

RFP 685 AMENDMENT NO. 1



RETURN THIS AMENDMENT TO THE ISSUING OFFICE AT:

Legislative Affairs Agency
State Capitol
120 4th Street, Room 3
Juneau, AK 99801-1182
Attn: JC Kestel

DATE AMENDMENT ISSUED: July 7, 2025

RFP TITLE: RFP 685 – Office of Victims’ Rights Case Management System

RFP OPENING DATE & TIME: 2:00pm Alaska Time, Monday, August 4, 2025

The following contains additional information, changes, or additions for the RFP:

1. Questions or comments that were received by the Procurement Manager from potential Offerors:

a. *Do you have a budget constraint for the project?*

Response: No there is no budget constraint or restrictions for this project.

b. *Would you be able to at this stage indicate a budget range for this solution or advise if there is an amount appropriated in the State for the project?*

Response: There is not a budget range established for the project but there is appropriate funding for the project.

c. *What is the total count and size of documents that are currently stored in your legacy case management system?*

Response: The current system has 222,377 files that total to 410 gigabytes (GB) of data.

d. *Are there any annotations (stamp, sticky notes, redactions, etc.) currently applied to any documents in your current legacy case management system? If yes, do we need to migrate them to the new Case Management System?*

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Response: The current system has existing redacted documents that will need to remain redacted when the documents are migrated to the new Case Management System.

- e. *What is the current backend database being used for the existing legacy case management system?*

Response: Microsoft SQL Server (MSSQL) 2019

- f. *What is the size of the database for your existing legacy case management system?*

Response: Currently there is 1.3 GB of data.

- g. *Which technology is your current legacy case management system built upon?*

Response: The name of the current case management system is Justware.

- h. *How many total numbers of cases do you currently have in your system?*

Response: There are currently 4267.

- i. *Do you have any records retention compliance needs for existing cases? For example: You need to keep them for 10 years upon case being closed and then it needs to be destroyed?*

Response: All records must be permanently retained.

- j. *How many clients (public facing) users will be accessing the case management system to submit case data and upload documents corresponding to the cases?*

Response: Approximately 200-300 public facing clients at any given time.

- k. *Would you prefer U.S.-based, hybrid, or offshore resources for implementation and support?*

Response: The Agency prefers U.S. based resources and staff for implementation and ongoing support.

- l. *Are there any compliance or legal restrictions (e.g., CJIS, HIPAA, State of Alaska regulations) on where data or resources can be located?*

Response: Both Criminal Justice Information Services (CJIS) and Health Insurance Portability and Accountability Act (HIPAA) regulations apply to the data that is currently stored on the existing system and to data that will be stored on the new case management system.

- m. *Do you anticipate needing onsite presence during implementation or can the project be executed fully remotely?*

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Response: The implementation can be completed fully remote with a schedule that meets OVR’s timeline and staffing needs.

- n. *Will the case management system need to integrate with any other internal systems (e.g., court systems, email servers)?*

Response: OVR prefers that the new Case Management Software system has the ability to integrate with Microsoft Exchange Outlook, Active Directory (or azure) for authentication, Alaska Court View (<https://records.courts.alaska.gov/>), and Victim Identification and Notification Everyday (VINE).

- o. *Do you need to migrate existing case data into the new system?*

If so:

- *What is the volume of data (cases, documents)?*
- *What are the data sources (legacy system, spreadsheets, etc.)*

Response: Yes. The existing system currently has 222,377 files, 410 GB of data, and 4267 cases. The data sources consist of the current legacy system which includes the database, word documents, PDF documents, .msg files, etc.

2. All other terms and conditions of Request for Proposals 685 will remain as written.

In order for your proposal to be considered responsive, a signed copy of this amendment and any other Agency issued amendments, in addition to your proposal, must be received by the issuing office prior to the deadline for receipt of Proposals as amended.

JC Kestel
Procurement Manager
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NAME OF COMPANY

AUTHORIZED SIGNATURE

TITLE

PRINTED NAME

DATE