



# Department of Public Safety and Correctional Services

## Information Technology & Communications Division

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### Q&A #2 to Request for Proposals (RFP) Offender Case Management System Project No. DPSCS ITCD 2008-30

March 27, 2008

Ladies and Gentlemen:

This list of Questions and Responses #2 is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations of RFP and contract requirements that are stated in the following questions of potential offerors are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any potential offeror's statement or interpretation of RFP and contract requirements. The numerical sequencing for this Q&A #2 begins at question #2; question #1 was answered in Q&A #1. The following questions, for the above referenced RFP, were received by e-mail and are answered and posted for all Offerors:

2. **Question:** Proposal Format: You ask that the Offeror's technical proposals shall be organized and numbered in the same order as this RFP. Are you referring to the numbering of requirements for sections such as Attachment G - Functional Requirements? Or are you referring to the Technical proposal as a whole? If this is the case, should the Executive Summary be numbered 3.4.4 as it is in Section 3 of the original RFP?

**Answer:** We are referring to all requirements in the RFP, which include Section 2 (Scope of Work), Section 3 (Proposal Format) and Attachment G. RFP Section 3.4.5 addresses software functional matching—please key your responses to the numbering system in Attachment G. RFP Section 3.4.6.1 asks you to address each RFP requirement—key responses for work requirements in Section 2 to the Section 2 numbering system. If your Section 2 answer is addressed by a specific submission requirement in Section 3, a cross reference to your Section 3 response will suffice as your response there. All other submission requirements in Section 3 should be keyed to the numbering system in Section 3. The Executive Summary should then be labeled Section 3.4.4. The RFP will be amended accordingly.

3. **Question:** RFP, Section 3.4.4 says "Exceptions to terms and conditions may result in the proposal being deemed unacceptable". Are the terms and conditions mentioned here referring exclusively to the Contract (Attachment A)? If no, what other areas of the RFP does it apply?

**Answer:** Exceptions to terms and conditions may apply to work requirements in the Scope of Work as well as the Attachment A, Contract. If an Offeror declines to meet an RFP requirement, at least one opportunity to cure a deficient proposal will be tendered, except where the RFP expressly provides to the contrary, e.g. with regard to the failure of the Offeror to complete, sign, and submit MBE Attachments D-1 and D-2 at the time it submits its Response to the RFP. If a deficiency is not cured, a proposal may be found not reasonably susceptible of being accepted for award, or simply ranked lower than other proposals that meet RFP requirements. Further, the Offeror may be found not responsible. If an Offeror objects to the terms and conditions in a standard Maryland contract, again, there would be at least one opportunity to cure. We should point out that mandatory terms are driven by law, regulation and best procurement practices. The State has little flexibility on matters of law and regulation and limited flexibility elsewhere, although we would consider the reasons for exceptions and respond. An Offeror that fails to agree to RFP terms and conditions faces the risk that their proposal will be rejected.

4. **Question:** In the RFP, Section 3.4.6.1 General, you ask that the Offeror shall address each RFP requirement in the Technical Proposal and describe how its proposed services will meet those requirements. Which RFP requirements are you referring to here? Is this a matter of responding to each item in section 3 or elsewhere in the RFP? If it is elsewhere, please clarify the sections the offerors are to address. Does the State require a point-by-point response to all the requirements within Sections 1 & 2? Are there any subsections within these Sections that aren't applicable?

**Answer:** Please see the response to Question #2.

5. **Question:** BCDC, BCBIC: Would DPSCS conduct a scheduled walkthrough of these facilities for vendors to view the business processes and the current ABS and pre-trial systems?

**Answer:** No. The RFP, Section 1.1.3 and Attachment G, Section 5 provide significant detail on these processes and the provided information should be sufficient to permit an understanding of the basic functions conducted at those locations. If you have specific process questions, please submit them to the Procurement Officer.

6. **Question:** Also, in this RFP, the state has included Mental Health requirements but very little on Physical Health and nothing on Dental Health. Is the above functionality not required for the new OCMS?

**Answer:** The scopes of the OCMS and the DPSCS medical service contracts are mutually exclusive. Any data systems for the medical service contracts may or may not be integrated with OCMS. A valid point has been raised that features of a proposed OCMS solution may not be listed as requirements in Attachment G. DPSCS will issue an amendment to the RFP to add to Attachment G, Section 1.6, a requirement to list other functional capabilities and features not listed in Sections 4-8 of Attachment G.

7. **Question:** Does the DPSCS prefer the OCMS to be a single system (having a single enterprise database model) to manage the Functional Units described in this RFP? Or, does the DPSCS lean toward having multiple systems interfaced together to meet the requirement?

**Answer:** The DPSCS prefers the OCMS to be a single system (having a single integrated enterprise database model and a consistent user interface) to manage the Functional Units described in this RFP.

8. **Question:** There appears to be no provision for a set of organizational change activities other than user training. Has the State planned for and accommodated such activities elsewhere or is the State expecting that a project of this size and complexity will be done without such activities?

**Answer:** The DPSCS has accommodated and planned for these types of activities elsewhere. Organizational change is not part of the RFP.

9. **Question:** Users- To assist in providing an accurate price quote, please tell us the total number of anticipated users as well as the anticipated number of concurrent users for the OCMS. If possible, can these numbers be broken down for each functional unit:

- ABS - Arrest and Booking System (ABS) - total number of anticipated users as well as the anticipated number of concurrent users. Total number of users and the facilities (BCBIC, BCDC, etc.) that use ABS.
- PRSP - Pretrial Release Services Program - total number of anticipated users as well as the anticipated number of concurrent users
- DOC - Division of Correction - total number of anticipated users as well as the anticipated number of concurrent users
- DPP - Division of Parole and Probation - total number of anticipated users as well as the anticipated number of concurrent users.

**Answer:** We are able to provide the following general information:

There are currently approximately 5,000 employees in the DPSCS. The DPSCS anticipates that at any point in time there could potentially be about 3,500 concurrent users of the proposed OCMS system across DPSCS. See RFP, Section 2.17.1.

10. **Question:** Users - Is there a distinction between read/write and read only access?

**Answer:** This topic is addressed in Attachment - G Section 4.0 (Global and Technical Functional Requirements) Subsection 4.1 Reference # GL.4 and Subsection 4.2.1 Reference #'s S.4, S.5, and S.6.

11. **Question:** Users - What are the expectations (number of users, type of data access, read/write vs. read only access) regarding third party access (state or non-state agencies and/or non-governmental agencies) to OCMS?

**Answer:** The topic of "type of data access, read/write vs. read only access" is addressed with the answer to Question 10.

At the present time, the DPSCS is planning for third party access to OCMS by the 8 counties that currently have access to the existing ABS application. The DPSCS plans to offer the use of OCMS to all other county jurisdictions for automated support of their Arrest and Booking Intake processes. We expect the number of additional users as a result of this will not alter the number of users stated in the answer to Question #9.

12. **Question:** DOC – What is the Rated Capacity, Average Daily Population, and number of annual admissions to the DOC (please specify by individual facility)?

**Answer:**

DOC Rated Capacity: There are approximately 24,000 Beds within the Division of Correction (DOC).

DOC Average Daily Population: 23,225

DOC Admissions: For FY 07 it was 11,859.

Admissions by Facility: DOC only has two receiving facilities, MCIW (Maryland Correction Institution for Women) for Females (1,145 FY07 Admissions) and MRDCC (Maryland Reception Diagnostic & Classification Center) for Males (10,714 FY07 Admissions).

13. **Question:** Caseloads – What is the estimated number of persons supervised at any one time by PRSP and DPP, what is the estimated number of new placements on supervision for each functional unit each year?

**Answer:**

For the Pretrial Release Services Program (PRSP):

- The PRSP area at any given moment is estimated to be "supervising" between 1,200 to 1,300 cases.
- The PRSP area receives approximately between 6,000 to 7,000 new cases for supervision each year.

For the Division of Parole and Probation (DPP):

- The division averages 69,000 active cases at any one time during a one year period.
- There were approximately 64,000 supervision cases opened in FY 2007.

14. **Question:** ABS – What are the 8 counties that would use the ABS? What is the number of annual bookings for BCBIC, BCDC and the 8 Maryland counties? What is the Rated Capacity and Average Daily Population for each facility?

**Answer:** The 8 counties are as follows:

Charles County  
Frederick County  
Harford County  
Howard County  
Montgomery County  
Prince George's County  
St. Mary's County

Wicomico County

Annual bookings for: (Time frame - February 2007 thru February 2008)

BCBIC & BCDC - 85,170  
Charles County - 6,017  
Frederick County - 5,334  
Harford County - 5,328  
Howard County - 5,467  
Montgomery County - 12,577  
Prince George's County - 13,500  
St. Mary's County - 4,709  
Wicomico County - 3,838

Rated Capacity for BCBIC (The statistics for BCDC are included in this number) - 300. For each of the 8 Maryland Counties the Average "Rated Capacity" is 25.

The term "Rated Capacity" is defined for the purposes of this response, as the maximum number of individuals that can be held for arrest and booking intake processing. This number is not to be confused with the number of actual cells / beds for offenders who have been processed via the ABS and then are incarcerated by that local jurisdiction.

Average Daily Population: (July 2006 thru June 2007)

BCBIC & BCDC (These numbers are not maintained separately) - 3,768  
Charles County - 407  
Frederick County - 501  
Harford County - 432  
Howard County - 297  
Montgomery County - 1,085  
Prince George's County - 1,481  
St. Mary's County - 328  
Wicomico County - 631

15. **Question:** Please provide a breakdown of the type of staff members who will be expected to access the OCMS. What is the role and responsibilities of "case managers" and how are these individuals distinguished from other ABS staff/users?

**Answer:** There are approximately 50 types of users, including senior managers, parole and probation officers, correctional personnel and other similar classifications. Please refer to the functional requirements as they are stated in the RFP, Section 2 and Attachment G for guidelines on OCMS access.

Within the DPSCS, "case manager" is a job function family/position within the Division of Correction (DOC) and the Division of Pretrial Detention Services (DPDS) only. The typical role and responsibility functions of a case manager may include the following:

- a) Uses interview techniques and assessment instruments to determine the offender's security risks and programmatic needs; prepares case history reports and recommends program assignments.

- b) Reviews work and conduct records of all assigned offenders to determine progress or necessity of changing assignments or security classification; serves as a member of the classification unit for an assigned caseload.
- c) Advises offenders on personal problems, employment resources, vocational skills, educational and training needs, family problems and institutional adjustment. Assists in scheduling and assuring appropriate psychological, social work, and medical services for inmate
- d) Delivers programs to offenders which are designed to assist in a successful re-entry into the community following release from incarceration.
- e) Assists with, or prepares reports such as parole summaries or court ordered pre-sentence investigations.
- f) Receives and takes necessary action on incoming and outgoing mail to or from assigned offenders.
- g) Develops, monitors, and amends offender transition plans in line with re-entry programs and services.
- h) Establishes collaborative network with relevant partners to provide support, pre and post release services for offenders which involve family members and community resources and social service agencies.
- i) Substance abuse assessment.
- j) Community Supervision including monitor of urinalysis appointments and drug test results, monitor of all court dates to ensure attendance, monitors conditions of release.

"ABS staff/users" - These individuals perform the functions that are documented in RFP, Section 5.0 of Attachment G.

16. **Question:** ABS – The RFP indicates male and female inmates are housed at either the BCBIC or BCDC facilities. Are pretrial detainees also housed at these facilities, if not where are they housed?

**Answer:** Yes, pretrial detainees are also housed at these facilities (BCBIC or BCDC).

17. **Question:** RFP, Section 1.1.3, states that the arrest booking system is installed in Baltimore Central Booking and Intake Center (BCBIC) as the principal site, and that it is also installed in 8 other locations. To clarify the scope of the ABS installation, are the 8 other locations involved in this installation?

**Answer:** Yes

**2nd Part to Question #17:**

Does the software need to be licensed for these other locations? If yes, what is the total number and the concurrent number of users for each location?

**Answer:** Yes. The OCMS software needs to be licensed for the 8 counties that have been identified as part of the answer to Question #14. The number of locations was addressed in the answer to Question #11. The

number of users for each location is not available but the total number of users and concurrent users is addressed in the answer to Question #9.

18. **Question:** RFP, Section 1.18 – Please clarify the statement that “Neither multiple nor alternate proposals will be accepted”. For example, can a vendor be included as a subcontractor in the proposals of more than one prime vendor? Can a vendor issue a proposal as a prime and also be included as a subcontractor in one or more proposals issued by other vendors?

**Answer:** A vendor may be included as a subcontractor in more than one proposal submitted by different primes. A vendor may propose as a prime and also be included as a proposed subcontractor under another prime’s proposal. The RFP provides only that each prime may submit only one proposal.

19. **Question:** RFP, Section 1.27 – Are subcontractors required to register with the State Department of Assessments and Taxation?

**Answer:** No, but the successful Offeror must be registered before its contact may be approved.

20. **Question:** RFP, Section 1.29.1, Non-Visual Access – Is there currently any specific requirement to support non-visual usage within any of the DPSCS Functional Units described in this RFP? Are there any cases where this requirement would need to be fulfilled immediately upon go-live?

**Answer:** The requirement is not related to whether DPSCS has to support non-visual usage or not. The clause requires the Offeror to warrant that the proposed OCMS system provides equivalent access as described in the non-visual access clause and to warrant that modifying OCMS to become compliant won’t increase the cost of the information technology by more than 5%. If your product meets these parameters, then you need not address the point in your proposal. If it is not compliant, your proposal must say so and if the cost of making it compliant is more than 5% of the license fee, you must disclose that as well. The Procurement Officer then must decide if the State is willing to forgo the product being non-visually compliant due to the cost or if the State is willing to pay the incremental cost if more than 5%.

21. **Question:** RFP, Section 1.30 – Are subcontractors required to register with eMM?

**Answer:** No.

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By: Linda Thompson



Procurement Officer