SOLICITATION

Solicitation Type	Request for Information (RFI)
Solicitation Number	5681
Description	Public Defender Office Case Management System
Date of Issuance	5/22/2024
Inquiries Deadline Date & Time (local)	6/6/2024, 2 PM
Due Date & Time (local)	6/11/2024, 2 PM
Pre-Submission Conference	Yes: Non-Mandatory Teleconference (attendance recommended & pre-registration required)
Conference Date & Time (local)	5/31/2024 1:00 PM
Buyer Name	Pitchellis

INTRODUCTION

The Kent County Purchasing Division is requesting information (RFI) on behalf of Kent County Public Defender Office for a Case Management System.

The RFI seeks input and feedback from industry-qualified experts and will provide guidance for the procurement of the software. The County desires a turnkey cloud-based solution for a product that is complete and ready for immediate use. Respondents are encouraged to emphasize their existing software functionality and "best practice" solutions rather than software customization.

The intent is to use the software to manage and store case information fast and efficiently. Kent County desires a system that can perform the following tasks but not limited to:

1. General Requirements
a.   System Overview
b.   Implementation and Integration
c.   Training
d.   Maintenance and Support
2. Functional Requirements
a.   User Experience
b.   Business Process Management
c.   Records Management
d.   Data Collection and Reporting
e.   Forms Management
f.   Person and Case Information

g.	Charge Management
h.	Case Appointment Processing
i.	Co-Defendant Processing
j.	Conflict Case Management
k.	Document Management
l.	Search Functionality
m.	Calendar Functionality
n.	Event Management
o.	Messaging Functionality
p.	Financial Management and Tracking Functions
q.	Electronic Discovery Management
r.	Justice Partner Integration
3.	**Non-Functional Requirements**
a.	Technical Requirements (Cloud-Hosted)
b.	System Configuration
c.	Security
4.	**Vendor Experience/Qualifications**

General Requirements

System Overview
The system is cloud-based and can be accessed via common web browsers or a native phone/tablet application.
The system shall manage all aspects of a case files such as, but not limited to: client names, case numbers, charges, chronological events, progress notes, case status, event tracking, note fields, motion filing and results, final case disposition, and input user identity.
The system allows for a paperless process to the greatest extent possible.
The system can be fully integrated with current Microsoft Office applications.
User Experience – The system provides user-friendly access to system data and tools. Navigation of the software is intuitive. The user dashboard is customizable to ensure work efficiency for individual users. Functionality includes multiple security roles to support approval workflows. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Business Process Management – The system allows for the creation and maintenance of document workflows. The system allows for the creation of security groups to control access to content and create workflows. Kent County retains control of creating and modifying business rules. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Records Management – The system retains all case data and related documents until purged by Kent County. System includes ability to seal and/or restrict access to specific case types or files. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Data Collection and Reporting – The system provides for tracking of all relevant client, case and event information. All collected data, case actions and user actions can be examined via detailed audit reporting. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*

Forms Management – The system provides a native forms solution that can merge existing client data with templates and Microsoft Office documents. Must have the ability to create and store templates for unlimited custom documents, and then to have templates be automatically populated using case specific data. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Person and Case Information – The system is built around individual client profiles. The system can accommodate clients with multiple charges in multiple court locations. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Charge Management – The system includes the current Michigan Charge Table. The charge table can be automatically updated and, if needed, manually modified by a system administrator. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Case Appointment Processing – The system includes the functionality to randomly appoint attorneys to specific case types, dependent on the severity of the charge and specific "filters" that can be applied by the system administrator. The system also includes the functionality to for a specified user to manually appoint an attorney to a case, depending on multiple factors. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Co-Defendant Processing – The system supports the processing of co-defendants on cases. This includes duplication of charges and case outcomes. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Conflict Case Management – The system will notify users when a case conflict exists. The system includes a "Do Not Represent" list that can be modified by a system administrator. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Document Management – The system integrates with the County's current document management solution, OnBase. If unable to be integrated, the system includes a native document management system. Once a document is indexed and connected to a workflow, the document can be marked up/modified as needed with a complete version history. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Search Functionality – The system allows for full search of documents and client profiles using standard search parameters. Full text search of documents (using OCR) is available. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Calendar Functionality – The system is integrated with Microsoft Outlook and includes native calendar functionality to allow for events, hearings, and due dates to be created, shared, and reported. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Event Management – The system includes the ability for users to create events and toggle related user notifications. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Financial Management and Tracking Functions – The system can track administrative costs for each internal and external user, including digital copies of receipts*. [FULL FUNCTIONAL REQUIREMENTS BELOW]*
Electronic Discovery Management – The system provides a portal for sharing discovery data with the Kent County Prosecutor's Office. Due to the nature of this content, the portal must include a restricted security posture. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*
Justice Partner Integration – The system can integrate/share data with software and data sources currently in use in Kent County. *[FULL FUNCTIONAL REQUIREMENTS BELOW]*

Implementation and Integration

A deliberate and predefined project plan for implementation is required that is modeled after past successful implementations. The plan must list milestones, key tasks, implementation training, resource assignments for an appropriate level of redundant operations during implementation, and contingency planning to ensure continued successful operation of County processes.

Implementation will not require conversion of existing case management system data. Solution should accommodate the import of current case data, where able and allow for the manual building of client files for currently active cases during the final installation phases.
The solution will interface with other established local data systems, including: CourtView – 17th Circuit Court case management system State of Michigan JIS system – Local district court case management system Judicial Management System – Local district court case management system FullCourt – Local district court case management system Karpel – Prosecutor's Office case management system and digital evidence system Kent County Jail EIS Jail Management System – County jail inmate management system Axon/Evidence.com – local PD digital evidence management system CGI Advantage 4 – County financial system OnBase – County document management system
Implementation of the system can be completed within established deadlines.

Training

Vendor must provide sufficient detailed training to allow the assigned Kent County staff. Vendor must provide instruction on daily use of the software, building custom reports, automating documents, building business rules, and administering other aspects of the solution. The response must identify the number of hours of training required and a breakdown of training costs.
The system should have an integrated help menu.
Training and support resources available through the software or the vendor's website should include FAQs and video training,
After go-live, Vendor must provide regular training opportunities through webinars, user conferences, annual onsite training, newsletters, etc.

Maintenance and Support

A software service level agreement is required, with clearly defined deliverables, guaranteed availability (via phone/email), response times and minimum qualifications for support staff. The agreement should include a clearly defined trouble escalation process to address issues.
Technical Support available between 7:00 a.m. to 6:00 p.m. Eastern Time.
Vendor must include all upgrades (both major and minor versions); service releases (patches), and updated system documentation at no additional cost as part of annual support contract.
Kent County must be able to create screens and define required fields without having to rely on or pay vendor.
Kent County will be able to update all statutes, fees, etc. whenever new legislation is received without requiring vendor support or incurring additional cost.

Functional Requirements

User Experience

The system must be capable of providing County staff and roster attorneys secure access via tablet or mobile phone to the complete work from locations outside of a Kent County building (via VPN).
The system allows for customizable user options, including dashboard, search/search filters, and reports/audit tools.

Users can create dashboards for their different user types, containing the reports, search tools and new/existing case lists, embedded websites/software programs, time-tracking reports and information that is relevant to each user's role.
Customizable dashboards tailored to provide users with "at a glance" access to data, reporting, and data entry functions. Customizable reports based on caseload numbers. Easy overview of current caseload, upcoming appointments, upcoming tasks of individual users.
Easy access to conduct global searches for clients and cases, conduct an in-depth conflict check, and generate a conflict check report.
Users can easily navigate and perform their primary job tasks with intuitive ribbon-style toolbars, tabs, and easy access features that are based on the familiar look and feel of Microsoft Office products.
Solution provides the capabilities for users themselves to personalize the user experience (i.e. personalized home page that opens to personal workflow lifecycles, stored favorite retrievals, etc).
Solution provides natively built interfaces for standard mobile device platforms.
The system allows for cases to be assigned and reassigned to individuals and teams/divisions, individually and in bulk.
Users may view all cases linked to a name, and from this view go directly to a specific case.
The system allows users to generate requests for mitigation, internal social services, or expert/investigative support.
Once a request is generated, the request would utilize an established hierarchy/workflow to route them to management for approval. Approval notifications can be directed to manager E-mails.
The system allows the creation of a local system administrator who can update security roles/groups as needed.

Business Process Management

The solution includes two major components: 1) The ability to create multiple user roles by utilizing security groups and 2) workflow of documents/requests/processes that are directed by the security groups.
The solution includes configurable, out of the box, workflow design process and actions for public defense cases.
The solution provides a method for one user to notify or update other user(s) about a business issue or process.
The solution provides timers to manage alerts and notifications.
The system provides option to "pend" documents for review or approval.
Electronic forms can trigger the start of a back-end automated business process such as workflow.
Internal security group rosters can be edited/sorted by the local system administrator. These rosters are tied to editable security groups.
Security group rosters can be used to define workflow/approval processes and limit access to specific cases as defined by the needs of the department.
Kent County can create new business rules or change existing ones without requiring vendor assistance or additional expense.

Records Management

Records management functionality provided by the solution can integrate with Advantage 4 (billing, invoicing) and OnBase (document management). If this integration cannot be accomplished, the system shall provide native solutions.
If a native solution, the system must allow for electronic retention of all case documentation, including photos and video/audio media, and have the framework to send and receive information from law enforcement agencies, the Probation Department, the Public Guardian's Office, County Counsel, and the Courts.
Allow for multiple documents to be grouped together and treated by the system as a single record, with a single retention plan (i.e. documents are related by case number and each case type would hold a specified retention plan).
Allow users to capture, declare, and store electronic records (documents) in their native format, including: e-mail, electronic forms, images, text files and Microsoft Office file formats.
Includes customizable record management events to be automatically posted, from within your workflow engine, to a record including: Open, Closed, In Progress, Hold, and Final Disposition.
Solution provides a variety of destruction options including the ability to keep files permanently or purge files with a history log (certificate of destruction) based off the document type and action code that took place (i.e. final disposition or judgment). User interaction would be required before documents are actually purged from system. This will allow the clerk to purge specific documents within the file or purge the entire file of record.
The system provides the ability to seal specific records.
Access may be restricted by case type, file type or level of confidentiality required.

Data Collection and Reporting

The system can track multiple data points, as selected by the system administrator. Data points may include client demographics, performance measures, case costs, etc. Specific data points related to regular MIDC reporting will be established and tracked.
The system has a robust reporting function that enables statistical reporting based on any of the data elements tracked by the system and performance indicators (case load, case age, pending reports, etc).
Reporting tool directly integrates with Microsoft Excel, allowing users to build reports natively in Excel utilizing the case management system attributes.
All customized reports can be retained and run again in the future as needed.
Users may create new reports or alter existing ones without vendor assistance.
Users without specialized technical training may create ad hoc reports.
Ad-hoc Management Reports may be emailed directly from the system.
The system provides an ad hoc report writer that provides the ability to access our case management information, export to standard formats including Word, Excel, XML, CSV, graphic and charts capability, and automate and schedule reports to be run on a regular basis. Report parameters can be saved so they can be run as needed in the future.
The system can categorize a case with an established list of multiple identifiers for reporting purposes (e.g., DUI, domestic violence, drug court, personal protection orders, show cause hearings and capital punishment) and by severity level (capital, high felony, low felony, high misdemeanor, low misdemeanor).
Attaching a category to a client's file will mark the file for reporting purposes without impacting the subsequent case actions/workflow options available.
The local system administrator would retain the ability to modify the identifier lists as needed.

The software provides for tracking of substance abuse testing (including drug and alcohol) and test results.
The system provides comprehensive audit reports detailing data that have been edited, deleted, viewed, and added by system users. This includes the record, date, time, and login of the individual modifying the record
The system provides the ability to provide a document level audit trail directly from the document.
Provide the capabilities to allow an administrator, from within the solution, to perform an ad hoc audit on system related activities (i.e. identification of all documents / files accessed by a recently released employee).
Provide the ability for a system administrator to create custom audit log entries tied to workflow progress for the purpose of generating state monthly / quarterly / annual reports.
The system can run and creating reports to document changes in security roles for audit purposes.

Forms Management

The system will provide for integrations with popular software packages (Microsoft Office Suite, Adobe) to allow users to complete forms created with these products and processes them directly into the system repository.
Form templates may be created in Microsoft Word and Excel, and automatically populated from case data.
Forms may be populated by data from a selected group of records, through a "mail merge" type function.
Forms are exportable to PDF, RTF, XML, or Microsoft Word and Excel formats
If the system provides a native forms solution, functionality must meet or exceed the functionality of a Microsoft Office integration.

Person and Case Information

The system is person-based – a separate profile will be created to track all data, events, information, etc. for a client.
The system accommodates single name/party record entry in a fully relational table (i.e., a name/party is entered only once and can then be linked with information anywhere else in the application).
Name record, Case record, and other data entry screens include fields for addition of free text comments or notes. The length of notes field will be unlimited.
The system allows for a single client to have multiple cases opened in the program.
The software provides a name table that contains ALL names entered and accommodates the names of people, businesses, and groups.
The system can track an unlimited number of addresses, phone numbers, and e- mails for any name.
The system records the date any contact information is changed and this can be reviewed by any user.
The system can track an unlimited number of relationships between name records (including multiple aliases/AKAs, spouse, ex-spouse, child, friend, brother, sister, business associate, acquaintance, birth parent, etc.)
End users may configure the relationship-type options available for users to select.
The system provides duplicate name detection tools to prevent duplicate name records. Administrators have the capability to merge duplicate names.

The system auto-populates city and state when user enters a zip code.
The system provides for multiple identifiers such as driver's license, competency, mental health concerns, and interpreter needs. These identifiers shall be marked on the client profile and be easily identified by system users. Addition/Removal of the identifiers is established in a specific security group.
Case progress notes may be added to case records.
Progress notes may be kept private until published.
Case weights may be assigned to case records.
Partial or entire case information may be copied into a new or existing case.
When a case-involved name is changed on a case, the change cascades throughout the entire case.
Deletion of names or case information requires a confirmation of the deletion operation prior to allowing the delete and is restricted administrative users.
Users may link to a case an unlimited number of related cases, numbers (e.g., law enforcement numbers, case numbers), case-involved individuals (e.g., defendants, witnesses, attorneys), and events.
The software allows users to view all participants to a case on one screen. For instance, a case inquiry identifies the defendant(s), victim(s), witnesses, reporting parties, parent/guardian of juvenile, and any related cases. Users should be able to hyperlink directly from the list to the referenced case or name record.
The software can reopen previously closed cases while retaining previous case closure and current reopening information.
The software can accommodate a court case number using the numbering scheme specified by the court, which may include letters, numbers, and other symbols as part of the convention.
The software can track the custody status of the defendant at time of appointment at a minimum and will require recording of when and how initial contact was made by appointed counsel.

Charge Management

The software includes the Michigan Basic Charging text and codes. The code file is updated, as needed, automatically.
The system can utilize standardized PAAC/PAAM charge codes to determine the severity of the charge and link it to one of four categories: misdemeanor, low felony, high felony, and capital.
An administrator may easily make modifications or additions to charge tables.
The system must be able to record an unlimited number of charges per case or defendant.
For statistical purposes the software must be able to track arresting charge, prosecuting charge, and final charge.
Users must be able to track incident location information for the charge(s), as well as the sentence, sentence credit and suspended time.

Case Appointment Processing

Attorney appointments can be processed in two ways: 1) random appointment and 2) direct appointment.

During the appointment process, multiple "filters" are used to ensure compliance with MIDC standards. The filters are (further requirement details below):
    1)   Attorney is able and has agreed to be appointed to the charge severity level.
    2)   Attorney does not have any known/documented conflicts.

3) Attorney has available capacity to properly assist the defendant.
4) Attorney is "next" on the roster for appointment.
While appointing an attorney, the system includes real-time data dashboarding that shares relevant information about the availability and current working capacity of available attorneys.
If the defendant has multiple charges connected to their case, the system will use the highest charge severity (misdemeanor, low felony, high felony, or capital) to determine the severity of the case.
The system will include a table/data set that includes all appointable attorneys and the charge severity they can/choose to handle. This table will be referenced during the appointment process.
The system includes toggles/controls that will allow attorneys to exclude themselves from possible appointment to cases where they qualify to be appointed to the case (based on charge severity level), but they are not seeking a specific case type(s).
Prior to an attorney being appointed to a case, the system will review the case for potential conflicts. [Full Conflict Case Management Requirements Below]
The system will track with attorneys that are assigned to specific hearing types that are generally handled by cattle-call (arraignments, probation violations, FOC show causes, etc.) and include the time assigned to those matters in the attorney's capacity to work.
The system allows for the creation and maintenance of appointment limits to ensure compliance with MIDC standards. (Example: Maximum of 150 felony appointments a 365-day rolling calendar).
As attorneys are appointed on certain matters, the system includes tracking of caseloads and time needed to resolve each case load to ensure no attorney is overburdened with work and the organization remains compliant with MIDC standards.
The system allows for "round-robin" case appointments – specifically, when an attorney is appointed for a specific charge severity level, they then fall to the bottom of the roster. If the attorney is already at working capacity, the attorney is "skipped" and the next attorney is assigned.
Each type of appointment will share data/metadata to ensure proper caseload and time tracking
The system allows for direct appointments, as needed.
Where appropriate, the system administrator may place additional controls over which cases an attorney can be appointed to using specific system tools.

Co-Defendant Processing

The system fully supports multi-defendant case tracking. For instance, each defendant has a unique and possibly different judgment, events, restitution, and/or assigned attorney.
Defendants can be added to the case at any time and may be assigned their own case numbers, charges, events, documents, involvements, dispositions, judgments, and conditions.
Co-defendants may be separated into their own cases at any time; cases may also be merged at any time as needed. Ability to track separated cases with "related cases."

Conflict Case Management

The system identifies potential conflicts during case opening and when people are added to the case.
The system can preclude cases if conflict with the office and limit the availability of case information to a selected security group.
System can check for conflict cases and can apply "Do Not Represent" functions.
Supervisors or managers may add and delete persons to the DNR list.
Users may enter a reason for declaring a conflict and make it restricted information.
Users may run multiple names on a manual conflict check.

The conflicted parent(s) are automatically removed from the DNR list on juvenile cases when the case is closed.
Witnesses and complainants are automatically added to the DNR list.
Co-defendants/co-participants are automatically added to the DNR list.
The system generates alerts and notifications when individuals are on the DNR list more than a specified amount of time.
Conflict Check and Do not Represent (DNR): Capable of running and creating reports.

Document Management

Kent County prefers integration of the system with OnBase. If this integration does not exist, the system must offer a native solution to billing/invoicing and document management (requirements for a native solution below).
The County must be able to create new documents or change existing ones without vendor assistance. Documents must be able to populate with data elements from the system.
Documents may be scanned directly into the system using a desktop scanner, imported from the user's PC, or imported using a virtual print option.
Scanned documents may be enhanced with Optical Character Recognition (OCR), redaction of sensitive information, clean or alter the document's appearance, highlighting of information, and add notations.
Files such as PDFs, image files, audio files, and video files may be stored in the system and linked to case records. These files may be organized into separate directories.
Email messages and attachments in Microsoft Outlook may be saved directly or imported into the application.
Documents in the system may be sent as attachments to or accessible links in Microsoft Outlook.
Documents may be moved or duplicated from the electronic case file of one name or case record to the electronic case file of another name or case record
The system allows for an unlimited number and type of document templates (e.g., subpoenas, letters, receipts, appeals, etc.).
The software allows for any file type to be linked and opened from the "electronic" case file, including but not limited to documents, images, audio, video, and email correspondence.
Documents may be produced with an agency-wide header that populates all individual templates, or with an individualized header for a particular document.
The system can automatically populate forms and letters with client and case information when the document is created (e.g., expert contract letters, subpoenas, transcription requests, travel requests).
Documents may be generated on demand, based on an event, or in batch at a specific time. Automatically generated documents must be automatically linked to the appropriate case/person record for future reference.
Documents are opened in the users' standard word processing program allow users to make further changes, including adding electronic signature. Kent County should have the ability to specify whether documents should open when generated.
The system provides for document version control, tracking document check in/out and version history to maintain an original copy of discovery documents.
The system provides for establishing workflows for document approval (e.g., copy requests, expert witness requests, investigation requests, transcription requests, travel requests, conflict requests)
The system provides a document export utility that: (a) Exports file(s) into a compressed file for transport

(b) Password protects and encrypts files
(c) Enables redaction of confidential information from stored documents prior to file transfer
System must be able to print documents individually or as part of a batch, either automatically or on demand.
Audio, video, pictures and other types of files may be stored in the system.
The system will allow the use of folders as well as other ways of organizing documents and data.
Ability to automatically link related documents, of similar or different file types, to each other by case number or defendant.
Documents can be imported directly from the user's PC or Microsoft Outlook.
Types of Documents that can be imported is clearly defined and includes industry standard document types (.pdf,.tiff, .jpg, etc.) and Microsoft application document types (Word, Excel, etc.).
Documents can be indexed using predefined document types/indexing codes.
Administrative users can control and track the modification of documents through multiple revisions, allowing authorized users to view prior revisions and track document history. The solution will display the number of revisions associated with a specific document. The solution should allow for the addition of comments per revision.
A duplicate document be processed in as a new revision of the existing document (i.e. amended).
Documents can be "locked" to prevent further editing at specific points in the workflow/document type or using an administrative control.

Search Functionality

All files may be indexed and searched.
A name inquiry identifies, at a minimum: all aliases and cases; the person's relationship to each case (e.g., defendant, victim, witness, or parent/guardian of juvenile); any associated charge
The system enables search of key information related to a case or person.
The search capability provides for use of "wild card" to use partial names, ID numbers, agency report numbers and date ranges.
The search capability allows for searches across all file types using Boolean query searches and document type/meta tag searches.
The search capability provides for variant name search, enabling name searches of names that sound alike and display results by decreasing likelihood of a match.
System includes ability for full text search of documents inside a single file or across multiple files.
Allows multiple identifiers to be searched across all files.

Calendar Functionality

The system integrates with Microsoft Office/Outlook to import events from Outlook to the user's dashboard and vice versa.
The software will populate a user's Outlook calendar with data from assigned cases, such as court case, start and end dates, times and events.
Users may create calendars, such as division or courtroom calendars and team/group calendars.
Calendars allow for daily, weekly and monthly views on an individual basis and office wide.
The calendar schedules are printable and exportable.
The docket listing may be displayed on a daily, weekly, or monthly basis, and the system can generate a court calendar by attorney for any day.

Users may update the results of the court event with a pull-down menu and a comment section.
Calendars may be updated from a mobile device.
The system can generate a reminder email/text message to a client to remind them of an appointment / court date.
Users may specify how they want to receive calendar reminders (pop-up notifications, email reminders, etc.)
The software allows for ticklers and alerts/notifications based on event dates.

Event Management

Task lists for users may be added via the system.
The system provides for auditing/logging of all activities and events.
Attorneys may add future court dates from a PC or mobile device.
The system provides for setting up notifications or alerts when certain events occur, ex: case has been assigned or reassigned; case is closed; case information has been updated, conflict is declared; tasks are past due
Users may specify how they want to be notified of events (e.g., through dashboard alerts, email notifications, pop-up messages and/or SMS text messages.
The system provides notification of deadlines and tasks needed to complete on individual cases.

Financial Management and Tracking Functions

The system allows for time tracking based on a case, task, or case type for all staff attorneys and external roster attorneys.
The system is capable of tracking and reporting expenses associated with a case, including but not limited to copy expenses; interpreter expenses; investigator expenses; expert witness expenses; staff travel expenses; transcription expenses; witness expenses
The system must store the receipts with the case information.
The system provides for establishing workflows for obtaining expense approvals, such as for experts, travel, transcription, etc.
The system allows for the compilation of time and expenses to be combined into an invoice, including with an approval workflow.

Electronic Discovery Management

The system provides an interface between the Prosecutor's Office and Public Defender systems for sending and receiving eDiscovery items.
The system generates confirmation notifications (E-mail or other) and cumulative reports for delivery and receiving of eDiscovery.
The system provides for establishing workflows to route the discovery file to the appropriate case in the Public Defender system once it is received from the District Attorney interface.
The system provides the ability to select discoverable items, create a package for discovery and track confirmation/access to the information.
Software provides ability for defense counsel to log in and securely manage and download case discovery packages.
System has a CJIS-compliant external interface for access by non-County individuals.

Justice Partner Integration
The system can interface with the Prosecutor's Office case management and eDiscovery systems to facilitate the sharing of case information and data.
The system can interface with the Sheriff's Jail Management System (EIS) for custody status, booking and housing information.
Kent County must be able to create an unlimited number of integrations to other applications or partner agencies through use of an API or web services.

Non-Functional Requirements

Technical Requirements (Cloud-Hosted)
Cloud-based software system that can be accessed using a web browser.
System availability, resilience, and redundancy that guarantees that mission-critical operations and data are available 24/7/365. This should include geographically disparate failover and redundant backups, with all services and storage occurring within the United States.
The Provider shall notify the County of all incidents and/or issues affecting service and/or availability.
Kent County will own all right, title and interest in its data related to the subject of this Agreement. The vendor will not access Kent County user accounts, or Kent County data, except (i) in the course of operational support, (ii) response to service or technical issues, (iii) as required by the express terms of this Agreement, or (iv) at Kent County's written request.
Provider must make the County's data available upon request, within one business day or within the time frame specified, and that data shall not be used for any other purpose. The Provider shall provide the requested data at no additional cost.
Provider shall have reliable backup systems in case of any damage to stored data, with version controls and levels of redundancy. Copies of a corrupted file are still corrupted.
The Provider shall notify the County, at least ten business days in advance, of prescheduled maintenance or out-of-service events.
All data, which may include financial data or personal protected information, shall be protected against unauthorized access, disclosure or modification, theft, or destruction. The Provider shall ensure that the facilities that house the network infrastructure are physically secure.
Hosting provider complies with all FBI Criminal Justice Information Services (CJIS) requirements.
Provider will identify minimum bandwidth and latency requirements for acceptable functionality.
Print to network printers through existing network printing services using Microsoft Server Queues.
The system should support modern web browsers, including Microsoft Edge, and not require insecure custom browser configurations nor can it be dependent on vendor software extensions.

System Configuration
The system must allow access to data twenty-four/seven (24/7) and three hundred sixty-five (365) days per year.
The system supports up to 100 concurrent users and will be able to accommodate growth in the number of users going forward.
System should provide a single interface for the configuration and administration of all major system components (import processing, document type configuration, index value configuration, workflow, user groups and rights, storage structure, scanning, records management, foldering, scripting, etc.).

Solution allows for ease of configuration in that most administrative tasks (adding new document types, index values, user administration, configuring workflows, etc.) can be done by an internal resource as opposed to a third-party software expert.
Underlying ability to easily pre-define document relationships for use in search and retrieval.

Security

Protection of personal privacy and sensitive data shall be an integral part of the business activities of the vendor to ensure that there is no inappropriate or unauthorized use of Kent County information at any time. To this end, the vendor shall safeguard the confidentiality, integrity, and availability of County information and comply with the following conditions: All information obtained by the vendor under this Agreement shall become and remain property of Kent County.
At no time shall any data or processes which either belongs to or are intended for the use of Kent County or its officers, agents, or employees, be copied, disclosed, or retained by the vendor or any party related to the vendor for subsequent use in any transaction that does not include the Kent County.
Your identity asset management system observes the SAML 2.0 protocol.
System includes a state-of-the-art perimeter firewall.
Data stored in the cloud utilizes a preferred cloud vendor – Azure Gov Cloud or AWS Fed Ramp. If a non-preferred vendor is used, the vendor must allow appropriate biannual penetration testing and provide regular SOC reports. If the vendor cannot display/show, Kent County retains the right to complete their own penetration testing as needed.
The vendor shall not store or transfer non-public Kent County data outside of the United States. This includes backup data and Disaster Recovery locations. The vendor will permit its personnel and contractors to access Kent County data remotely only as required to provide technical support.
The vendor will provide notification without unreasonable delay when citizens' personally identifiable information is lost or stolen or there is unauthorized access or disclosure of non-public data. All communication relating to any of the data breach situations described in this section shall be coordinated with Kent County. When the vendor or its subcontractors are liable for the loss, VENDOR shall bear all costs associated with the investigation, response and recovery from the breach including but not limited to credit monitoring services with a term of at least 3 years, mailing costs, website, and toll free telephone call center services. Kent County shall not agree to any limitation on liability that relieves VENDOR or its sub-contractors from their own negligence or to the extent that it creates an obligation on the part of Kent County to hold a contractor harmless.
The Service Provider shall encrypt all non-public data in transit regardless of the transit mechanism. File level encryption required to a minimum of AES-128.
County data shall be encrypted at rest. Examples are social security number, date of birth, driver's license number, financial data, federal/state tax information, and hashed passwords. The vendor's encryption shall be consistent with validated cryptography standards as specified in National Institute of Standards and Technology FIPS140-2, Security Requirements. The key location and other key management details will be discussed and negotiated by both parties. PII elements (which will be limited to DOB, and either Voter ID and Driver's license number (or both as provided by the State in the annual jury source list) will be encrypted in the vendor database at rest using column encryption available under MS SQL Server. Transmission of all http calls will be SSL encrypted using a security certificate either provided by Kent County or purchased by vendor on Kent County's behalf.
If including any health or mental health case data - may have further impacts?
System integrates with OKTA for identity access and management via a SSO service.

All information furnished to the vendor by Kent County and all other documents to which the vendor's employees have access during the term of the contract shall be treated as confidential to the County.
Any oral or written disclosure to unauthorized individuals is prohibited.
Kent County can create security profiles for users and groups in addition to any defaults that come with the system, without requiring vendor assistance.
The system has role-based security that is controlled at the table level, field level, and case type level, and controls specific functions such as add, modify and delete.
The vendor shall allow Kent County access to system security logs that affect this engagement, its data and or processes. This includes the ability for Kent County to request a report of the records that a specific user accessed over a specified period of time.
Access privileges, including read only, update, and no access, may be assigned to each user by the local system administrator.
Users can modify their own passwords within the password length and character type restrictions.
The vendor will take commercially reasonable security measures, consistent with commercially available technology and Industry Standards, to protect against unauthorized access to Client's Proprietary Information and to maintain the integrity of any Client Data stored in any vendor server. Each year during the term hereof, the vendor will engage in independent third party to conduct an audit of the vendor and will resolve any issues raised in such audit as expeditiously as possible.
To the extent that the vendor has access to the County's computer system, the vendor must comply with the County's acceptable use policy, if the County provides the policy to the vendor before access is granted to the County's computer system. All vendor personnel working on this project must be required, in writing, to agree to the acceptable use policy before accessing County's computer system. The County may terminate the vendor's access to the County's computer system if a violation occurs. (a) Install and use the Software on a single computer for each license purchased and make one copy of the Software in machine-readable form solely for backup purposes. The County must reproduce on any such copy all copyright notices and any other proprietary legends on the original copy of the Software. (b) Install the Software on a storage device, such as a network server, and run the Software on an internal network, provided the number of client workstations running the Software does not exceed the number of licenses of the Software purchased. A separate copy can be installed in a similar manner for testing and training purposes but not for production use. (c) Use the Software either directly or indirectly or through commands, data, or instructions from or to a computer not part of County's internal network, for Internet or Web-hosting services only by a User licensed to use this copy of the Software through a valid license. A copy of the Software must be purchased for each such client workstation. (d) Reproduce documentation, online help, and screen capture images solely for internal use as reference material and training literature. (e) County may make and maintain no more than one (1) archival copy (for backup purposes only) of each item of Licensed Software, provided that each copy contains all legends and notices that appeared in the copies licensed by CONTRACTOR.
Restrictions: (a) The County shall not decompile, disassemble or otherwise reverse engineer any of the Software or use any similar means to discover the source code or trade secrets contained therein except and only to the extent that applicable law expressly permits, despite this limitation; (b) modify, translate, or create derivate works of the Software or Documentation or merge all or any part of the Software with another program;

(c) give away, rent, lease, lend, sell, sublicense, distribute, transfer, assign, or use the Software for timesharing or bureau use or to publish or host the Software for use by any third party;
(d) take any actions that would cause the Software to become subject to any Open Source License or quasi-open source license agreement;
(e) use the Software in any manner for purposes of (A) developing, using or providing a competing software product or service; (B) copying any ideas, features, functionality or graphics of the Software; or (C) knowingly allow access to any competitor of CONTRACTOR;
(f) The County may not release proprietary Software information such as Software database schemas or
Software technical specifications; and
(g) The County may not export the Software into any country prohibited by the United States Export Administration Act and the regulations thereunder.

Vendor Experience and Qualifications

The proposed solution shall have multiple existing installations with demonstratable success in Public Defender Offices. Vendor shall provide multiple references upon request.
Vendor employees supporting the installation and maintenance of the County's system must successfully pass a background check as defined by the County. The Vendor shall be responsible for providing personnel who are acceptable to the County. Personnel may be required to sign formal non-disclosure and/or conflict-of-interest agreements to guarantee the protection and integrity of the County's information and data.
Provide an overview of your account team support structure.
Describe your implementation process. Provide a sample implementation plan that briefly describes the major steps, requirements for our employees and premises, and timeframes for critical activities required to be completed by the customer.

INFORMATION TECHNOLOGY BEST PRACTICE CONSIDERATIONS (EXAMPLES):

1. A cloud-based system is desired.

2. The Respondent should provide a general overview of the company's philosophy of cloud computing including security, technology implemented, data storage, logging, monitoring, threat management, vulnerability management, and incident management.

3. The Respondent should provide a general overview of administrative functions including account management, support, help desk and support ticketing processes, availability, and responsiveness.

4. The Respondent should provide a general overview of Service Level Agreement (SLA) and contract performance including, SLA basics, SLA failure process, and contract termination.

5. The Respondent should provide a general overview of data extraction (data portability) including data formats and extraction methods.

6. The Respondent should provide a general overview of its business continuity and disaster recovery capabilities and processes.

7. The Respondent should provide information on how desired services or overall organization are ranked by industry research firms such as Gartner and Forrester.

8. The Respondent should provide a general overview of their platform's integration capabilities with 3rd party or client business systems.

9. The Respondent should describe what experience your organization has in meeting the unique requirements of local government.

10. Information classification capabilities are desired. For example, information can be classified as non-public and/or privileged in some way.

11. The service should have some way of providing multifactor authentication (MFA) or should be able to plug into our MFA provider, Okta.

12. Data retention capabilities are desired. Specifically, data retention capabilities of the application that can be configured to match the public records requirements and retention requirements set by Corporate Counsel and statute in Michigan.

13. Role-based security for users is desired.

14. Audit trail of actions performed. All actions are logged in an auditable manner, especially signatures, votes, and administrative actions.

15. It is desirable that the cloud service should be FedRamp certified or have pending certification.

16. It is preferred that cloud service are based in US or Canada and are restricted from moving from these geographic areas.

17. Mobile device application/interface is desired.

18. Integration capabilities with Office 365 (cloud) is desired for calendar synching and overall collaboration considerations.

19. It is desirable that the applications meet NIST or ISO standards for data security, including encryption of data in transit and at rest.

20. The Respondent should have a duty to disclose material breaches of data, and should also disclose breaches by contractors and suppliers, if those breaches affect the application in question, or the county's data in any way.

INQUIRIES

Any and all communication regarding this Solicitation shall be on the Kent County Purchasing Division Inquiry Blog via the Bid Opportunities page or during pre-proposal meetings. Kent County reserves the right to determine the response format or not respond, at its sole discretion.

PRE-SUBMISSION TELECONFERENCE

A pre-submission conference is scheduled for this Solicitation. Conference registration is located here. **Registration closes ½ hour before the conference scheduled date and time. Attendee should join the conference a minimum of 5 minutes before the conference is scheduled to commence. Late attendees may not be admitted.**

The conference provides attendees equal opportunity to seek clarifications regarding this Solicitation. Failure to attend the pre-submission conference may result in rejection of non-attendee inquiries. Each Respondent will be given the opportunity to ask questions and is responsible for taking meeting notes. **One person from the Respondent should be designated to ask questions when prompted by the meeting host for teleconference meetings.** All additional attendees should remain muted. Attendees must fully review all Solicitation documents and correspondence prior to the conference. Attendee shall be an employee or authorized reseller of the Respondent with requisite knowledge, skills, and abilities to participate.

Attendee assumes all risks, costs, and expenses, including technological difficulties, associated with meeting attendance. Attendee may not screenshot or record any part of the meeting including the audio. An attendee requiring special services is asked to provide requirements to the Kent County Purchasing Division at least 48 hours in advance to allow for accommodations.

REQUEST FOR INFORMATION SUBMISSION

Complete submissions must be received in the Kent County Purchasing Division on or before the due date/time specified by the designated clock (local time). Late, faxed, or emailed submissions will NOT be considered.

Submissions may be submitted electronically on the Bid Opportunities page of the Kent County Purchasing Division's website. Respondent must include a complete proposal as 1 non-password protected PDF document.

The time required to upload a submission may vary. Respondent assumes all risks associated with electronic submission, including technological difficulties, and deems the County and its service provider

harmless and without fault. Successful electronic submissions are confirmed via Respondent's email. Respondent shall view the link in the confirmation email to determine accuracy prior to due date/time.

Submissions must be in the format outlined below:

Business Organization – One (1) page maximum
State the full names, addresses, phone numbers, emails, and websites of any parties and their prospective roles.

Qualifications - Three (3) pages maximum
Summarize Respondent's strong points and how their experience, particularly with similar responsibilities, will benefit the stakeholders. Provide a statement of qualification and what makes you uniquely qualified compared to others to provide these services. Describe your proficiency and experiences with comparable project engagements and share any other relevant special expertise you have that should be considered for this engagement.

Recommendation – Ten (10) pages maximum
Provide a recommendation focusing on the technical specification. Emphasize clarity and detail. Sales and Marketing material will not be used to determine the award.

Timeline & Expectations – Two (2) pages maximum
Provide a timeline to implement the recommendation efficiently and effectively with emphasis on key deliverables and milestones. Disclose necessary County resources, staffing and/or other requirements to implement each phase of the recommendation.

Pricing Methodology – Two (2) pages maximum
The County understands only high-level estimates can be provided until detailed information and additional discussion takes place. Although budget estimates will be considered, they still will be treated as such and will not be considered binding in any respects. Binding cost proposals may be requested through a subsequent "best and final offer" Request for Proposal (RFP) process of County-selected Respondent finalists. Respondent shall provide a cost-effective pricing methodology with attention to detail and understandability that includes a properly designed and implemented all-inclusive response costs necessary to implement the proposed solution.

References – One (1) page maximum
Provide 3 relevant references, preferably for projects of similar scope and complexity. Include the organization, contact person, current telephone number, email address, description, and dates of service and total cost. Do not include any current/past Kent County employees as a reference.

Submissions may only be withdrawn by written request if the request is received before the due date/time. Withdrawals after opening shall be subject to Kent County Fiscal Policy – Centralized Purchasing 5(i)(2).

NO RESPONSE
Please provide feedback if you are electing not to participate in this Solicitation.