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ADDENDUM 1
RFP 17-0086
DATA MANAGEMENT SYSTEM for DIVISION OF CORRECTIONS

December 1, 2017

The following is to ensure that vendors have complete information prior to submitting a proposal. Here are some clarifications regarding the proposal for the DATA MANAGEMENT SYSTEM for DIVISION OF CORRECTIONS.

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized.*

1. **What is the estimated cost of the Data Management System project?**
   RFP responses should provide the best cost for the requirements listed in the RFP.

2. **Has the Department allocated funding for the Data Management System yet? If so, through which source (budget, CIP, state/federal grant etc.)?**
   Funds are available for purchase of the database system.

3. **Who is the technical contact and/or project manager for the Data Management System?**
   Those contacts will be decided upon and released upon contract execution to the awarded vendor.

4. **Does the Department anticipate any professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)?**
   The selected vendor will need to work with the various programs to determine system requirements for each module. These costs should be included and expected for any new database system.

5. **In the RFP, it is mentioned, "The Division will consider internal host, external secure host and cloud host solutions with an interest in total cost of ownership," is there a preference as to what solution would be implemented?**
   All options should be listed to determine costs, infrastructure needed, etc.

6. **Have you evaluated or viewed any other vendor's products? If yes, please provide their names.**
   No vendors have been viewed or evaluated regarding this RFP.

7. **Do you have an approved budget for the initial purchase and the annual costs? If not, please explain how you intend to fund the initial purchase?**
   Yes

8. **As a vendor we have to make a significant investment in the preparation of the proposal to address the functional and implementation requirements in your RFP. We understand that you may not want to disclose your actual budget, but we request that you consider disclosing a budget range for the initial purchase and the annual costs?**

We would request the best product and pricing for 302 licenses.

9. **What is the desired timeframe for implementation?**
    Contract at the first of the year and full implementation before the end of 2018 for all modules.

10. **Please explain how the current Justware system is used and for what purpose(s). Who exactly is using this system? What are the limitations of this system? What other .NET database systems does DOC use and for what purpose?**
    Justware in addition to the other silo ACCESS databases are used to track client activity, create ad hoc reports and quarterly statistics (no existing interfacing with Justware or ACCESS databases). Each program uses their system to best suit their needs and the needs of the clients served. The only limitations to any system are that they are not Corrections focused regarding continuous updates and/or don't serve all the programs. The Division of Corrections is looking for a data management system that can serve all programs within the division.

11. **What is the breakdown of staff and clients between the Adult Services, Juvenile Services and Juvenile Detention and Alternative Programs departments?**
    See division chart at the end of this document.

12. **Please provide details on the number of juvenile facilities and average daily population.**
    Juvenile Detention Facility ADP 55 in 2016 and Juvenile Residential Facility ADP 15 in 2016

13. **Please provide an organization chart showing the different departments, units, programs and hierarchy of the DOC.**
    See division chart at the end of this document.

14. **Please describe the process by which officers/case managers are assigned to adult and juvenile clients?**
    The court orders the client to report and clients are assigned by their supervisor. Processes differ from each program in regards to assignments to officers.

15. **Does the DOC conduct pre-sentence investigation reports?**
    No

16. **What role does the DOC play, if any, in providing services (supervision, investigation, etc.) for pretrial defendants?**
    The Pre-trial program provides supervision for those ordered by the court as part of their bond conditions.

17. **Please describe the process by which DOC refers or places clients to or into programs/services? Does the DOC maintain/provide its own programs or are they all provided by third parties?**
    Programs are conducted both internally and externally as needed to comply with court orders.

18. **Will the Department conduct in-person finalist demonstrations?**
    Yes

19. **Will the county provide a debriefing meeting to non-selected vendors?**
   *No*

20. **Do you have a preference for on premise or a vendor hosted solution?**

No, looking for right solution in a sustainable format as presented by the vendor.

21. **You are requesting that the software should generate a variety of reports for use by end users in all areas of the business processes.**
    a. **Please describe and provide samples of the reports you currently use and the additional ones you wish to use in the future.**
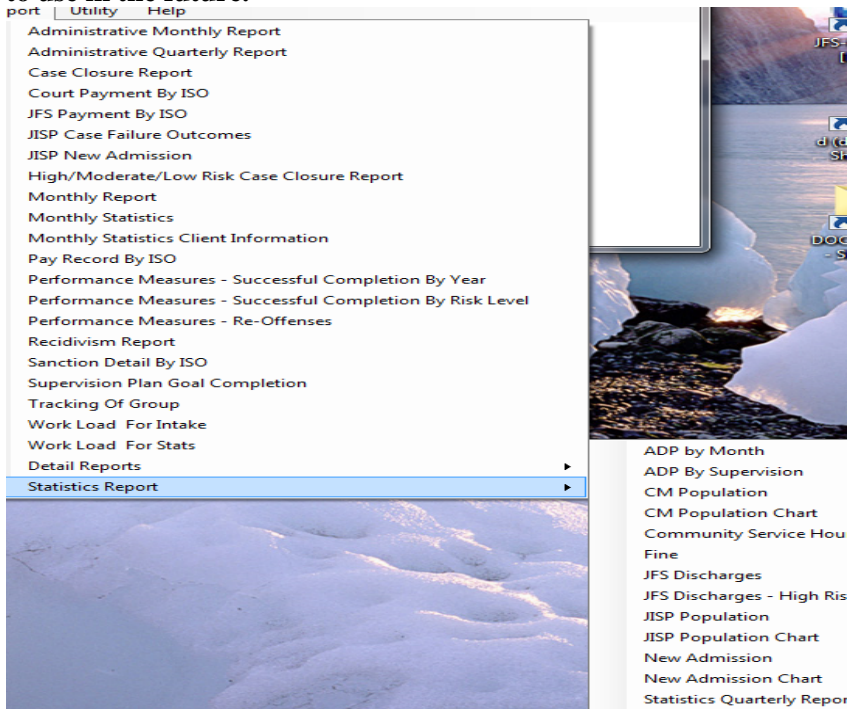
    b.
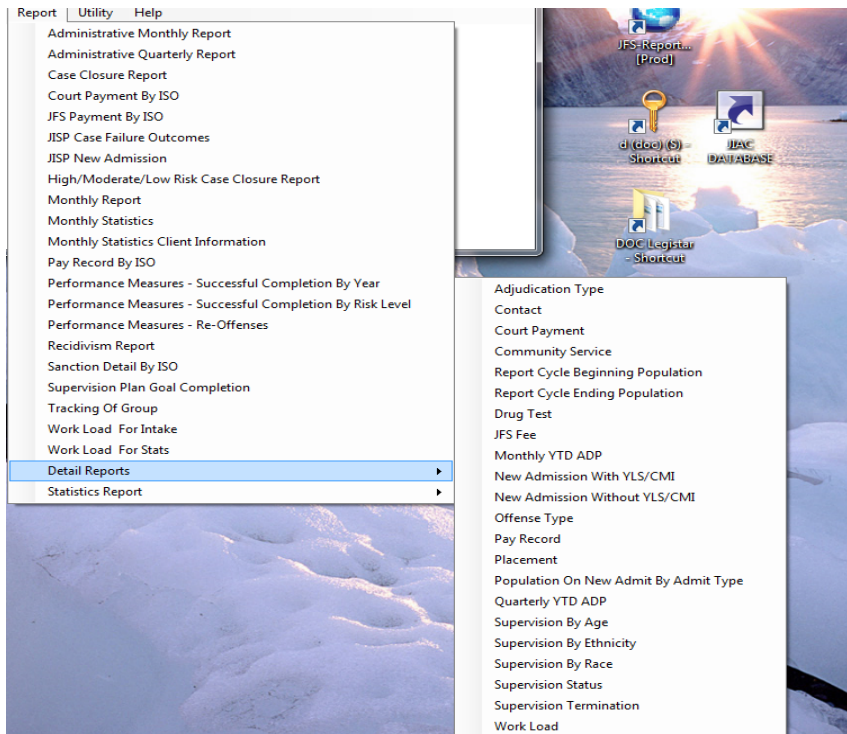
22. **The RFP references data conversion from Access and other systems. Please specify what systems are in scope, their purpose, record counts and number of tables? Additionally, please provide the following information:**
    a. **How many clients and cases will need to be converted?**
       Provide access to our legacy data and start with new data system.
    b. **How many documents will need to be converted?**
       Unknown
    c. **Please provide documentation of your database (schema, relational model, data dictionaries) so we can properly estimate the data conversion.**
       No conversion
    d. **Please provide information on what types of data need be migrated.**
       Microsoft Access data files and/or Microsoft SQL data files. See #68

23. **What systems are currently interfaced to your current legacy case management system?**
    No interface with current system.

24. **You identify that you have a number of systems that you want to interface with. Can you please tell us what they are and give us the following information?**
    Refer to IT requirements with regard to compatibility.

    a. **Which of those systems will be required and need to be part of our cost proposal to integrate with the new case management system?**
       This statement refers to compatibility to the County system in general. Refer to IT requirement responses.

    b. **Please identify for each of the required interfaces if they are Bi-directional, Out Going, or Incoming and the approximate number of data elements that will be required.**
       No interface

    c. **Please provide any document that provides detail about the interface (e.g. transactions, fields, rules, protocol, etc.).**
       No interface

25. **Please provide examples of activity and events that require management by the Probationer Case Management system.**
    Start date, discharge date, level of supervision, payments/charges, interventions/programming, recidivism, etc.

26. **In addition to Restitution, please detail what other fees DOC is responsible for collecting.**
    Program Fees that include the supervision fee, UA fee, electronic monitoring fee, etc.

27. **What forms of payment does DOC accept?**
    Money orders only.

28. **Does DOC issue payments/checks, and if so, to whom?**
    No

29. **What risk and/or needs assessments does DOC utilize for adults and juveniles? Is DOC anticipating any changes to the assessment tools you use?**
YLS / CMI – Youth Level of Service Case Management Inventory – Juvenile and LSIR –Level of Service Inventory Revised – Adult – No Changes expected

30. **Please explain how your assessments are used to determine supervision levels and are integrated with your case plans. Please provide a sample copy of a Case Plan.**
Not applicable to this RFP

31. **How does DOC currently conduct field visits (including frequency) and record field notes?**
Varies by program-Field visits are generally conducted at the clients home, school or work and are documented in both the State and County systems. Frequency varies but most visits are conducted in the office.

32. **What are the DOC's expectations regarding field based access to the system?**
Remote access from any laptop would be necessary.

33. **Please provide details on the key performance indicators and metrics the DOC currently maintains.**
http://www.sedgwickcounty.org/corrections/documents/StrategicPlan.pdf

34. **What are the different levels of users?**
Support Staff, Correction Officers, supervisors, Probation Officers at different levels and senior management.

35. **Does the DOC currently have a public facing web portal?**
No.

36. **What types of information does the DOC expect to be available and exchanged via the portal?**
Check-in, make payments, etc.

37. **Who will be allowed to access the portal?**
Undetermined

38. **What reporting methods for clients does the DOC currently support (in person, phone, kiosk, web, etc.)?**
In person, phone, kiosk.

39. **Please explain the need for voice mail translation into text, the circumstances under which this translation would need to occur, and why alternate methods of meeting the core purpose would not be acceptable.**
This is desired as potential technology upgrades.

40. **In referring to in-bound communication, in addition to in-coming reminders and alerts to officers, the County uses the term "upgrades to case management system", please clarify what is meant by this phrase and how it relates to in-bound communications.**
Communication to staff when upgrades to the system are being made or details on what was upgraded.

41. **Is the county requiring End User Training or is Train the Trainer training acceptable?**
Initial training to all staff and then train the trainer for long-term sustainability.

42. **Please explain in detail what you are requiring for the following: Vendor should include interface diagram and security specifics.**
A generic overview of connections between servers, cloud, firewalls, etc. Goal is to identify the connection responsibilities between different systems and see what the County IT Security team is responsible to secure and do we have the technology to accommodate the connection security. Secondly to comply with KCJIS audits a network schematic is required for all CJI data related to the auditee.

43. **Please explain the type of data encryption that is required in a new system?**
Encryption required based on KCJIS requirements – the cryptographic module is NIST certified to meet the FIPS 140-2 requirement on systems/networks/applications that transmit CJI.

44. **Why is your preference an app that is written in HTML 5 and, will this be scored higher?**
This preference is to avoid 3ʳᵈ party vulnerable applications such as Java, Flash, etc. that tend to have multiple vulnerabilities found regularly. It is preferable that respondent's applications should not restrict updating of vulnerable 3ʳᵈ party applications on county systems.

45. **What is are the key features of HTML 5 that were determined to be important for this solution?**
Please see response to question 20.

46. **Will you accept an app that is written in a language other than HTML 5?**
Yes, so long as the application is continually updated to avoid being a vector for attack or infection. See question 20 above.

47. **How many active and inactive clients will need to be loaded into the system for go live?**
5,247

48. **What is the anticipated growth rate (in terms of number of clients) per year for the next 5 years?**
Rate of growth is level.

49. **What is are the Key features of HTML 5 that were determined to be important for this solution?**
See questions 20-22 above. Ease of use, ease of compatibility within modern browser, avoidance of risk, and generally less configuration needs on the client side.

50. **During Operational hours please provide the number of staff during peak times?**
150

51. **Is field base use assumed to be continuously "on-line" or most also work in offline mode?**
Current State systems allow remote access through a web portal for use in the field. This feature would only include 2-4 users daily at most during non-peak hours. Use for updating information while conducting field visits.

52. **What are some key features that you are looking for in a "user friendly" system?**
Secure, ease of deployment, English speaking support, quick to respond or quickly available.

53. **Other/existing software' details, that need to be integrated.**
This statement refers to compatibility to the county system in general. Refer to IT requirement responses.

54. **Number of Reports to be developed and number of Reports available in the existing system. Reports vary by program.**
Standard ad hoc reports would be requested and program specific reports would be identified during module development/existing reports by program. See snapshot of reports from question 21 and strategic plan link from question 33.

55. **Number of Access databases and its size (i.e. reference of "to import all current data and transition from Access databases and other systems currently in use")**
Seven (7) Access databases. Need to archive legacy data from old systems and start new database using existing clients from each program.

56. **What are the data sources to import/migrate?**
Microsoft Access data types using an MS Access front end with Microsoft SQL back end.

57. **Size of the data that needs to be integrated.**
Has not been measured.

58. **Age of the data that needs to be imported (i.e. from which year we need to migrate)**
Clients served within the last 12 months and current clients would need to be transferred over to the new system.

59. **More details on "administrative/document management".**
Scan in client forms/releases, intake forms that can be signed and stored, etc.

60. **Provide more details on "phone based communication".**
Text reminders, phone in reporting, etc. are desired features.

61. **Required Roles / User types**
Hierarchy based roles on position and level of supervision.

62. **Export options for Reports that you are expecting.**
Excel, PDF, Word etc.

63. *Is there an estimated budget for this RFP? Not to exceed a certain amount?*
Best product and pricing for requirements listed in the RPF is requested.

64. **What vendors responded to the County's RFI?**
Caliber, cFive, Connectrex, GlobalVisionTech, Infor Public Sector, Journal Technologies, Tyler Technologies

65. *Has the county seen a product demonstrations pre RFP? If so what are the vendors?*
No, see question 6

66. **In Section V. (Scope of Work) number four is titled Desired Features and Functionality. Is this considered above and beyond to meeting all proposal requirements?**
Yes, desired features and functionality are items that are "extras" that the department may like to have, but may feel could be cost prohibitive or possibly items that cannot be offered widely in the market. These items have historically not been "scored" and the RFP scoring is based on the Evaluation Criteria as outlined in Section VII C.

67. **Can Sedgwick County provide a sample assessment to review for complexity?**
These documents are not public data and cannot be shared due to copyright.

68. **How many Access databases are going to be replaced as part of this project? Can Sedgwick provide specifics around # of databases, name of each system, # of tables per database, estimated # of data elements per table, estimated # of records?**
Provide access to our legacy data and start with new data management system.

> **ADULT**
> ***Adult Field Services***
> Current Systems: Adult Case Tracking (2005), CC ATT - Accounting (2013), ASS/Employee-Client Check-in (2012). All are written in dot.net.

Limitations: Unable to remove clients from tracking without HEAT ticket; unable to query the client tracking system on our own.

Adult Residential & Service Center / Sedgwick County Youth Program (SCYP)
Current Systems: Adult RES DB (2008), RASC Daily Log (2008). Both are Access databases.
Limitations: Unable to make programming changes; time consuming to correct errors; only basic reports with need for drilling deeper to generate statistics for decision-making and to add new routine reports.

Pretrial Services
Current Systems: GPS (2012) – Access database, ADAM (2012)
Limitations: Most of the Access databases do not allow for updating or changes to programming.

Drug Court
Current Systems: DrugCt2 (2008) – Access databases, Case Tracking (2004), Case Tracking Accounting System (2013)
Limitations: Case Tracking does not contain the mechanism to provide reports from the system.

JUVENILE

Juvenile Detention Facility and Juvenile Residential Facility
Current System: JDFStartup (2001). Access 2000 database.
Limitations: Due to the age of the system and version age, we are unable to make revisions or request new reports. We have attempted to manipulate data in a newer version but run into programming issues.

Juvenile Field Services
Current System: A dot.net database was designed to meet program reporting needs (2010).

Juvenile Intake and Assessment Center
Current System: Youth Input Database (2001). This system was upgraded through the years to its current format of Access 2002/2003. It is a very simple database with minimal information input. The database is still used today for cross queries. Juvenile Information Management System (JIMS) is currently in use. It was designed with SQL 2000, 2007 and currently in 2010 backend and Microsoft Access Frontend. In one of the later versions (193) JDF was incorporated and basic information was shared to the JDFStartup (name, dob, mug shot). There is also a 3rd import database used for queries in JIAC as well. They also use Daily Log (desktop Access database)

Overall Limitations – Juvenile Programs:
When processes change, we cannot make changes to our current systems.
Duplicate information is being entered that could be accessed from a new shared database starting in JIAC and JDF and flowing out to all other facilities. An example of this would be birth certificates, DL's, medical information and authorization, prescriptions, insurance, intake history, etc. This information is currently being entered and asked for each time a youth moves to another program. The manpower hours alone in eliminating this duplication would be a huge savings. It would also create the consistency and continuum of care that are known to be best practices.

69. **Can Sedgwick indicate if there are any known systems that the new application will need to integrate with on a go-forward basis?**
No

70. **The RFP indicates that both on premise and hosted deployments will be considered. Assuming we can provide both, does Sedgwick have a preference on which you would like to deploy?**
Would prefer pricing for both. Looking for right solution in a sustainable format as presented by the vendor.

71. **Can you provide more detailed information on the listed portal functionality? Who are the typical users of this portal, what functions do you see it serving, etc.?**
Not a current feature for existing systems. Desired features would allow clients to check-in, make payments, etc.

72. **There is a mention of SharePoint in this RFP. Can you indicate if SharePoint is the application of choice when dealing with document management/storage requirements? Does the county own SharePoint?**
Staff has found no mention of SharePoint within this RFP, nor would it be applicable to this project.

73. **Section VIII Required Response Content, Item 11, requests vendors provide a signed Business Associate Addendum. However, there is no signature line provided on this document. How you would like vendors to acknowledge this document?**
Please just initial at the bottom of the agreement stating your understanding that you will be required to agree to these terms if a formal award is made and will be part of the executed contract.

74. **The proposal describes several databases DOC currently utilizes. Does the county wish to have this legacy data converted and imported into the proposed solution? If so, can you please answer the following:**
    a. **Please describe the Access databases that require data conversion to the proposed system (i.e. number of databases, number of records and type of data).**
    See questions 22, 55, 68.

    b. **Please describe the "other" dot.net databases that require data conversion to the proposed system (i.e. database environment, total file size, number of records).**
    See question #68, no conversion.

75. **Please identify which county-used software platforms the proposed solution will be required to integrate with, and the data elements to be exchanged.**
This statement refers to compatibility to the county system in general. Refer to IT requirement responses.

76. **Can you please provide a description of what the intake processing entails -- e.g., steps, procedures, forms?**
Each program has different requirements for intake processes. Essentially, they gather contact information/demographics, review/sign releases and acknowledgement forms and go over program expectations.

77. **Can you please describe a little bit of the risk & assessment process?**
Risk assessments are used at each program to determine risk of reoffending to develop case plans to work with the clients. JIAC also uses the STATE detention assessment to determine if the client should be detained or not.

78. **When you say "validate" data, what is meant by that? Validate the format looks like a valid 10-digit phone format, or validate a field value meets/equals another value? Please advise if either of these or another meaning.**
The new system should automate data from other modules and provide accurate data / statistics based off required ad hoc reports.

79. *For SMS, do you already have short codes? Are your texts mass outbound texts or more like one-to-one texting?*
This is a desired feature and the current system does not support text messages. Some ideas if this feature is available would be to send court date and office appointment reminders to clients, etc.

80. **Please guide our thinking as it relates to the need for on-going master data management. Is your data consolidation need great at the beginning of the project, as you need to consolidate the many Access databases into the single-constituent view? Or, is the need on-going as the source systems will continue to "feed" data to the centralized constituent repository where they need to be consolidated and managed as a single-view? Is the need for single-view needed to be near-real time?**
Goal is to have access to legacy data (archive) and start with the current clients being served, up to those served within the past 12 months.

81. **Please provide a short narrative about your data. What makes it unique or special for data management efforts? Do you have many duplicates, multiple addresses per record, multiple contacts per record, multiple pieces of information used for identification etc.? Tell us what you think makes your data particularly easy or hard to work with in a data management perspective.**
Existing data is contained within several Microsoft Access databases that do not have interfacing with each other or any other data management solution. (See database descriptions previously noted).

82. **There is a statement in the RFP that reads, "Vendor should provide list of client requirements." What is meant by this statement?**
Client requirements relates to installed software used to communicate between desktop and server.

83. **Why does the county extract data for ad hoc reports? Are they adding external data to create reports? If so, do you want to hear about our integrated Analytics Cloud solution?**
The new system should have the capabilities to run reports based on the data entered into the database. Would like the ability to run reports and submit for quarterly statistics and present in other formats to stakeholders.

DIVISION OF CORRECTIONS ORG CHART
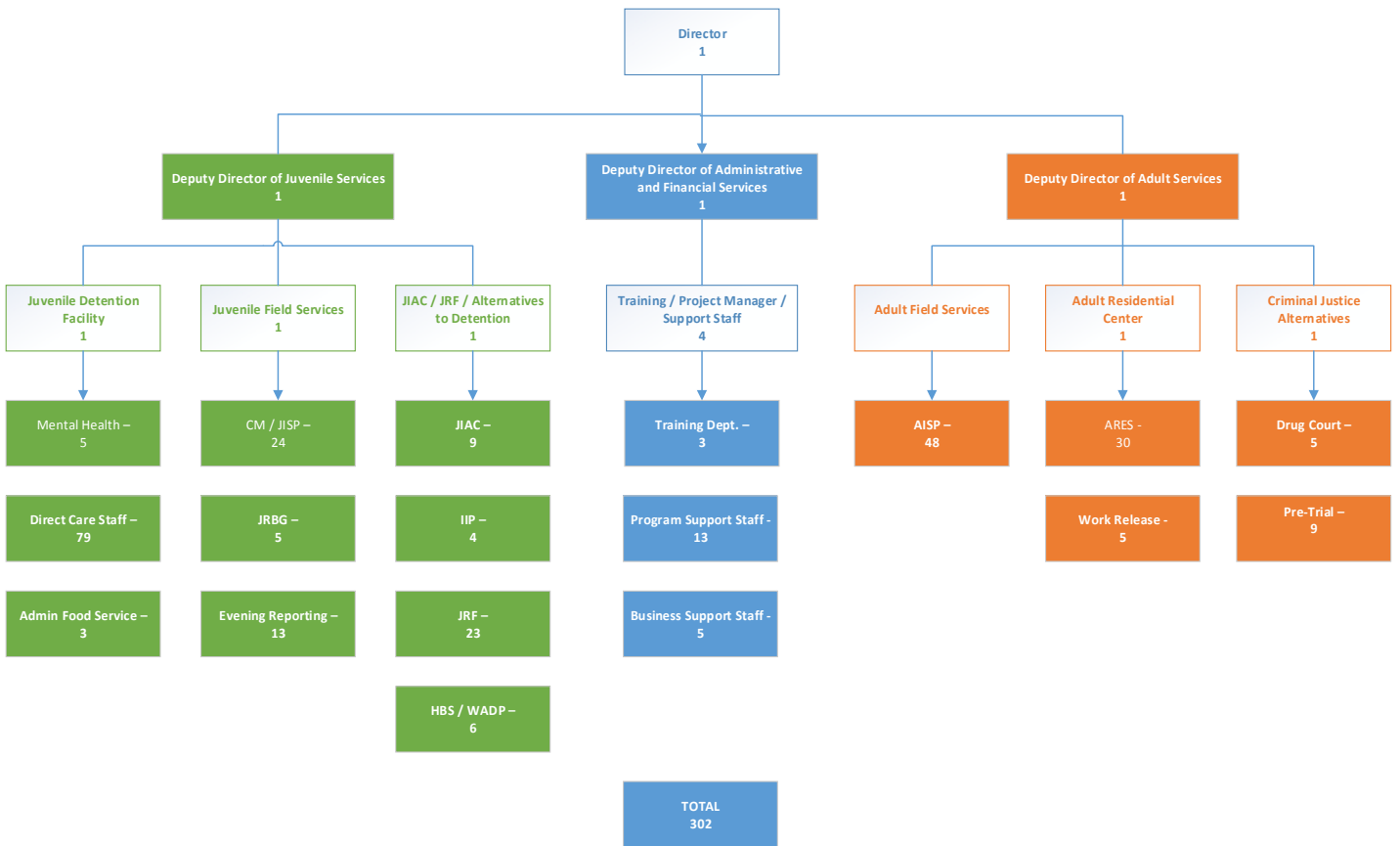
Firms interested in submitting a proposal must respond with complete information and **deliver on or before 1:45 p.m. CST December 12, 2017.** Late proposals will not be accepted and will not receive consideration for final award.

"PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE PROPOSAL RESPONSE PAGE."

Kimberly Bush, CPPB
Purchasing Agent