



REQUEST FOR PROPOSAL

RFP #: 11-2022

Name: Criminal Justice Case Management System and Related Support Services

Department: Probation Department

Issued: September 16, 2022 **Due Date:** November 18, 2022

RFP Administrator Dan McCorkle, Director
County of Del Norte
Department of Information Technology
840 9th Street, Suite 12
Crescent City, CA 95531
(707) 464-7207
rfp-11-2022@co.del-norte.ca.us

Table of Contents

1) RESPONDENT ADMONISHMENT	3
2) INTRODUCTION	3
3) BACKGROUND	3
4) SCOPE OF SERVICES	4
5) FORMAT FOR PROPOSALS	5
6) SELECTION PROCESS	8
7) SUBMITTAL EVALUATION	10
8) RULES OF PROCUREMENT	10
9) COUNTY RESERVED RIGHTS	11
10) MODEL CONTRACT	12
11) DISCLOSURE OF INFORMATION	12

RFP SUMMARY INFORMATION

Important Dates

- Final Date to Submit Questions 10/14/2022
- **Submittals Due to County** **11/18/2022**
- Demonstrations 1/4/2023 – 1/6/2023 estimate only
- Notice of Intent to Award 1/20/2023 estimate only

Questions are only accepted via email sent to: rfp-11-2022@co.del-norte.ca.us

Register your company to receive email updates at: <https://forms.gle/ywdWJk2fpqiZRkm5A>

Check our website frequently for RFP updates and answers to questions:
<https://www.co.del-norte.ca.us/departments/BidOpportunities>

Proposal must be submitted electronically at: <https://forms.gle/185PxJoomKLQFHM37>

Original Documents Released with this RFP.

- RFP 11-2022 Probation Criminal Justice Case Management System.pdf (This document)
- Exhibit A - System Requirements.xlsx
- Exhibit B - Model Contract
 - Model Contract.docx
 - Model Contract - Attachment I - Terms and Conditions.docx
 - Model Contract - Attachment II - Insurance Requirements.docx
 - Model Contract - Attachment III - Scope of Work.docx
 - Model Contract - Exhibit A - Acknowledgement of Other County Contracts.docx
 - Model Contract - Exhibit B - Software Licensing.docx
 - Model Contract - Exhibit C - Software Maintenance.docx
 - Model Contract - Exhibit D - Schedule of Charges and Payments.docx

1) RESPONDENT ADMONISHMENT

Respondents are reminded that it is their responsibility to:

- a) Read carefully all of the contents of this entire document and address all requirements and follow all procedures of this Request for Proposal (RFP).
- b) Ask for clarification before the final due date of questions.
- c) Immediately inform the County of any problems with this solicitation.
- d) Be complete in response.
- e) Submit all responses by the required dates and times.

2) INTRODUCTION

The County of Del Norte is seeking a firm to provide a criminal justice case management system, juvenile detention management and related support services for the County of Del Norte Probation Department.

Del Norte County intends to award a contract to a firm that will meet our qualification criteria and has successfully performed services on similar projects in the past. The successful firm will be required to enter into a contract with the County for the services requested in this Request for Proposals (RFP) within a reasonable time after award. A firm submitting a proposal must be prepared to use the County's standard contract form rather than its own contract form. The contract will include terms appropriate for this project. Generally, the terms of the contract will include, but are not limited to: (1) completion of the project within the timeframe provided; (2) no additional work authorized without prior written approval; (3) no payment without prior written approval; (4) funding availability; (5) termination of contract under certain conditions; (6) indemnification of the County; (7) approval by the County of any subcontractors; and (8) minimum appropriate insurance requirements. A Model Contract is attached as **Exhibit B** to this RFP. The County intends to award a contract substantially in the form of the Model Contract to the selected contractor.

3) PROJECT BACKGROUND

The Del Norte County Probation Department protects the community through services provided to the courts and offenders. The department has three distinct divisions: Adult, Juvenile and Juvenile Detention. Each division provides unique services designed to assist with community protection and offender treatment interventions. These services are accomplished by administering a myriad of assessments unique to each division/program focus. The current staffing is *25 in Probation and 20 at Juvenile Hall, for a total of 45*. The Department currently uses AutoMon Caseload Explorer – CE Connect. *There will be approximately up to 100 system users.*

All County office locations are interconnected by an IP-based computer network that is operated and maintained by the County's Information Technology Department. This network provides shared file storage, electronic mail, calendaring, firewall, network security, and electronic document imaging and management services.

4) SCOPE OF SERVICES

The County is seeking a criminal justice case management system and juvenile detention management that has been written specifically for the needs of a Probation Department and a Juvenile Detention facility. The system should be designed to interface and share data

among other agencies and law enforcement, as well as calendar systems. The system must accommodate a single name record entry in a fully relational table and be capable of tracking all case management and detention management activities for that name record.

The County prefers to select an application that has been installed and successfully implemented in California and which is supported by a vendor who continues to receive positive reviews from its customers regarding service and support. While it is understood that a minor amount of customization of forms and business rules may be required to meet the County's particular needs, the expectation is that the system will be essentially an off-the-shelf solution.

The system should improve customer service, productivity, and efficiency throughout the Probation Department, including but not limited to; improving the efficiency and automation of law enforcement referrals, Court reports, tracking of probation cases and caseloads, processing and tracking of minors in custody, and offender risk assessment.

The firm selected for this work shall provide a system and related support services as described in more detail in **Exhibit A: System Requirements Questionnaire**

- a) **Exhibit A** details the system requirements that the County is hoping to satisfy with implementation of a new case management system. This Exhibit is formatted as a questionnaire, and all proposals must include a completed copy of this questionnaire indicating whether the proposed system meets each of the listed requirements. Additional pages may be included to elaborate on the responses.
- b) **Data Conversion:** System implementation will require conversion and import of data from the current case management system. Conversion will include all data fields and tables currently populated with data and residing in the current system.
- c) A software service agreement is required, with clearly defined deliverables, guaranteed availability (via phone), response times and minimum qualifications for support staff.
- d) 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. In an effort to maximize the effectiveness of implementation, implementation training and ongoing (on call) training over the course of the contract will be required for all impacted staff. Impacted staff will include personnel from the Probation Department as well as from other County offices and other local law enforcement agencies.

5) **FORMAT FOR PROPOSALS**

Responses to the Request for Proposals must be made according to the requirements set forth in this section, both for content and for sequence. Failure to adhere to these requirements or inclusion of conditions, limitations or misrepresentations in a response may be cause for rejection of the submission. Type size must be large enough to be easily legible, but shall not be smaller than 10 point. The County shall receive all Submissions no later than **November 18, 2022 by midnight.**

Electronic Submission:

The County of Del Norte requires electronic submission of your proposal. Use the following link to access an electronic form to submit your proposal. You will be required to create an account. If you would like to test the submission process, click on the link below and follow the instructions on the form to submit a test.

Submit your proposal here: <https://forms.gle/185PxJoomKLQFHM37>

***If you have any problems accessing or using the form, or would like an alternate method of submitting your proposal, you must request so at least two days prior to the due date by emailing rfp-11-2022@co.del-norte.ca.us**

Your response shall include all items listed below. You can either combine all items into one electronic file or submit multiple files, naming each file with the following titles.

a) Mandatory Content and Sequence of Submittal:

- i) **Cover Letter** shall be a maximum two-page Cover Letter and introduction, and shall include the name and address of the firm submitting the proposal, together with the name, address and telephone number of the contact person who will be authorized to make representations for the firm, the firm's federal tax ID number and a list of subcontractors, if any.
- ii) **Experience Summary** shall be a maximum of eight pages (not including resumes) in length and shall describe the firm's general history and experience in the request system. Experience and focus in the public sector is of vital importance.

This section shall include a general history and description of your firm, including number of years you have been engaged in developing and supporting related systems, number of employees, organizational structure, and background of the principal personnel.

Provide brief resumes of those personnel who will be assigned to work on the project. To ensure continuity, the County will require that the Contractor designate those employees who will be working on the project and not make substitutions without the County's written consent. The Contractor will be expected to designate a Project Manager with both system and information technology experience.

Provide details on any litigation in which your firm has been engaged in the past five (5) years.

Provide copies of your most recent audited financial statements.

Provide any additional information about your firm that you believe would be helpful to the County in evaluating your proposal.

Describe related past projects completed along with a discussion comparing similarities with this proposed project.

This section shall also contain a comprehensive list of references wherein similar services were performed. At a minimum, the following information must be included for each client reference:

- (1) Client name, address, contact person name, telephone number, fax number and email address.
- (2) Detailed description of services provided similar to the services outlined in the Draft Scope of Work.

- iii) **System Features and Functionality** shall include completed Exhibit A as well as an overview description of system functionality with screen shots and examples as needed to clearly describe how the system integrates workflows, eliminates

redundant data entry, and connects to supporting systems

Provide a detailed description of each software module, hardware component and service item. Describe the hardware and operating system requirements of the proposed system. Describe how the proposed system can integrate with other third party applications/services, through either standard interfaces or with strategic alliances that your firm has developed.

Provide samples of reports that may be generated from the proposed system.

Provide a sample copy of your firm's service agreement with clear descriptions of what is covered and what the maximum allowed response time will be.

Describe the product road map for the proposed system, including planned upgrades or major revisions, and the customer relations model that will be followed to plan for these events, including providing training on any system changes and enhancements.

Describe in detail the application's technical architecture, security architecture, components, dependencies, and architectural (not functionality) roadmap. Describe your commitment and timeline to keep pace with new dependent third party software components and innovations. Also respond for any dependent third party components.

Describe how your firm manages overall code development processes, particularly when creating customs for a client. Describe the process for code release management to customers' production sites.

Describe the system's overall functionality, components, services, abilities, and processes for information security, auditability, server/desktop manageability/administration, and overall disaster recovery requirements and capabilities.

The proposal shall also include the timeline for completing all required tasks.

iv) **Description of Approach** shall include all of the following activities:

- A. Discovery and analysis of County business requirements
- B. Analysis of current systems and data conversion
- C. Configuration of the hosting environment in conjunction with County network operations staff
- D. Software installation and configuration
- E. Training, including training on operation of the system as well as training to perform diagnostics of system problems.
- F. Acceptance testing
- G. Parallel process monitoring
- H. Final implementation
- I. Documentation – describe the system-level and end-user documentation that will be provided to the County.
- J. Data back-up and disaster recovery methodology, including documentation, implementation, training, testing, and verification
- K. On-going maintenance and support

Describe your firm's methods for controlling and revising the project plan. These should include plans and requirements for risk identification and management,

ongoing communication with the County, and change orders.

Describe the nature and level of involvement that is expected from County technical and department personnel during implementation of the system and in ongoing operations.

- v) **Cost** shall detail the cost portion of the proposal. Provide an itemized breakdown of all costs associated with each proposed software module and related support services including but not limited to:
- A. Software license costs
 - B. Implementation costs, including all activities listed in section iv) above
 - C. Annual maintenance costs corresponding to the proposed service agreement
 - D. Hourly rate for any additional services, such as customizations, additional training and emergency response
 - E. Basis for cost adjustments on subsequent years of a contract
 - F. Additional cost projections over the next five years relating to product upgrades or major revisions
 - G. Any other cost considerations relative to the total cost of implementation of the proposed system

Prices quoted shall be valid until a contract is entered into as a result of this RFP and shall be fixed for the term of the contract.

- vi) **Draft Scope of Work** shall be identified as “Attachment III – Scope of Work” for incorporation in the final contract to be awarded to the successful firm. This is the document in which the proposing firms are requested to describe the work they will perform to complete this project. Should there be any tasks that are expected to be performed by the County, these should also be clearly described as County tasks in the Draft Scope of Work. If the proposing firm included a not-to-exceed price in the proposal, proposed billing rate for all reimbursable expenses should be included in the Draft Scope of Work.

6) **SELECTION PROCESS**

The selection committee will include representatives from the originating department and may include staff from other departments of the County. The criteria for selecting the firm includes but is not limited to the items below:

- a) **Experience and References.**
- Firm’s general history, organizational structure, and background of key personnel
 - Resumes of personnel assigned to project
 - Any litigation
 - Additional information
 - Related past projects
 - References
- b) **System Features and Functionality.**
- Security Features

- Completed Exhibit A
- Overview description of system functionality
- Detailed description of software/hardware and support service
- Integration
- Sample reports
- Service agreement
- Product road map
- Technical architecture
- Code development process
- System's overall functionality, components, services, abilities, etc
- Timeline

c) Description of Approach

- Discovery and analysis of County requirements
- Analysis of current systems and data conversion
- Configuration of hosting environment
- Development and implementation of interfaces
- Software installation and configuration
- Training
- Acceptance testing
- Final implementation
- Documentation
- Data back-up
- On-going maintenance and support
- Methods for controlling and revising project plan
- Level of involvement expected from County

d) Cost

- License
- Implementation
- Annual maintenance
- Hourly rate
- Basis for cost adjustments
- Additional cost projections
- Any other cost considerations

The County may discuss the proposals and negotiate modifications of the proposal, draft scope of work, terms and conditions and pricing with the prospective firm as a part of the selection process.

7) SUBMITTAL EVALUATION

Overall criteria used to evaluate responses to include:

Criteria	Weight
Experience and References	10%
System Features and Functionality	50%
Description of Approach	20%
Cost	20%
Total	100%

Following the evaluation of the written proposals, the proposer(s) receiving the highest scores shall provide a system demonstration, including an opportunity for County staff to engage in a hands-on test of the system. Demonstrations shall be conducted as part of the final selection process. Demonstrations may or may not have their own separate scoring during the evaluation process.

8) RULES OF PROCUREMENT

Time Line Summary

Event	Date
Solicitation Publication	9/16/2022
Final Date to Submit Questions	10/14/2022
County Responses to Questions	10/28/2022
Submittals Due to County	11/18/2022 by midnight
Proposals Evaluated by County	11/28/2022 – 12/2/2022 estimate only
Demonstrations	1/4/2023 – 1/6/2023 estimate only
Notice of Intent to Award	1/20/2023 estimate only

Question Submission:

Any questions related to this RFP are to be directed to Information Technology at rfp-11-2022@co.del-norte.ca.us by **10/14/2022**. **Do not** contact other County personnel or selection committee members regarding this project or the selection procedures.

Responses to questions and any updates to this RFP will be posted on the County website at <https://www.co.del-norte.ca.us/departments/BidOpportunities>. A link for this specific RFP will be included under **Bid Opportunities Menu** on the top left of the page.

9) COUNTY RESERVED RIGHTS

All proposing firms responding to this RFP should note the following:

- a) All work performed for Del Norte County, including all documents associated with the project, shall become the exclusive property of Del Norte County.
- b) The selected firm is expected to perform and complete the project in its entirety.
- c) Any and all costs including travel, arising from development and delivery of a response to this RFP incurred by any proposing firm shall be borne by the firm without reimbursement by Del Norte County.
- d) The selected Respondent shall remain an independent Contractor, working under his/her own supervision and direction and is not a representative or employee of County. The Respondent agrees to file tax returns and pay all applicable taxes on amounts paid pursuant to this Contract.
- e) The opening of proposals in response to this Solicitation is not subject to attendance by the general public. This restriction is necessitated by the fact that the contract award is subject to negotiations, and it would be unfair for competing companies to know the prices quoted by one another.
- f) The successful Respondent must be prepared to begin work promptly following execution of the contract and is expected to complete the project in its entirety.
- g) Issuance of this Solicitation in no way constitutes a commitment by the County to award a contract. If the County determines it is in its best interest to do so, no Respondent may be selected and no contract may be executed.
- h) Upon acceptable negotiations and contract award, the Respondent shall be required to execute the standard County Contract as provided in Exhibit A and comply with County insurance requirements. The County may modify the contractual requirements of the contract prior to execution of a contract for services.
- i) The County reserves the right to request additional information from Respondents that have submitted a response to this Solicitation and to enter into negotiations with more than one Respondent should a contract be awarded or to award a purchase order or contract to the Respondent(s) with the most favorable quotation without conducting negotiations. The County reserves the right to award more than one contract if it is in the best interest of the County.
- j) The County reserves the right to reject any or all submittals received if the County determines that it is in its best interest to do so. Further, the County may cancel or amend this Solicitation at any time and may submit similar solicitations in the future.
- k) The County may reject any submittal that does not meet all of the mandatory requirements of this Solicitation, is conditional or is incomplete.
- l) The County may request clarification of any submitted information and may request additional information on any or all responses provided and may waive minor inconsistencies deemed to be irrelevant.
- m) Firms that submitted a proposal in response to an RFP but were unsuccessful in their attempt to obtain a contract or recommendation for contract award may request a debriefing to learn the general reasons for selection of a competitor for contract award.

Requests for debriefings shall be directed to the Information Technology Department, 840 9th Street, Suite 12, Crescent City, CA 95531 telephone (707) 464-7207. Debriefings may be conducted via telephone, Email or during a face-to-face meeting at the County offices in Crescent City, California.

- n) Firms that have received a debriefing, but continue to feel aggrieved in connection with the solicitation or award of a contract may submit a protest to the County Purchasing Agent, County Administration, 981 H Street, Crescent City, CA 95531. All protests must be made in writing, signed by an individual authorized to sign the submitted proposal, and must contain a statement of the reason(s) for the protest: citing the law, rule, regulation or procedure on which the protest is based. Contractor capabilities, project characteristics and/or pricing features that were not included in the firm's proposal shall not be introduced during the protest process. The protest shall be submitted within seven (7) working days after such aggrieved firm knows or should have known of the facts giving rise thereto or within seven working days following the debriefing.

10) MODEL CONTRACT

The firm selected shall be expected to execute a contract substantially as the one shown as **Exhibit B**.

11) DISCLOSURE OF INFORMATION

All information and materials submitted to the County in response to this RFP may be reproduced by the County for the purpose of providing copies to authorized County personnel involved in the evaluation of the proposals, but shall be exempt from public inspection under the California Public Records Act until such time as a Contract is executed. Once a Contract is executed, the California Public Records Act limits the County's ability to withhold data relating to proprietary information or trade secrets, as defined by statute. If a firm's proposal contains any such proprietary information or trade secret that the firm does not want disclosed to the public, subsequent to the execution of the Contract, each sheet of such information SHALL be marked by the firm as "proprietary information" or "trade secret." If, after the Contract is executed, a third party requests a copy of any firm's proposal and such documents contain material marked "proprietary information" or "trade secret," the County shall withhold that information if it meets the statutory definition of proprietary information or trade secret and the firm agrees to defend, indemnify, and hold harmless the County, its officers, volunteers and employees from liability of any nature or kind due to the use of any copyrighted or uncopyrighted composition, trade secret, patented or unpatented invention, article, service or appliance furnished or used as a result of this Solicitation and any potential subsequent purchase order or contract. Your submission of a response is considered your consent to the County's disclosure of the submitted information.