



**TARRANT COUNTY PURCHASING DEPARTMENT**

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**MAY 15, 2023**

**RFP NO. 2023-134**

**QUESTIONS AND RESPONSES**

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| <p><b>RFP FOR ANNUAL CONTRACT FOR<br/>CASE MANAGEMENT SOFTWARE FOR SHERIFF'S OFFICE INTERNAL AFFAIRS DIVISION</b></p> |
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**PROPOSALS DUE JUNE 1, 2023 AT 2:00 P.M., CST**

1. Regarding Statement of Work, IV. Scope of Work Provide for the entry of data from CED devices - does this require a mobile module? Or just mobile compatibility?  
**RESPONSE:**  
**No. No.**
2. Regarding Statement of Work, IV. Scope of Work. What system is being used for the County's computer aid system/CAD?  
**RESPONSE:**  
**CentralSquare SunGard OSSI.**
3. Proposal Requirement. Should vendors submit their pricing proposal within their technical response, or would the county prefer vendors submit their pricing and technical response separately?  
**RESPONSE:**  
**To keep things organized, it is best to submit proposed pricing in its own section, and also use the Price Form provided for the Total.**
4. What is the maximum number of users that would access the system at any given time?  
**RESPONSE:**  
**20 Primary users.**
5. Can the County accept digital submissions from vendors via email?  
**RESPONSE:**  
**We cannot accept digital submissions for this RFP. Physical copies only.**
6. Can the county share the budget appropriated for the opportunity?  
**RESPONSE:**  
**There is no set budget for this solicitation, but the County has elected to do a formal solicitation in the likelihood that any solution could go over \$50K.**

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**QUESTIONS AND RESPONSES**

7. Does the county have a preferred "go-live" date?

**RESPONSE:**

**Before 10/01/2023.**

8. Has the county received any demonstrations from prospective vendors for this opportunity?

**RESPONSE:**

**No.**

9. From an operational standpoint, what is the biggest improvement sought through the acquisition of a new solution?

**RESPONSE:**

**To capture more data with updated software.**

10. Statement of Work, IV. Scope of Work; General System Requirements #3. What is the volume / size of the data and documents to be migrated from the existing RMS into the proposed solution?

Can the County address the scanning and digitization of hard copy files?

**RESPONSE:**

**We will scan any hard copy files into a PDF format and save/upload into the proposed system.**

11. Concerning Statement of Work, IV. Scope of Work From which systems will early warning data need to be retrieved from? How soon following the source system's capture do these notifications need to be generated in the proposed solution?

**RESPONSE:**

**The proposed system should provide early warning based on enter data.**

12. Customer support during operation of the system: to what degree does the county require ongoing helpdesk / live support following the new solution's go-live?

**RESPONSE:**

**8-5 M-F preferably Central Time**

13. How many internal user licenses are required by Tarrant County? I heard 10-12 mentioned on the call but also up to 1700 so please clarify numbers, roles, departments, frequency of logins etc.

**RESPONSE:**

**10 – 12 will be full time users. Up to 1700 as needed to file a report.**

14. The title indicates an Annual Contract, is this a renewal of a current system?

**RESPONSE:**

**It is not a renewal of a current system..**

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**QUESTIONS AND RESPONSES**

15. If the above is true, what is that system?

**RESPONSE:**

**It is not a renewal of a current system.**

16. Can the county share the budget for this Project?

**RESPONSE:**

**There is no set budget for this solicitation, but the County has elected to do a formal solicitation in the likelihood that any solution could go over \$50K.**

17. As the County is looking for a one-time purchase fee with unlimited users, could the County provide some information around the case load?

**RESPONSE:**

**Yes, but there will annually fee. 400 formal cases and 1,000 informal complaints.**

18. What is the approximate implementation budget for this project?

**RESPONSE:**

**There is no set budget for this solicitation, but the County has elected to do a formal solicitation in the likelihood that any solution could go over \$50K.**

19. Regarding Public Access Requirements items 1-3 on RFP page 15:

- a. Is the County currently using a public access portal? If so, what is the name of the portal and who is the portal provider?
- b. If the County is not currently using a public access portal, is the County looking to procure one as part of this RFP?

**RESPONSE:**

**a. No. N/A**

**b. No. We are looking for options from the proposed system.**

20. How many users will the system have?

**RESPONSE:**

**10 – 12 will be full time users. Up to 1,700 as needed to file a report.**

21. Are any data conversions needed? If so, can the data be provided in SQL server format, and does the data consist of data, files, or both?

**RESPONSE:**

**Yes. Yes.**

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**QUESTIONS AND RESPONSES**

22. How much data is the Sheriff's Office currently storing?

**RESPONSE:**

**The information that we would export is hard to separate from other data because it is located in the same folder. Our best guess is 132 GB.**

23. Besides a future RMS system, will any other interfaces be needed (i.e Court filing, District Attorney's office)?

**RESPONSE:**

**No subject to change with a SAP connection.**

24. Is the Sheriff's Office currently procuring a new RMS system?

**RESPONSE:**

**Yes.**

25. Does the Sheriff's Office prefer an On-prem or Hosted solution?

**RESPONSE:**

**No preference.**

26. What is the total amount of funding expected to be used for this project?

**RESPONSE:**

**There is no set budget for this solicitation, but the County has elected to do a formal solicitation in the likelihood that any solution could go over \$50K.**

27. Is there any software that the winning bidder is expected to use?

**RESPONSE:**

**No.**

28. Can you specify any language requirements necessary for this software?

**RESPONSE:**

**No, English.**

29. What are the KPIs (key performance indicators) requested/required for successfully administering this program?

**RESPONSE:**

**See SOW.**

30. How many cases or case users anticipated for this program?

**RESPONSE:**

**400 formal cases and 1,000 informal complaint.**

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**QUESTIONS AND RESPONSES**

31. What is the total amount of funding expected to be used for this project? ?

**RESPONSE:**

**There is no set budget for this solicitation, but the County has elected to do a formal solicitation in the likelihood that any solution could go over \$50K.**

32. Is there a specific pricing structure that should be considered?

**RESPONSE:**

**An all-inclusive total for getting the system up and running is required, as indicated on the Price Form. Any itemization within that total can be specified separately, and additional items can also be listed outside the total for items such as additional licensing, annual renewals beyond the initial term, etc...**