

Tom Green County



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RFP 24-006

County Attorney's Office Case Management Software

2/21/2024

ADDENDUM NO 2:

Notice to Vendors: Clarification Request

1. Please define "conflict" and provide an example of a "conflict". (p. 6)
TGC Response: This covers new clients, whether there is any conflict whatsoever in our ability to represent them. For example: are they the spouse of someone we formerly represented? Were they a key witness in another case we handled? Items along that line. See Texas Rules of Professional Conduct Rules 1.05-1.09
2. Logging (page 6) - Could you please define the term "logs" as it relates to the Case Management Solution? Could you please provide examples and types of logs being added to cases?
TGC Response: This refers to any free-form notes that are added to a case (or multiple cases), a list of actions that have been completed on a case (for example, a disposition automatically becomes a note once the case is closed and the disposition information is entered), and the ability to filter through different kinds of logs (notes, court dates, tasks, etc.).
3. At part 7, p. 6 of 36, you request billing services and at 7b "Billing Analysis," can you elaborate on what is meant by "the timing of each medium's availability"?
TGC Response: This is requesting how soon each format would be available, i.e. at the end of the billing cycle, web-based may be available immediately whereas paper may take several days to become available.
4. On page 6 item 7 mentions Billing Services. What is the process for billing? Can you clarify billing structure and hierarchy?
TGC Response: Billing shall be monthly, sent to the contact information listed on RFP page 17, Item 36. Please disregard RFP Page 6, Item A "Billing Hierarchy".

5. Contract Term: Contract renewals annually under same terms and conditions. (p. 11) Are vendors allowed to include annual price escalations upon each renewal?
TGC Response: Vendors may include an annual price increase in their proposals. This will be factored into the pricing section of the evaluation.
6. Is data conversion required? If so, who is the current vendor?
TGC Response: There is no current vendor, and no data conversion or file migration is required.
7. Would electronic signatures and electronic notary be acceptable in lieu of ink signatures?
TGC Response: No, currently electronic signatures and electronic notaries are not acceptable. We have no way to verify authentication after the documents have been printed and we do not accept electronic submissions.
8. Will someone be available to sign for a delivery?
TGC Response: Yes, staff will be available to accept deliveries Monday – Friday 8 am-12 pm and 1 pm-5 pm.
9. What case management system is the County Attorney’s Office currently using? (e.g., a software provider, homegrown system, or pen & paper)
TGC Response: They currently utilize pen and paper.
10. What Digital Evidence Management software is the CAO currently using?
TGC Response: They currently “piggyback” on Axon.
11. What is the current process for sharing digital multimedia evidence between law enforcement, prosecution, and defense?
TGC Response: It is entirely dependent on the Law Enforcement Agencies. Some use Axon. Others bring a disk that is copied using whatever software is available on office desktops.
12. Is the County Attorney interested in a new DEMS solution that is seamlessly interfaced with the CMS?
TGC Response: Yes, this should be part of the Case Management System. This is addressed relating to the compatibility with Axon and the like.
13. How many software integrations are necessary for this project?
TGC Response: See RFP 24-006 page 7, Item 9 – Additional Features
14. Please list the software integrations that are necessary for this project.
TGC Response: See RFP 24-006 page 7, Item 9 – Additional Features

15. Page 7 item 9 discusses integrations with Tyler Odyssey, Axon Enterprises/Evidences.com, secure discovery platform, portal, and Tom Green County Jail Records. What are the functional and technical requirements for each?
TGC Response: Tyler Odyssey, Jail Records, and Portal are all products of Tyler Technologies and will require development to build true integration. However, there is the built-in ability to pull flat files for export only from these systems. TGC cannot speak to Axon Enterprises/Evidence.com systems requirements.
16. How many users does the CAO expect to be on the solution?
a. We understand there are 15 staff in the office and would like to clarify if all 15 staff will need access to the system.
TGC Response: All 15 will need access to the system.
17. It is our understanding that the funding for this project has been provided through the Tom Green County budget as approved by the Commissioners Court for this fiscal year only. We reviewed that budget and it our understanding that there is a \$65,000 line item for “software maintenance.” Is that line item the funding that was approved for this project?
a. If not, how much funding was approved for this project?
TGC Response: \$65,000 is the budgeted amount.
18. Does the County Attorney expect to use the same CMS that the District Attorney’s Office is currently using or is it open to other CMS software?
TGC Response: The County Attorney’s office is currently looking for a case management solution via this RFP.
19. What are your main reasons for shopping for a new case management system?
TGC Response: To obtain a Case Management solution.
20. How much data did you generate this year? Last year?
TGC Response: N/A
21. How much data have you stored this year? How much data do you expect to store next year?
TGC Response: N/A, and unknown
22. Do you have an estimated timeline for when you will announce the winning bid?
TGC Response: As soon as possible.
23. Do you have a timeline for when you would like to have the product(s) go-live?
TGC Response: As soon as possible.
24. Have you viewed any software demonstrations prior to the release of this RFP?
TGC Response: Yes, Matrix, 365, Vidanyx, Cleo.

25. RFP page 34, Exhibit D includes a standard W-9 form. However, this form is not listed on RFP page 20, Checklist for Certifications and Documentation. Please clarify if a copy of the vendor's W-9 is required as part of the proposal submission, or if submission of Exhibit D is needed only if selected, as noted for Exhibit C (Form CIQ), for example.
TGC Response: Submission of Exhibit D is needed only if selected.
26. At item 10, it states "compatibility with Tom Green County Network". What network are you using? Can you describe it?
TGC Response: Client server network with FIPS level encryption and security redundancy.
27. Will you extend the due date?
TGC Response: No, the due date will remain February 29, 2024, at 2:00 pm.
28. Does the County currently own a document management system (full text searching, check-in/check-out, version control, security, etc.) that can be leveraged for this project?
TGC Response: We currently have a system utilized by a few departments that could be expanded. Docunav \Laserfiche.
29. For cloud solutions does the City/County have a preferred cloud environment such as AWS GovCloud or Microsoft Azure Government?
TGC Response: As long as the cloud solution is in a government-approved cloud where the data remains in the United States we will approve.
30. Will preference be given to browser-based applications?
TGC Response: A cloud-based solution is requested.
31. Are solutions that utilize VDI technology (Citrix, RDP, VMware View) acceptable?
TGC Response: Yes.
32. 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 within the past?
TGC Response: No consultant will be utilized.
33. Is it the County's desire to have eDiscovery functionality in the case management system?
TGC Response: Yes.
34. What calendaring and email client is currently being used and is integration with email a requirement of this project?
TGC Response: Outlook, integration is not necessary.
35. What other systems will be integrated into the new case management system? For each provide functional and technical requirements.
TGC Response: N/A.

36. What is being used for file room/records management to track physical paper-based files? Is the desire to replace or integrate with it?

TGC Response: Filing cabinets, it is desired to replace them.

37. Is legal hold functionality a requirement?

TGC Response: Yes.

38. Does the County wish to integrate to an accounting system? If so, what are the functional and technical requirements?

TGC Response: No.

Please include this signed addendum with your response.

Sincerely,



Dustin Klein
Procurement Supervisor

Company

Date

Signature

Please Print Name and Title