

LASC-LPOR001

Request for Proposals (RFP)

Proposed Questions

1. **What must we do as a company to bid?**

The Bid process is open to all vendors. The bid must be responsive to the RFP.

2. **Is the Pre-proposal Conference optional or required?**

The pre-bid conference is optional and we will be setting up teleconference for those who cannot travel down to New Orleans. Please notify us if you wish to participate in the teleconference.

3. **Is the RFP only for Phase 1 of the project, or does it includes the development and implementation phases as well? If it is only for Phase 1, does submitting a bid for this RFP preclude bidding on any further related development RFPs for this project?**

This RFP is only for Phase I of the project – Design, but a company may submit a bid for this phase and any other phase we are able to secure funding for that fiscal year.

4. **Is the deadline for the project to be complete set in stone?**

Yes, the deadlines are set in stone because it is Federal Grant money which expires within that timeline. We are aware of the tight schedule.

5. **Will the contractor that is awarded phase I (project plan) also complete the remainder of the project (construction/implementation), or will another RFP be issued for that part of it?**

We plan to use the RFP process for the construction/implementation phase. If a company wins phase 1 they are not excluded from phase 2.

6. **Will the funding that is secured for phase I come from the court's budget, or from a grant?**

Funding for Phase 1 is from a Federal grant, thus the set timeline.

7. Where will the funding for the construction/implementation come from?

We have another Federal grant in queue for the 2nd phase.

8. What kind of grants you are using?

The grant funding comes from VAWA.

9. Are you looking to modify the existing source code or to do a functionality upgrade?

The platform we are working will be Microsoft SQL 2008. The RFP laid out what we want as far as the web-apps that will be working with the application. What we're looking at is improving the workflow. As part of that workflow process, review the day to day operations and review the data structure. We will need to utilize NIEM and follow the Global Justice XML Data Model (GJXDM) for the data exchange pieces that we need to work on and what will be required to do that to implement. In this phase, we want to evaluate where we are. Some things are "fixed in stone": sticking with SQL server and .net technology. The other piece that is "fixed in stone" is how we connect to the State Police, because they have not changed their connectivity.

10. Can you talk more about that connectivity? Because they're going to SQL and .net as well?

Currently the Protective Order Registry state database is attached to their Law Enforcement Message Switch (LEMS) as a database and LEMS automatically submits queries over to us. Previously we had the Oracle system and they had Oracle but DPS had "set in stone" that the database will connect via LEMS and not database connectors. LEMS is their "gatekeeper" server so that nothing touches the actual CCH or other databases. What they have told us is that they will keep that LEMS structure in place so that the queries from the State Police side go through LEMS. Also all our transactions that go to NCIC and NICS will also still go through LEMS, we have a text file that we process and send those transactions up.

11. So they still want to keep the LEMS switch and you're going through LEMS routing as a firewall?

Correct. We talked to them before about that integration and they planned to keep the LEMS server in place in case something did get through the network. They don't want to compromise their system. What we talked to them about was using GJXDM to facilitate

transactions a little bit better. That way it will be cleaner. Currently we are using the NCIC 2000 format for State Police queries and also NCIC and the NICS format as well. Those are all “set in stone” and there will be no changes to those applications. What we are trying to look at in the process at Step One, when the petitioner goes to court to get a restraining order. We’re looking to start from that process, not just when the court gets the order. We’re trying to go a step ahead. What we’re looking at with the overall plan is to go from the point of origin, which is the petitioner requesting a restraining order. When the petitioner is in an environment where her activity is monitored, the only place she may be able to go to is a library or a school where she can go in and draft up the order. The idea is that she can draft something up and then go to a battered women’s shelter, or a court, or a legal service and they can generate the orders that they need. About half of the orders we get are still hand-written.

12. How does a vendor secure those forms?

The forms are available as a PDF off our website. The forms are also provided to them at the women’s shelters and legal assistance offices.

13. Is that where that population of petitioners are finding out about being able to do that and being educated on the online process and having them come directly to you without having to go to court?

Our goal is to have them go to the website to put their data in; then go to the court, or legal services, and generate the forms; and then all orders will be on the forms that we’ve given. If they go in and generate the form, it cuts down on the data entry time. The clerk or judge’s office could possibly access and print the forms and have everything there. If they need changes, they could send the data to us. That speeds up the process. And then we would get the actual signed copy, because we still need that signed piece of paper. Law enforcement is very much “married” to that signed piece of paper. That’s why we collect the Tiff images and store those where we can fax them out to law enforcement when they’re on call.

14. Is it currently in place where a petitioner can go online and secure it?

No, the only thing the petitioner can do now is download the PDF form and fill it out by hand. As outlined in the RFP, this is one of the things we’re looking to do.

15. **There are 47 different forms for Louisiana Protective Orders. Are you saying that each and every one of the forms is something that the victim can populate, or are you looking at a set number of forms?**

We are looking to support whatever the statutes require us to support. We need to have the flexibility that, whenever we have a statute change, the forms change with the state laws.

Every two years we review the current forms.

16. **Some of those forms are only used by court personnel?**

What we have found in the past is that the courts are not only asking the petitioner to come to court with the petition piece, but also the court form filled out with the defendant information; so the judge has the information and is able to check off the court conditions and then signing the order. We need some flexibility as to what they need to take to generate the orders. That is what we're doing with one of the stand-alone applications that we're using – we generate everything and then the judge signs and checks off what he wants to apply.

17. **For Phase II, do you have a duration for that? Do you anticipate a 12 month or a 24 month period?**

We haven't gotten a deadline set on that, because we need to get through Phase I before we can determine what the timeline on Phase II should be. However, we expect Phase II not to exceed 12 months.

18. **Would it be possible, before the March 30 deadline for questions, to get a base set of the forms that you know will be included?**

The forms that will be included are those forms that we have currently on the website. If you go to LASC.org, all the PDF files are there to download. And then if anyone submits the signed nondisclosure agreement, we can provide them the CD as well.

19. **How many copies of the proposal do you guys need?**

We need one electronic copy and three hard copies.

20. **Can we send a copy of the NDA agreement via fax?**

Yes, a faxed copy works.

21. **The RFP it mentions a warranty: what type of warranty is the court expecting for the design phase of the project?**

That is covered under Section 11 in the sample contract. We will review that with legal counsel to see what we need once the contract is awarded.

22. **Do you know how many ITs "Full Time Equivalents" you expect on the project, on the contact side?**

We definitely expect at least one "Full Time Equivalent" from the contractor. We will make whomever we can make available to assist with process. Basically, whatever it takes for the vendor to get the job done within the time allotted. We figure that, because of the amount of money involved, and the short duration, probably at least two people. We expect the contractor to provide whatever staff is needed to get the entire study done.

23. **Based on Section I of the RFP and the discussion during the Pre-Proposal Conference on Tuesday March 24, we understood that the scope of this procurement includes activities necessary to generate five design and project life cycle documents as listed in Section I and outlined in Attachment B. We understood that this RFP is for Phase I of two phases, where the scope of Phase II will include the activities to implement upgrades - activities such as code, configure, testing, data conversion, training, system documentation.**

This is correct.

a. **If this understanding is correct, then we do not clearly understand some of the instructions in Section VII, Contents of the Proposal:**

F and G: Components 7-11 seem to apply to Phase II. Is the vendor's response to this RFP to include a strategy for Phase II?

Yes. This is where you would give us a rough sketch of that you have in mind to achieve the goals we listed in Attachment A. Answer all that are applicable to your response.

H and I: Components 2-5 seem to apply to Phase II. Is the vendor's response to this RFP to include a cost proposal for Phase II?

We want a firm fixed price for phase I cost. You can provide estimates for Phase II but we are looking for your cost breakout for Phase I.

M and N: These paragraphs seem to specifically apply to code and development tools that would be developed in Phase II. Are you requesting that we describe the development tools we would use if we were the vendor for Phase II?

Yes but we also need to know how you will be delivering the material for Phase I. We want to make sure that we do not have to buy any additional software to utilize the design documents. If the vendor for Phase I delivers any code as part of proof of concept we want to know the format.

b. Lastly, in Section VIII Evaluation Criteria, Components 7-11 in C.1.b and Components 3-6 seem to apply to Phase II activities rather than Phase I. Is this correct?

This applies to all phases because we need a timeline, how you plan to perform the work in the design, how you plan to verify that the design is correct and how you will prove the concept. The final product is the deliverable.

24. Attachment B - LPOR System Design Specifications includes three paragraphs after the description of the System and User Support Design Documents that use the terms "responders" and "your response" and also refers to a "proposed Project Plan". Are these additional instructions regarding what the vendor is to include in their proposal in response to this RFP?

We are asking for a detailed project plan on how you would do Phase I and we have outlined what we expect to receive as deliverables at the end of Phase I.

25. Item J in Section VII asks for the firm's financial statements. PNL Associates, LLC is a limited liability company. Limited liability companies do not produce annual financial statements. How should a limited liability company respond to this item?

Just like they would when submitting to the Feds.