

**RFP: Case Management Solution for
Juvenile Dependency Attorneys in the State of California
CFCC–18-49-RB**

Questions* and Answers

* Please note that Questions in the Bidders' Conference are already integrated herein.

1. What is the number of users in the system?

A: In terms of volume, the legacy system (which is the current solution) consists of approximately 200 firms and approximately 1,100 total users with logins.

2. What type of users? Do you know the number? What are the classification - role types?

A: There are currently 20 unique classifications or role types.

3. Do you plan on using Document Generation capabilities? If so, how many templates would you like to automate?

A: As specified in the RFP, Sections 9 – 12 (as well as sub-sections referenced within), the legacy system includes static and dynamic content of document generation capabilities. Any proposed system must meet functionalities contained within Appendix H and the RFP in its entirety.

4. How many workflows would you like to automate? Can you foresee how many different processes you want to set up?

A: The legacy system is proprietary and the awardee must work with the current contractor to establish the exact number of workflows already in place. However, the legacy system is an integrated design environment that

is used by non-programmers (i.e., organizational staff and court stakeholders), which allow their business concepts to be created, maintained and evolved overtime – all without writing codes. The legacy system includes workflows for users to make decisions, create forms and provide meaningful end user reports.

5. Can you give any example of the workflows or templates that we will be creating? (To help we determine complexity and how long it may take)

A: An example of the workflows consist of tracking multiple court stakeholders involved in the dependency case within multiple court systems that include, but are not limited to: calendar management, case initiation, activity tracking (recording activities inside and outside the courtroom), case termination, quality assurance (i.e., unduplicated caseload counts, client termination associated to hearings, inactivity, etc.) as well as invoicing and detailed statistical reporting. Any proposed system must meet functionalities contained in Appendix H, the RFP in its entirety and the strict timelines associated for the go-live date.

6. Is there a preference between cloud-based (hosted) or on premise deployment?

A: As specified in Section 2.0 of the RFP , the JCC seeks written proposals for a case management solution (CMS) and accompanying professional services of a person or entity with expertise in supporting a web-based dependency case-type CMS for use by Third Party dependency attorneys throughout the State. The proposed CMS must also import and maintain legacy data, conduct training of personnel who may utilize the system, do application hosting and provide ongoing maintenance and support. The purpose of this Project is to provide dependency attorneys access to a web-based solution that will not be hosted locally at the JCC facility.

7. What is the proposed business system to be used by the JCC?

A: The proposed system must be responsive to changes in state laws, federal regulations, rules of court and administrative requirements. The proposed solution must be secured, scalable and configurable to accommodate the JCC, the third-party users and the data volumes. Proposers should review the RFP Section 2.4, Scope and the RFP in its entirety for more information.

8. What email system is used by the JCC?

A: The JCC uses Microsoft Outlook. Third-party users may use any system that fits their business need.

9. What server operating systems are you using?

A: The JCC currently contracts with a vendor of the legacy system who also provides application hosting and provide ongoing maintenance and support. Proposals must have the same functionality as the legacy system.

10. Do you have a data migration work; if yes, then how much data do you have currently?

A: This is outside the scope of this RFP.

11: Do we need to provide Hardware cost?

A: The proposed solution shall not include any client side installs. Proposers should review RFP Section 2.4 on Scope and the RFP in its entirety for more information.

12. Any other type of supplemental support? Email? Self-help portal?

A: All functions required are contained in the RFP. Proposers should review Appendix H and Sections 9 – 12 for more detailed information on the legacy system including the RFP in its entirety for complete information.

13. Are we to assume that the total cost paid to the vendor during any year will not exceed \$210,000 (other than any approved travel costs)? Does the \$210,000 include license fee, hosting costs, support, and training?

A: Yes

14. In Appendix B 1.1.vii, it mentions that the invoice must include “hourly billing rates and number of hours billed”. Is this to suggest there are items that may be billed above and beyond the \$210,000 per year, or are we to itemize all costs that lead us to the \$210,000 invoice amount?

A: The agreed amount, which is \$210,000 or less, shall be justified with invoices showing hourly rates and number of hours billed.

15. Is there a separate amount for implementation costs?

A: None.

16. Are the cost figured provided in Attachment 9 just for pre-implementation costs? If so, would the vendor which currently has the contract with JCC need to fill in those costs?

A: Proposers must complete all response sections contained within the RFP to the best of their knowledge.

17. Could we get a copy of the list of attendees at the bidders’ conference?

A: 7 registered for the pre proposal conference. As it is not mandatory, 3 of those registered attended, namely Global Solutions, Tyler Tech and Journal Tech.