



COMMONWEALTH OF VIRGINIA

County of Henrico

DEPARTMENT OF FINANCE
Oscar Knott, CPP, CPPO, VCO
Purchasing Director

Addendum No. 1

Date: September 10, 2021
Request for Proposal: 21-2199-7JOK – Case Management System
Receipt Date/Time: September 22, 2021 (**CHANGED**)
Subject: Revised Receipt Date, Cooperative Procurement Provision and Questions and Answers

Ladies/Gentlemen,

Please make the following corrections, deletions and/or additions to the above referenced RFP:

A. Revised Receipt Date:

1. The proposal receipt date is changed to 11:00 a.m., local prevailing time, on September 22, 2021.

B. Cooperative Procurement Provision:

1. Section V “General Contract Terms and Conditions”, add the following provision as Item PP:

PP. Cooperative Procurement

This procurement is being conducted by the County in accordance with the provisions of Section 2.2-4304 of the Code of Virginia. Except for contracts for architectural and engineering services, if agreed to by the contractor, other public bodies may utilize this Contract. The Contractor shall deal directly with any public body it authorizes to use the Contract. The County, its officials, and its employees are not responsible for placement of orders, invoicing, payments, contractual disputes, or any other transactions between the Contractor and any other public body, and in no event shall the County, its officials, or its employees be responsible for any costs, damages or injury resulting to any party from another public body's cooperative use of a County contract. The County assumes no responsibility for any notification of the availability of the Contract for use by other public bodies, but the Contractor may conduct such notification.

C. Questions and Answers:

1. Our solution is a fully functional document management system that is built into the case and matter management system that stores the documents/files in their native format in the same location where the database is located and does not store them in Google Drive. Is this acceptable? Additionally, since you have a number of document management requirements in the RFP what is the need to integrate with Google Drive?

Answer: Yes. Henrico County Public Schools (HCPS) uses Google Drive to store and collaborate on documents. Attorneys and paralegals representing HCPS use Google Drive Stream (aka File Stream), which allows the user to browse through the native file

browser using File Explorer while the files are still saved in Google Drive. Attorneys and paralegals representing HCPS frequently must collaborate with their clients in Google Drive. The office would like an automated process for downloading attorney work product from Google Drive to the document management system.

2. What database does the current CATS system utilize?

Answer: Oracle (and APEX).

3. Can you provide table and field names to determine a level of effort to convert the data?

Answer: All data is stored in a relational Oracle database. The data model for CATS is primarily based on a case. Cases are generally placed into a folder. Common data points that are included on the case consist of basic case data, trial information, various dates, and retention information. The case table also includes several code tables referencing departments, counsel, types, courts, judges, and dispositions.

A case does have a few one:many relationships, primarily on claims, parties, and legal assignments. The claims table also has a few relationships on its own, focused on status and adjusters.

Finally, there is the ability to cross reference cases in a separate table, where a case ID can be linked with another.

4. Does the CATS system contain links to the documents stored on the network storage device? If not, how are documents stored within the network storage device and is there a name/number of a folder that corresponds to a matter/case name/number in CATS?

Answer: No. Individual attorneys store electronic documents in their native format in personal folders on the network storage drive. The folders maintained by an individual attorney on the network storage drive do not correspond to a matter/case name/number in CATS. Rather, CATS provides a file number and location for paper files.

5. Our product performs some but not all functions identified in the RFP. How should we respond?

Answer: Please indicate in your proposal the functionalities and/or components requested in the RFP that your solution does and does not provide. The County may negotiate and award more than one contract if the County determines that multiple products are necessary to provide the functionality desired by the County Attorney's Office.

6. Does the County require pricing for both on-premises and cloud solutions?

Answer: If an offeror has an on-premises (County-hosted) solution and a cloud (offeror-hosted) solution, the offeror should present pricing for both solutions so that the County can evaluate the options available to it.

7. Does the County prefer a cloud solution?

Answer: The County does not have a preference. The County will evaluate proposals based on the features of the software and its hosting platform relative to the criteria set forth in the RFP.

8. Is the County willing to share the ceiling amount for the solution?

Answer: The Office cannot obligate the County beyond approved and appropriated funding. The contract resulting from this procurement will be subject to annual appropriations by the Henrico County Board of Supervisors.

9. Does the County require a mobile responsive solution?

Answer: Please see Section II.B (“Desired Features”) and GEN-06, GEN-07, and GEN-08 in Attachment F.

10. How many systems should the case management solution integrate with?

Answer: The solution should integrate with the products and services identified in the RFP and Attachments F & G.

11. Is there an estimate on how the 25 users will be assigned as administrators, power users, or standard users? This will help us in pricing the bid correctly.

Answer: The Office estimates that 2-3 users will be assigned as “administrators” and another 2-3 users would be considered “power users.” The remaining users would be standard users.

12. Should we consider annual licensing fees as a part of the annual support, or should these be broken out separately?

Answer: Please break out annual licensing fees separately from annual support fees.

13. Is there a known budget or budget range for this project for Years 1, 2, and beyond?

Answer: The Office cannot obligate the County beyond approved and appropriated funding. The contract resulting from this procurement will be subject to annual appropriations by the Henrico County Board of Supervisors.

14. What form of database does the CATS system use?

Answer: Oracle (and APEX). Please see the answers to Questions 2 and 3.

15. Can the CATS data be exported to a CSV file for conversion purposes, if necessary?

Answer: Yes. The Office will discuss the actual conversion process with the Successful Offeror.

16. What is the size of the CATS database?

Answer: 10MB.

17. Is the CATS system the only data source for migration of case and contact management information? If not, please provide details about other data sources for the case and contact migration.

Answer: Please see the answer to Question 19 regarding drive-based document repositories. Other potential sources are the Outlook contact lists maintained by individual attorneys.

18. Is it possible to obtain a list of all fields used by the CATS system?

Answer: The Office will provide a full data model to the Successful Offeror. For more information, please see the answer to Question 3.

19. Paragraph II.A.3 references approximately 1TB of various documents saved on an existing network storage drive. How many drive-based document repositories will be migrated? For each drive-based document repository, please include the size and the total number of folders and files. To the extent there is more than one drive-based document repository, are those expected to remain independent or come together?

Answer: There is a single network storage drive with approximately 1TB of data (consisting of folders and files).

20. Paragraph II.A.3 requests a migration plan for "certain" existing data. Will all legacy data from the source locations be migrated? If only certain portions will be migrated, is the County willing to move documents and files that will not be migrated to a different location?

Answer: The Office intends to discuss the scope of migration during negotiations in accordance with Section VIII.B. To the extent any documents and files will not be migrated to the solution, the Office prefers not to move such documents and files to a different location.

21. Paragraph II.G.2 references Google document files. Will documents be migrated from Google Drive?

Answer: The Office intends to discuss the scope of migration during negotiations in accordance with Section VIII.B. To the extent any documents and files will not be

migrated to the solution, the Office prefers not to move such documents and files to a different location.

22. Paragraph II.B.10 requires integration with Google Drive. What features does Google Drive offer that requires the integration?

Answer: Henrico County Public Schools (HCPS) uses Google Drive to store and collaborate on documents. Attorneys representing HCPS frequently must collaborate with their clients in Google Drive. The Office would like an automated process for downloading attorney work product from Google Drive to the document management system.

23. What is the operating system currently used by the County, Windows or MAC? To the extent that multiple operating systems are used, what percentage are Windows computers, and what percentage are MAC computers?

Answer: As stated in Section II.B.8 of the RFP, the solution should “[h]ave an intuitive user interface that is web based, eliminating the need to install software on client PCs during implementation and upgrades. The County wishes to avoid all browser plug-ins, including Java, Flash, and Silverlight.” Web features should not rely on particular Windows or Mac features. Approximately 50% of the Office will periodically access the system using devices running iOS, iPadOS, or Android operating systems.

24. Will this “Case Management System” be used for FOIA requests and if so can you tell us how you envision this workflow? Such as tracking, reviewing & redacting documents, share request results with the requestor, etc.

Answer: The County is interested in using the system to process FOIA requests. Typically, FOIA officers initially route FOIA requests to our clients. Our clients produce responsive documents to our office (typically via email or other electronic means of delivery). Our office reviews for legal compliance and potential exemptions. Typically, our clients and/or FOIA officers respond to the requestor. Ideally, the system would permit our office to upload documents produced by our clients, track and notify the office of applicable deadlines, identify possible duplicates for manual confirmation, enable redaction of exempted material (including metadata), and send the documents via portal back to our clients with redactions.

25. Would Henrico like the ability in this case management tool to place custodians on legal hold via a notification? Plus having the ability to automate the process of preserving the data in place (in both google & 365), once the hold is issued? If yes, will legal hold functionality be a requirement or desire?

Answer: A solution including a tool to notify custodians of legal holds, as well as a tool for automating receipt of data from the custodians to preserve, is of interest. The function described is not a requirement, and the solution must address criteria in the RFP.

26. In regards to Requirement Attachment F –DISC-8 “System allows users to send and receive documents through a secure portal” Can you please share an example of receiving and sending documents?

Answer: Examples of sending and receiving documents may not be limited to the discovery context and include (among others): 1) the negotiation of a contract may include sending and receiving drafts to and from counsel representing the other party, as well as the Office’s clients, 2) the receipt and production of documents from and to opposing counsel in discovery, and 3) the receipt and delivery of documents (i.e., FOIA requests, drafts of contracts, resolutions, etc.) from and to our clients.

27. Would you like to be able to have authorized users collect from multiple data sources such as 365 & Google in one single tool?

Answer: The Office would consider a single tool that can collect from both Office 365 and Google drive provided that it addresses the criteria in the RFP.

28. Outside of Google & 365 which other data sources are required for collection?

Answer: Adobe and other products and services identified in the RFP and Attachments F and G.

29. This question is specifically for the “Discovery Management” component of the RFP – Is there a desire for a tool that uses single-instance storage, where only one copy of the document is saved, allowing for the re-use of critical review labels/tags and redactions to be carried over to multiple cases? But at the same time still, allowing for matter-specific labels/tags to be applied and not carried over to multiple cases?

Answer: The proposal should explain how the tool addresses criteria in the RFP. If the tool addresses criteria in the RFP, the Office will consider it.

30. Would the County consider two different tools if they can meet and exceed all requirements and desires outlined in this RFP?

Answer: If the two tools combined could meet and exceed all requirements and desires in the RFP, the Office would consider them.

All other specifications and General Contract Terms and Conditions shall remain the same.

Offerors must take due notice and be governed accordingly. Failure to acknowledge this addendum may result in your proposal being rejected.

Sincerely,

Oscar Knott, CPP, CPPO, VCO
Purchasing Director
Kno008@henrico.us

ACKNOWLEDGEMENT:

Signature: _____

Print Name: _____

Company: _____

Date: _____