New York State Division of Criminal Justice Services

Statewide Probation Case Management System
Request for Information

Questions and Answers

1. Will all counties be required to use the new probation case management system, or will they be able to opt-in or out?

   Response: Through this Request for Information, the State is seeking input from the vendor community regarding technical feasibility and interest in a statewide case management solution for Probation Services. Should it be determined that an RFP will be issued, information regarding probation department participation parameters will be provided and solicited through the RFP process.

2. How do you envision the funding model will operate, on a county by county basis. For example, will the State fund all license, implementation, and support fees for each county, or will there be a shared funding model?

   Response: Through this Request for Information, the State is seeking input from the vendor community regarding technical feasibility and interest in a statewide case management solution for Probation Services. Should it be determined that an RFP will be issued, information regarding financing models will be provided and solicited through the RFP process.

3. Do you have a timeline for an eventual RFP? If so, please describe.

   Response: At this point in time, New York State has not established a timeline for an RFP. Should it be determined that an RFP will be issued, notification regarding the process and timeline will be issued according to procurement policies.

4. Is the State seeking any estimated costs for software license, implementation services, and ongoing software and end-user support, to establish a budget for any upcoming RFP? We do not see this explicitly requested within the RFI.

   Response: No, not at this time. Should it be determined that an RFP will be issued, information regarding financing models will be provided and solicited through the RFP process.

5. Page 2, Section D: What is the exact nature and extent of the customization required by the agency?

    Response: Some county probation departments link their case management system with other local agencies such as the Sheriff's Department. The state is seeking information on the capability to integrate with other software systems in order to share information. Should it be determined that an RFP will be issued, unique customizations would be explored in the context of the RFP process.

6. Page 2, Section E, Item 3: Is there a specific standard such as NIEM to which the system must comply?

    Response: NIEM is generally the standard; however, some data exchanges may not be NIEM specific. Should it be determined that an RFP will be issued, technical specifications for the web services will be provided as part of the RFP process.

7. Page 2, Section E, Item 13: Should the proposed system capture video of a compliance check or present a form to be completed during a compliance check?

    Response: Through this Request for Information, the state is seeking information regarding this capability. Should it be determined that an RFP will be issued, the final system requirements would be provided and solicited through the RFP process.

8. Page 2, Section E, Item 14: Should the proposed solution store criminogenic data or determine criminogenic needs based on given data, or support both functions?

    Response: Through this Request for Information, the state is seeking information regarding this capability. Should it be determined that an RFP will be issued, the final system requirements would be provided and solicited through the RFP process.

9. Page 3, Section E, Item 16: Is this a requirement to interface with a financial system, or to provide specific financial functionality?

    Response: The state is seeking information regarding the case management's systems ability to perform financial functions internally as described in the RFI.

10. How many users for the state implementation? (page 4, F)

Response: Currently there are an estimated 3500 - 4000 present users.

11. What is your roll out plan: Are you expecting to implement the state first, and then all the counties over N number of years? (not in RFI)

    Response: The State does not have a predetermined roll out strategy at this point in time. Information regarding roll out options related to the vendor technical architecture and past experience would be appreciated.

12. Will the state purchase licenses for all the counties? How many users in total, including counties? Note: We define User as anyone with access to the system. (not in RFI)

    Response: Should it be determined that an RFP will be issued, information regarding financing models will be provided and solicited through the RFP process. Regarding the number of system users, there are 57 County Probation Departments and the NYC Department of Probation in NYS with approximately 3,500-4,000 potential users.

13. Would it be correct to assume you want a single COTS solution to run each county in NY individually, and roll up to a state view and consolidated reports? (not in RFI)

    Response: NYS is not seeking a COTS solution running at the county level.   It is NYS' experience that decentralized COTS solutions are difficult to maintain, cumbersome to deploy and not necessarily cost effective. This RFI seeks to advance a solution involving a centrally managed CMS that is efficient functionally and technically as well as cost effective. Should it be determined that an RFP will be issued, the State will very likely include maintenance and upgrade costs and any business disruptions associated with these activities as part of the scoring in the RFP.

14. Do you have more detailed state probation requirements, as well as county-specific requirements? How do they differ: state from counties, and counties from other counties? (not in RFI)

    Response: Through this Request for Information, the state is seeking input regarding the case management systems various functionality that is presently available. The majority of those functions are based upon the Rules and Regulations indicated in the RFI. Some counties may have unique situations that may require some customization needs and those needs would be defined through the RFP process, if applicable.

15. Do the counties contract individually and pay directly, or do we only contract with the state? (not in RFI)

    Response: Through this Request for Information, the State is seeking input from the vendor community regarding technical feasibility and interest in a statewide case management solution for Probation Services. Should it be determined that an RFP will be issued, information regarding financing models will be provided and solicited through the RFP process.

16. One way to save the counties money would be to have the solution centrally hosted at a state facility on state-owned hardware, and to operate any third-party tools via central servers as well. This approach would also reduce the overall implementation timeline and costs. Is this an option for this project, or are there reasons why each county would require its own servers, other hardware, and third-party tools? (not in RFI)

    Response: Central installation or a solution that provides centralized access and control would be a requirement. (See RFI sections D, E-5).

17. Could you please provide details regarding the following systems with which the P-CMS will be integrated (e.g., description, platform, size, architecture, etc.)? (page 2, E, 6-8)
        a. NYS criminal history repository (CCH)
        b. NYS Integrated Probation Registrant (I-PRS) system
        c. NYS Criminal Pre-Sentence Investigation Repository (PSI) system

    Response: It is envisioned that the P-CMS will interface to State Systems via web services. Should it be determined that an RFP will be issued, technical specifications for the web services will be provided as part of the RFP process.

18. Page 2, Section D – Is the bid open to companies outside of NYS, or companies outside of the United States?

    Response: Should it be determined that an RFP will be issued, information regarding suitable vendors will be provided as part of the RFP process.

19. Page 2, Section D – Has a budget for the new P-CMS system been identified?

    Response: Through this Request for Information, the State is seeking input from the vendor community regarding technical feasibility and interest in a statewide case management solution for Probation Services. Should it be determined that an RFP will

be issued, information regarding financing models will be provided and solicited through the RFP process.

20. Page 2, Section E, Item Number 3 – Can you provide more detail in terms of what external data sources this new solution must be able to electronically data receive from or forward data to?

    Response: It is envisioned that the P-CMS will interface to State Systems via web services. Should it be determined that an RFP will be issued, technical specifications for the web services and data exchanges will be provided as part of the RFP process.

21. Page 2, Section E, Item Number 5 – Does data need to be migrated from an existing system to the new P-CMS system? If so, what system/format is it currently in?

    Response: Yes the data will need to be migrated. Should it be determined that an RFP will be issued, technical specifications will be provided in the RFP process.

22. Page 2, Section E, Item Number 5 – How many users will access P-CMS across the state? How many concurrent users?

    Response: The state is estimating about 3,500 -4,000 users. Concurrent users will vary depending on the size of the department.

23. Page 2, Section E, Item Number 5 – What's the expected data access roles to share data between different users, organizations or counties?

    Response: The software should respond to role and organizational based protocols, however, there will be a need to segregate persons, cases or data elements for high profile or confidential matters or for juveniles at either the officer and management level, at the departmental level, or perhaps broader. Also, sealing functions would need to exist within such a system to comply with statute or court order.

24. Page 2, Section E, Item Number 12 – Can a list of smart phones and tablets and operating systems that must be supported be provided?

    Response: Through this Request for Information, the State is seeking input from the vendor community, regarding a solution that accommodates smart phones, tablets etc. Should there be a standard regarding operating systems, it will be provided in the technical requirements of the Request for Proposal.

25. Page 3, Section H, Item Number 2 – Is there any preference given to "off the shelf" OMS systems compared to a custom-built P-CMS system?

    Response: [OMS is a typo for CMS?] Yes, preference will be given to a COTS, solution providing that it can meet the specific requirements of the NYS Probation policies and procedures. The vision described in the RFI is for a new P-CMS state-wide system, scalable for statewide probation department deployment, customizable at county level, where required, which provides for the storage, retrieval, management, archiving, and viewing of information, records, documents, or files pertaining to management of probation cases. Input is being requested regarding what is feasible and practical with regards to meeting the objectives as well as the functional and technical requirements, detailed in the RFI.

26. Page 4, Section H, Item Number 11, Sub-Item aa – Which Enterprise Portals will the new P-CMS system be required to integrate with?

    Response: It is envisioned that the P-CMS will interface to State Systems via web services. Integration with the Integrated Justice Portal including single sign on may be required within the RFP process. Should it be determined that an RFP will be issued, technical specifications for the web services will be provided as part of the RFP process.

27. Page 7, Section J, Item Number 3, Sub-item b – Is there a timeline for when an RFP will be issued?

    Response: At this point in time, New York State has not established a timeline for an RFP. Should it be determined that an RFP will be issued, notification regarding the process and timeline will be issued according to procurement policies.