

August 17, 2018

ADDENDUM NO. 1  
For  
Criminal Justice Case Management System  
Request for Proposal

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Please see the following questions (black type) and answers (red type)

Q. The RFP indicates itemized cost estimates for training of 200 users. Can you provide a breakdown of the number of software licensing required (number of staff) for the Prosecutor's office, Public Defender's office and the number contract attorneys that will have access to the new Case Management System?

A. We need user licenses with the following allocations:

- 81 for Prosecuting Attorney
- 37 for Public Defense
- 6 for Pretrial Services
- 26 to cover: the County Clerk's office, IT, some positions from Superior and District Court, and temps/interns
- 50 to cover: stakeholders of the system that fall outside the scope of the above-mentioned designations and contract attorneys

Q. The RFP indicates the need to integrate with several justice partners. Which judicial partners does the Prosecutor and Public Defender currently interface with?

A. The current case management system used by the Prosecuting Attorney's Office (PAO) and Public Defender (PD) does not interface with any judicial partners. Some PAO and PD staff maintain accounts on the State of Washington's Odyssey case management system and the State's Judicial Information System; however, any data being moved between those systems is done manually by PAO and PD staff.

Q. Does the County Prosecutor and Public Defender store all documents in Laserfiche as opposed to a document file server provided by your current CMS provider? If so, will those documents be included with your CMS data conversion?

A. The County stores case-related documents in Damion when those documents are generated/created within Damion as part of the case management process. When components of a case file, such as photos, videos, and correspondence with external systems are added to the case file, those case components are stored in Laserfiche and an API between Damion and Laserfiche is used to consolidate the documents comprising a complete case file. All case-related documents in the County's current production case management system and document management system should be included in the scope of data conversion. In the event that the vendor wishes to continue to use the County's Laserfiche infrastructure for file archiving purposes, the vendor may propose to migrate all case-related documents from Damion and keep archived case file components of photos, videos, etc. in Laserfiche; however, in this scenario, the vendor will need to provide an API that can consolidate all case components in Laserfiche with the case components in the new case management system.

Q. Is Thurston County open to a CMS with integrated document management without the need for a 3<sup>rd</sup> party DMS such as Laserfiche?

A. Yes. The County is willing to look at an architecture that encompasses integrated document management without the need for a third-party document management system. This is not a system requirement, however, and the County is also willing to keep the existing Laserfiche infrastructure and integrate with Laserfiche, where necessary.

Q. What is the total number of named users for each agency?

A. Thank you for your question. The County is seeking to acquire user licenses with the following allocations:

- 81 for Prosecuting Attorney
- 37 for Public Defense
- 6 for Pretrial Services
- 26 to cover: the County Clerk's office, IT, some positions from Superior and District Court, and temps/interns
- 50 to cover: stakeholders of the system that fall outside the scope of the above-mentioned designations and contract attorneys

Q. The Scope on page 7 of the RFP identifies integrating the new CMS with the existing County Jail Management System (ATIMS) and the Pretrial Services Case Management System (Automon CE Pretrial); however, the Requirements matrix contains additional integrations, i.e. Washington State Odyssey System, Juvenile Detention System, County referrals, external organizations, Washington State JABS, pushing evidence to private attorneys, etc. Should we assume that the Requirements Matrix better reflects the true number of integrations that are being requested?

A. Thank you for your question. The County would like to gain efficiencies, where possible, by integrating with the external systems identified in the requirements matrix. As some of these systems fall outside the integration control of Thurston County, it may or may not be possible for a vendor's proposed Case Management System to integrate with these systems. We recognize that sometimes, vendors have partnerships and agreements with the owners of external systems that allow this integration to occur with their systems out of the box, and sometimes they may have agreements or partnerships with other vendors that can obtain the same functional capabilities and data integrations, albeit it with systems different from those mentioned in the requirements matrix. The requirements matrix represents a more complete picture of the systems the County wishes to integrate with. At the very least, the Case Management System being sought through this RFP will need to integrate with ATIMS and AutoMon CE Pretrial.

Q. On Page 15 *[of the RFP]*, you list training must be provided to 200 users. How many of these users are “end users?”

A. Please assume that the following allocation of system users may be defined as “end users”:

- 81 Prosecuting Attorney’s Office employees
- 37 Public Defense employees
- 6 Pretrial Services employees
- 26 employees to cover: the County Clerk’s office, IT, some positions from Superior and District Court, and temps/interns
- 50 employees to cover: stakeholders of the system that fall outside the scope of the above-mentioned designations and contract attorneys

Q. What is your definition of an “end user?”

A. The County considers end users as anyone that uses the system in the capacity of being a customer of the services the system provides with respect to case management, following the full development, configuration, and implementation of the system.

Q. On Page 15 *[of the RFP]*, you list training must be provided to 200 users. How many of these users are “system administrators?”

A. The number of system administrators may be dependent on the capabilities and functionalities of the system. Please see the County’s definition of system administrator in the question below.

Q. What is your definition of a “system administrator?”

A. The County considers system administrators as County employees that maintain an elevated level of rights and authority to make configuration changes in the system to global system parameters.

Q. On Page 15 *[of the RFP]*, you list training must be provided to 200 users. How many of these users will be creating reports using the system?

A. Please assume any of the 200 users would have the ability to create reports using the system.

Q. What is your definition of a report?

A. The County considers a report as a formatted collection of data, in textual or graphic form, that is produced as an output of a business workflow related to case management OR as an output of system administrative functions. An example of a report related to system administrative functions might be a report showing the number of concurrent system users at various time intervals or a report showing the IP addresses of system accounts that have accessed the system as “system administrators”. The County does not limit the scope of reports to those requested in the Requirements Matrix, but to be inclusive of default reports that may be provided with a vendor’s Case Management System.

Q. On Page 15 *[of the RFP]*, you list training must be provided to 200 users. How many of these users will be fielding requests from “end users?”

A. All 200 users should have the ability to assume a system role where they may respond (or initiate a response) to end users’ requests to get, put, post, or delete data.

Q. How many employees do you anticipate will submit requests with this system?

A. All 200 users should have the ability to assume a system role where they may get, put, post, or delete data to the system.

Q. How many employees do you anticipate will field requests with this system?

A. All 200 users should have the ability to assume a system role where they may field requests with the system.

Q. How many employees do you anticipate will approve requests with this system?

A. All 200 users should have the ability to assume a system role where they may approve requests with the system.

Q. How many employees do you anticipate will create reports with this system?

A. Please assume any of the 200 users would have the ability to create reports using the system.

Q. How many employees do you anticipate will perform “administrative activities” with this system?

A. The number of employees that may perform administrative activities may vary with the functionalities and capabilities of the system. Proposed systems that offer more granular configurability than proposed systems that offer no configurability may result in more employees performing administrative activities.

Q. What is your definition of “administrative activities?”

A. The County considers administrative activities as work performed in support of executive, supervisory, or managerial duties related to case management.

Q. How many employees do you anticipate will perform “development activities” with this system?

A. The number of employees that will perform development activities with this system may vary amongst proposed vendor solutions, depending on the functional capabilities and costs of the system. It is possible that a vendor may offer a system at a reduced cost if the County is willing to take on development activities using in-house (County) resources and personnel. The County is open to looking at all solutions proposed by vendors that will meet, and achieve obtaining, the functional requirements of the system.

Q. What is your definition of “development activities?”

A. The County considers development activities as work that is required to be performed in order to get the system to a minimally usable state, including the programming, minimal or default configuration, installation, and deployment of the system.

Q. How many employees do you anticipate will use this system?

A. The County anticipates approximately 150 **County employees** will use the system. This does not include private attorneys that the County may contract with for legal services related to specific cases.

End of Addendum 1 – RFP Questions and Answers