

**City and County of San Francisco
Juvenile Probation Department**

**Web-Based Case Management System
RFP# 121102
RFP QUESTIONS**

General Questions

1. What is the desired timeframe for implementation?

JPD would like to complete the project within the timeframe allowed under the contract (i.e., one year); however, would consider other timelines if necessary.

2. Have you evaluated or viewed any other vendor's products? If yes, please provide details.

The Juvenile Probation Department has not formally evaluated any products, but some members of the Department have seen demonstrations from various vendors at conferences.

3. Please specify if an interface quote should be included in the proposal response for any of the following systems mentioned in the RFP: Superior Court's Information system, Child and Adolescent Needs and Strengths (CANS Mental Health Assessment used by DPH), California Court Case Management System (CCMS), and the Department of Children, Youth and Their Families Contract Management System (DCYF CMS), Active Directory.

JPD expects responses to include the costs of these interfaces and all other aspects in the Scope of Work of the RFP.

4. Is there a specific budget for this project?

The budget for this project is \$235,000. JPD encourages vendors to specify in their proposals what is possible within or under this budget and what additional features would be provided if the budget were increased and to what level.

5. Occasionally vendors are required to provide a bid bond with their response. Is there such a requirement for this proposal?

JPD does not require a bid bond with any proposals.

6. 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?

No third-party consultants will be involved in the selection of the vendor or implementation of the product.

7. Does the County have a current vendor for electronic signatures?

The County does not currently have a vendor for electronic signatures.

8. Please confirm that the proposer is only to include hardware specifications, not cost.

The proposer is to include cost for all tasks required in the scope of work as outlined in the RFP. If a specific type of hardware is required for purchase by JPD but is not proprietary to the respondent, please indicate as such in the proposal, along with specifications.

9. If hardware cost is to be included, is that considered part of the \$235k budget?

Hardware cost would not be included as part of the \$235,000 budget.

10. Can the RFP Attachment V: Proposal Template be provided in word format?

Yes, please see attached.

11. Should maintenance be included in the proposal cost? If so, how many years would the County like quoted?

Maintenance and support shall be included and specified in the response. Please provide cost on annual basis.

12. The proposed vendor has a lower cost alternative for integrating to Active Directory, while still maintaining all of the benefits of Active Directory integration. Is the County open to these alternatives?

If the lower-cost alternative meets the minimum requirements of the project, JPD will consider these alternatives. Proposers may provide information in their proposals that highlight benefits or drawbacks of differing approaches to the Scope of Work and RFP requirements.

13. Is the county open to train-the-trainer training to save costs?

The vendor may specify a train-the-trainer approach to save costs, but JPD would also like to see training approaches that will train all users with costs associated.

Programmatic Questions

14. Does the organization wish to replace an existing document management system, integrate with one or acquire on as part of this procurement?

JPD does not currently have an existing document management system or electronic Case Management System. JPD will consider document management systems as part of a Case Management System through this RFP process.

15. Does the organization already have a file room/records management solution in place or do they desire one if it is a module of the Case Management System? (Records management includes the ability to track the location of hard files including file folders, expandables, boxes, etc. frequently requested in tracking circulation history and retention schedules.)

JPD does not currently have a file room/records management solution in place. If respondents' product includes this as a module, JPD expects responses to include this information, as well as cost information.

16. Does the organization wish to create and maintain court rules internally or to use a third-party service?

Proposers may provide information in their proposals that highlight benefits or drawbacks of differing approaches to the Scope of Work and RFP requirements.

17. Do you anticipate legal hold functionality? (In today's litigious environment, and after recent federal rule changes, there are requirements for placing a hold on materials such as hard disks, backup media, thumb drives and any other potential repository of any data related to a potential, or actual, matter. There are software tools to help manage the notification, collection and tracking of this information.)

JPD has interpreted this question to mean that the solution should have the ability to limit information that is shared onto external/transportable media. If this interpretation is accurate, JPD does expect this functionality. If the interpretation is inaccurate, proposers may provide information in their proposals that highlight benefits or drawbacks of differing approaches to the Scope of Work and RFP requirements.

18. Can the County please provide samples of the following reports or specify what data should be included for the following reports? Progress report, social report, progress history report, quick charts, 241 report.

JPD has attached currently-used report templates, including progress reports, social reports (i.e., disposition report and detention hearing report), and 241 reports. Quick charts refer to high-level, overview reporting. Respondents may have different types of progress reporting which is what the distinction of "progress history reports" and "progress reports" was capturing.

IT Related Questions

19. What accounting software system is currently in use by the organization? Is the desire to replace it or integrate with it?

The accounting software used County-wide is an in-house mainframe-based system. The City and County's accounting software is in the process of being upgraded through a separate process not yet underway. JPD is not seeking any accounting functionality at this time, unless a restitution module is included in the software being offered by the vendor.

20. Do you allow for a virtual desktop (vdi?) or no-install browser based app to meet the web-based requirement?

No because we want a real web-based system, not a virtual infrastructure or client/server based system running as a web-based system. The maintenance for non-web-based system is very difficult and we don't have the resources.

21. How many Juvenile Hall and Log Cabin Ranch users will need to add/edit/delete data?

We anticipate Juvenile Hall will have 90 users and Log Cabin Ranch will have 20 users, which is a total of 110 users for both programs.

22. How many Probation Service users will need to add/edit/delete data?

Probation Services will require up to 80 users to add/edit/delete data.

23. Please describe the job function of secondary users for the application. What percentage of the time are they using the application?

Unit Secretaries will support probation officers -20%
Unit Supervisors will manage caseloads -10%
IT Staff will support application -10%
Division Directors, Chief and Assistant Chief will access reports/queries -5%
Juvenile Hall and Log Cabin Ranch Senior Counselors will access reports/queries -5%

24. If end-user training is required, will the county require training for the 100 primary users? Or the 150 secondary users as well?

Training will be required for all users, both primary and secondary users, with different foci for different audiences.

25. Would the County prefer an interface to YASI or to utilize the system's integrated assessment functionality? And import the YASI assessment questionnaires and scoring criteria?

JPD is not currently seeking an assessment tool and expects that YASI will interface with the new CMS in some way. Proposers may provide information in their proposals that highlight benefits or drawbacks of differing approaches to the Scope of Work and RFP requirements. JPD would be open to considering an assessment tool that is already integrated into a CMS.

26. Attachment V - Section 1. C (Minimum Qualifications) only lists Microsoft products. Will you accept bids for products that are not Microsoft Platform based?

No, because JPD is a Microsoft shop and the use of other platforms will require JPD to buy, learn, and maintain extra software/hardware which will increase the cost of this project.

27. Are solutions that utilize VDI technology (Citrix, RDP, VMware View) acceptable?

No, the Case Management System will have to be developed with the web based technology and be delivered via web browser.

28. What information can be shared regarding any existing data which needs to be converted?

There is no need for data conversion. The Juvenile Justice Information System (JJIS) will run separately from the new Case Management System. Some information in JJIS will need to be shared with the Case Management System to fill certain fields, i.e., PFN, name, address, etc.

29. Can the CMS be a hosted solution?

No because a hosted solution will require JPD to save and store confidential data someplace else. JPD will need data to be hosted on Department servers.

30. What other systems might the organization desire the Case Management System to integrate with?

The Case Management System will need to integrate the Juvenile Justice Information System (JJIS). The Personal File Number (PFN) will be the main key to integrate JJIS data and the Case Management System. The new system should be able to accommodate a foreign key (PFN) so we can integrate them in the future. JJIS runs on a SQL Server 2008 and ASP.NET platform and it is an in-house developed system. Pertinent information from other systems is already integrated into JJIS.

31. Please specify more of the context for the Interface CMS 2000 requirements. Is this an interface to a single external system? Is this a one or two way interface?

The Juvenile Justice Information System (JJIS) extracts data daily from CMS 2000. The new CMS should be able to retrieve data from JJIS using the PFN field. There is no need to integrate the new system with CMS 2000 which is a single external system. Data integration will come from JJIS. Other pertinent information from other systems is already integrated into JJIS.

32. Does the County have any IT resources that will be assisting with implementation activities such as interfaces, migrations, etc? If yes, please describe the quantity and their capabilities.

The Juvenile Probation Department has its own IT unit. The IT staff (senior engineer, senior programmer, junior programmer, desktop/user support, and IT director) will assist in the new system implementation. Any expected work required of JPD employees shall be clearly defined in the response.

33. Can we assume the County has or will be responsible for procuring Microsoft SQL, and Hardware? Does the County already have a SQL server license?

JPD has its own license for SQL server 2008 and its own servers. Respondents should provide required hardware specification in their proposal.

34. Please confirm the systems that should be included in the data conversion cost, such as Juvenile Justice Information System (JJIS) or Child Welfare Services/Case Management System (CWS/CMS). For each system to be converted, please specify the number of records to be converted, the number tables, table sizes and if duplicate records exist across systems.

There is no need for data conversion from historical data into the new system. However, JPD seeks the ability for the Case Management System to share certain pieces of information with JJIS.

35. For each interface to be included in the proposal cost, please indicate if the interface will be bi-directional or one-way, what data needs to be shared in the interface and if the interface currently exists.

Data sharing will take place with the Juvenile Probation Department's internal Juvenile Justice Information System (JJIS). It will be bi-directional. The interface is written in ASP.NET and SQL Server 2008.

Questions Related to Mandatory Requirements
(Scope of Work - Section 2.D)

36. Item 2.3: CMS must maintain an average response time of 3 seconds or less during peak user times – Is it safe to assume that this response time is applicable to the application screens and not the reports? (Because some of the statistical reports could take longer than the 3 seconds response time.)

We understand that some reports will require more than 3 seconds response time, however response time should take no longer than 20 seconds.

37. Item 6.6: The user of "Officer of the Day" to handle absent officer caseloads – What do you mean by this? Who is the "Officer of the Day"? Can you provide an example?

The Officer of the Day serves as a first point of contact for the police for a youth who has been arrested or an additional point of contact for incoming communications with

anyone inquiring about or responsible for youth under the supervision of the Department either on or off-hours. For example, if a youth is arrested by police, the arresting calls the on-duty Officer of the Day, who determines whether the youth should be cited or brought to Juvenile Hall.

38. Item 6.7: Ability to associate cases with one another – What does this mean? Can you provide an example?

JPD is referring to the ability to associate one youth with another through any, or multiple, of the following types of associations: sibling, parent, other relative, gang affiliation, co-defendants, victim, etc.

39. Item 7.1: Title IV Case Planning – Can you supply example of your current case plan?

Yes, please see attached.

40. Item 7.1: Internal and External triggers (narrative) – Not sure what the question is? Can you provide more detail?

The Internal and External triggers refers to providing space for a narrative to explain more about the drop-down list based selection of say, barriers or strengths/protective factors.

41. Item 7.3: Interface with a validated assessment program – How many users will need access to the assessment program?

JPD currently has an assessment program (YASI), but only Probation Officers and Supervisors need access to the assessment program information through the CMS – up to 75 users. About 110 users will need access to the assessment program. Probation officers will be the primary users to enter the assessment program, but the system should allow secondary users to access them.

42. Item 8.11: Configurable contact standards. The system will notify Supervisors if standards are not being met on an individual – What are the rules?

JPD is looking for a system that may have alerts already in the product, but would like to be able to adjust thresholds as appropriate or set alerts. Proposers may provide information in their proposals that highlight benefits or drawbacks of differing approaches to the Scope of Work and RFP requirements.

43. Item 10.5: Prioritization process based on supervision level – What does this mean? Can you provide example?

If a youth is a higher-level or higher-risk offender, JPD supervises the youth more closely; i.e., the threshold for the number of contacts will be higher than someone assessed as lower risk. JPD is seeking a product that will be able to adapt to these

prioritizations of supervision, including as it applies to alerts, reminders, event scheduling and task tracking.

44. Item 11.5: Electronic Signatures – Please describe what type of electronic signature is required?

Where existing forms require signatures, JPD may need to require signature electronically in forms that can exist solely in the product. Proposers may provide information in their proposals that highlight benefits or drawbacks of differing approaches to the Scope of Work and RFP requirements.

45. Item 14.6: Quick Charts – What are quick charts?

Quick charts refer to high-level, overview reporting.

46. Item 14.7: 241 Report – What does this report track? Is this a required State Report?

This report is a mandatory report to the court regarding the history of a youth that makes recommendations as to who should have jurisdiction of a youth who has a petition under both delinquency and dependency systems. For more information, please see attached 241 report template.

47. Item 18.5: Security violations are logged – What exactly is the State looking for?

The new system should have a transaction log so administrators have the capacity to check for any intruder violation.