP that may be issued by OFRA shall be governed by the laws of the State of New Mexico.

### **3. Clarifications**

All requests for clarifications must be directed to the RFI Point of Contact identified in Section I.D.

### **4. Response Preparation Cost**

Any cost incurred by the respondent in the preparation, transmittal or presentation of any response or material submitted in response to this RFI will be borne solely by the respondent.

### **5. Use of Information**

OFRA reserves all rights available to it by law. If an RFP or other type of solicitation results from this RFI, respondents to this RFI are hereby notified that all information, documentation, and any specific content or approaches included in RFI responses will be analyzed, may appear in various reports and may be used in the resulting solicitation. Therefore, do not submit any proprietary or confidential information. OFRA cannot guarantee the confidentiality of the information submitted.

### **6. Eligibility to Participate in Subsequent Procurement**

If OFRA decides to issue an RFP or other form of solicitation, those parties who choose to respond to this RFI, as well as those parties who choose not to respond to this RFI, will be eligible to participate in that procurement.

### **7. Ownership of Materials**

Ownership of all data, material, and documentation originated and submitted to OFRA, pursuant to the RFI, shall belong exclusively to OFRA and be subject to public inspection in accordance with the New Mexico Open Records Act. No documents will be returned once submitted to OFRA.

### **8. Acceptance**

The State of New Mexico reserves the right to reject responses that arrive late, or do not meet all of the specified requirements.

### III. RESPONSE FORMAT AND ORGANIZATION

#### A. Number of Response

Respondents may submit multiple responses to this RFI. Responses must be submitted exclusively in an electronic format.

#### **ALL RESPONSES ARE DUE BY 5:00 PM MST ON THE DATE INDICATED IN SECTION II.A. SEQUENCE OF EVENT**

Electronic responses must be e-mailed as an attachment to the RFI Point of Contact identified in Section I.D.

Where possible, it is OFRA's preference to receive Respondents' responses in an editable format (such as MS Word).

When submitting your response, clearly identify your response in the subject line

**Subject:** RFI# 26-680-0001-00001 – OFRA Case Management Modernization Solution

#### B. Number of Copies

Respondents need only provide one (1) electronic copy.

#### C. Response Format

The Respondent's response to this RFI should be organized in the following format:

1. Response to RFI Requirements according to the questions in Section IV.A.1.
  - a. Restate the question, then provide the response to that question.
  - b. Respondents are expected to review and reference the supporting materials provided with this RFI, including the BRD, RTM, workflow diagrams, and RBAC matrix, when developing their responses.
2. Other Supporting Materials/Documentation
  - a. Respondents may attach other materials that they believe may improve the quality of their responses.
  - b. Any Supporting Materials/Documentation that do not seamlessly integrate into the Respondents response to the questions should be attached at the end of the response.

### IV. REQUIREMENTS

#### A. General Responses Requested

Respondents are requested to respond to any and/or all of the following questions in narrative form. Additional supporting information may be provided as attachments and may be referenced from the narrative response as appropriate. Respondents are invited to provide additional information as they deem appropriate. We recognize that Respondents may have different areas of expertise and interests, so it is not necessary to respond to each item. Please identify by letter, each requested response you are addressing, and restate the question preceding your response. Respondents should base their responses on the requirements, workflows, and system expectations outlined in the supporting materials provided with this RFI.

**B. Vendor Questions**

- a) Describe your solution architecture, including scalability, configurability, and deployment model.
- b) Explain how your solution supports complex case structures such as Shell Case and Sub-Case, including data segregation.
- c) Describe workflow automation capabilities including triggers, event-based notifications, and task management.
- d) Explain your RBAC model including field-level security and privileged data controls.
- e) Describe reporting capabilities including dashboards, analytics, and real-time reporting.
- f) Explain integration capabilities including APIs and third-party systems.
- g) Describe your data migration approach from legacy systems.
- h) Outline your implementation methodology including phases and timelines.
- i) Describe your security model including encryption, audit logging, and compliance.
- j) Provide detailed pricing model including licensing and implementation costs.
- k) Describe required client resources and level of involvement.
- l) Identify risks and mitigation strategies.
- m) Provide examples of similar implementations supporting legal or case management environments with complex role-based access control and data segregation requirements.
- n) Describe how your solution supports real-time reporting and performance metrics without impacting system performance.