



June 16, 2014

ADDENDUM # 2

Request for Proposal for Furnishing of all Labor and Materials Necessary and Required for an “Investigative Case Management System” PIN 072201443MIS

Dear Prospective Bidder:

Pursuant to §3-02(i) of the Procurement Policy Board (PPB) Rules, the Department Correction (DOC) is issuing Addendum # 2 to the solicitation for “Investigative Case Management System” PIN 072201443MIS.

PROPOSAL DUE DATE

Please be advised that the Proposal Opening Date for the above referenced procurement remains **July 1, 2014 at 11:00AM**

DEADLINE FOR CLARIFICATIONS

The deadline for questions and/or clarifications is **June 24, 2014** at close of business. The Department will endeavor to answer any questions received after this date, but there may not be sufficient time for replies to be received before the bid due date.

QUESTIONS

1. Would the NYC DOC consider a voluntary prototype initiative under the auspices of “market research and analysis.” This initiative would be voluntary and at no cost or commitment to the NYC DOC. This option would include allowing an oral presentation and/or demonstration of a prototype during a “down selection” review of shortlisted vendors.”

Response: Vendors selected for oral presentations are welcome to demonstrate prototypes.

2. Is the completion of M. Charter Section 312(a) Certification applicable to this opportunity? If so, please clarify where we are to include our response in the final submission.

Response: Prospective vendors are not responsible for completing this section.

3. Are we to complete and sign Appendix A at this time? If so, please clarify where we are to include our response in the final submission.

Response: No, DOC will request the Appendix A documents from the awarded proposer after the vendor selection process has been completed.

4. Please describe DOC's digital signature standard. Is requirement 15.2.1 referring to digital affirmation (i.e., CityTime confirmation), protection of digitized signed hard-copies (i.e., digital record center standards), or legally administrative digital signatures with private key confirmation managed by a third party?

Response: Requirement 15.2.21 refers to digital affirmation.

5. Per bidders' conference Q&A, Mobile Device Optimization is out of scope for this project. Please confirm (requirements 18.1.2 and 18.1.3) that optimization for mobile device screen sizes and mobile browser specific UI is out of scope.

Response: Optimization for mobile devices is out of scope for this phase of the project.

6. Requirement 19.1.2 states, "Investigative solution community agencies to securely manage the shared environment and delegate management authority to agencies within the environment." And Requirement 19.4.6 states, "Accept authorized user information from any certified partner LDAP repositories in accordance with GFIPM." Please confirm that, per the bidders' conference, all users will be in the DOC Active Directory.

Response: All users will be in the DOC Active Directory

7. What automated test tools does DOC use in-house? Can these tools be used for automated testing (Requirement 20.4.3) in this project?

Response: DOC uses HP LoadRunner and jmeter for performance testing and HP Quality Center for defect tracking. These tools can be used for testing.

8. Please confirm, per the bidders' conference, that systems integration and automated data interchange is only in scope for DOC systems (in the DOC network). Automated data sharing and integration with outside Agency and/or other systems is not part of the required scope (Requirement 21.2.3).

Response: Systems integration refers only to DOC systems.

9. Requirements section 2.5 indicates the need for automatically created as well as manually entered case numbers. Is the desire for users to have the ability to overwrite the automatic numbers, or to supplement the automatic numbers with one or more additional case numbers (i.e., from OATH or City Law)?

Response: The requirement is for supplementing automatic numbers.

10. Requirement 3.7.13 asks for a function to "Assign notes to each time entry on an action or event." Please provide an example.

Response: Example: An investigator participated in a witness interview for a case, then captured and attached the related notes in the system. The investigator shall have the ability to link the notes to the time entry action by assigning the notes to the appropriate action/event.

11. Requirement 4.1.12 asks for the ability for the "system administrator to configure the nature and timing of the prompts." Please provide an example.

Response: Example: A system administrator configures a prompt to display cases awaiting approval for Investigations Supervisors after logging into the system.

12. Requirement 9.4.0 states "Provide the ability for a system administrator/business analyst to define and redefine the structure and content of the case record based on organizational unit, case type, case track, or other case characteristics." Please provide further detail - is this for a single document (or other supporting file), or does this requirement touch the entire structure of the case, and all of its related data, metadata and attached assets?

Response: Each division defines and organizes case files differently depending on the type of case. For example, an EEO case will require different forms than an Investigations case. An Investigations case may have a different order for organizing the case artifacts and documents that make up a case file than Legal and Trials. The system should provide the ability for each unit to define and organize the contents of a case file.

13. Please confirm that all requirements in section 9.6 referring to discovery restrictions and designations are meant to facilitate the creation of an appropriate discovery package, not to control the capabilities of an e-discovery tool/process. If we are incorrect in this assumption, please explain.

Response: Section 9.6 is meant to facilitate and track the creation of an appropriate discovery package.

14. For requirements 2.5.0 and 2.5.1, please describe your expectations as to the degree of flexibility that will be mandatory in automated case number generation. If there are any existing numbering standards that are known and mandatory, please provide them.

Response: Each division should have the ability to define its own case numbering format including, but not limited to, prefix, sequential numbering ranges, suffix, number of characters, etc. There are no formal standards followed but each division has its own numbering conventions.

15. For requirement 3.1.8, please provide an example.

Response: Example: A case may require interviewing several witnesses. The system tracks the multiple outcomes (e.g., completed or declined) as they conduct the series of interviews.

16. In requirements section 4.4, please detail the total number of factors that would need to be built into an algorithm for automatic case assignment. What is the assignment process flow?

Response: The factors needed to be built into an algorithm include: case type and complexity rotation; workload weighted rotation; and, calendar availability. Other factors may be required in the future as DOC gains experience with the new workflows and the configurability of the solution. Currently assignments are manually made during the intake process based on the factors listed above. An intake administrator assigns a case for simple assignment decisions and refers the case to a Supervisor for more complex assignment decisions.

17. Please provide additional explanation for requirement 7.1.9. Does this mean that notifications should not require manual triggering, and that automated triggering based on system rules will be used as appropriate?

Response: The system should use automated triggering based on system rules as configured. The system should also provide the ability to manually trigger notification. For example, an Investigations Supervisor triggers a reminder notification to an Investigator to report findings via a note to the case file if no activity after a certain period.

18. In reference to requirements section 9.6, what tools does DOC currently use to redact electronic documents, share un-editable electronic copies and/or provide electronic Bates Stamping?

Response: Currently, DOC's process is entirely manual and paper-based.

19. Please provide the DOC Standards for Source Control/Code Repository tools.

Response: DOC uses SVN open source repository tool for source control.

Please sign below in acknowledgment of this addendum.

***Submit this addendum with your bid.**


Deputy Director

I Acknowledge Receipt of this Addendum.

Bidder/Company Name (Print)

Authorized Representative (Print Name)

Authorized Representative (Signature)

Date