

Case and Records Management System

Request for Proposal: Questions & Responses

January 27, 2016

- 1. The implementation of software solutions can vary widely depending on project budget. Our firm has successfully delivered projects across various budget ranges. To help us best meet the goals of your solicitation, can you please approximate a budget range for this project?**

The anticipated budget will be \$1M+.

- 2. Do you have any Microsoft Software Assurance vouchers that might be applied to the planning phase of the project?**

MS Software Assurance vouchers are available but will be used with other IT project activities.

- 3. Will California Certified Small Businesses receive any special consideration in this procurement? Will preference be given to California-based vendors?**

There are no specific scoring allowances allotted to business size or location.

- 4. Do you anticipate a mix of on-site and remote delivery? In our experience, we generally find it useful to be onsite during discovery meetings, installations, etc. however we can keep project expenses down by utilizing remote delivery for parts of the project.**

During the initial phase of the project, it is expected that the vendor will be working on-site with the business and IT, and there will be phases of the project where work can be done remotely. However, the majority of the work during application configuration/build, integration, user acceptance testing, etc. should be done on-site.

- 5. Did any contractor or vendor assist with the development of this solicitation or provide you with an initial evaluation, proof of concept, demonstration, pricing, or any other analysis related to this procurement?**

The State Bar did not work with any contractor or vendor to assist with the development of this solicitation.

- 6. Was the Functional Requirements Compliance Matrix (XL attachment) included in the RFP developed internally from scratch? Were any of the items listed were adopted, copied or modelled from a commercial case management system.**

The matrix was developed internally from scratch with no percentage based on a commercial case management system.

- 7. On a scale from 1 to 5 where 1 represents a COTS solution (e.g. less than 40 hours of customization) and 5 represents a custom-built solution (mostly services and development), what is acceptable with respect to the solution you are looking for on this continuum?**

We are seeking a one on your scale.

- 8. We are a SharePoint-focused consultancy and have successfully combined SharePoint with various third party software products to create comprehensive document, content, case and records management solutions. Do you see this as a viable option for your needs?**

Yes. However, we will consider all options of a document/records management system that will suit our needs.

- 9. Regarding SharePoint as a possible solution; if you currently own/use SharePoint.....**

The Bar has an installation of SharePoint 2013, but not currently in production.

- 10. To what degree are you aware of / familiar with the Records Management, Case Management and eDiscovery features in SharePoint and have they been considered for this solution?**

We are familiar with the concepts mentioned above, but not within the SharePoint solution. We expect the chosen vendor to guide us through this process.

- 11. For the purposes of providing licensing information / pricing in our proposal, how many of each of the following types of users should we account for: Admin User, User, E-File User, Judge, Case Administrator, Attorney, Investigator, Member, Non-Member?**

Base your proposal on our current state: Admin User (8), User (?), E-File User (unknown), Judge (9), Case Administrator (12), Attorney (83), Investigator (45), Member/Non-Member (unknown). Licensing should not limit the ability to add and maintain the user/roles in the application.

- 12. If one exists, do you intend to use the existing Information Architecture (e.g. document types/classes, terms, record series/types, etc.) from the existing AS400-based system or another existing system in the new solution and if so can you please provide listings, and quantify the number, of content or document types/classes, term- sets, record series/types, events/triggers, etc.?**

There is no current Information Architecture to provide.

- 13. Can you please provide details about your record retention and disposition policies and/or provide us a copy of your detailed File Plan?**

We plan to release a new retention Schedule in February and initially concentrating on reducing our offsite physical storage footprint before addressing our e-record needs. Current document handling varies by department. Either they are scanned and stored in eCMS platform (AS400, Hummingbird, KwikTag) and then Hard copies are stored in various locations. We expect the eCMS solution to provide a framework for this process of record management.

14. What are you currently using to manage paper-based Physical Records?

An AS400 Application developed in-house is used as the central archival-tracking system along with on-line systems from offsite storage facilities.

15. Is the management of Physical Records within the scope of this RFP?

Physical records within the functional areas scoped for this initiative, yes. Existing physical records (historical) filed on premise and at off-site facilities, no.

16. Is CJIS compliance a Pass-Fail /Minimum Requirement or just desired?

This is a desired state.

17. Are you interested in auto-classification product(s), which can be used to enhance the IA and significantly contribute to content findability, workflow, retention and disposition, etc.?

Yes.

18. Is Active Directory properly configured with the fields, users, groups, permissions and roles anticipated to be used in the solution?

Yes.

19. On a scale from 1 to 5 where 1 represents a wholly cloud-based solution and 5 represents a wholly on-premises solution, what is desired on this continuum?

The State Bar will select the best platform that will suit its needs.

20. What days of the week do you require support with the SLA stated in the RFP (e.g. M-F or 7 days)?

Monday through Friday support is sufficient.

21. Should we price post-project support into our proposal and what quantity (e.g. 40 hours per month for 6 months)?

Pricing should be based on instructions and appropriate cells provided in Attachment K: Itemized Cost Proposal.

22. What is the target completion date for the entire project?

2016-17.

23. As an environmentally-friendly / Green company, we strive to reduce our consumption of paper; to that end, can respondents submit proposals electronically via email in lieu of hardcopy proposals?

Not exclusively. The submission requirements are specified in the posted RFP.

24. In addition to the data conversion effort, do we also need to build interfaces for the following legacy systems; Office of the Chief Trial Counsel (OCTC), State Bar Court (SBC), Probation, and Membership?

The required Interfaces can be found in Attachment B - Functional Requirements Compliance Matrix – System Wide Requirements, under the worksheet labeled, System Integration.