



Solicitation Information
September 18, 2019

Addendum #2

RFP #7598926

TITLE: Statewide Legal Case Management System

Submission Deadline: September 30, 2019 at 2:00 PM (ET)

Attached are vendor questions with State responses. No further questions will be answered.

Revised Appendix B (Dept. of Corrections Fields) and Appendix C (Cost Template) are attached as a downloadable .zip file.

Gail Walsh
Chief Buyer

Question
Has the Department allocated funding for the Statewide Legal Case Management System yet? If so, through which source (budget, CIP, state/federal grant, etc.)?
The RFP states that SoRI expects an on-site presence of the vendor Monday through Friday 8:30 a.m. - 4:30 p.m. Can SoRI further define the time period or implementation phases during which SoRI expects an on-site resource from the vendor? Are there specific start and end dates regarding this expectation?
What is the desired timeframe for implementation?
Would the State consider a phased approach for this project?
Appendix B shows one column of data with a header of Subject Matter; please explain what this is?
Can you provide table definitions for the Access DB and column headers for the Excel spreadsheet? What language/database is ProCats? Can a csv file be generated from it for the conversion? Can you provide a data dictionary or table definitions for ProCats.
For planning on migrating data to the new system what sample data, record layouts, schema, etc. are available for analysis?
How many fields would be migrated from existing system?
Can CD-Rs be substituted with USB devices for the electronic responses?
SoRI asks that proposals be submitted on CD-Rs. Will SoRI accept DVD-Rs as an acceptable format for submission?
What were the results of the previous RFP's in 2012 and 2015?
Where should the hourly rate for enhancements be reported in the cost response?
Will all questions and answers from all vendors be shared?
Could the State please provide an accurate version of Appendix B?

Response
Budget information is not available at this time.
No. This will be based upon the selected proposal and project start time.
To be negotiated based on the proposal of the awarded vendor
yes
DOC keeps an Excel spreadsheet for internal legal matters and an Access database for court matters. Subject matter is one of the fields. We've included an additional page for Appendix B for clarification.
ProCats is actually 3 very old Access databases. We no longer have support for these but expect we can generate a CSV file. We cannot provide a data dictionary.
We've provided additional information in Exhibit A.
Unknown
No
Yes
2012 - ? // 2010 - Integrated Prosecutorial CMS - Stonewall Solutions // 2015 - Integrated Civil Division CMS - Kyran Research Associates. This information is posted on the Division of Purchases website.
The State is providing an updated Appendix C, Cost Proposal Template. Vendors are to use the new Tab ' Hourly Rates ' to provide this information
Yes
It is accurate

Question
Could the State please provide appropriate terms and conditions that would apply to this proposal?
Did the State interface with any specific vendors during the RFI (or other preliminary) process?
Does SoRI anticipate the new legal case management solution to replace ProCATS and Time Matters, or does SoRI intend the new system to integrate with these tools?
Have internal stakeholders been identified for this project?
Have you evaluated or viewed any vendor's products? If yes, please provide details.
How does this project align with the overall enterprise technology roadmap for the State?
How is the Department currently meeting this need?
How will success be measured for this project?
How would the State describe a successful relationship between the selected vendor and itself?
In Appendix C are the amounts included only as an example?
Is there an existing business process review that outlines the current processes?
Is there an existing document management system? If so, what are the primary reasons for wishing to replace it?

Response
The state's terms and conditions are provided
Yes.
Replace
Yes
Yes. The State viewed 3 of the submitted potential solutions: RSS US LLC Journal Technologies, Inc. - eAttorney Case Management System Legal Files Software, Inc
Yes, this is a Statewide solution and part of our strategic roadmap.
Various and diverse systems
Users will be able to adapt quickly to using the system. Attorneys from various agencies will be able to seamlessly enter data for different kinds of legal matters. Cases will be able to be reassigned easily. Executive leadership will be able to customize views into the system. Clerical work will be reduced.
Collaborative environment. The vendor should have a thorough knowledge of the legal field and bring its expertise to the table advising us to a successful implementation while respecting our rules, regulations, workloads and staffing. We also expect prompt responses from vendors to inquiries and challenges.
Yes
No
No

Question
Our company has been developing comprehensive case management systems for various state agencies for the past 20 years; however we only have one that is used in the field of legal case management; specifically the RI Office of Attorney General. Can the combination of years of case management experience and 1 legal casement system satisfy this requirement?
Please provide your definition of a “Truly mobile solution”
The RFP requires the vendor to provide maintenance and enhancements. How can a vendor be responsible for maintenance of an application that is updated by an external organization; for example customize screens and add new fields?
We would expect to be on site during the requirements analysis, for periodic progress meetings, other requested meetings, and during training. We expect all programming and testing to be performed remotely at our RI location where the IT Infrastructure will be located. Will this combination of frequent onsite and remote work place meet your requirements?
What are the primary reasons for wishing to replace the existing case management system?
Which other systems will have to integrate/interface with the Statewide Legal Case Management System, and will the State provide incumbent vendors for each system?
Which vendor provides the incumbent Statewide Legal Case Management System?
Who is the technical contact and/or project manager for the Statewide Legal Case Management System?

Response
You are encouraged to submit a proposal as this is only one of many requirements of the RFP which will be evaluated in accordance with scoring criteria.
A robust mobile solution that has actual apps for mobile devices (the State currently deploys iPhones, iPads, Chrome books, Surface Pros and tablets) that allows attorneys to efficiently access records, calendars and perform work easily and efficiently from mobile devices not via a browser.
This a common industry practice. We would post a notification that the system would be offline while enhancements were being added.
The State does not expect to purchase a system that requires significant programming. We are looking for a configurable developed system.
Standardization, reduction in clerical work. Efficiency.
We would prefer any system to prepare e-filing forms for our judicial system but not integration. It would be desired to potentially integrate with the Attorney General's system depending on the cost.
We do not have one
This information will be provided to the awarded vendor.

Question
Will any consultant be assisting with product selection or implementation? If a consultant is involved please identify them. If assisting with the implementation, what systems have they had experience with in the past?
Will preference be given to browser-based applications?
Will SoRI please elaborate on its expectations with regard to the proposed solution's ability to track the location of non-electronic documents (before and after archiving)?
Will SoRI please elaborate on what is anticipated for "integration with e-forensic tools"? Is this a data or file exchange? Real-time or at intervals? What protocols, methodologies or services are supported by SoRI's e-forensic tools for the proposed solution to leverage to support this integration?
Will SoRI please elaborate on what is meant by "Calculate Probability of Success"?
Will SoRI please elaborate on what is meant by "conflict checking"? Is this related to conflicts of interest, duplicate detection, or something else?
Will SoRI please elaborate on what is meant by "Notes: Fillable forms-standard legal solution (Power of attorney)"
Will SoRI please further define JTIS?
Would it be possible to name the three greatest challenges the Department is having with their current solution?
Although our solution is browser based we are installed software. The software can be installed on premise or in the Cloud with a third party hosting vendor such as Azure, AWS, Rackspace, etc. that the State contracts with. Our company does not provide the hosting service, is this an acceptable deployment model?
Are solutions that utilize VDI technology (Citrix, RDS, VMware Horizon) acceptable?
Are you open to web-based/hosted solutions?
In Exhibit A it appears that the Security and System tabs are largely duplicative. Is this intentional?

Response
No
yes
The ability to upload our records retention schedules into case management system to allow searches for closed paper files by names
These are e-discovery tools for searching the digital content stored in the solution.
Probability of a successful outcome in relation to time, resources allocated
Conflicts of Interest
These are standard forms used in the legal community. Any vendor familiar with a legal solution should be familiar with these forms.
Please remove JTIS
We don't have a solution. It is widely varied across the departments.
SORI prefers an all-in-one cloud/hosted solution, but will consider placing on our on premise hosting platform.
This architecture means a user is connecting to a box that runs the app. Not the preferred cloud solution.
yes
Yes

Question
What are the state's contingency plans should it not find an acceptable solution which is FedRamp compliant?
What level of FedRamp certification is required?
Which operating platform does the Department currently use?
Which operating platform is desired for the Statewide Legal Case Management System?
Will the state consider self-hosting?
How many total concurrent users will be using the software?
SoRI identifies "approximately 300 internal staff". Will SoRI please provide any additional breakdown of staff by type? (e.g. full users vs. "read-only")
What is the number of users anticipated for the Statewide Legal Case Management System?

Response
Security controls equivalent to FedRamp moderate level of protection
FedRamp Moderate
Windows 10 desktops, Servers response not required for cloud solution.
Windows 10 desktops, Servers response not required for cloud solution.
Yes
Will vary
No
300