

Form for Vendor Submission of Questions ATTACHMENT 10

Q #	Questions	RFQ Reference (Document & Page-Section-Item)	Answers
1	Would the Superior Court/Project Team consider extending the RFP Due Date by 4 Weeks due to the current Global Pandemic and challenges associated with Governor Gavin Newsom’s shelter-in-place and the challenges associated with remote working and collaboration?	Page 13 – Timeline for this RFP	<p>The Court is considered an essential function and therefore, exempt to the shelter-in-place orders.</p> <p>Due to delays in posting revised and amended documents, the submission deadline will be extended by one week. The new submission deadline will be May 14, 2020.</p> <p>Please note this project is funded in the current fiscal year. Therefore, the contract must be fully executed and work must commence by 6/30/2020.</p>
2	Due to the current global Pandemic and Governor Gavin Newsom’s shelter-in-place order – can vendors submit electronic copies in PDF format as opposed to bound written proposals? We prefer not to place our staff at risk for exposure to COVID-19 and violating the mandatory shelter-in-place order.	<p>Page 17 – Submission of Proposals</p> <p>“Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g. FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.”</p>	<p>The Court will accept emailed proposals. Bidders should send separate emails for the technical proposal and the cost proposal. Documents should be sent to: bidquestions@alameda.courts.ca.gov</p>
3	Is this new MIS replacement project funded? If Yes, please provide the Capital and Operational budgets.	Page 3 – Background Information	<p>Funding for this project is included in the FY 2019-20 Baseline Budget (Schedule 1). A copy of the Court’s Schedule 1 can be found at the following link. https://www.courts.ca.gov/documents/Alameda-Sch1-1920.pdf</p>

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4	Has The Court or any of their Evaluation Team members evaluated any other vendor MIS Systems prior to the release of this RFP? If so, what companies and products were evaluated?	Page 3 – Background Information	Yes. Journal Technologies for the Court’s civil case management system; Tyler Solutions for the Court’s Odyssey criminal case management system; and Workday for the human resources information system.
5	What is the planned Go-Live Date for the MIS project?	Page 13 – Timeline for this RFP	No later than February 1, 2021
6	Please provide the numbers of users for each type described below that will need access wo the new MIS. Total # of Full Read/Write Users Total # of Read Only Users Total # of Limited Use Users (users that would need only to access and update a limited number of data elements).	Page 3 – Background Information	Total # of Full Read/Write Users - 16 Total # of Read Only Users - 5 Total # of Limited Use Users - 35
7	Does the Court have a preference between a Vendor Hosted Solutions and an On-Premise Solution?	Page 6 – General Scope of Services	The court does not have a preference and will consider either solution.
8	What is the name and vendor of your Current Case Management System?	Page 3 – Background Information	The Office of Collaborative Court Services does not currently have a Case Management System. Information is currently stored in spreadsheets and various forms maintained in hard copies.

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9	<p>This section describes a current process as:</p> <p><i>“There are also several documents that are used to make referrals to treatment, capture demographic information about participants, and collect information required by funders.”</i></p> <p>Please provide samples of the documents that are used to make referrals, capture demographic information about participants as well as those that are used to collect information by funders.</p>	Page 5 - Information Management Practices	Sample documents have been provided for review.
10	<p>Please provide examples or your current:</p> <ul style="list-style-type: none"> ▣ intake and discharge forms ▣ assessments ▣ workflow and treatment tracing documents ▣ schedule and attendance events/hearings ▣ progress reports 	Page 6 - General Scope of Services	Sample documents have been provided for review.

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11	Please provide information regarding the types of assessments that are currently utilized. Please list out all assessment used as well as providing samples of each of the assessment tools and scoring rules/guides.	Page 6 - General Scope of Services	We currently use the ASAM (American Society of Addiction Medicine) Criteria to assess appropriate Level of Care, there are no scoring rules or guides that we can provide for this. We also use the Risk and Needs Triage (RANT) assessment but are not able to provide the questions or scoring rules/guidelines as we don't have the rights. We do not expect the MIS to calculate these scores unless the vendor establishes a relationship with the creator of the Instrument and gets that information and licensing from them.
12	Please provide samples of the current reporting requirements used by the Court for: <ul style="list-style-type: none"> ▫ Substance Abuse and Mental Health Services Administration (SAMHSA) Bureau of Justice Assistance (BJA) 	Page 6 - General Scope of Services	Sample documents have been provided for review.

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13	<p>Please provide a specific use case example to support the requirement “generate customized reports with information on outcome analyses and performance measures for reporting.”.</p>	Page 6 - General Scope of Services	<p>The Principal Analyst recently requested a report enumerating all persons entering the collaborative court as homeless. The outcome measure in this case is housing status during the period of enrolment, and upon separation from the collaborative court.</p> <p>Another ad hoc report requested a trend analysis of primary drug problem, and the association of primary drug with court performance (discharge category) and substance used disorder treatment outcomes.</p>
14	<p>Please provide additional information regarding the requirement:</p> <p><i>“Ideally, it would be highly beneficial if the MIS also had the capability to import raw data into the system, as SAMHSA has a separate reporting requirement that is completed via an online interface, and standard court case information is stored in a separate case management system.”</i></p> <p>Does SAMHSA have an Application Programming Interface (API) – or similar method of information exchange that allows for the direct import into this system from outside vendor systems?</p>	Page 7 - General Scope of Services	<p>SAMHSA does not support an API for direct interface. Adult Drug Court and Family Treatment Court are funded by SAMHSA. Participants in these courts are administered a GPRA intake interview. A six-month follow-up interview is also required as is an final interview at discharge. There is no batch upload capability. These data must be entered into SPARS, the SAMHSA Performance and Accountability Reporting System, case by case, data field by data field. These results can be exported from SPARS to a .csv file. It would benefit the court if the MIS could import these data and associate them with other data maintained for a given participant.</p>

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15	Please provide a list of the current drug testing companies that The Court contracts with to support the requirement: <i>“Provide interfaces with existing drug testing companies.”</i>	Page 7 - General Scope of Services	The court is not currently doing drug testing, but most recently sent samples to Redwood Toxicology Laboratory for confirmation and analysis
16	Please provide a specific use-case scenario to support the requirement: <i>“Ability to transfer data from other case management systems at case initiation, through an integration, would be ideal in the future.”</i>	Page 7 - General Scope of Services	The Court’s criminal case management system (Odyssey) collects information on arrests, charges, convictions, etc. When a new participant enters a collaborative court, the proposed MIS must pull specific/predetermined information from that system.
17	Please provide a list of the systems that The Court is currently or planning on using to import information from and into the new MIS to support the requirement: <i>“Ability to transfer data from other case management systems at case initiation, through an integration, would be ideal in the future.”</i>	Page 7 - General Scope of Services	This MIS must be able to import information from Odyssey (the Court’s existing case management system). The Office of Collaborative Court Services (OCCS) also uses Clinician’s Gateway, a county-wide electronic health record system. It is not known at this time whether any integration with this system is possible, but it may be something the OCCS would want to explore in the future.
18	Please provide an example or examples of the unique ID and case number case format to support the requirement <i>“Capability to auto-generate a unique case and participant ID for each new case that is entered into the system”</i>	Page 8 - General Scope of Services	Currently there are many different IDs assigned to the collaborative court participants (e.g. PFNs, CDCR numbers, etc.). There is not, however, an identifier that applies to all. When a new participant is entered the system should auto-generate a number (could be an alphanumeric string) that will be stored in the system should there be a need to use these number.

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19	<p>Please provide a specific use-case scenario regarding the functionality:</p> <p><i>“...ideally, each authorized user can access different parts of the same case (and/or lock certain parts of the case while in edit mode).”</i></p> <p>What specific “case” elements should be locked/unlocked to users?</p>	Page 10 - General Scope of Services	<p>A case manager could be in a record entering information about a conversation she had with a participant. At the same time, a treatment provider could be entering notes about that same participant’s participation in treatment, and the mental health assessor could be updating notes on connecting the participant to mental health services. While all of these individuals should be able to access and enter information into the participant record simultaneously, a user should also be able to “lock” the record to facilitate pulling reports or creating documents such as a court progress report that requires pulling in the most recent information.</p>

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20	<p>Please provide specific use-case scenario(s) that explains the functionality requirement <i>“Capability to support and provide the ability for user notification of events and to generate notices”</i>. In what format are the user notification event notices generated?</p>	Page 9 - General Scope of Services	<p>Some participants are required to complete an interview at intake, 6 months and discharge. The MIS should calculate these due dates based on program entry date and then send reminders (either system alerts or emails) to the case manager to alert them to the need to complete these interviews</p> <p>When case managers refer participants to treatment they must anticipate an exit date to request sufficient funding to pay for treatment. That participant may exit treatment early and need to be placed in another treatment location or the participant may need an extension at a current treatment placement. An alert (system alert or email) to let a case manager know that a previously requested placement is ending in a week and asking if the participant needs an extension would be helpful. Also, an alert if a case manager attempts to put a participant in a second treatment location while they appear to still be in the previous location could let the case manager know they need to update an exit date.</p>
21	Please provide the Phases Details and Phase Requirements for each of the Treatment Courts.	Page 9 - General Scope of Services Program Phases	Documents are provided for review.

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22	Please provide examples of your current Tracking Status Reports for each of the Courts (if they differ).	Page 9 - General Scope of Services Tracking Status Reports	Currently there is no mechanism to track participant progress or status. Spreadsheets are used to record the date a participant advances through the phase system, but the case manager must look up this information when making decisions about the participant's progress.
23	Please provide examples from your current system's exported <i>"...participant case information in a report/summary format (e.g. includes data elements such as testing dates, sobriety information, provider notes, etc.) on a weekly basis to support case review meetings prior to court."</i>	Page 9 - General Scope of Services Exporting	Sample documents have been provided for review.
24	Please provide a sample Participant Treatment Information Report from your current system to support the requirement: <i>"Participants' treatment information report: To provide details regarding treatment plan components, diagnosis, goals, objectives, methods, status, discharge data, progress notes from treatment provider, etc."</i>	Page 10 - General Scope of Services Participant Treatment Information Report	Sample documents have been provided for review.

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25	<p>Please provide a specific use case example to support the requirement:</p> <p>“Capability to have at least two separate subgroups or variables actively available for analysis at the same time.”</p>	Page 10 - General Scope of Services Data Analysis Tools	The Office of Collaborative Court Services operates three Family Treatment Courts, two Adult Drug Courts, a Veterans Treatment and two Reentry Courts. For reporting purposes, it is necessary to download and combine the data in each court type for import to a statistical analytic package, or to run a query encompassing all participants in a court type.
26	<p>Please provide a specific use case example to support the requirement:</p> <p>“Capability to describe the frequency and percent of participants having each coding value for any categorical variables in any selected subgroup.</p>	Page 10 - General Scope of Services Data Analysis Tools	The Court must report on subpopulation disparities. Example: In a stipulated time frame report the frequency and % of Hispanic/Latino participants of any race who completed or graduated from the program, and compare this information to the stats for non-Hispanic White and African American participants.
28	<p>Please provide a specific use case example to support the requirement:</p> <p>“Capability to describe the mean, standard deviation, and range for each continuous variable in any selected subgroup.”</p>	Page 10 - General Scope of Services Data Analysis Tools	The Principal Analyst wants to know the length of time in days from entry date to graduation date (or the date of separation in other discharge category) in a given Collaborative Court. He wants measures of central tendency (mean, median, and mode) and dispersion (range and standard deviation) to interpret average length of stay.
29	<p>Please provide a specific use case example to support the requirement:</p> <p>“Capability to calculate the difference between any selected subgroups for any categorical variable.</p>	Page 10 - General Scope of Services Data Analysis Tools	The presiding judge wants to know the count and proportion of male and female parents in each of the three Family Treatment Courts. She also wants to know how many of each sex have reported a history of exposure to trauma (a yes/no indicator)

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30	<p>Please provide a specific use case example to support the requirement:</p> <p>“Capability to graphically display the coding values for any categorical variables in any selected subgroup as a horizontal bar chart ranked from highest to lowest frequency/percent without requiring the subgroup to be resorted.”</p>	Page 10 - General Scope of Services Dashboards	The Principal Analyst has requested a graphic depicting the branch of military service for all Veterans Treatment Court participants in descending order of frequency.
31	<p>Please provide a specific use case example to support the requirement:</p> <p>“Capability to provide operational information and aggregate statistics that meet federal requirements.”</p>	Page 11 - General Scope of Services Performance monitoring and outcome metrics	The Bureau of Justice Assistance Performance Management Tool requires the following information: For all persons who have participated in the program a minimum of 90 days, report how many have been tested at least four times for Drugs and Alcohol during the reporting quarter, and of those, the number who have one or more positive tests (a missed test is also considered positive).
32	<p>How does your current system measure the following Requirement:</p> <p>“Capability to analyze overall program performance based on specified outcome measures (e.g. percentage of participants in stable housing at discharge compared to intake; length of time in program; identify treatment plans or provider who perform well).</p>	Page 11 - General Scope of Services Performance monitoring and outcome metrics	At present, to answer questions of this nature, the spreadsheets for a given court type are downloaded, combined, and imported into a statistical analytic program. To assess treatment outcomes, these data would be merged based upon a key linking variable with a substance use disorder treatment utilization spreadsheet indicating date of treatment admission, discharge and discharge category, e.g. completed treatment successfully; left against professional advice.

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33	Which of following assessment and screening tools are integrated into your current MIS? Assessment instruments (ASAM Level of Care screen, DSM diagnosis, etc.), screening tools used to determine drug court eligibility, criminal history, risk assessment (date, level, type – RANT, etc.),	Page 11 - General Scope of Services Intake Placement Tools	The Court does not currently have an MIS. These are individual instruments that are typically captured manually and then entered into other systems.
34	Please provide a complete listing of all the specific Sanctions and incentives that are used in each of the various Treatment Courts.	Page 11 - General Scope of Services Sanctions and incentives	The incentive and sanctions grid used in our courts has been made available for review. Please note that this list is not exhaustive. Case managers have the latitude to devise their own incentives or sanctions.
35	Please provide details regarding how The Court measures Recidivism timeframes (i.e. in program, “number” of days/months/years out of program”, etc.	Page 12 - General Scope of Services Recidivism	Example: Consistent with recidivism as defined by the California Board of State & Community Corrections, recidivism (defined as conviction on a new criminal charge) is reported for former offenders in Reentry Court at 6, 12, 18, 24, and 36 months from the date of program entry.
36	Do Attachments 5, 7, 8, and 9 require a public notary?	Attachments – 5,7,8 and 9	No
37	In what section do we address the requirements in “General Scope of Services” (pages 5-12) in the outlined format in the “Proposal format” section of the RFP?	Page 17 - Proposal Contents	These would be addressed in the “Proposed Method to Complete Work” under MIS Functionality

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38	Where should any accompanying screen captures used to illustrate specific functionality be placed in the proposal?	Page 17 - Proposal Contents	Screen captures should go in Attachment A to support their technical proposal. (See Section 9.1 (d) (6); pg 19)
39	Please verify the total number of end-users that will need access to the new MIS, including judges, clerks, administrators, IT staff, etc.		56 – 60 end users
40	Please identify all other solutions that an interface is required for. <ul style="list-style-type: none"> • Name of entity and system being interfaced to. • One way or both ways? • Specification for format. • Translation required? 	RFP SC 1900.2020.1 OCCS-MIS; Section 2.0 (b); pg 6	Required interface is with Tyler Technologies’ Odyssey Case Management System. Please see Section 2.2 item g (pg 7) which states “the product must have all API exposed for integration and shall conform to Web Services Industry Standards. This should include REST and SOAP API service” Additionally, the Court hopes to contract with a drug testing company, and to have the ability to interface with that system. The Court is also exploring drug testing randomization solutions and interface with that system would be desirable as well. Other desired integration would involve accessing data about future arrests, charges, case disposition at a county, state, or nationwide leve, for recidivism reports. If the bidder has these existing relationships, that information should be included in the proposal.
41	Please define "outside money" to provide a similar service? Is this to include agency's who received grant funding that purchased our solution?	RFP SC 1900.2020.1 OCCS- MIS; Section 9.1 (c)(3); pg 18	In this instance “outside money” is used to clarify “previously received grant funding”.

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42	Please define "partnering organizations."	RFP SC 1900.2020.1 OCCS-MIS; Section 9.1 (c)(5); pg 18	Any organization that you will be working with to provide the solution requested in this RFP
43	Please define "local customization" regarding screening and assessment tools.	RFP SC 1900.2020.1 OCCS-MIS; Section 2.4 (d); pg 8	Currently, assessments are done using paper and pen. To assist in the transition, it would be ideal if the data entry into the MIS reflects the forms currently used by the case managers so that what is on the screen looks the same as what they are used to.
44	Is there a preferred way to deliver the "forms and graphics" in Attachment A to support the technical proposal?	RFP SC 1900.2020.1 OCCS-MIS; Section 9.1 (d)(6); pg19	PDFs or JPGs inserted into a word document.
45	Is there a preferred way to deliver the screen captures of the MIS functionalities?	RFP SC 1900.2020.1 OCCS-MIS; Section 9.1 (d)(2);pg 18-19	PDFs or JPGs inserted into a word document.
46	What is your intended project duration? Start date to go-live date?	RFP SC 1900.2020.1 OCC-MIS; Section 9.1 (d)(4); pg 19	Due to the one week extension, the new anticipated contract start date will be June 16, 2020. The anticipated go-live date is February 1, 2021. This is approximately 7.5 months.
47	Will the County of Alameda - Office of Collaborative Court Services maintain its own Training Team that will be involved with rolling out the training plan?	RFP SC 1900.2020.1 OCC-MIS; Section 9.1 (d)(5); pg 19	The expectation is that the selected vendor will provide a training, but the Court will also have designated "super users" who will be involved with the customization of the MIS and available to assist users after training has concluded
48	Please confirm number and source of data conversions.	RFP SC 1900.2020.1 OCC-MIS; Section 2.0 (b); pg 6	We are seeking clarification on this question and will post a response when it is available.

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49	As referenced in the Pre-proposal Conference call on Monday, is there a unified excel spreadsheet being utilized by the 8 collaborative courts or do they each have their own. Also, can an example (or examples) be made available of those spreadsheets?		There are multiple spreadsheets. Examples of all spreadsheets have been made available. Please be sure to review all tabs and dropdown lists
50	What is the preference on hosting?		The court does not have a preference and will consider all hosting solutions.
51	Would the county consider electronic submitted RFPs? The COVID-19 virus has closed many business and many Vendor operations are limited to submit bound copies of responses		Yes
52	Can this document Attachment 10 be provided in a Word Document		Yes
53	Can the RFP be provided in Word Document for Vendors to use as a template		Yes
54	If I have more than one technical solution, to be chosen by the County, should they be submitted in the same proposal packet, or separate ones?		To avoid confusion, they should be submitted separately, although it would be permissible to copy background information for the company to save time.

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55	<p>Could you please further define "commercially available" (pg 5, para 2.1) and the "...must be fully implemented and operational..." (pg 6, p 2.1c) requirements? Will a proposal be rejected if it does not meet these definitions?</p>		<p>"Commercially available" here means that the product is a currently existing product that is in a format that can be or already is available for sale. "[Must] be fully implemented and operational" means that the proposed solution must be in use in a similar jurisdiction. The Court wants to ensure that this is not the first time a prospective bidder has worked on a project of this size.</p>
56	<p>How many years of ongoing costs should the proposer include in their cost proposal? (What is the term length for this RFP?)</p>	<p>General Question</p>	<p>Six years</p>
57	<p>We are proposing a SaaS (Software as a Service) product currently in use by more than 150 entities; our proposal is for a Subscription license of the software, whereby the Court will obtain an agency-wide software license for the term of the initial and all subsequent contract terms, based on a paid subscription. The license is not perpetual. We are the sole developer of the software and wholly own all intellectual property and grant no rights for any customer to modify, reproduce, distribute, create derivative products, sub-license, or sell our product.</p>	<p>In Attachment 2, General Terms and Conditions, Section 4 Intellectual Property, Section 4.1 (Contractor/Third Party Materials)</p>	<p>Understood. This is something that can be negotiated/discussed with a selected bidder.</p>

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58	<p>Specific to 4.2, the software subscription license does not grant any customer ownership rights to the product or intellectual property – the solution the Court is seeking is in no way considered a “Work for Hire” project, but rather a Commercial-Off-The-Shelf solution that, “in its original configuration” will meet the needs of the Court. Further, any mutually-agreed-to changes to the SaaS software are implemented at ALL customers, thereby making it impossible to assign ownership of such development works. As stated in 4.3, the Court shall retain ownership and rights in and to “Court Materials,” specifically data and documents entered into the software.</p>	<p>In Attachment 2, General Terms and Conditions, Section 4 Intellectual Property, Section 4.2 (Rights in Developed Materials)</p>	<p>Understood. This is something that can be negotiated/discussed with a selected bidder.</p>
59	<p>Based on the above, would the Court consider removing Sections 4.1 and 4.2 from the agreement or significantly modifying the language to remove the surrender of product ownership and Intellectual property while allowing for SaaS licensing models?</p>		<p>The Court is not prepared to remove these sections from the agreement, but is willing to discuss/negotiate with a selected bidder. Please provide your proposed language and reason for this change in your technical proposal.</p>