

RFP 685 AMENDMENT NO. 2



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 28, 2025

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

RFP OPENING DATE & TIME: 2:00pm Alaska Time, Monday, September 22, 2025

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

1. On page 1 of the RFP, the first paragraph is amended to read as follows:

SEALED PROPOSALS MUST BE RECEIVED AT THE ABOVE ADDRESS OR MUST BE EMAILED TO LAA.PROCUREMENT@AKLEG.GOV BY 2:00 P.M. ON MONDAY, SEPTEMBER 22, 2025. FAXED PROPOSALS ARE NOT ALLOWED.

2. On page 4 of the RFP, paragraph 1.04 (Schedule of Events) is amended to read as follows:

1.04 SCHEDULE OF EVENTS

This schedule represents the Agency’s best estimate. If one component is delayed, the remainder of the schedule may be shifted an equivalent number of days at the Agency’s discretion.

RFP Issue Date	May 31, 2025
Pre-proposal Teleconference	June 23, 2025
Deadline for Written Questions	September 3, 2025
Deadline for Receipt of Proposals and Proposals Opened	September 22, 2025
Scheduled Demonstrations (by invite only)	September 29-30, 2025
Notice of Intent to Award Contract Issued (NIA)	October 15, 2025
State Signs Contract	October 28, 2025

3. On page 19 of the RFP, paragraph 2.04 (B).(1) (Term) is amended to read as follows:

1. **Term:** The Contract resulting from this RFP will not take effect until signed by the Agency’s Executive Director or her designee. The Successful Offeror for this project will begin meeting and planning with OVR upon execution of the Contract by the Agency’s Executive Director. The Successful Offeror shall reach Phase 4 (Final Use Acceptance Testing) of the project within one hundred twenty (120) calendar

RFP 685 AMENDMENT NO. 2

days of the Contract being fully executed. After the successful completion of Phase 4 (Final Use Acceptance Testing) of the project, the Successful Offeror shall provide OVR with training for the new CMS solution by coordinating a training schedule with OVR that is acceptable to the Project Director.

The Successful Offeror shall provide five (5) years of ongoing maintenance and support to provide on-going system support and maintenance including upgrades, bug fixes, patches, and other technical support necessary to operate the CMS and the five (5) year period shall begin upon the successful completion of Phase 5 (Training) of the project.

4. On page 22 of the RFP, paragraph 3.03 (Cost Proposal Requirements) is amended to read as follows:

3.03 COST PROPOSAL REQUIREMENTS

The Offerors Cost Proposal must include, fully complete, one (1) original hard copy or one PDF document of the COST PROPOSAL FORM in paragraph 5.04 (Cost Proposal Form). The Cost Proposal must be submitted as described in the instructions in paragraph 1.12 (Proposal Submission, Delivery, and Acceptance) on page 6 of this RFP.

5. On page 25 of the RFP, question 4.04 (E.) is amended to read as follows:

E. Does the Offeror indicate how many Office of Victims' Rights or similar government law office installations that they have completed?

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

- a. *Will OVR consider solutions that are hosted on Amazon Web Services (AWS) GovCloud, as opposed to Azure?*

Response: DTI will consider Amazon Web Services (AWS) GovCloud solutions, we currently do not have an AWS tenant so there may be additional setup considerations. DTI will have final determination as to whether AWS or Azure will be acceptable for implementation of the new CMS. The Successful Offeror must provide the new CMS through the solution that is selected by DTI.

- b. *How many document templates are required?*

Response: OVR currently has 25 document templates and would like the ability to create more as needed.

- c. *How many reports will you need?*

Response: OVR currently has 14 reports and would like the ability to create more as needed.

- d. *Following up to amendment 1, 1.n, can you outline the integration requirements and use case for Outlook? For example, does it integrate with calendars, tasks, email, etc. ?*

Response: Yes, the current system does integrate with calendars, tasks, and emails. For example, when an event is added or modified in JustWare (i.e. marked as completed), an email is sent to the assigned attorney. OVR can also create "pop-up" or "email" notifications for events or tasks that come through Outlook. The new CMS should have these options for integration.

RFP 685 AMENDMENT NO. 2

- e. *Following up to amendment 1, 1.n, can you outline the integration requirements and use case for CourtView? Is there certain data that is being pulled or are you adding records to CourtView also? If data is being pulled, where in the workflow does this happen?*

Response: Currently, we update the events in JW from Courtview if we are NOT registered for VINEwatch. Data is entered manually into JW, and we do not add any data to Courtview. We update the events from Courtview as needed, typically once a week.

- f. *Following up to amendment 1, 1.n, can you outline the integration requirements and use case for VINE? Is there certain data that is being pulled or are you adding records to VINE also? If data is being pulled, where in the workflow does this happen?*

Response: Currently, OVR is emailed updated court dates from VINEwatch and then manually update in JustWare. OVR receives multiple VINEwatch emails a day and updates JustWare accordingly. OVR does not add any records to VINEwatch.

- g. *Following up to amendment 1, 1.o, For the current system that has the 222,377 files, can you provide the most common format of these files (ex. PDF, JPG, etc.)? Were most of these documents scanned in electronically? Do you have an estimated range of file sizes?*

Response: A majority of the files are PDF files, but also include JPEG, PNG, MOV (video), or MP3 (audio) files for any given case. The current system can store any electronic document and associate it with a case to have the file accessible within the system. The largest file in the current system is 6.31GB.

- h. *In the RFP, 5.03, DR-2, can you explain the use case for bulk upload of case data? Does this happen one-time or on a recurring basis? What format is it in?*

Response: Case data is bulk uploaded once and not on a recurring basis. The intent of DR-2 is to migrate data from our current system to the new system during implementation. We also upload large files to individual cases, as needed after implementation. The data consists mostly of PDF files, but may also include JPEG, PNG, MOV (video), or MP3 (audio) files for any given case.

- i. *In the RFP, 5.03, DR-18, can you explain the definition for these fields and purpose of collecting it? ANC PD Law, Court#, OVR#*

Response: Case ID is the existing JustWare case number (different from the OVR #). OVR does not use this number.

Primary full name means the victim's and defendant's full names are shown when a case search is populated. If we have two cases involving the same victim, but each case has a different defendant, this helps us ensure we are adding the relevant information to the correct case.

The case status refers to the case status within our office: open, reopened, closed, or suspended.

The case type refers to the type of crime the case is associated with. Our current case types include homicide, assault, sexual offenses, property crimes, other, & restitution.

RFP 685 AMENDMENT NO. 2

“ANC PD Law” is an inaccurate description and should just read as “Law”. This refers to the law enforcement agency’s report number, meaning we can conduct a search using a law enforcement report number and any cases associated with that number will populate.

Court # refers to the court system’s case number. This number is used in all court documents or correspondence regarding the case. We type this number into the search bar and can populate all cases associated with that court number.

The OVR # is our internal case number (different from Case ID, though sometimes the OVR # and Case ID are the same).

I believe the last three items (case attribute, case attribute code, & case attribute value) were added as a mistake, as they do not populate when looking up a case.

- j. *In the RFP, 5.03, DR-28, are these downloaded forms that the user fills out and uploads back to the system? If not, please explain how these forms are filled out by the external user.*

Response: The intent of DR-28 is for applicants to be able to apply for OVR services online through a web application. Ideally, the form is not to be “downloaded or downloadable” and instead, the public applicant can fill out the requested information directly through a public facing portal and “submit” the application to our office for screening.

- k. *In the RFP, 5.03, DR-40, please explain the difference between quick search and name quick.*

Response: Quick search will locate a case, whereas name quick only locates names, not cases.

- l. *In the RFP, 5.03, DR-47, please provide definition for “parties charges notes” and “events filing cabinet case”.*

Response: These should be listed separately and not placed together: agencies and involved parties, charges, notes, attributes, related cases, events, filing cabinet, case summary, names.

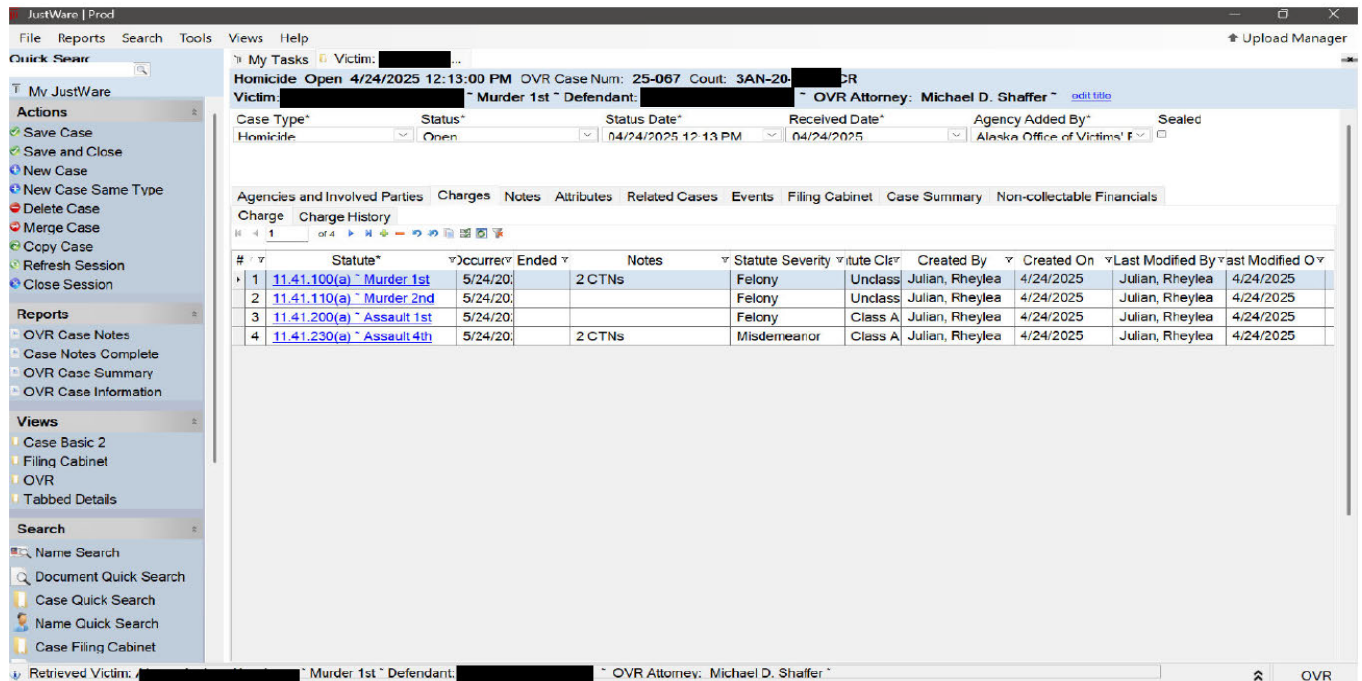
- m. *In the RFP, 5.03, DR-50, could you explain the charges tab and what that is used for? Can you provide a screenshot of this “Charges Tab”.*

This space was intentionally left blank.

RFP 685 AMENDMENT NO. 2

Response: The Charges Tab lists all the criminal charges associated with a case and their level (i.e. class C felony or class A misdemeanor). A redacted screenshot is provided below.

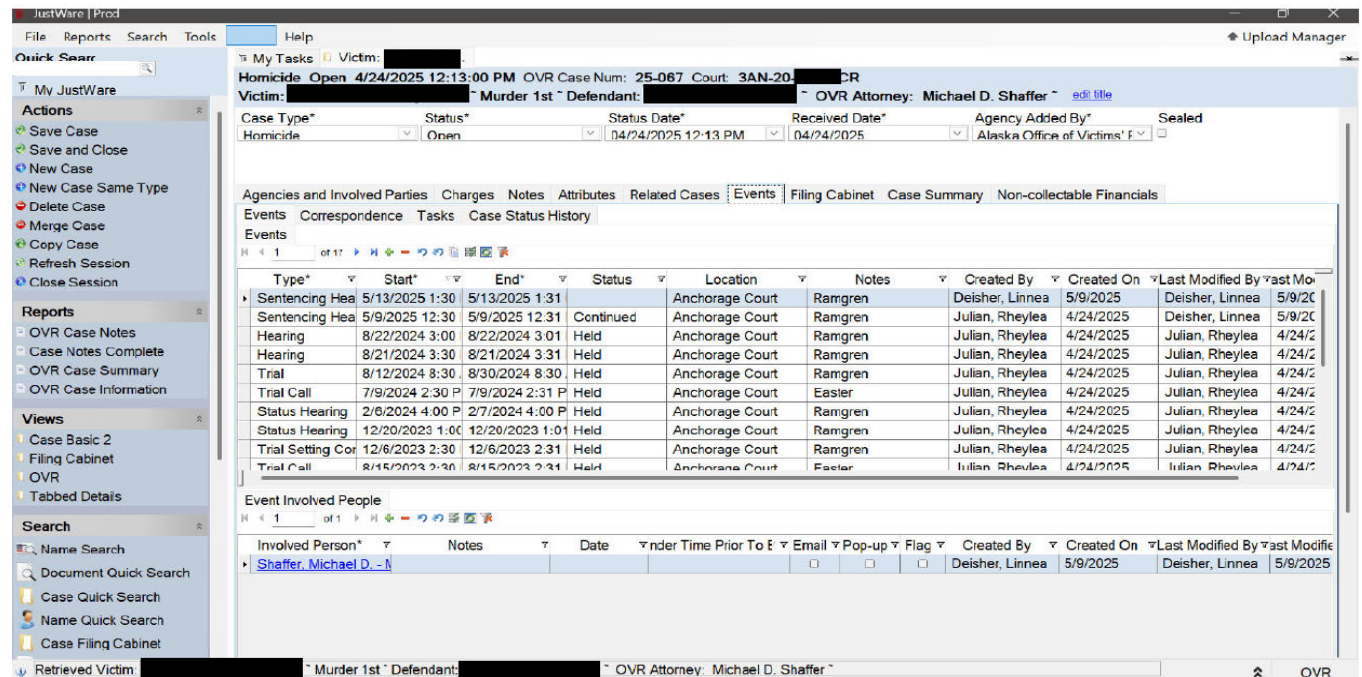
Charges tab screenshot:



- n. In the RFP, 5.03, DR-54, could you explain the events tab and what that is used for? Can you provide a screenshot of this “Events Tab”.

Response: The Events Tab tracks past and future court dates, as well as meetings and deadlines. A redacted screenshot is provided below.

Events tab screenshot:

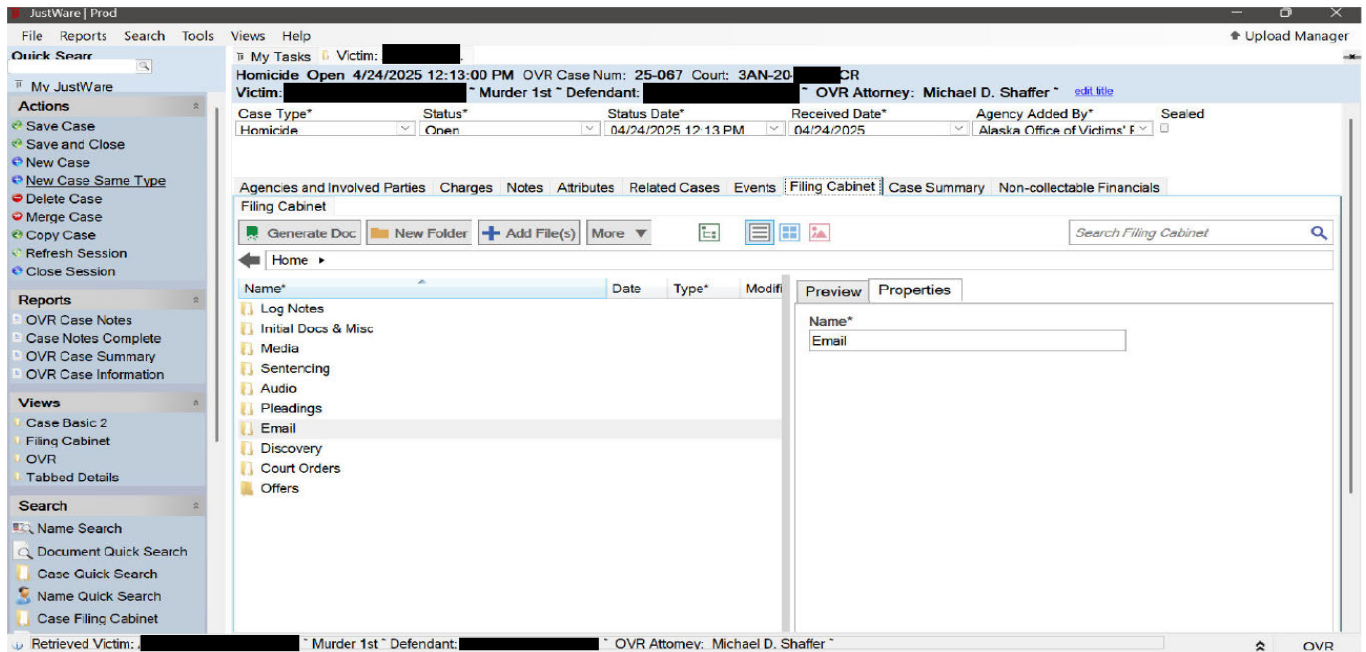


- o. In the RFP, 5.03, DR-57, could you explain the Filing Cabinet Tab and what that is used for? Can you provide a screenshot of this “Filing Cabinet Tab”.

RFP 685 AMENDMENT NO. 2

Response: The Filing Cabinet Tab holds all documents, emails, discovery, video, and audio files related to a case. A redacted screenshot is provided below.

Filing cabinet screenshot:



p. In the RFP, 5.03, DR-59, could we get a screenshot of the “Case summary tab”?

Response: Below are three redacted screenshots of the Case Summary Tab.

Case Summary

Victim: [REDACTED] - **Murder 1st - Defendant:** [REDACTED] - **OVR**
Attorney: Michael D. Shaffer -
Court: 3AN-20-[REDACTED] CR
Law: 20-[REDACTED]
Agency: Alaska Office of Victims' Rights

CaseID: 25-75
Received Date: 4/24/2025
Status Date: 4/24/2025

Law: 25-067
Type: Homicide
Status: Open
Age: 83 days **Active Age:** 83 days

Case Attributes
How did you hear about OVR - Paralegal
VineWatch Registration - OVR

Involvements
Primary Involvements
[REDACTED] Victim
Other Involvements
[REDACTED] Victim's Father
[REDACTED] Victim's Mother
[REDACTED] Defendant
Alaska Office of Victims' Rights (25-067)
[Shaffer, Michael D. - MDS](#) Attorney
[Deisher, Linnea - LHD](#) Support Staff
[Julian, Rheylea - RFJ](#) Support Staff
[Cunningham, Deven B. - DEC](#) OVR Investigator, Inactive

Anchorage DAO
[REDACTED] District Attorney
[REDACTED] Paralegal
Public Defender - Anchorage
[REDACTED] Public Defender

Charges
1. [11.41.100\(a\) - Murder 1st Occurred: 5/24/2020](#)
Felony Unclassified 20-99
[REDACTED] Victim
Notes: 2 CTNs

2. [11.41.110\(a\) - Murder 2nd Occurred: 5/24/2020](#)
Felony Unclassified 20-99
[REDACTED] Victim

3. [11.41.200\(a\) - Assault 1st Occurred: 5/24/2020](#)
Felony Class A 0-20
[REDACTED] Victim

4. [11.41.230\(a\) - Assault 4th Occurred: 5/24/2020](#)
Misdemeanor Class A 0-1
[REDACTED] Victim
Notes: 2 CTNs

RFP 685 AMENDMENT NO. 2

Case Summary

Related Cases

Same Event

Victim: [REDACTED] ~ Murder 1st ~ Defendant: [REDACTED] ~ OVR Attorney: Michael D. Shaffer ~

Court: 3AN-20-[REDACTED] CR

Agency: Alaska Office of Victims' Rights
Status Date: 5/27/2020

Type: Assault

Status: Open

Events (17)

Case Status History (1)

Filing Cabinet (99)

Tasks (4)

Case Notes

05/09/2025

Michael D. Shaffer: Status Shoot Note | [REDACTED]

05/08/2025

Michael D. Shaffer: Status Shoot Note | [REDACTED]

05/05/2025

Rheylea Julian: Status Shoot Note | [REDACTED]

04/30/2025

Michael D. Shaffer: Status Shoot Note | [REDACTED]

04/29/2025

Rheylea Julian: Status Shoot Note | [REDACTED]

04/29/2025

Michael D. Shaffer: Status Shoot Note | [REDACTED]

04/27/2025

Michael D. Shaffer: Status Shoot Note | [REDACTED]

04/25/2025

Linnea Deisher: Status Shoot Note | [REDACTED]

04/25/2025

Deven B. Cunningham: [REDACTED]

Case Summary

04/24/2025

Rheylea Julian: Victim Request or Concern | [REDACTED]

04/24/2025

Rheylea Julian: Status Sheet Note | [REDACTED]

q. In the RFP, 3.03 COST PROPOSAL REQUIREMENTS, it is asking for an original hard copy of the cost proposal. Is a digital form acceptable?

Response: Please review the amended paragraph 3.03 (Cost Proposal Requirements) described in line 4. On page 2 of this Amendment and paragraph 1.12 (Proposal Submission, Delivery, and Acceptance) on page 6 of the RFP.

RFP 685 AMENDMENT NO. 2

- r. *In the RFP 4.04E, for references, it asks for Ombudsman references. Is it acceptable to get references for similar public agencies or will more points be awarded for Ombudsman references?*

Response: Please review the amended line 4.04 (E.) described in line 5. on page 2 of this Amendment.

- s. *When was your annual support for JustWare retired? How are you currently getting support for JustWare? Can you share what the annual support cost are for the current solution?*

Response: OVR's Third-party support for JustWare ceased in 2021. Currently support for JustWare is provided by DTI and OVR staff and there is no external support cost for JustWare.

- t. *In Section 2.04 B.2 of the RFP, it says: "The Successful Offeror shall be paid after completion of Phase 5 (Training) of the Project for all cost proposed on the offerors Cost Proposal with the exception of the on-going system maintenance and support cost proposed on line C. (Maintenance and Support (5-years)) of form 5.04 (Cost Proposal Form) of this RFP."*

It would be financially challenging for all but the deepest pocketed companies to receive \$0 payment until the system is complete. Would the State be open to modifying this requirement by breaking up the payments into several verifiable milestones?

Response: OVR will allow for progress payments that match the implementation phasing described in paragraph 2.04 (A.) (Phasing of Ensuing Contract) of the RFP, if requested by the Successful Offeror. If progress payments are elected, OVR and the Agency will determine how to split up the total Contract Cost in the form of progress payments amongst the five (5) phases. The Contractor must submit an invoice to the Project Director for a progress payment and payment of the invoice will not be made until the Project Director approves the successful completion the phase that OVR is being invoiced for.

- u. *Due to the costs of obtaining a business license for out-of-state vendors, would the State be willing to modify the requirement from prior to proposal submission, to post-award, prior to contract signing?*

Response: No, the requirement to provide a business license and information related to the type of legal entity of the Offeror is to ensure that Potential Offerors can conduct business in the State of Alaska legally before the Legislature awards a contract to an Offeror. Please review paragraph 1.07 (Alaska Business License and Legal Entity) on page 5 of the RFP for more details about the requirements.

- v. *Given that there are only seven business days between the final day to submit questions and the due date of the proposal, would the State be willing to extend the proposal deadline by 30 days to give vendors adequate time to adjust their proposals in response to the answers provided?*

Response: Please see the revised RFP schedule described in lines 1. and 2. of this Amendment.

- w. *Will LAA consider Offerors Case Management System experience from sectors outside of Victims' Rights, Victims Advocacy, or Public Defense?*

Response: Yes, please include all relevant experience that the Offeror possesses but OVR prefers experience that the installing, configuring, and customizing experience was obtained in government workplace environments that include offices or agencies of Victims' Rights, Victims Advocacy or public law defense.

RFP 685 AMENDMENT NO. 2

- x. *Can the Offeror obtain the Alaska Business License prior to the award of the contract, given the limited time available to complete the required formalities?*

Response: Please see the revised RFP schedule described in lines 1. and 2 on page one of this Amendment and the Agency response to question u. on page 8 of this Amendment.

- y. *Can the Offeror perform development, customization, and training services remotely or from an offshore location?*

Response: The Successful Offeror can provide the services remotely and OVR prefers that the staff are based in the United States while the remote services are provided by the Successful Offeror.

- z. *Does LAA have a preferred SaaS platform for this project?*

Response: Please see Agency response to question a. on page 2 of this Amendment.

- aa. *Given the tight schedule, would LAA consider extending the proposal due date by one week to allow offerors to prepare a comprehensive and competitive proposal?*

Response: Please see the revised RFP schedule described in lines 1. and 2. on page one of this Amendment.

- bb. *Is there an error in RFP section 1.07 (ALASKA BUSINESS LICENSE AND LEGAL ENTITY) requiring an offeror to have a business license at the time of submission and not at the time of award?*

Response: No there are no errors in paragraph 1.07 (Alaska Business License and Legal Entity) of the RFP, please see the Agency response to question u. on page 8 of this Amendment for more details.

- cc. *Per RFP section 1.07, OVR is asking for an Alaska Business License at the time of proposal submission. We are a California business. Would OVR accept California Business Licenses and seller's permit in lieu of an Alaska Business License while our application for an Alaska Business License is pending?*

Response: No, the Agency will not accept out of state business licenses or sellers permits in lieu of an Alaska Business License. Please see revised RFP schedule on page 1 of this Amendment that will allow plenty of time to obtain the proper licensing needed.

- dd. *Can the State indicate the funding source is the State, the Federal government, or a combination?*

Response: The funding source is provided by the State of Alaska.

- ee. *Should the proposed solution anticipate use by other departments or legal entities under the State of Alaska umbrella in the future?*

Response: No.

- ff. *Will the State require ownership of custom-developed components or interfaces?*

Response: Yes, please refer to paragraphs 1.39 (Ownership and Reuse of Documents) and 1.40 (Materials and Processes Covered by Patents, Trademarks, or Copyrights) for the RFP for more details.

RFP 685 AMENDMENT NO. 2

gg. *Are service level expectations (response/resolution times) outlined elsewhere or should Acro propose its standard SLA?*

Response: Offerors should include their offering of service in the Offerors Technical Proposals.

hh. *Does the State have a preferred FedRAMP-certified cloud provider (e.g., Azure GovCloud vs. AWS GovCloud)?*

Response: Please see Agency response to question a. on page 2 of this Amendment.

ii. *Can the State provide detail on the volume, structure, and format of legacy data (from JustWare or other sources) to be migrated?*

Response: Please see Agency response to questions h. and g. on page 3 of this Amendment.

jj. *Can the State indicate the funding source is the State, the Federal government, or a combination?*

Response: The funding source is provided by the State of Alaska.

7. 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
PHONE: (907) 465-6705
TDD: (907) 465-4980

NAME OF COMPANY

AUTHORIZED SIGNATURE

TITLE

PRINTED NAME

DATE