DDOJ CASE MANAGEMENT SYSTEM RFP QUESTIONS and ANSWERS

RFP # LGL12001-CMS

Addendum #1

Answers to Questions posed for clarification

February 13, 2012

Please Note: THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

The DDOJ acknowledges that while some questions posed did not comply with the required format, the DDOJ found the questions to be appropriate and have included them in this addendum along with the answers.

This is not to be considered a waiver of any other format requirement found in the RFP. All submitted proposals must comply with all requirements of the RFP. Failure to do so may cause the proposal to be rejected or, at least, scored lower.

1. Will the DDOJ enter into non-disclosure agreement prior to a vendor offering a proposal?

ANS: No. Section B.11, page 38 of the RFP, outlines the process by which vendors may identify confidential information.

2. Do we need to attach to your existing Dell Compellent SAN?

ANS: Yes, this is our central data store however software may be installed on separate server.

3. How much disk space do you have today?

ANS: 24.2TB's.

4. What is the expected growth of the storage environment over the next 3 to 5 years?

ANS: Approx 6 to 7 TB's.

5. How many Concordance Cases exist and will they need to be converted to the new Litigation Support system?

ANS: At present, approximately 30 cases exist however, it is yet to be determined whether the new system will supplant Concordance. There are no immediate plans to stop using Concordance.

6. Can you provide a database schema for the interface/broker calls?

ANS: No, this database serves multiple criminal justice agencies for multiple types of data storage/retrieval, not all of which are applicable to the DOJ. Once the specific areas applicable to our needs are determined, we will work with DELJIS programmers to match the specific field matches, etc. DELJIS uses the 'entirex' software for Broker calls and user credentials will need to be applicable when accessing confidential data from our internal system.

7. Does the DDOJ currently have bar-code reader hardware and software? If so, please describe.

ANS: Other than using generic barcode readers and Microsoft excel, there is none used for Records Management. We do use WASP equipment and software for general inventory.

8. Does the DDOJ have a building or specific site within the state indentified as a Failover location?

ANS: Yes.

9. Can/will the DDOJ consider a remotely managed/remotely hosted site as a second location for Failover?

ANS: Not at this time. Also, state of Delaware data security polices apply.

10. What is the State of Delaware's or the DDOJ's RTO/RPO for the Case Management System for DR planning?

ANS: This information is classified and depends upon the severity and/level of a disaster event however our expectations regarding recovery time are not outside ordinary government timelines.

11. Do you want to see our Delaware Business License or evidence of an application at the time of RFP Response or at the time of contract award?

ANS: All vendors must include in their proposal proof of either (a) a Delaware Business License or (b) proof that the vendor has applied for a Delaware Business license no later than the proposal due date February 29, 2012. The successful vendor will be expected to produce a Delaware Business license at the time of contract execution.

12. Do you want this price proposal in this section and also in Part C, Section 1-Outline of Pricing? Or should all price proposal information be placed only in Part C, Section 1-Outline of Pricing as specified in Section 5i on the bottom of page 51?

ANS: Answer: This information should be included in the Price Proposal only.

13. Do you want this price proposal in this section and also in Part C, Section 1-Outline of Pricing? Or should all price proposal information be placed only in Part C, Section 1-Outline of Pricing as specified in Section 5i on the bottom of page 51?

ANS: This information should be included in the Price Proposal only.

14. Do you want this price proposal in this section and also in Part C, Section 1-Outline of Pricing? Or should all price proposal information be placed only in Part C, Section 1-Outline of Pricing as specified in Section 5i on the bottom of page 51?

ANS: This information should be included in the Price Proposal only.

15. Do you want this price proposal in this section and also in Part C, Section 1-Outline of Pricing? Or should all price proposal information be placed only in Part C, Section 1-Outline of Pricing as specified in Section 5i on the bottom of page 51?

ANS: This information should be included in the Price Proposal only.

16. Do you want this price proposal in this section and also in Part C, Section 1-Outline of Pricing? Or should all price proposal information be placed only in Part C, Section 1-Outline of Pricing as specified in Section 5i on the bottom of page 51?

ANS: This information should be included in the Price Proposal only.

17. Do you want this price proposal in this section and also in Part C, Section 1-Outline of Pricing? Or should all price proposal information be placed only in Part C, Section 1-Outline of Pricing as specified in Section 5i on the bottom of page 51?

ANS: This information should be included in the Price Proposal only.

18. For what reason does the agency need project personnel's travel and lodging estimated costs as it relates to this project?

ANS: This is standard in the industry.

19. Do you want the insurance certificate as part of the RFP response on 2/29/2012?

ANS: Page 30, Minimum Requirements states that the vendor must provide proof of $1,000,000 of professional liability insurance. That information must be provided in the vendor's proposal on or before February 29, 2012. The insurance requirements found on Page 50, Insurance, list the type and amounts of coverage required for the term of the contract; therefore, the vendor is not required to produce proof of its available coverage in the proposal. However, the vendors should be prepared to show proof of insurance if selected for negotiation.

20. Is the Warranty period the 1ˢᵗ year of the Maintenance Contract?

Answer: No, the Warranty period precedes the Maintenance Contract. It is expected that everything including any necessary upgrades that are available during the Warranty period will be covered by the Warranty.

21. Must the product be Section 508 compliant?

ANS: This reference to "508" is not clear. To the extent the bidder is referring to Section 508 regarding the US Rehabilitation Act which applies to Federal agencies, there is not enough information provided to either confirm or answer in the negative.

22. Must the product be installed on premise or is a hosted-only solution acceptable?

ANS: On premise.

23. To assist us in understanding the information to be included in the reports reference above, please provide sanitized samples of the following:
   • Chronology Reports:
   • Witness Outline
   • Witness Outline Report

ANS: N/A at this time. Our expectation is that the successful vendor will assist the DDOJ in developing customized reports. And that the system will be flexible enough to either modify and/or create new reports.

24. By "key words" are you referring to data (names, issues) intended to standardize data entry of names & issues?

ANS: Definable search parameters, tags, etc.

25. In addition, or separately, is your goal to be able to add additional persons and issues "on the fly" as needed during the course of the case?

ANS: Yes, to the extent that a particular person has permissions to do so.

26. In addition, or separately, is your goal to be able to add key words (tags) relating to persons and issues?

ANS: Yes, to the extent that a particular person has permissions to do so.

27. The Litigation Support System should be able to Import Evidence Profiles and Document Profiles from other Document Management Libraries. To assist us in understanding this requirement, please provide sanitized samples of the following:
   - Evidence Profiles
   - Document Profiles

ANS: The term "profile" is used in the vernacular. The system should be capable of importing various types of documents, media files, etc between directories and amongst storage.

28. Are there separate Schedule documents for our review and responses thereto?

ANS: Not at this time.

29. Is it expected that responses will include estimates for both? If so, are there specifications for conversations and interfaces?

ANS: Not at this time. Currently there is no one primary Case Management System from which to convert/interface. There are some limited instances where generic MS Access databases may be converted as well as one MS CRM Application running on a SQL/Sharepoint 08 platform that could potentially need to be converted or interfaced. The majority of interfaces will be to outside Mainframe.

30. Are vendors expected to estimate the full implementation costs to implement these interfaces? If so, are there specifications for these interfaces?

ANS: Not at this time. This database serves multiple criminal justice agencies for multiple types of data storage/retrieval, not all of which are applicable to the DOJ. Once the specific areas applicable our needs are determined, we will work with DELJIS programmers to match the specific field matches, etc. DELJIS uses the 'entirex' software for Broker calls and user credentials will need to be applicable when accessing confidential data from our internal system. Since all specific interface fields/points are yet to be determined, we will accept estimates from those bidders who are selected to negotiate with the DDOJ.

31. If a vendor has worked with GJXDM technology, but has no live and operational agencies systems in place be disqualified?

ANS: No.

32. Provide a concrete number of users who will be using the Case Management System?

ANS: At this time, the DDOJ has a potential of 420 users. This number fluctuates based upon a host of factors, up to and including, appropriated staffing levels and can fluctuate up and down.

33. Will these users be using the licenses concurrently?

ANS: Yes concurrent licensing is needed if an enterprise level licensing solution is not available.   Enterprise licensing is preferable.

34. Section: Major Application Modules that Must Be Integrated; Document and e-mail Management Specifications, Question 1, Page #18, text reading: "The Document Management system must be an *integrated* part of the Case Management System." Later in the Request for Proposal, under Formatting Your Proposal, B. Technical Proposal, Section 5 – Third-Party Components (Schedule D), it asks for identification of "any critical components that are being supplied by a third-party, i.e. document management. Clarify as to the integration specified earlier?

ANS: Regarding email, enterprise MS Outlook applies. The term "document" is used in the vernacular – there is currently no "Document Management System." Our expectation is the successful bidder will be capable of developing an integrated document management system within the overall case management system.   Again, at this time, there are no plans to integrate with an external document management storage system.

35. Would it be permissible to provide a document management solution that interfaces with the Case Management System?

ANS: (see above answer number 34.)

36. Will Citrix or another virtual desktop interface, accessible via a browser, be an acceptable solution?

ANS: The DDOJ will consider these solutions.

37. Is there a preference for perpetual license or SaaS?

ANS: The DDOJ will consider these solutions, there is no preference at this time.

38. Out of the 420 users from three locations, how many concurrent users (share license users) will there be?

ANS: Potentially, 420.

39. What is the size of the current data (before and after conversion)?

ANS: To the extent there is currently no one central Case Management System, but having file shares, user shares and two smaller applications for potential conversion, 2.8TB's (NOTE that is more likely this is an issue of import and not conversion.)

40. What is the forecasted data growth annually?

ANS: 6 to 7 TB's over the next 5 years.

41. What is meant by the below?

"By the time of the Case Management implementation, the Georgetown and Dover offices will need to have their communications bandwidth increased to 25Gb (up and down) per second. This speed will be necessary for the case management system applications, which will be resident on server(s) in the Wilmington office".

ANS: This is just a general statement for information only in that it is expected that bandwidth capability between counties will be increased in the very near immediate future.

42. The CRM system is the place where users add, edit, view or print Contacts. Contacts for the CRM system should be able to be generated from a user's Outlook contacts on demand. Can you provide an example of how you envision this functionality working?

ANS: Not specifically at this time. Please accept this passage as an example of desired intimate integration between Outlook and the Case Management System; e.g., capability to import from Outlook to a particular assigned case or matter in the CRM/CMS. In short, some functional direct interface capability. *Duplicate data entry should be avoided whenever possible.*

43. The ability to add a reminder to other user Outlook calendars. Can you provide an example of how and in what context this functionality will be used?

ANS: Please accept this passage as an example of desired intimate integration between Outlook and the Case Management System; e.g., capability to import from Outlook to a particular assigned case or matter in the CRM/CMS. Alternatively, the ability to import Court generated court calendars to the CMS. In short, some functional direct interface capability. Duplicate data entry should be avoided whenever possible.

44. When creating an entry, the system should know who the Team Members are because it gets that information from the Client/Matter portion of the system. The system must have a formal Client/Matter intake process in order to set up and provide a case/matter intake number/identifier. Can you provide an example of what this requirement is asking for?

ANS: For example, a criminal case may be triaged (intaked) from the onset whereby the case and its merits are discussed in detail between prosecutors, police, victims, and others and the resulting comments, criminal charges, evidence among other things are documented, stored, cataloged, etc and need to remain accessible throughout the life of the case. Before, during, or after this point, attorneys and other staff are assigned to the case – the CMS should be able to manage assignments, among other things, track assignments, tickle due dates and integrate between criminal history and court scheduling databases, account and automate evidence discovery processes, among other things. This is just a limited example of the desired functionality.

45. The Document Management System must have the ability to batch-edit multiple document profiles to either replace, modify or add additional values to multiple document profiles. The system should also be able to edit individual case profile pages. Can you give an example of when this would happen to help clarify the business need?

ANS: Ability to redact confidential information such as victim information, social security numbers, etc. Ability to "batestamp" documents, evidence, etc in a chronological fashion while being able to associate everything with a particular case and/or matter.

46. The Conflict of Interest System must be part of the Case Management System. Can you provide examples of the types of conflicts that would need to be identified?

ANS: (At this time we do not have any examples. Should we be able to produce an example we will provide them at a later time.)

47. Please describe data/document/case retention period and policies:

ANS: Document retention policies are subject to statutes of limitations and retention/storage mandates vary between six months and indefinitely. Data that may be required for long term and/or indefinite storage may be transferred from the CMS to archived media.

- Length of time?

ANS: To the extent the bidder is referring to the capability to manage data based upon certain retention requirements, probably yes. (see above)

- Time to access cases and related documentation by time period?

ANS: To the extent the bidder is referring to the capability to manage data based upon certain retention requirements, probably yes. (see above)

- "Current cases"?

ANS: To the extent the bidder is referring to the capability to manage data based upon certain retention requirements, probably yes. (see above)

- One year old?

ANS: To the extent the bidder is referring to the capability to manage data based upon certain retention requirements, probably yes. (See above)

- Two years old or older?

ANS: To the extent the bidder is referring to the capability to manage data based upon certain retention requirements, probably yes. (See above)

48. Please describe off-site storage requirements?

ANS: Yet to be determined. The DDOJ will house the primary CMS server/application at their primary site and follow industry standards. There will be a backup application running at an alternate site. Data backups will be conducted in the normal course of business using acceptable disaster recovery standards.

49. Please describe where encryption is required?

ANS: Not all data needs to be encrypted. The bidder should be prepared to provide the capability for encrypted data if/when applicable.

50. Is DE DOJ looking to build and private cloud solution, with DTI?

ANS: The DDOJ will consider both private/internal cloud solutions as well as consider DOJ specific solutions using DTI resources.

51. What is number of current users to the system?

ANS: 420 users

52. What is your current document management system today? (Sharepoint?)

ANS: None office wide. Captaris Alchemy was used at one point but no longer accessible. However, our Consumer Fraud group uses Sharepoint for their MS CRM application.

53. What's the storage growth today? Retention policy?

ANS: See Question number 4 for storage growth and refer to question 47 for the retention policy answer.

54. From integration standpoint, do you prefer to use current SAN environment or separate storage for the system?

ANS: Current SAN environment.

55. Should the solution include HW, SW, and integration for development, testing, production and DR sites?

ANS: YES. However, the primary solution should attempt to accommodate the current environment as noted. The DDOJ will consider all alternate options.

56. What is the time frame for this project?

ANS: Timelines will be aggressive. Please outline your capabilities in your final bid.

57. Does the Agency plan to use Analytics for reporting – Adhoc, Group-wide, or embedded reports?

ANS: It depends. The DDOJ will consider all solutions proposed.

58. Does the Agency plan to use Dashboards housing important reports related to a user's area of concern?

ANS: It depends. The DDOJ will consider all solutions proposed.

59. Does the Agency plan to deploy Analytic Dashboards that are user-specific or job duties specific?

ANS: It depends. The DDOJ will consider all solutions proposed.

60. Does the Agency expect to have the Case Mgmt CRM software installed on servers inside their I.T. environment, or is Cloud / Saas / Hosted service an option?

ANS: Inside of the current DDOJ IT environment is preferred however all options will considered.

61. Does the Agency plan to deploy Case Mgmt only in a Single Tenant environment, or is a hosted Multi-tenant environment with HIPPA security acceptable?

ANS: It depends. The DDOJ will consider all solutions proposed.

62. Is it accurate to assume that the State would consider a client/server application? Please clarify.

ANS: It depends. The DDOJ will consider all solutions proposed including, but not limited to, internal web-based/server accessed and internal client/server accessed applications.

63. Are detailed functional requirements available beyond those listed in this section?

ANS: The DDOJ will consider proposals and select which vendors with whom to negotiate and those vendors will receive more detailed functionality requirements and once they are developed/finalized.

64. Can you provide them at this time?

ANS: See answer to question 63.

65. How is this project being funded (e.g. state funds, grant fund, etc…)

ANS: Funding is appropriated by the General Assembly of the State of Delaware at this time.

66. What is the available budget?

ANS: To date, the available budget is yet to be determined.   The General Assembly has appropriated funding to develop this project.

67. Do you have a preferred format for pricing?

ANS: No specific preference at this time but should be formatted as such under Section C as noted above.

68. Should hardware and supporting software be included in the price?

ANS: Yes, please include specific hardware and software requirements.

69. What other interfaces, if any, will be required other than the interface to DELJIS?

ANS: Outlook/exchange which is currently hosted by an external agency, DTI. Note that, DELJIS is an agency which manages multiple criminal justice mainframe databases including, but not limited to DMV motor vehicle, JIC courts, DACES corrections.

70. The software program and professional service vendor, upon contract signature, must be able to commit to immediate planning and implementation (within 90 days) of the project and show substantial progress toward completion (40%) or better) of the implementation within the 90-180 day time period. What is the desired timeline for completion for this effort (full implementation), beyond the target completion milestones above?

ANS: Timelines will be aggressive. Please outline your capabilities in your final bid. .

71. For data conversion, how many records need to be converted (state-wide)?

ANS: To the extent there is currently no one central Case Management System, but having file shares, user shares and two smaller applications for potential conversion, 2.8TB's (NOTE that is more likely this is an issue of import and not conversion.)

72. From what system or systems will data need to be converted from and in what format is the data currently in (e.g. mainframe, SQL, etc...)

ANS: The majority of data is in the form of general documents, media, pdf, etc and may need to be imported/accessible/serchable. To the extent any data, needs to be converted, there is one MS CRM application (approx 20gb's) that may need to be imported as a SQL db.

73. Is there a centralized Document Management System that is owned by the State of Delaware or DDTI that may be leveraged for this effort?

ANS: Not that we are aware.

74. As part of the function of the Medicaid Fraud Control Unit, will the DDOJ need to track investigative expenses and alleged/actual reimbursements for reporting?

ANS: Yes, that is one example.

75. In the Technology Background section, paragraph 3, page 13, the RFP states "..The Wilmington location has approximately 280 employees. The Dover location has approximately 70 employees and the Georgetown location has approximately 70

employees." And in paragraph 7 "... There are approximately 475 total workstations.." Will the DDOJ confirm the number of users for the Case Management System?

ANS: Yes approximately 420 users are expected.

76. Will a web portal to allow controlled/authorized view only, and/or upload (eFiling), and/or download (eDiscovery) address this requirement?

ANS: Yes, but subject to security requirements that may be set by external criminal justice agencies.

77. As case information is passed from DELJIS, would the DDOJ advise the nature of the contacts that would be generated from Outlook?

ANS: Maybe, yes. But see discussion above on question 42.

78. How would the contacts in Outlook be identified that are to be passed into the Case Management System and become subject to FOIA and discovery access?

ANS: This question appears to be a request for a legal opinion and/or legal interpretation, not a clarification of the RFP; therefore, no answer will be provided.

79. Would the DDOJ agree that automatic inclusion of all personal calendar entries and emails into the Case Management System would subject that information to discovery and FOIA regulations?

ANS: This question appears to be a request for legal opinion and/or legal interpretation not a clarification of the RFP; therefore, no answer will be provided.

80. In the section Document and e-mail Management Specifications, paragraph 11, page 18, the RFP states "The Document Management System must have the ability to batch-edit multiple document profiles to either replace, modify or add additional values to multiple document profiles. The system should also be able to edit individual case profile pages." Would the DDOJ provide a use case example of this desired functionality?

ANS: See above answer on question 45.

81. In the section Document and e-mail Management Specifications, paragraph 16, page 19, the RFP states "The Document Management System must have the ability to link documents via the email system to eliminate multiple copies of the same document. This approach also eliminates overloading an e-mail system." Would the DDOJ provide a use case example of this desired functionality?

ANS: this refers to simple de-duplication capability. It could also be applicable to eliminating redundant documents stored within file/user shares across the network.

82. Would the DDOJ agree that case documentation (email, document, PDFs, etc...) is saved in a "case folder" and not a "contact folder"?

ANS: The DDOJ is looking for the best suggestions and proposals to accomplish our goals as stated.

83. Does the DDOJ intend to acquire infrastructure (hardware and software) and disaster recovery services from the selected vendor as part of this RFP acquisition?

ANS: Not at this time. The primary purpose for the RFP is for software development of a case management system. The DDOJ will consider the bidder's hardware and disaster recovery requirements based upon the DDOJ's technical environment as noted. Should the bidder have proprietary hardware and/or disaster recovery requirements, they should so state and so they may be evaluated.

84. For the proposed software and hardware environment, does the DDOJ wish to have a support level that is reactive and 24x7, or a "mission critical" level of support?

ANS: There does not appear to be much of a distinction in this question. The DDOJ desires a reliable and comprehensive level of ongoing support. The DDOJ is the top law enforcement agency in the state and as such has mission critical obligations to the public and others. To the extent that bidders have different levels of support packages available, they should delineate as such in their proposal.

85. Will the DDOJ provide detailed specifications for the data conversion and DELJIS interfaces as the basis for providing total costs and timeline?

ANS: Yes and timelines will be aggressive. Please outline your capabilities in your final proposal. Also refer to question 86 for further clarification.

86. Will the DDOJ agree that upon vendor selection, the DDOJ and vendor will negotiate a mutually agreeable project plan and associated timeline reflecting agreed scope of work, resource availability from DDOJ, and purchased services from the vendor?

ANS: No. Negotiations of all terms and conditions, including those listed in the question, are part of the selection process. No contract will be awarded until the DDOJ is able to successfully negotiate all terms and conditions pursuant to 29Del. C. §6982(b).

87. Will the DDOJ advise if comprehensive documentation exists for all divisions and units describing required documents, reports, screens, workflow, codes and the like as basis for quickly implementing, or will the vendor need to include services to conduct business process analysis to define these requirements as the basis for development and implementation?

ANS: Yes. Some comprehensive documents explaining workflow exist and will be made available. It is expected that successful vendors will need to do some limited business process analysis as well. Additionally, regarding integration and external databases that serve multiple criminal justice agencies for multiple types of data storage/retrieval, not all of which are applicable to the DOJ. Once the specific areas applicable to our needs are determined, we will work with DELJIS programmers to match the specific field matches, etc. For example, DELJIS uses the 'entirex' software for Broker calls and user credentials will need to be applicable when accessing confidential data from our internal system. Since all

specific interface fields/points are yet to be determined, we will accept estimates from those bidders who are selected to negotiate with the DDOJ.

88. Will the DDOJ advise the number of FTE resources besides "an in-house trainer" for future training (post go live) that will be available during the project duration (e.g. project manager, system administrator, subject matter experts, report writers, document authors, documentation writers, and trainers)?

ANS: Yes this will determined during the negotiation process.

89. Will the DDOJ agree that 120 days after RFP submission till June 30, 2012 is acceptable?

ANS: Yes.

90. Will the DDOJ agree that a COTS solution configured for the DDOJ does not give the State any ownership of the underlying source code?

ANS: If your creating software on our behalf it will be owned by the State of Delaware. If software is proprietary to the vendor then ownership of the source code remains with the vendor. Further discussion of the terms will be discussed during the negotiation process.

91. Will the DDOJ advise whether a Cloud based solution or an on-premise solution deployed in the DDOJ data center in Wilmington is preferred?

ANS: Yes. At this time, on-site is preferred. The DDOJ will consider alternate proposals on a case-by-case- basis.

92. Does the department expect to host the application and data internally or through the vendor? If undecided, what is the preference?

ANS: The DDOJ will consider both private/internal hosted solutions as well as consider DOJ specific solutions.

93. If hosted internally is the vendor expected to provide disaster recovery or will that be applicable to the internal IT department?

ANS: The DDOJ will consider both vendor suggested solutions and also current DDOJ IT department solutions in place.

94. Is there a budget set for this project and if so what is the budget?

ANS: See above answer on question 66.

95. Could more information be provided as to the data elements coming from the DELJIS system and what is expected to return? What is the systems database and are there API's or some type of hooks into the necessary data?

ANS: See above answer on question 6.

96. Having Concordance for litigation support functions is the department trying to eliminate concordance with the litigation support requirements or would an integration be the preference?

ANS: 'Concordance like' capabilities would be considered. There is no immediate intent to move away from using Concordance as a litigation preparation tool.

97. For requirement #7 under the document and email management specifications could more information be given as to why you would need disaster recovery system for a single case or a single document?

ANS: This question is not clear however, note that Disaster recovery generally applies to office-wide/system wide recovery. To the extent we require recovery of individual files that may be inadvertently deleted, and the recovery of such files, this capability already exists assuming files are routinely saved via "backup exec" or some other backup/recovery application.

98. Is there a legacy database to convert from? If so what is the application/database and can more information such as field layout be given?

ANS: See above question 72 for answer on this point.

99. If the vendor does not have a current organization using an integration using GJXDM but provides a full API Suite for DDOJ staff to build a process to push and pull data from the system will that suffice or will not having a current organization eliminate the vendor?

ANS: See above answer on question 31.

100.   Does the department already have a records management product?

ANS: No we currently do not have a records management product in place.

101.   Can we get specifications on the DELJIS interface requirements?

ANS: See above answer on question 6.

102.   What needs to be shared and what facilities does DELJIS have to facilitate this integration?

ANS: See above answer on question 6.

103.   Can you provide specifications on these systems, the data needed and the facilities the other systems have to interface with? Details needed for pricing.

ANS: See above answer on question 6.

104.   Can you explain exactly what you mean by an email look-ahead report?

ANS: Report on pending matters.

105.   Can you explain batch change values?

ANS: Ability to change values (statuses) in multiple batches.