



COMMONWEALTH OF VIRGINIA

County of Henrico

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DEPARTMENT OF FINANCE
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RFP 24-2687-4EMF
Case Management System
Questions and Answers
May 17, 2024

1. Regarding Section II. SCOPE OF SERVICES, Item C. Security, subsection 1. Auditing: This section begins with the statement, "All changes to information resources require a change approval that is documented and stored securely". How is this statement meant to be construed in the context of this solicitation? Could you please elaborate on the intent of this statement?

Answer: This is a system requirement.

2. Does the County prefer to integrate Matrix into your current Axon agreement or have them respond directly.

Answer: Offeror should submit proposal based on the scope.

3. Is the CJIS requirement mandatory or would you allow an exception for HighQ? HighQ is currently being used at the County Attorney's office and passed all required security tests during their proposal.

Answer: These are different systems with different use cases and users. This is a system requirement.

4. Would the County consider granting an extension to the deadline due to the 500+ technical requirements?

Answer: No.

5. Scope of Services Page 4 Paragraph 2 - Could you please provide information about what web-based framework is used for CATS?

Answer: CATS and EDiscovery (EDiscovery is a separate web application partly responsible for discovery generation) are both ASP.NET MVC web applications built with .NET Framework 4.8.

6. Scope of Services Page 4 Paragraph 2 - Could you please provide a detailed overview of the current hardware and software configuration supporting the CATS system?

Answer: Detailed overviews are unavailable due to security concerns, but the environment is a load balanced solution primarily running on Microsoft tools.

7. Scope of Services Page 4 Paragraph 2 - Does CATS integrate with any other systems or software applications used by the Office or external agencies?

Answer: All integrations were outlined in the documents.

8. Scope of Services Page 4 Paragraph 2 - Are there any data migration tools or techniques that the county would prefer for transferring data to the new system?
Answer: Once the contract is awarded, the selected vendor may receive a copy of the current database and use their preferred migration method.
9. Scope of Services Page 4 Paragraph 2 - Are there any specific requirements or constraints for migrating legacy data, especially regarding metadata and indexing?
Answer: All data should be migrated. Metadata and indexing should be created for performance based on the best practices of the targeted new environment.
10. Scope of Services Page 4 Paragraph 2 - Are there any specific data formats or structures used in CATS that need to be transformed or mapped to fit the data model of the new system?
Answer: CATS relies on tables stored in the CATS database to store and retrieve data. There are some foreign key references to tables residing in other databases. Furthermore, some tables reference document paths stored outside of the CATS database on a network share drive. None of these are required to be transformed or mapped to fit the data model of the selected vendor application.
11. Scope of Services Page 3 Paragraph 2 - Could you please provide more details about how your current system i.e CATS currently interacts with Axon and ViaPath's OMSe?
Answer: Not applicable as there currently is no integration.
12. Scope of Services Page 4 Paragraph 1 - Do you have any preferences regarding the deployment model (cloud-hosted or on-premises)?
Answer: There is not a preference one way or the other, as long as solution is documented and approved, and compatible in said environment. We will consider all options for how/where the software is implemented.
13. Scope of Services Page 3 Paragraph 1 - Are there any performance metrics or requirements that the system must meet, such as response time or uptime?
Answer: Refer to Sec.II.B.12.
14. Scope of Services Page 3 Paragraph 2 - How frequently is data synchronized or updated between your case management system and external sources such as Axon Evidence.com and police department systems?
Answer: There is no data synchronization between our CMS (CATS) and any external source.
15. Scope of Services Page 4 Paragraph 6 - How do you currently manage FOIA (Freedom of Information Act) requests? Are there any specific steps or workflows that need to be supported by the new system?
Answer: FOIA requests are currently tracked via Excel workbook. The Office wants the ability to track and store FOIA requests, forms, redactions and responses.

16. Scope of Services Page 5 Paragraph 8 - Are there any specific requirements or preferences regarding the document management system, such as database platforms or document storage solutions?

Answer: Requirements must match the rest of the system and are defined in the documents.

17. Scope of Services Page 6 Paragraph 2 - How do you currently manage user identification and authentication within your systems?

Answer: AD integration gathers information about the user, and a custom matrix handles specific access to the application.

18. Scope of Services Page 6 Paragraph 4 - Do you currently have an IDS (Intrusion Detection System) in place, and if so, how is it configured and managed?

Answer: We have multiple devices/systems that would be considered Intrusion Detection System(s) (IDS). These are managed and updated/upgraded by the Security team in conjunction with the Networking team and/or SysAdmin team in some cases.

19. Scope of Services Page 6 Paragraph 4 - Do you have existing protocols or procedures in place for responding to security incidents identified by the IDS?

Answer: Yes. The overarching policy in place is our Incident Response Plan. Responses will vary depending on the incident.

20. What is the budget for this project?

Answer: Yes, there is a budget, but the County does not release that information during a solicitation.

21. How many total named users will be using the software?

Answer: Refer to Sec. II. E.

22. Will all questions and answers from all vendors be shared?

Answer: Yes

23. Will you extend the due date?

Answer: See answer to question #4

24. Does the County currently own a document management system (DMS) that can be leveraged for this project?

Answer: Yes. A document section in CATS exists, where users select a predefined document type and upload documents to a network share folder. The document type and network share path are stored in a table within the CATS database. This document section will need to be converted by the vendor to the DMS selected.

25. For cloud solutions does the County have a preferred cloud environment such as AWS GovCloud or Microsoft Azure Government?

Answer: Both of those would work, generally we would prefer Azure.

26. Will preference be given to browser-based applications?

Answer: There is not a preference one way or the other, as long as the solution is documented and approved, and compatible in said environment. We will review all systems submitted to determine what works best for our organization, both from a user perspective, security, and hosting environment.

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

Answer: Any solution must be approved and supported in our infrastructure, and licenses included.

28. Will any users be accessing the system via VPN? If yes, please provide technical requirements.

Answer: Yes, Absolute Software "Secure Access Client".

29. Page 4 A. 2 states "The Office must migrate data from its existing CATS system and files saved on network storage drives to the new System. Therefore, the Office requests a data conversion/migration plan for certain existing data. Existing legacy data includes data contained in the Office's existing CATS system and approximately 1TB of various documents and files saved on an existing network storage drive. The files saved on the existing network storage drive consist primarily of .pdf, Microsoft Office file types and common image file types. In addition, there are approximately 93,000 various word documents consuming 18GB in the Public Safety DFS CATS directory, as well as approximately 17,300 files consuming 40GB in the eDiscovery directory as of January 3, 2024." Will the County provide sample data, record layouts, schema, ERD, etc. for analysis?

Answer: Yes, they will be provided once the contract is awarded.

30. What is the desired timeframe for implementation?

Answer: As soon as possible.

31. 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?

Answer: No.

32. Attachment H Ref# 1.1.1 states "System must allow the automated entry of case information from law enforcement and court systems via information exchanges (Police - In House Program, Sheriff's Office - OMSe ViaPath, VA Supreme Court - OCIS). Pull into log file where users can:

- Validate Information received electronically
- accept/reject information from information exchanges"

What are the functional and technical requirements for the integration?

Answer: API's will be established between both parties. Currently a queue of available records is maintained. The CA's Office staff reviews the queue and initiates the data import for record of interest.

33. Attachment H Ref# 1.1.2 states "System must interface with the Henrico Division of Police's case management systems; TEMPO, Casebuilder, and ICR Builder. System must hyperlink to pdf of police report by clicking on the police report number anywhere on a case. All Henrico Division of Police's current case management systems were developed and maintained by the Henrico County Information Technology department." What are the functional and technical requirements for the integration?

Answer: API's will be established between both parties. Currently the hyperlink makes a call from CATS to the HPD RMS system maintained by Henrico IT.

34. Attachment H Ref# 1.1.3 states "System should interface with the Henrico Division of Police to create a new case within the Commonwealth's Attorney's Office to pull in data referenced in 1.1.6 and 1.1.21."

What are the functional and technical requirements for the integration?

Answer: API's will be established between both parties. A queue of available records will be maintained. The CA's Office staff will review the queue and initiate the data import for record of interest.

35. Attachment H Ref# 1.1.4 states "System should interface with the Henrico Division of Police's officer avoid date Excel workbook." What does "avoid date Excel workbook" mean? How does it apply to this project?

Answer: The "Avoid Date Excel Workbook" is the current method HPD records Officer Court Dates. This includes officer court scheduling and void dates for court dates officers will not be available

36. Attachment H Ref# 1.1.5 states "System must interface with the Henrico Sheriff's Office Jail Management application (currently Motorola's Offendertrak and actively being replaced with ViaPath's OMSe) and shall notify user that a transportation order is needed when a court event is added to a case if the defendant is in custody in any facility other than the Henrico County Jail."

What are the functional and technical requirements for the integration?

Answer: The vendor of the proposed system will have to work with Motorola and/or ViaPath to get the functional and technical requirements for an applicable API. Henrico will act as a liaison.

37. What other systems will be integrated into the new case management system? For each provide functional and technical requirements.

Answer: All integrations were defined in the RFP and Attachment H.

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

Answer: Current Case Management System is utilized to document the file location. Offsite storage vendor utilizes an Excel Spreadsheet and barcode system for files over 10 years old.

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

Answer: If referring to local rules and deadline tracking, this is defined in the RFP.

40. Is legal hold functionality a requirement?

Answer: If referring to holding of records from purge and/or destruction per guidelines, yes.

41. Are there any additional goals the County is trying to achieve that are not outlined in the RFP?

Answer: No, but offerors may provide any features/attributes that their product contains that is not listed in the RFP.

42. Are there any additional problems the County is trying to solve that are not outlined in the RFP?

Answer: No.

43. What is the current process for sharing digital multimedia evidence between law enforcement, prosecution, and defense?

Answer: The current process for sharing digital multimedia evidence between most law enforcement agencies and the prosecution is via partner share in Axon evidence.com. A few law enforcement agencies provide digital multimedia evidence via portable storage devices or by encrypted email depending on their directives and multimedia items. The current process for sharing digital multimedia evidence between prosecution and defense is via Axon evidence.com, encrypted email or portable storage devices.

44. Does the County currently have a digital evidence management system?

Answer: Axon and Foray are both utilized by the Henrico County Police Division. Henrico County Police Division is in the process of transitioning away from Foray to Axon. The Commonwealth's Attorney's Office utilizes Axon evidence.com for digital evidence management.

45. If not, is the County looking for a digital evidence management system?

Answer: See response to Question #45.

46. Does the County have a specific budget for this case management system project?

Answer: Yes, there is a budget, but the County does not release that information during a solicitation.

47. Was a data conversion done, or what kind of data conversion was completed when the County transitioned from Lotus Notes to CATS?

Answer: VCAIS data was transformed and backfilled into the CATS system. This included critical information such as case numbers, defendant information, charge information, and charge disposition information.

48. Instead of integrating with each system that law enforcement agencies in the County use, would it be sufficient for agencies to be able to upload their case and evidence information through a secure portal into the case management system instead?

Answer: All options will be considered.

49. If a vendor has its own RMS software for law enforcement agencies that would negate the need for multiple integrations, can the vendor include supplemental information on their product?

Answer: Henrico Police is currently not looking to replace their home-grown RMS systems, but supplemental information can be provided.

50. What are the County's requirements for a vendor to be approved as a cloud-hosted vendor?

Answer: Cloud hosted vendors must be well known (like Azure or AWS), as well as meet all compliance as defined in the RFP. Generally, the service must be hosted in the US, never have data leave the US, and meet federal and CJIS data and hosting requirements.

51. Can the County confirm it is willing to pay for additional cloud-storage as needed?

Answer: If needed, additional costs should be declared and outlined in the RFP response.

52. Are there any additional vendor approval processes required for new vendors to operate in your state, such as CJIS vendor approval?

Answer: See Attachment C of the RFP.

53. Which departments or titles will be part of the evaluation committee?

Answer: Information Technology, Commonwealth's Attorney's Office.

54. Section 1.13 mentions an interface with the Virginia State Court Case Management System; however, this is not listed as an integration/interface in the main RFP document. Can the County please confirm what is expected of a vendor for the Court Case Management System and who the vendor is?

Answer: This is outlined in the documents under 1.1.19 and 1.1.59. The Virginia Supreme Court is the vendor.

55. Can the County provide any additional information on the number and types of forms they utilize that would like to be included in the system?

Answer: The question definition of "forms" is unclear on whether it is fillable templates or stored items. We currently have 33 templates for documents that are filled by CATS data. There are various formats also scanned and stored by the system. Page 4 A. 2 states in part, "approximately 1TB of various documents and files saved on an existing network storage drive." Scanned documents are included in that storage.

56. What is the existing IT infrastructure and/or software systems that the department uses?

Answer: The County has a hosting environment where a multitude of OS (Redhat and Windows) are leveraged, as well as several production databases including Oracle and SQL Server.

57. Are there any specific deadlines or milestones timeframe within the implementation period?
Answer: Offerors are required to submit an implementation plan .
58. Has the county worked with any other previous vendor to implement such proof of concept, or would this be a new implementation?
Answer: No
59. Is the county looking for a COTS solution or would be interested in a custom SaaS/PaaS solution?
Answer: Mainly a COTS solution with some customization. However, we are open to receiving the best solution.
60. How many reports and dashboards are in scope?
Answer: Currently 19 reports and 3 dockets.
61. How many interfaces were shared between organizations under the legacy processes?
Answer: All interfaces were defined in the documents.
62. What would be the volume of data to be migrated from legacy system if files are to be migrated, What file types need to be migrated?
Answer: See question 30 which has the volume and type of data included. Also refer to page 4 A, 2.
63. Would there be any external users would require access to the system?
Answer: Refer to Sec. II.E . There will be users on different domains, however no users will be from outside of the County.
64. What budget does a county have allocated for this implementation?
Answer: Yes, there is a budget, but the County does not release that information during a solicitation.