The following is additional information regarding Request for Proposal (RFP) No. ITD-5083 titled Criminal Case Management System released on 03/10/2020. The due date and time for responses is **04/21/2020 at 5:00 PM Pacific Time [UPDATED]**. This addendum includes both questions from prospective proposers and the City’s answers and revisions to the RFP. This addendum is hereby made part of the RFP and therefore, the information contained herein shall be taken into consideration when preparing and submitting a proposal.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Item #** | **Date Received** | **Date Answered** | **Vendor’s Question** | | **City’s Answer** | **RFP Revisions** |
| 1 | 03/11/2020 | 03/20/2020 | Whether companies from Outside USA can apply for this? (like, from India or Canada) | | Companies from outside the USA are welcome to respond to this RFP. | N/A |
| 2 | 03/11/2020 | 03/20/2020 | Whether we need to come over there for meetings? | | Meetings can be held virtually. | N/A |
| 3 | 03/11/2020 | 03/20/2020 | Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) | | While some tasks can be performed outside the USA, others (e.g., demonstrations and training) must be performed onsite. Demonstrations may also be hosted on Skype in Seattle. | N/A |
| 4 | 03/11/2020 | 03/20/2020 | Can we submit the proposals via email? | | No, proposals must be submitted in accordance with the instructions set forth in the RFP. See Section 11.8 of the RFP for Proposal Delivery Instructions. | N/A |
| 5 | 03/11/2020 | 03/20/2020 | When does the City anticipate the vendor to begin the implementation of the proposed Criminal Case Management System? Is there an anticipated timeline for this project? | | The City intends to start the project upon signing of the contract.  The expected project duration is 9-12 months. | N/A |
| 6 | 03/11/2020 | 03/20/2020 | Regarding **Section 5 – Minimum Qualifications** – We have a current, executed agreement with the manufacturer, but it is a confidential agreement that has been electronically executed, without a signature. In this case, what documentation does the City expect to receive from us as a vendor to meet the minimum qualification as defined in this section? Will a screenshot of our authorized, active reseller status suffice? | | A letter from the manufacturer attesting to the vendor’s status as an authorized, active reseller would qualify as sufficient documentation to meet the minimum qualification specified in Section 5. | N/A |
| 7 | 03/12/2020 | 03/12/2020 | N/A | | N/A | The time for the Pre-Proposal Conference is changed from 03/12/2020 at 11:30 PM to 03/12/2020 at 11:30 AM. |
| 8 | 03/12/2020 | 03/20/2020 | Given the concerns surrounding COVID-19, will the City still require Vendors to provide one hard copy and one USB flash drive copy. | | Yes, but see revisions to Section 11.8.3.1 | The first paragraph of Section 11.8.3.1 is revised to state the following:  The City also requires one hard copy and one USB flash drive copy, which may be hand-delivered or must otherwise be received by the RFP Coordinator at the address provided below. The City need not receive the hard copy and USB flash drive copy by the due date and time specified in the Solicitation Schedule but the copies should be postmarked no later than 10 business days after the specified due date and time. Please note that delivery errors will result without careful attention to the proper address. |
| 9 | 03/12/2020 | 03/20/2020 | What is the reason for the short time frame from the RFP? | | This solicitation is a re-bid of a previous RFP. | N/A |
| 10 | 03/12/2020 | 03/20/2020 | What was the reason for the re-bid? | | The City felt that it was in its best interests to add further clarity to the RFP. | N/A |
| 11 | 03/12/2020 | 03/20/2020 | We tried to connect to the conference call number and seems we were unable.  Here is what was listed for the call numbers: Join Skype Meeting Join by phone 206-386-1200,,68078784# (US) English (United States) 844-386-1200,,68078784# (US) English (United States) Find a local number Conference ID: 68078784 Forgot your dial-in PIN? |Help  Is this being recorded? | | The pre-proposal conference was not recorded but questions and answers discussed during the pre-proposal conference have been documented in this addendum. | N/A |
| 12 | 03/13/2020 | 03/20/2020 | Our case management system is a SaaS solution hosted in Amazon's AWS Cloud. I do not see in the requirements if the City prefers an on-premise of Cloud solution. Are you able to tell us if the city will consider both or just one of the options? | | The City will consider both options. The City has no preference for either option. | N/A |
| 13 | 03/16/2020 | 03/20/2020 | N/A | | N/A | The contact information for the RFP Coordinator has been revised to state the following:  Marlon R. Franada  206-733-9583  [marlon.franada@seattle.gov](mailto:marlon.franada@seattle.gov) |
| 14 | 03/16/2020 | 03/20/2020 | Will it be possible to ask questions beyond March 16, 2020? | | N/A | The Deadline for Questions has been extended to 03/30/2020 at 5:00 PM Pacific Time |
| 15 | 03/16/2020 | 03/20/2020 | Given the current health crisis, the short time period for new prospective vendors to respond and the fact that we need to co-ordinate with our technology partners to provide the complete solution to the City, would the City consider extending the RFP deadline? | | N/A | The Due Date for Proposals to the City has been extended to 04/21/2020 at 5:00 PM Pacific Time |
| 16 | N/A | 03/20/2020 | N/A | | N/A | Interviews/Demonstrations have been tentatively moved to 07/13/2020 – 07/17/2020. These are estimated dates. |
| 17 | 03/16/2020 | 03/20/2020 | How many total environments Production and Non-Production does the City require the solution to be implemented on? | | The City expects to see at least the following environments: Development, Test, and Production. | N/A |
| 18 | 03/16/2020 | 03/20/2020 | In Section 5, Minimum Qualifications, the City asks for an authorized letter for the Vendor (the respondent) from the Manufacturer. In our case we are an authorized partner (reseller and systems integrator) of a Manufacturer and will be proposing the Manufacturer’s software along with our services for your solution. Will a set of screen shots, logging into the Manufacturer’s partner portal that show credentials and partnership information or other equivalent information instead of a letter suffice? | | See Item 6. | N/A |
| 19 | 03/16/2020 | 03/20/2020 | If there are some differences in our insurance policy versus those required by the City can those differences be listed by the respondent and considered in our RFP response? Or does the respondent need to be 100% compliant upon award to all of the City’s specific insurance amounts as listed on Attachment 12? | | N/A | Please submit any exceptions to Attachment 12 - Insurance Requirements and Transmittal Form in accordance with the instructions for Exhibit J - Acceptance & Exceptions to Technology Contract. See Section 11.8.2 of the RFP. Any exceptions submitted for Attachment 12 will be subject to Section 11.12. |
| 20 | 03/16/2020 | 03/20/2020 | CJIS certification. Is there a specific form of certification that Seattle is looking for? For example, is this a specific certificate or a specific letter in a specific format that is required? Can the City be more prescriptive in what constitutes conformance in the following Mandatory Technical Requirement: “The system must conform with current Criminal Justice Information Services (“CJIS”)”. | | By confirming that they are in compliance to this question, the vendor is certifying that their proposed solution meets the standards in the CJIS Policy (linked in the Minimum Technical Requirements document). Further review of CJIS compliance will be incorporated into the Demonstration Scripts and Interview Questions as well as additional security specific questionnaires. | N/A |
| 21 | 03/16/2020 | 03/20/2020 | What kind of services from which countries are acceptable for delivery to the City for the solution? Can resources such as the following be used to fulfill the contract and solution implementation?   * local Seattle-based * other US and/or Canadian-based resources, both onsite or offsite * offshore (India) resources | | See Item 3. | N/A |
| 22 | 03/16/2020 | 03/20/2020 | In the Technology Contract, paragraph 62 speaks about Final Acceptance and states: “The Acceptance test shall include ninety (90) days of continuous operation…” If the solution for the City includes commercially-off-the-shelf software (say for example, for the content management and workflow components) as part of the overall Criminal Case Management Solution, is it the City’s intention to use this software at no charge until the 90-day Acceptance has been satisfied? Or is it the City’s intention to pay for this software at the beginning of the Acceptance period but return it for refund if Final Acceptance is not achieved? Can the City please elaborate on its intentions in regards to the 90-day Acceptance period in paragraph 62? | | The City requires a 90-day Final Acceptance Process for Initial Solution Configuration. The City anticipates withholding a percentage of final implementation costs until a notice of Final Acceptance is sent to the Vendor. | N/A |
| 23 | 03/16/2020 | 03/20/2020 | Question about the hardcopy and USB – whether they were still deemed as required. | | See Item 8. | N/A |
| 24 | 03/27/2020 | 03/31/2020 | As a certified, diverse firm, we would like to learn what companies participated in the pre-proposal conference on March 12th.  We have recently learned of the CCMS RFP and would like to contact these vendors to explore a partnership with them in support of this project. | | The Pre-Proposal Conference Attendees List can be viewed at the following address: <https://thebuyline.seattle.gov/2020/03/10/criminal-case-management-system-rfpitd-5083/> | N/A |
| 25 | 03/30/2020 | 04/06/2020 | If the respondent is proposing an on-premise solution and is not a provider or reseller of hardware, can this cost be excluded from our pricing proposal or is it mandatory (referenced in the pricing table)?:  “This price shall include a complete end-to-end solution that includes software/license, implementation, customization (if necessary), training, annual support and maintenance, hardware (if on-prem), etc.”? | | If the provider is not a reseller of hardware, please provide estimated costs for hardware required for your on-premise solution. | N/A |
| 26 | 03/30/2020 | 04/06/2020 | Is the City of Seattle looking for a Criminal Case Management Solution that is a pre-built, off-the-shelf solution available on the market or one that can be designed/provided/configured for your specific use case and process based on a technology platform with case management capabilities? | | City of Seattle is interested in a pre-built solution which is configurable. | N/A |
| 27 | 03/30/2020 | 04/06/2020 | Generic | Please provide the high level system user hierarchy? | Administrators, Managers, Users. | N/A |
| 28 | 03/30/2020 | 04/06/2020 | Generic | As a vendor, we would like to understand the complete flow of the application from the case origin to closing. | Assume we are using standard case management development methodology. Additional details will be provided further in the RFP process. | N/A |
| 29 | 03/30/2020 | 04/06/2020 | Generic | User roles creation will be dynamic with permission level (Assigned/Not assigned and Read, Write & View) of predefined modules? | We do not expect user role creation to be dynamic. They may be created based on Active Directory groups. | N/A |
| 30 | 03/30/2020 | 04/06/2020 | Generic | Please provide the list of existing roles and their default Permission level? | Additional details will be provided further in the RFP process. | N/A |
| 31 | 03/30/2020 | 04/06/2020 | Functional Requirement - System | As mentioned that system should be functional across multiple devices so we are assuming that Web application will be a responsive application which will work in Desktop/Laptop/Tablet/ipad? | Yes, and potentially a phone application-- platform androgynous. | N/A |
| 32 | 03/30/2020 | 04/06/2020 | Generic | Please let us know if you would like to have a mobile application for any specific role? | See above. | N/A |
| 33 | 03/30/2020 | 04/06/2020 | Data - Scanned Documents | As mentioned, we need to extract the data from scanned documents so we need to implement the OCR tool, we are assuming 3rd party tool Abby OCR. | We will review proposals with this included functionality and score accordingly. | N/A |
| 34 | 03/30/2020 | 04/06/2020 | Data - Scanned Documents | Data extraction using OCR tool will be applied to the pre-defined format documents OR Documents may have any data format/Structure. | Format could be of both types – predefined or without structure. | N/A |
| 35 | 03/30/2020 | 04/06/2020 | Generic | Do we need to implement an Audit Trail/Log, to maintain any updation by any user with a complete History log? | Yes. | N/A |
| 36 | 03/30/2020 | 04/06/2020 | Generic | For which functions you would like to implement the Audit Trail? | All functions. | N/A |
| 37 | 03/30/2020 | 04/06/2020 | Generic | Do we need to implement the Blockchain for authentication purposes? | Blockchain implementation is not currently within scope. | N/A |
| 38 | 03/30/2020 | 04/06/2020 | Generic | As we need to do Integration with existing systems so we would like to know  a. With how many systems, we are planning to integrate?  b. Integration will be API/Web Service based or ELT based?  c. Technology in which these systems are built? | Please refer to the RFP for these details. | N/A |
| 39 | 03/30/2020 | 04/06/2020 | Functionality - Manage Cases | How will the upcoming court hearing dates data come on the system? From an existing system? | Yes, from an existing system. | N/A |
| 40 | 03/30/2020 | 04/06/2020 | Functionality - Manage Cases | Upcoming court hearing dates will be assigned to the specific users? And where this assignment will be done on an existing system OR new system? | Yes, hearing dates will be assigned to specific users in the CCMS. | N/A |
| 41 | 03/30/2020 | 04/06/2020 | Functionality - Manage Cases | Where the Business Rules & policies will be defined for Case Flow point of view? And do we need to build Rules engines to enable these policies and rules within the system? | Additional details regarding business rules will be provided further in the RFP process.  The building of rules engines will be part of the vendor proposals. | N/A |
| 42 | 03/30/2020 | 04/06/2020 | Functionality - Manage Cases | Please explain what restitution letters and Victim impact statements are? | These are industry-standard terms. Our expectation is that vendors understand and incorporate them into their solutions. | N/A |
| 43 | 03/30/2020 | 04/06/2020 | Generic | We are assuming that each type of case must be having a different workflow? So we would like to understand the same. | These are industry-standard terms. Our expectation is that vendors understand and incorporate them into their solutions. | N/A |
| 44 | 03/30/2020 | 04/06/2020 | Functionality - Manage Discovery | What do you mean by Discovery Package? | This is an industry-standard term. Our expectation is that vendors understand and incorporate it into their solutions. | N/A |
| 45 | 03/30/2020 | 04/06/2020 | Functionality - Manage Discovery | To Bates Stamping with all case pdfs, do we need to use any specific tool? | We are open to the use of any tool which successfully achieves the purpose of Bates stamping. | N/A |
| 46 | 03/30/2020 | 04/06/2020 | Functionality - Manage Records | What is the meaning of tracking of case workload? | A case workload is the number of cases assigned to a staff member at any given time. Tracking of case workload is the ability to view number of cases and assignment to staff members. | N/A |
| 47 | 03/30/2020 | 04/06/2020 | Generic | For the purpose of creating reports and data for analysis, we are assuming that a standard business analytic software called Tableau, will be used, please confirm? | We are not specifying the system to be used. Tableau, Power BI, Crystal Reports, etc. are all options.  The licensing of the above software should be included in the proposal price. | N/A |
| 48 | 03/30/2020 | 04/06/2020 | Functionality – System | As the request system should be compatible with standard screen capture tools so do we need to use a 3rd party tool for the same? | The capture functionality in the proposal will be graded as part of the evaluation. | N/A |
| 49 | 03/30/2020 | 04/06/2020 | Functionality – System | Please explain more on “The system is capable of adding conditional logic to forms/templates.” | An example of conditional logic is as follows: A user enters a form and it goes for the approval of their immediate manager without the manager being specified. | N/A |
| 50 | 03/30/2020 | 04/06/2020 | Functionality - Manage Records | As we have a feature called “template library” so we need more details on it. | Our expectation is that a template library will be provided that contains industry-standard documents. | N/A |
| 51 | 03/30/2020 | 04/06/2020 | Functionality - System | Please explain below in detail so that we can provide a solution on the same a. The system provides the ability to scan documents, adjust characteristics (not content) (e.g., orientation, size, resolution, color vs. black-and-white characteristics, etc.), and validate before the image is accepted – if the system does not have this build-in capability. | We would expect the proposed solution to achieve the capability you describe in the question as indicated in the RFP. | N/A |
| 52 | 03/30/2020 | 04/06/2020 | System Relation - Interface | Seattle Police Dept & Seattle Municipal Dept system integration will be API based or only data exchange (via ETL)? | Integration will be based upon the Criminal Justice Partners’ Enterprise Data Bus and APIs. | N/A |
| 53 | 03/30/2020 | 04/06/2020 | System Relation - Outlook | As we need to integrate the MS Outlook within the system so we need more details on what level of integration we are looking into? | The system needs to be able to send an email via the Outlook application or from within the proposed solution itself dependent upon a user-configurable choice. | N/A |
| 54 | 03/30/2020 | 04/06/2020 | Transition & support - Data Migration | For the purpose of data migration, we need to know the data sets so we are assuming that we will be having access to it in the initial days of starting the project. | Details will be provided further in the RFP process. | N/A |
| 55 | 03/30/2020 | 04/06/2020 | Off Prem Environment - Virus Detection | I am assuming that for virus detection in the platform or System, we would be using an authorised 3rd party solution. | Yes. | N/A |
| 56 | 03/30/2020 | 04/06/2020 | Generic | Is there any recommended stack from Seattle IT dept (Client) otherwise we prefer to go with Java Spring Boot. | There is not a recommended stack. The City is open to all options. | N/A |
| 57 | 03/30/2020 | 04/06/2020 | Generic | The platform should be hosted on the “On Premise” Servers or can we consider cloud hosting also like Azure/ AWS? | There is no preference for on-premise or cloud. Cloud solutions, including Azure/AWS will be considered. | N/A |
| 58 | 03/30/2020 | 04/06/2020 | Generic | Does all the resource have to be present in US?  Or can we propose onshore & offshore model? | Companies from outside the USA are welcome to respond to this RFP.  While some tasks can be performed outside the USA, others (e.g., demonstrations and training) must be performed onsite. Demonstrations may also be hosted on Skype in Seattle.  The proposed solution if hosted, must reside on CJIS compliant government cloud Servers.  All companies will be expected to complete a CJIS background check. | N/A |
| 59 | 03/30/2020 | 04/06/2020 | Generic | What are expected number of resources in each area? | For the City, there is the expectation that the solution can support at least 100 resources across multiple teams without performance degradation. | N/A |