



Solicitation Information

February 3, 2015

Addendum #1

RFP #7549264

TITLE: INTEGRATED CIVIL DIVISION CASE MANAGEMENT SYSTEM

SUBMISSION DEADLINE: FEBRUARY 11, 2015 AT 2:30 PM (ET)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

**Gail Walsh
Chief Buyer**

Vendor A

General

1. Is there specific budget for this project? Yes, there is a budget for this project. However we need to evaluate all of the proposals to compare functionality benefits against total budget.
2. How many users will there be of the acquired software outside of the 46 staff plus 3 IT staff? There will be a total of 46 daily users, 3 IT Admin users and approximately 10 Executive users with access to data and reporting. We prefer to plan for under 100 users with the likely target being about 60 daily users.
3. Will all questions and answers from all vendors be shared? Yes.
4. Have any other systems been evaluated? Yes.

Technical

1. Are the screen shots in Appendix A using an Access database or SQL? All screen shots are from older Access DB's. The newer Criminal Case Management System is SQL and may provide some data load opportunities for drop down values, etc.
2. Will preference be given to browser-based applications? No determination has been made about type of system. It's important to note that this system will be inward facing and not Web based as it's for internal use only.
3. Are solutions that utilize VDI technology (Citrix, RDP, VMware View) acceptable? IF so, IS RIAG using any at this time? Yes, VDI is acceptable and yes RIAG currently is implementing a virtualized desktop and server environment. Citrix, is not installed however if presented as an option we welcome the opportunity to evaluate the solution.
4. Can you provide any more detail such as a table map for data conversion? At this time the sample DB's should be sufficient to evaluate field mapping and data volume numbers are also provided.
5. Appendix is a screen shot of the AG Portal. Is it required that a user of the portal be able to click on an item on the screen and navigate to some screen or form in the proposed system? The requirement is for Criminal users to select Civil from the launch menu and be presented with the main navigation screen for Civil. In essence the entitlements need to be setup by type of user and access for that user provided via the Civil authentication.

Implementation

1. What is the desired timeframe for implementation? We anticipate a timeline with project plan high level phases identified during the response for proposal. We

anticipate a 12-18 month timeline, however a shorter or longer time line needs to be identified in the proposal response.

2. We will be able to recommend a third party project manager? The Attorney General will work with the selected Organization to mutually agree on a PM to represent the Attorney General's responsibilities through the project.

Functionality

1. Is there a desire to integrate with a financial system? If so, what accounting software system is currently in use by the organization? No, there are no connectivity requirements to a Financial System.
2. What other systems might the organization desire the case management system to integrate with? As indicated in the RFP, a document management system must be integrated with the Civil Case Management System, to allow for file discovery upload capabilities and have direct relationships to the case number.
3. Does the organization wish to create and maintain court rules internally or to use a third-party service? All processing rules will reside within the Application via easily managed drop down tables and cross reference values.
3. It is not specified but will the system require legal hold functionality? Legal hold functionality is inherent in the document management function. The purpose of this tool is to attach all associated discovery and communications associated with the case, emails, documents, scanned PDF's, etc. We will not set an expiration date on the case and all associated documents will remain connected by primary key of Case Number or File Number. Our objective is to forward specific discovery data to other counsel/parties electronically. We do not want to track down all associated documents. We expect the documents will remain connected with the case through the life of the case.

Vendor B

1. In responding to RFP 7549264, in terms of compliance, can we propose a full featured, web-based Case Management System that publishes objects directly to SharePoint, rather than running under SharePoint as described in the RFP? This solution would provide the State a highly configurable COTS solution that can be adapted to changes in law and processes by your system administrators without having to write new code. We are open to all solutions however our objective is to stay with the common technical environment already implemented. If there is great deviation from the current SharePoint launch site, we may encounter some additional hardware infrastructure challenges.

Vendor C

- PCA typically provides a dedicated Project Management function that is a fully-integrated within our development methodology, to ensure accurate/efficient customer communication and team engineering management. Would RIAG consider an integrated PM function with the bid, or must this be a separate 3rd-party? [There must be a separate 3rd party PM representing the Attorney General Office and embedded as the internal point of contact for the project. This has been our approach on the more complicated projects and we have been successful with this approach.](#)
- Microsoft .NET/C# programming language for the application interface is directly compatible with both MS SQL Server database and MS SharePoint (all 3 are integral components of the Microsoft Internet database stack). Is Microsoft .NET/C# programming language an acceptable alternative to JAVA? [Yes.](#)
- Without a detailed understanding of the individual CIVIL DIVISION UNIT workflows, and daily data gathering and management functions, and feedback from actual users of the existing process, the total cost of an optimized solution is difficult/risky to estimate. Is RIAG amenable to performing a Detailed Requirements Gathering and Prototype Design Phases, as a pre-requisite to providing Development Phase estimates? This phased approach is critical to our standard "Design – Build" methodology. [We understand the final selected vendor will need to perform detailed data gathering prior to final pricing, however the cost component of the RFP must be within a range that will not be exceeded, we are looking for a fixed price delivery not a times and materials delivery.](#)

Vendor D

Question regarding this topic: SOURCE CODE WILL BE THE PROPERTY OF THE RHODE ISLAND DEPARTMENT OF ATTORNEY GENERAL AND WILL NOT BE DISTRIBUTED TO ANY OTHER PARTY WITHOUT THE PRIOR WRITTEN APPROVAL OF THE ATTORNEY GENERAL.

Our policy is that we will place Source Code in escrow, will that meet your requirements? [The objective is for the RIAG to own the source code. We do not want to share the code or allow its use anywhere else.](#)

Vendor E

1 Our DMS sits on top of SharePoint and SQL Server, DMS solution will support SharePoint as Repository

Please specify the expected SharePoint version?[2007/2010/2013]. We are currently running Sharepoint Foundation 2010.

2 The system must include a reporting menu without additional licensing fees ?

Please provide more details on this requirement

Reference – Page No 7- Section 3

General scope – Point 7

In essence we do not want additional reporting tools licensing fees. The total cost must be inclusive of all licenses including any reporting tools and/or associated licenses.

3 What is the current version of SSRS? SSRS 2008 R2. We are open to the most current version, just not a down level version from what we are currently running with our Criminal History System. We are also open to other tools if the reason for using the other tool allows for easier report writing.

How many reports need to be created? Is it Graphical or Textual .? We can review the total with all units when the detailed data gathering is completed, however we are looking at statistical and operational reports for each Civil unit. Although we don't have an exact count we anticipate around 50 reports in total. All reports are text based, not graphical and typical reports will summarize number of case within each unit along with the case status counts, etc.

4 We understand that the RHODE ISLAND is seeking fully integrated workflow management system with document and image capture and case tracking as scope of new project however can you please provide inputs on how many Business process need to automated? The Civil Case Units are listed on the RFP and each will require a workflow review and implementation. The sample in the RFP is a very good reference tool for all units.

5 Please provide us the high level details on each workflow process [including how many approval / Rejection / Notification / Escalation activities /task involved in each process]?

This can't be done without the final details data gathering activity. Please review the number of units and understand that the process will be different for each unit in how they get their cases and how they work their cases.

6 Is this solution will be accessed by internal & external ? please provide inputs on this? This is an inward facing system for RIAG employees only.

7 This system will incorporate the data housed in the various excel sheets, access databases and word documents in addition to specific data elements contained in external systems?

Reference 3A. Specific requirements Page No 8

Can you please provide us more inputs on the external systems? All system screen shots are provided in the RFP, the only additional data not provided would be spreadsheets

used to track data for each unit reporting requirements. With the integrated system the fields will be available in the system for reporting. Also, setting flags and indicators switches would be required to trigger specific events which would ultimately be leveraged in report generation.

8 IS there any requirement for integration with third-party / external system if required ?
provide more details about the existing system like

1. System application details, 2. Database and

Does system provides API/ web service for integration? We do not have integration to many systems other than passing data between the Courts and the Attorney General's Office systems. We would anticipate all interfaces going forward would be XML format and as of this date we are looking at interfacing with our document management system (which we identify in the RFP or you may propose a replacement document management system.

9 What is the project duration? Can you provide inputs on this? Each RFP responder needs to identify their methodology and a high level plan for moving the project to completion. We anticipate the project to run between 12 and 18 months. However we are not demanding a completion date, just a completion window with a high level plan.

10 Does RHODE ISLAND provide Subject Matter Expert/Functional consultant to provide knowledge transfer on the existing system to the vendor/respondent ? Please clarify this? The detailed data gathering activity will be accomplished by working through the PM representing the RIAG Office and the key users for each unit. These users will identify the work they get, how they get their cases or complaints and then map the process with the team, which ultimately will be leveraged in the vendor design document.

11 Can you please provide count of the SSRS reports based on category

Simple, Medium, Complex and very Complex?- Count of reports

Any Customized reports – Simple. Medium, Complex and Very Complex?- Count of reports

This question has been addressed, however the reports are not overly complex, most are based on statistical counts by Unit. How many cases, handled per Unit, how many please, how many convictions, how many opened or closed within a calendar date range. Which Prosecutor handled the case, how many, etc. We can estimate medium to simple queries totaling about 50 reports. Detailed data gathering will drive the number of reports. We are looking for affixed price contract, therefore if necessary identify total reports to be "canned" to be included in pricing and then additional reports can be delivered on a priority or scope change process review basis. Your proposal should be complete and all-inclusive.

12 Does existing Criminal Division case management have any integration with third party systems if so please specify? Yes, Criminal Case Management interfaces to our Criminal Case Management System, Courts System and Department of Corrections. We are simply passing some XML files.

13 The System developed will utilize MS SQL as the database engine and it should be built in a JAVA format- Can you please provide clarify on JAVA format? We are not making this a requirement. This follows our current Case Management System and we would like the support to follow the same skill paths.

14 What are the various tablet models?

IS it required to support all the three OS- Android, IOS and windows 8?

Please clarify this? Your proposal may suggest any or all tablet OS. We simply need the Civil system to run in various OS, in that we may not be able to control how users access the system outside of the office. Access to the system via VPN, or some remote connectivity solution may be a value add to the overall system.

15 “ OPEN SOURCE TECHNOLOGY MAY BE USED WITHIN THE SYSTEM SO AS TO MINIMIZE LICENSING AND FUTURE LICENSING COSTS”

Our Solution supports windows 2008/2012 OS. SharePoint will be used as DMS , Development will be through .NET , Web server will be IIS? This is a statement and clearly the technology identified is acceptable.

16 “HARDWARE SIZING RECCOMENDATIONS MUST ACCOMPANY THE RESPONSES BASED UPON THE SOLUTION BEING PROPOSED. WE REQUIRE 3 INSTANCES FOR TEST/PRODUCTION/DEVELOPMENT”

Do we need to deploy the solution in load balance multiple web front end servers for the production? Your proposal should highlight the advantages of your solution. We are not mandating load balancing, we do however require 3 instances (Production, Staging, Test/Dev).

17 Can you please share the high level system environment architecture along with high level business process details?

The RIAG Architecture is summarized in the RFP. The RFP also details a workflow of how work flows through the Civil division.

Document Management System

1 Number of Scanning Stations?

Is scanning and OCR'ing software is required?

How many Scanning and OCR'ing software's are required?

Scanning can be done via the copy machines or some selected Paralegal workstations. I would suggest inserting 2 for each unit and then price accordingly. We may add or delete from the proposal based on the total cost.

2 Approximately how much scanning will happen daily?

What will be the size of each document?

How many documents will be scanned and uploaded daily to the repository? The volume will vary widely based on the case type. On average we are looking at 20-50 pages of documents, 10 photos, some audio clips, etc. Truly this question for any law firm is very open ended. One case could have a room filled with documents, another about 20-50 pages. If needed use some estimates based on your experience and price the solution with limits or target pricing.

3 In which all are the document format annotation/comments feature is required. [Like

PDF,TIFF,Jpeg...].[Please specify the format]. Our DMS Viewer supports annotation feature in PDF, TIFF, JPEG,PNG, BMP and GIFF document types. We would be looking at retaining PDF, TIFF, JPEG, PNG, BMP, GIFF and WAV file formats.

4 Is there any specific requirement for using scanner/Capturing tool.

DMS solution is compatible with TWAIN complaint scanners. We currently use our copy machines for large scanning projects. We don't need new scanners, however if the solution you recommend has specific requirements then we need to understand the requirements in your response.

5 Is there any particular format in which client would like to get their data stored in repository (tiff, pdf etc) or, whether OK with any format. We prefer documents in PDF format.

6 Single location deployment or Multiple location deployment?

Provide few details regarding the deployment. This is an inward facing system, so all of it will run within the LAN and the locations may be spread throughout the state, however the solution will be housed in one location.

7 For email capturing , What kind of Email client they are using, If MS - Outlook then which version of that.

As identified in the RFP we are using Office 2010 and may be migrating to Office 365.

8 Which all are the document types [eg. JPEG,PDF,TIFF etc...] to be supported? We would be looking at retaining PDF, TIFF, JPEG, PNG, BMP, GIFF and WAV file formats.

- 9 Any specific requirements for Backup/Restore/Archiving of the data. [The backup and restore will be managed via an enterprise storage and replication tool managed by the RIAG IT Staff.](#)
- 10 Whether scanning has to support for different sizes and weights of paper including card ? [No, typical letter stock.](#)
- 11 Any time limit for accessing scanned documents[For eg. scanned documents should remain accessible online for a minimum period of 24 months and retrievable within 25 seconds]. [Must be accessible via link to Case number within the Civil Case Management System.](#)
- 12 Is there any requirement for the scanning feature provide for following details?
What will be the expected paper type format
A0 A1 A3 A4 or any other types? [Typical Letter Stock.](#)
- 13 Maximum Size of the document [Scanned Image],Total Pages in the scanned document?
[The volume will vary widely based on the case type. On average we are looking at 20-50 pages of documents, 10 photos, some audio clips, etc. Truly this question for any law firm is very open ended. One case could have a room filled with documents, another about 20-50 pages. If needed use some estimates based on your experience and price the solution with limits or target pricing.](#)
- 14 Is there any requirement for deploying application in each department,
Example : Finance Department, Sales & Customer Service Department, Business Development Team Department,Engineering / Project Work Department, Human Resources Department. [No](#)
- 15 Application is used by internal users of all the department or Users from outside also can access? [This is an inward facing system. Only employees can access the system.](#)
- 16 Any requirement for OCR? Which all are the languages Client required OCR Support.
[OCR is embedded in our Copy machines which are primarily used for scanning.](#)
- 17 More details regarding Business process
we would like to know , in how many departments/projects we have to create workflow, what is the process involved on this, How much complex it is. Whether each department required separate workflow? [There is a variation to workflow for each department, however they all start with receiving a case or complaint then follow a process to work the case or complaint.](#)
- 18 Is there any requirement for localization [other languages] [No.](#)

19 How many users will be accessing this application?

1. Total Number of Users [Present]

2. Concurrent Users

3. In next 5 years how many users will be accessing this application

There will be a total of 46 daily users, 3 IT Admin users and approximately 10 Executive users with access to data and reporting. We prefer to plan for under 100 users with a user target of approximately 60 daily users.

20 Number of Scanning Stations?

Is scanning and OCR'ing software is required?

How many Scanning and OCR'ing software's are required?

We currently use our copy machines for large scanning projects. We don't need new scanners, however if the solution you recommend has specific requirements then we need to understand the requirements in your response.

Vendor F

- Is the department looking for a custom solution or a commercial off the shelf product?
The objective is for the RIAG to have a solution implemented that is focused on our work process and is flexible.
- If COTS solution is acceptable, all intellectual property must stay with the vendor not the AG, is that acceptable?
The objective is for the RIAG to own the source code. We do not want to share the code or allow its use anywhere else.
- As a vendor we do not employ or contract with third party vendors. If a COTS solution is acceptable, our product has a defined implementation process and base functionality the project management services from a third party is not required from the vendors perspective, can the vendor opt of this requirement?
There must be a separate 3rd party PM representing the Attorney General Office and embedded as the internal point of contact for the project. This has been our approach on the more complicated projects and we have been successful with this approach. This is a requirement.
- Our case management solution is a COTS product used in a number of AG offices that provides a built-in document management system and does not utilize SharePoint is that acceptable?
We welcome all solutions that address our needs.
- If not, how is SharePoint used today for tracking documents/files at the case/matter level?

We have a separate document management system, as identified in the RFP. That system has a primary key of Case number, which is the key for all activity associated with case history. We also have the Application of Criminal Case Management running under SharePoint and a separate SQL database running under SharePoint that manages our file attachments to cases.

- Is File Bound V 4.03.001 the current SharePoint product? This product has a SharePoint module which, we may choose to install or go with another product recommended in the RFP responses.
 - With the move to Office 365 will the Microsoft Outlook client still remain on the desktop? No decision has been made on Office 365 at this point.
 - A COTS solution that is compatible with Internet Explorer only, is that acceptable? No.
 - Under 3A Specific Requirements: Are we interfacing with a current case database or converting the data and replacing it? For document management you have the option of suggesting a new product and interface to the new product, or leveraging the product we have installed now and upgrading to ensure it works with the new system.
5. Our product is licensed per active user should our cost proposal be based on 49 users? (46 staff & 3 IT) There will be a total of 46 daily users, 3 IT Admin users and approximately 10 Executive users with access to data and reporting. We prefer to plan for under 100 users with the likely target being about 60 daily users.
- - Can pricing for database conversions in the proposal be “best guess” since not enough information is known to fully determine a level of effort? Yes, again the design document will be based on the detailed data gathering which will be awarded to the final vendor.

Vendor G

Under Scope of Work, the following requirement is mentioned (page 7, 4th bullet).

THE SYSTEM MUST RESIDE UNDER MICROSOFT SHAREPOINT, AS IT WILL BE LEVERAGED AS THE LAUNCH POINT TO THE CIVIL DIVISION APPLICATION.

Is it sufficient to provide a URL that can be launched from SharePoint, or must the proposed system operate under the control of SharePoint? A URL launch point is acceptable.

- 1. Under Scope of Work, the following requirement is mentioned (page 7, 8th bullet).**

THE APPLICATION MUST WORK WITH THE CURRENT VERSION OF MICROSOFT OFFICE UTILIZED THROUGHOUT THE OFFICE AND THE SYSTEM MUST BE ABLE TO USE AND RECOGNIZE PDF FILES.

Should this requirement be interpreted to mean that the proposed system must simply be capable of storing files in the specified formats, or must the proposed system be able to retrieve information from these file formats? [An example would be to open an Excel sheet under the current version installed.](#)

2. Under Scope of Work, the following requirements are mentioned (page 7, 9th bullet).

IT IS CRITICAL TO ENSURE THE APPLICATION SUPPORTS THE CURRENT BROWSER VERSIONS (OR 1-2 RELEASE LEVELS BEHIND) OF IE, SAFARI AND FIREFOX. ADDITIONALLY THE APPLICATION MUST BE ACCESSIBLE WITH VARIOUS TABLET MODELS.

Are any other browsers to be supported? [Browsers listed in the RFP are required](#)

Since there is a wide variation in tablet models and sizes (e.g. 7-inch, 10-inch), can you provide any more specific information about which tablets must be supported? [10 inch or greater would be preferred due to the data residing on each screen.](#)

Is the agency anticipating native tablet applications or is it sufficient to provide web site support that specifically recognizes the tablet environment? [Web support recognizing the tablet environment is acceptable.](#)

3. Under Scope of Work, the following requirement is mentioned (page 8, 2nd bullet).

THE APPLICATION MUST ALSO HAVE INTEGRATION WITH A CONTENT MANAGEMENT SYSTEM (FILE BOUND V 4.03.001 IS CURRENTLY USED AT THE RIAG OFFICES) OR PROVIDE A REPLACEMENT TO FILE MANAGEMENT WITH A PRODUCT THAT CAN MANAGE FILE FOLDERS WITH BAR CODING AND DOCUMENTS STORED WITHIN THE FILE FOLDER STRUCTURES. A PREFERENCE WILL BE PLACED ON SOFTWARE OPTIONS THAT RUN UNDER SHAREPOINT.

To what degree is integration to be supported? Can you be more specific about this requirement? Is there a need for the proposed solution to be able, for example, to read and process bar codes? [Yes the current Filebound system does support bar coding, and we would expect the product to handle both the storing of electronic data as well as an administrator control of the file containing all documents as well as the creation date and check in and out dates for user access of the physical file. We need to have a document management system to associate and capture all case data \(documents, spreadsheets, photos, videos, PDF, audio files\) and management the file by a bar code, which is available on the Case Management screen for easy access of the data. This is a separate system that is connected, by case number or bar code number, to the associated case.](#)

4. Under Specific Requirements, the following requirement is mentioned (page 8, Section 3A, 3rd bullet).

ALL EXISTING DATA STORED WITHIN VARIOUS TOOLS (WORD, EXCEL, ACCESS) IN THE CIVIL DIVISION AND ALL OF ITS UNITS MUST BE CONVERTED DURING THE PROJECT TO ENSURE NO DATA IS LOST MIGRATING TO THE NEW CIVIL DIVISION CASE MANAGEMENT SYSTEM.

Keeping question (2) above in mind, will it be sufficient to simply retain the specified documents in the proposed system, or is there information that must be extracted from the documents themselves? Document data is not required to be extracted. We must keep the file documents available, however the specific data must be accounted for in the new database for field level tracking; example number of cases with a specific disposition or number of complaints filed within a date range.

Can the number of different data formats be quantified, as well as the approximate number of records in each format? No, the detailed data gathering will uncover these details, which may then support the proposal cost or tie to a line item on the proposal for further analysis or pricing. We prefer a total not to exceed cost based on the proposed solution components.

5. Under Specific Requirements, the following requirement is mentioned (page 8, Section 3A, 4th bullet).

SOME ORIGINAL DATA FROM EXTERNAL SYSTEMS (ANALYSIS TO BE EXECUTED AFTER VENDOR AWARD) MAY BE REQUIRED TO INTERFACE OR PASS XML FILES BETWEEN SYSTEMS FOR DATA INPUT AND OUTPUT DEPENDING UPON THE ACTIVITY SELECTED IN THE CIVIL CASE MANAGEMENT SYSTEM.

Can more specific information regarding these other systems be provided? For example, were these system developed in house? In case of an unforeseen issue, is the original developer still available? The interface requirements would be following a specific format required by vendor packaged solutions and some custom solutions from various agencies. We are typically passing small volumes of data, such as a disposition, case number, etc. All of the systems we interface with have support people available.

6. Under Specific Requirements, the following requirement is mentioned (page 10, 2nd bullet).

WE EXPECT TO DEFINE AND HAVE "CANNED" REPORTS FOR EACH CIVIL DIVISION UNIT. OUR REPORTING TOOL OF PREFERENCE IS MICROSOFT SSRS. TRAINING AND DOCUMENTATION MUST ACCOMPANY THE REPORTING FUNCTION AND SCREENS IN THE NEW SYSTEM.

What is the approximate number of canned reports that are expected to be provided? We can review the total with all units when the detailed data gathering is completed, however we are looking at statistical and operational reports for each Civil unit. Although we don't have an exact count we anticipate around 50 reports in total. All reports are text based, not

graphical and typical reports will summarize number of cases within each unit along with the case status counts, etc.

Vendor H

Source Information

Question

General What are the onsite locations proposed within this RFP? [The majority of the interviews, demo's, training, testing etc. will be done at 150 or 180 South Main Street, Providence.](#)

General Will onsite vendor resources be provided with reasonable office accommodations including parking, network access, desk space, computers, etc.? [Parking will not be provided, reasonable office space, such as a conference room will be provided. Development can take place offsite, data gathering and interviews can be accomplished on site.](#)

General Will the State provide office resources and materials to onsite vendor resources? [Most interfacing with vendor will be through the 3rd party Project Manager representing the RIAG.](#)

General Does the State have a preference for where the vendor resources perform their work? [No.](#)

General Is it acceptable to the State to have part of the vendor team to work from vendor locations outside of the State of Rhode Island? [Yes.](#)

Source Information

Question

Section 2: Page 6 Please confirm if the State has a preference for a State hosted solution with on premise software OR a cloud based solution. [We prefer to have the Civil system housed internally as our current Criminal system is housed internally.](#)

Section 2: Page 6 THE HARDWARE ENVIRONMENT MUST CONSIST OF A DATABASE SERVER AND THREE (3) INSTANCES, ALLOWING FOR A PRODUCTION, TEST/DEV AND STAGING ENVIRONMENTS?

Based on the above statement – Is the State planning for host all the three environments in State's IT Hosting facility? [Hardware will reside at the RIAG Data Center for local access.](#)

Section 2: Page 6 Does the State have a preference of open source technology for this solution? [No. We will evaluate the proposals for the best options available combined with the total cost.](#)

Section 3: Page 7 AS A POINT OF REFERENCE THE CURRENT DESKTOP CONFIGURATION IS WINDOWS 2007 AND XP USING OFFICE 2007 PRO.

Based on the above statement – Please confirm that by stating the Current Desktop configuration as “Windows 2007” the State means “Windows 7”. [Yes.](#)

Section 3: Page 7 AS A POINT OF REFERENCE THE CURRENT DESKTOP CONFIGURATION IS WINDOWS 2007 AND XP USING OFFICE 2007 PRO.

Based on the above statement – Please clarify whether the new system is expected to support XP desktops give the retirement of the same by Microsoft. [No.](#)

Section 3: Page 7 ADDITIONALLY THE APPLICATION MUST BE ACCESSIBLE WITH VARIOUS TABLET MODELS.

Based on the above statement – Please provide the complete list of Mobile OS and the respective Browsers that need to be supported on Tablets. [Proposals should address what they are recommending and how they plan on supporting the solution.](#)

Section 3: Page 8 Please confirm that the State has an Enterprise License Agreement with Microsoft. [Yes.](#)

Section 3a: Page 8 Does the existing data from External Systems contain document attachments? [Yes.](#)

Section 3a: Page 8 What is the size of data in the Internal Systems that needs to be converted? [Please refer to screen shots of the systems in the proposal and they size of those systems.](#)

Section 3a: Page 8 What are the protocols that need to be supported for interfacing with External systems for data exchange? [XML files and delimited files.](#)

Section 3a: Page 8 Are the interfaces with the External Systems manual or automated? [Automated.](#)

Source Information

Question

Section 3a: Page 8 Are the interfaces with the External Systems Synchronous or Asynchronous? [Most are synchronous however one with the Courts is Asynchronous.](#)

Section 3a: Page 8 What is the size of data from the External Systems that needs to be converted? [Please review RFP screens shots and overview of sizes.](#)

Section 3a: Page 10 Does that State have a count of the required reports to be generated for all the Departments? We can review the total with all units when the detailed data gathering is completed, however we are looking at statistical and operational reports for each Civil unit. Although we don't have an exact count we anticipate around 50 reports in total. All reports are text based, not graphical and typical reports will summarize number of case within each unit along with the case status counts, etc.

Section 3a: Page 10 When was the Criminal Division Case Management System implemented? Summer of 2012.

Section 3a: Page 10 Which vendor has implemented the Criminal Division Case Management System? Not applicable to this RFP.

Section 3a: Page 10 Which vendor is currently maintaining the Criminal Division Case Management System? Not applicable to this RFP.

Section 4: Page 11 What is the State's preferred method of training – Class-room training, teleconference training, field based training, etc.? We prefer a multi prong approach for training. Train the trainer sessions, followed by on-site remote facility training, supported by training aids, such as documents, screen flow and online quick pointers.

Section 4: Technical Proposal: Page 11 In Section 4: Technical Proposal, the State requests: "CAPABILITY, CAPACITY, AND QUALIFICATIONS OF VENDOR - PLEASE PROVIDE A DETAILED DESCRIPTION OF THE VENDOR'S EXPERIENCE IN DEVELOPMENT OF SIMILAR SYSTEMS AND A CLEAR AND CONCISE PLAN FOR DESIGN, DEVELOPMENT, USER TRAINING, DOCUMENTATION, MIGRATION OF EXISTING DATA, INTEGRATION WITH OTHER SYSTEMS AND LASTLY A ROLLOUT OF SUCH A SYSTEM."

Based on the above statement – Does the State wish to see this formatted as follows, or in another way? The below breakdown is in-line with our expectations.

CAPABILITY, CAPACITY, AND QUALIFICATIONS OF VENDOR

VENDOR'S EXPERIENCE

PLAN FOR DESIGN

PLAN FOR DEVELOPMENT

PLAN FOR USER TRAINING

PLAN FOR DOCUMENTATION

PLAN FOR MIGRATION OF EXISTING DATA

PLAN FOR INTEGRATION WITH OTHER SYSTEMS

PLAN FOR SYSTEM ROLLOUT

REFERENCES

Source Information **Question**

Section 4: Technical Proposal: Page 11 In Section 4: Technical Proposal, the State requests: “CAPABILITY, CAPACITY, AND QUALIFICATIONS OF VENDOR - PLEASE PROVIDE A DETAILED DESCRIPTION OF THE VENDOR’S EXPERIENCE IN DEVELOPMENT OF SIMILAR SYSTEMS AND A CLEAR AND CONCISE PLAN FOR DESIGN, DEVELOPMENT, USER TRAINING, DOCUMENTATION, MIGRATION OF EXISTING DATA, INTEGRATION WITH OTHER SYSTEMS AND LASTLY A ROLLOUT OF SUCH A SYSTEM.”

Based on the above statement – Does the State wish to see this formatted as follows, or in another way? [The below breakdown is in-line with our expectations.](#)

CAPABILITY, CAPACITY, AND QUALIFICATIONS OF VENDOR

VENDOR’S EXPERIENCE

PLAN FOR DESIGN, DEVELOPMENT, USER TRAINING, DOCUMENTATION, MIGRATION OF EXISTING DATA, INTEGRATION WITH OTHER SYSTEMS, AND LASTLY A ROLLOUT OF SUCH A SYSTEM

REFERENCES

Vendor I

1. What do you mean by an “..APPLICATION RUNNING UNDER SHAREPOINT...”. Would you consider a COTS (Commercial Off the Shelf) Civil Jurisdiction Case Management system with a SQL Backend, or will you only consider a SharePoint solution. If SharePoint only, then what SharePoint functionality must the solution use? [Our current Criminal History system resides under SharePoint and we wish to leverage our launch point for the Civil system as well. It does not have to reside within SharePoint.](#)
2. Do you want to host the server infrastructure within your environment or do you prefer a hosted (cloud) solution? [Solution is to be housed within RIAG DataCenter.](#)
3. What is the budget? [We do not have a total to share, however the project is budgeted based upon our analysis of the size, scope and effort from previous experience and 3rd party guidelines.](#)

4. Have you seen any solutions that look suitable, and if so what are they? As a point of reference we did not find any off the shelf products suitable for our Criminal Case Management system, therefore we entered into a custom solution project and anticipate the same with Civil. We welcome all solutions and will review the functionality against our needs.