

PUBLIC DEFENDER CASE MANAGEMENT SYSTEM

RFP 12-006-66

QUESTIONS AND ANSWERS (IN RED)

1. In Section VII paragraph A, the office is described as handling over 34,000 cases a year. Does that number represent new appointments each year or the total number of appointments active at any point during the year? Also, does that number represent the number of individual charges, or does it represent the number of unique incidents wherein multiple charges might be present? **A. This number represents new appointments each year of unique incidents which might include multiple charges.**

2. The project scope has been modified in Addendum 1, section IX, paragraph 2.15 to state that no legacy data will be converted, but then in paragraph 5.6, the requirement in the addendum states "Import Case Notes from Gideon". If case notes are to be imported from Gideon, can you describe the data format and database source of the case note data? **A. Case notes are in text format in SQL. They will be imported for active cases only.**

3. Section IX, paragraph 2, number 17 indicates that "The proposal shall specify any additional software, licensing, or modifications needed to our existing environment." Can you direct us to the section of the RFP where your existing environment is described with regards to web servers, database servers, and other infrastructure that might be relevant to the new CMS? We are unclear if you intend to purchase such licenses and equipment via this RFP or as a separate transaction with your existing equipment vendors. **A. We plan to make the purchases with our existing equipment vendors, but the required licenses and hardware requirements should be listed in the RFP as additional costs. List all required Web servers, database servers, client licenses, 3rd party software licenses that will be required for your proposed solution.**

4. Are you only considering internally hosted solutions or are SaaS solutions also acceptable? **A. SaaS solutions will be considered, but the case must be made as to the advantages of such a solution.**

5. With regard to Hyland Onbase as the document management solution, is it the intention of the RFP that all document storage and document assembly originate within OnBase? Would it be acceptable to interface with OnBase for permanent storage while using internal document management and merge capabilities within the proposed solution as a working set? **A. The intent of the County's requirement is to leverage existing investment in OnBase and not create additional cost of data conversion between two document management systems, or create new training requirements for an additional document management solution and especially to not create duplicated scanning processes**

due to the use of multiple document management solutions. The proposer's solution will be deemed acceptable if it achieves the County's intent.

6. With regard to Text Message notifications to clients, does the County currently have an SMPP gateway to facilitate this? If not, can you estimate the number of SMS messages to be sent and is it acceptable to include a cost per message in the bid to cover the messaging costs of an external SMPP gateway provider?

A. The County does not currently have an SMPP gateway. It is acceptable to include a cost per message based on an estimate of 8500 messages a month.

7. The deadline for submitting questions is August 10, 2012. At what point will these questions be answered? With a proposal deadline of August 17th, it doesn't seem that there is enough time to accommodate changes to proposals based on the responses given to the questions submitted on the 10th. A. So far I've answered all questions same day received. I see no need at this point to delay the deadline. I'd recommend not waiting until the 10th to ask questions.

8. In addendum 1, additional requirements regarding bonds have been added. Are these bonds mandatory even for proposals where payment is not due until after delivery of the system? A. Yes they are, but only the bid bond is due with the submission of the proposal. The performance bond is due at contract signing. Additional note: The bid bond must be from a recognize bonding company, a certified check or cashier's check or a letter of credit by a national bank.

9. Will the state confirm that the word 'Proposer' is inclusive of all members of the submitting proposal team? A. Proposer is the company submitting the proposal, not the employee

10. What is the county's annual rate of increase in number of cases? A. The number of cases handled by the PD's office actually DECREASED from 2010 to 2011 by about 9%, continuing the trend from the previous year.

11. What is the current version of OnBase in production? Version 9.2 with plans to upgrade to 11.2 in the next couple of months.

12. Which version or versions of MS Office/Outlook will the users have? Range from Office 2003 to Office 2010

13. What version or versions of Windows OS will be on the users desktop? Windows XP and Windows 7

14. Does the county foresee any of these software packages being upgraded during the implementation of CMS? No

15. Are there additional details on Enterprise Service Bus solution (Info Hub) that the County will provide? **Only that it will be a commercial off the shelf product.**
16. What technology/device is currently in place for capturing electronic signatures? Can you provide details including name of the technology/device, its version and any plans to upgrade? **Topaz T-S460-HSB-R signature pads have been deployed for forms created in Liquid Office.**
17. What is the County's current remote access administration solution? **Cisco VPN and Microsoft Remote Desktop**
18. What is the retention period for archiving records? **This is still being determined by the PD's Office. I would estimate based on 7 years for now. If they identify a data retention policy we'll update this answer.**
19. Please provide the amount of data currently archived and the media on which it is stored? **The is no archiving of the current Public Defender's Case Management System.**
20. What is the retention period for purging? Is there a statutory limit for court cases? **Statutory limits apply to the Court Case Management System, not the Public Defender's Case Management System**
21. Please provide a copy of the Case Management System's current architecture including: software, license status, server topology, network architecture, and IVR? **We will not be providing detailed information about the system being replaced.**
22. How many unique users should we assume need to be trained? **About 12, assuming you propose "a train the trainer" system.**
23. How much weight do each of the following factors carry: Technical Review, Product Demonstration, Requirements and Needs Review? **We have published the evaluation criteria, but we will not be publishing itemized weights.**
24. So that all vendors have a common understanding of the tiered-level of technical support please provide your definition of these levels. Please provide any current service level and performance against those service levels. **This requirement is in reference to days/hours tech support is available. Example- Bronze support might be M-F 8AM-5PM, next day support. Silver support might be M-F 6AM-8PM and Sat 8AM-Noon, same day support. Gold support might be 24/7, within 4 hours support.**