

RFP 685 AMENDMENT NO. 3



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: August 7, 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. Questions or comments that were received by the Procurement Manager from potential Offerors:

- a. *I am wondering if you can clarify the number of users that need to be considered for the response. In the addendum there is mention of 200-300 public facing clients/users but in the RFP you state that we should include licensing for 10 users. Can you clarify and explain what the public facing users will need to do on the platform?*

Response: Potential Offerors shall provide licensing for ten (10) OVR users in their proposal and pricing. OVR prefers that the new system also includes a portal for public clients of OVR to upload case file documents and update personal contact information for the client by referencing their case number that is assigned. OVR desires that if the portal is an option of the new CMS that the uploaded files and edited contact information are stored in a pending file or limbo file that must be approved by OVR users before the files or edited contact information is applied to the case in the new CMS.

- b. *There are mentions of bulk upload of case data. Could the State clarify: What formats are used for bulk uploads (CSV, Excel, XML)? Whether bulk updates are typically done through UI, scripts, or external data sources?*

Response: The mentions of bulk uploads is for importing current legacy case material. The Offeror shall specify if their product can do batch/bulk uploads and if so what type of data and in what format. The DTI team is capable of data transformations of the current legacy data.

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- c. *Will redacted documents need to be editable within the system post-migration, or simply preserved as-is?*

Response: Redacted documents shall be preserved as-is.

- d. *Will OVR provide any mapping documents or require the vendor to perform a full data assessment?*

Response: The Successful Offeror will work with DTI during Phase 1 of the Contract to specify the data they can intake and DTI will provide the mapping.

- e. *Are there specific data retention policies the system must enforce (e.g., automatic archiving or purging after a set period)?*

Response: OVR does not have data retention policies, OVR does intend to keep data indefinitely.

- f. *Can the State provide a sample of legacy data structures from JustWare, including redaction formats and metadata?*

Response: No, we use electronic document formats and the new CMS should store any electronic document format.

- g. *Are there any external dependencies (e.g., file servers or shared drives) outside of JustWare that need to be included in the migration?*

Response: There is a file system that is maintained by JustWare of attached documents that will need to be included in the migration.

- h. *Are there any additional data sovereignty rules beyond the U.S.-based hosting requirement??*

Response: No.

- i. *Will the State provide test scripts and test data for user acceptance testing, or is the vendor responsible for designing the test scenarios?*

Response: The Successful Offeror will be responsible for test scripts and test data.

- j. *Will the State facilitate coordination with the existing vendor for data extraction or documentation?*

Response: Yes, DTI will facilitate data extraction and transformation.

- k. *Should the CMS preserve and display existing redactions in imported case documents, or enable users to re-apply redactions using system tools?*

Response: The CMS does not need to be able to conduct redaction internally, redaction will be done in Adobe PDF prior to importing the documents.

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- l. *Are multilingual interface options or translated document uploads part of current or future use cases?*

Response: OVR prefers that if a CMS solution offers a user portal for case submission, that the portal will have multilingual options.

- m. *Can OVR provide documentation or examples of current case types, status stages, and review procedures?*

Response: Detailed information won't be provided prior to the Proposal deadline, there are not large differences in workflow depending on case type, there are less than a dozen case types. Some case types require a unique case numbering system. There are approximately 5 status stages.

- n. *Will existing redactions in case documents be preserved as image overlays or require reprocessing?*

Response: Existing redactions will be preserved.

- o. *Are there specific file types or limits for document uploads and storage?*

Response: No, these are case attached documents there are currently no limits beyond NTFS native limits, if the new system has limitations more restrictive than NTFS, they need to be specified in the Offerors Proposal.

- p. *Should the public portal allow users to check case status or just submit initial requests and documents?*

Response: No, just to submit requests and documents. The public can call the OVR office to check the case status.

- q. *A total of 300 public users are expected. How many concurrent users should the system support?*

Response: No.

- r. *Is there any integration needed with a payment gateway??*

Response: The new CMS does not need to have a payment gateway or any integration with one for payments.

- s. *Is the system expected to support secure in-app messaging or rely solely on integration with Outlook for email correspondence?*

Response: The new CMS does not require in-app messaging.

- t. *What specific APIs or data exchange formats are supported or required for integrations with Court View, VINE, or Microsoft Outlook?*

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Response: Microsoft supports Graph API for interacting with exchange. VINE uses SMS notifications, and CourtView is a web application with no API.

- u. *Is integration with Azure Active Directory (AD) or another identity provider required for internal users?*

Response: Yes, Microsoft Intune for authentication is required.

- v. *Are there any limitations or known issues with third-party systems (e.g., Court View, VINE, Outlook) that may affect integration or scheduling?*

Response: CourtView, VINE, and outlook integrations are suggested enhancements and not required features. These features should not be allowed to have a scheduling effect on the integration.

- w. *Will OVR/DKI provide access credentials and documentation for external systems (Court View, VINE) during implementation?*

Response: No.

- x. *Are there any time-based compliance workflows (e.g., statutory deadlines) that must be enforced in the system?*

Response: No statutory deadlines, customizable service level agreement timeframes would be ideal

- y. *Are there language accessibility or ADA compliance features required on the public portal?*

Response: The new CMS shall comply with the federal mandate to be WCAG 2.1 Level AA compliant.

- z. *What tools does the State use to verify ADA compliance features?*

Response: DTI uses SiteImprove to verify ADA compliance.

- aa. *What level of audit logging is required (e.g., field-level edits, login attempts, record views)? Should this be accessible through the UI or only backend reports?*

Response: Audit logging should include case reads and writes, as well as system logins. Records should be accessible within the UI.

- bb. *Will public users require account creation or be granted anonymous access through the portal?*

Response: Public users should have anonymous access.

- cc. *Will the State or vendor manage public portal user identity, access requests, or content moderation?*

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Response: No user identity and no moderation is needed.

dd. *How many client references should be submitted, and is there a preferred timeframe (e.g., within the last 5 years)?*

Response: Potential Offerors shall review paragraph 2.02 (Minimum Qualification Requirements) of the RFP for details.

ee. *Should resumes highlight only CMS project experience, or should broader software implementation or justice sector experience be included?*

Response: Case management and Justice system experience should be highlighted.

ff. *Is there a minimum required level of experience (e.g., years, number of implementations) for key roles like Project Manager or Technical Lead?*

Response: Proposals will be scored during the proposal evaluation process on the complexity of the experience they provide, no minimum is required for the Project Manager or Technical Lead.

gg. *Is the State looking for any particular roles in the contractor staff resumes or can the contractor provide resume of their key personnel who will be working on implementing the RFP solution?*

Response: Potential Offerors shall provide resumes of their key personnel who will be working on the project on behalf of the potential Offeror.

hh. *Will solutions that require configuration (but not customization) be evaluated more favorably than those needing code-level custom work?*

Response: Systems will be graded on many requirements like pricing and time to deployment that should sufficiently differentiate products that require configuration vs those needing custom work. Potential Offerors shall review the proposal evaluation criteria in section four of the RFP.

ii. *Are certain product features or priorities considered most critical for selection of vendor?*

Response: Please see Agency response to question gg. on page 4 for this amendment for the Agency's response.

jj. *The RFP references large volumes of existing data (~410 GB). Will OVR expect this storage capacity to expand during the contract term, and should the pricing include the additional anticipated capacity?*

Response: Yes, 410GB is approximately 15 years of data. DTI expects the system to expand at approximately 30GB per year.

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kk. *Can the State confirm whether individuals may have multiple roles (e.g., a victim in one case, witness in another)? Should the CMS track this across case records with a unified profile?*

Response: Yes, individuals could have multiple roles.

ll. *Are there any file size limitations or storage quotas currently in place or expected?*

Response: Not currently, but a reasonable limitation can be included in the offeror's proposal.

mm. *Will the State provide a standard contract or terms and conditions for review before the bid due date?*

Response: Below is an example of the standard contract terms and conditions. In accordance with paragraph 1.22 (Additional Terms and Conditions) the Agency reserves the right to include additional terms and conditions in the Contract resulting from this RFP.

PROFESSIONAL SERVICES CONTRACT BETWEEN

**CONTRACTOR LEGAL NAME
CONTRACTOR ADDRESS
CONTRACTOR CITY, STATE, ZIP**

AND

**ALASKA OFFICE OF VICTIMS' RIGHTS
1007 W. 3RD AVENUE
ANCHORAGE, AK 99501**

**CONTRACT AMOUNT: \$XX,XXX.XX
(including reimbursement for expenses)**

The parties to this contract, made and entered into the date the Legislative Affairs Agency Executive Director or her designee signs the contract, are the Alaska Office of Victims' Rights, whose address is 1007 W. 3rd Avenue, Anchorage, Alaska 99501-1936, hereinafter referred to as "OVR", and Contractor Name, whose address is Contractor Full Address, hereinafter referred to as the "Contractor".

THE PURPOSE OF THIS CONTRACT is for the Contractor to provide a Case Management System (CMS) for the Alaska Office of Victims' Rights.

IT IS THEREFORE MUTUALLY AGREED THAT:

CLAUSE I – GENERAL; STATEMENT OF SCOPE OF WORK; RELATED PROVISIONS

This contract is established as a result of Request for Proposals No. 685 ("Office of

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Victims' Right Case Management System") (RFP). The RFP and the Contractor's Cost Proposal and Technical Proposal (jointly referred to as "Offer") are incorporated into and made a part of this contract as Exhibits A and B to the Contract. The Contractor shall perform the work that is described in the RFP according to and as described in the RFP and the Offer. If there is a conflict between the RFP and the Contractor's Offer, the RFP will govern. If there is a conflict between the RFP and this contract document or a conflict between the Contractor's Offer and this contract document, this contract document will govern.

CLAUSE II - PERIOD AND DATES OF PERFORMANCE AND TERMINATION

- (A) Work under this contract shall begin on the date the contract is signed by the Executive Director of the Legislative Affairs Agency or her designee and terminate Month Day, Year. The Contractor shall complete Phases 1 through 5 listed on pages 18 and 19 of the RFP by Month Day, Year, and the 5-year maintenance period shall begin Month Day, Year.
- (B) Upon delivery of written notice to the Contractor, the contract may be terminated by the Project Director with or without cause. To terminate, the Project Director shall provide notice by e-mail or delivery of a hard copy to the Contractor, whichever method is selected in the sole discretion of the Project Director. If this contract is so terminated and the termination is not based on a breach by the Contractor, the Agency shall compensate the Contractor for services and products provided under the terms of the contract up to the date the termination notice is delivered, provided the Contractor provides the Agency with a statement in writing containing a description of the services and products provided prior to contract termination and a copy of all documents, reports, material, and other items required to be delivered to the Project Director by this contract.

CLAUSE III - COMPENSATION

- (A) For the work specified in this contract, the Contractor shall be compensated, including expenses, based on the contract an amount up to XX,XXX and No/100 Dollars (\$XX,XXX).
- (B) Progress payments may be made during each Phase of the project.
- (C) Payments are not automatic and the Project Director must approve the billing before it may be paid.
- (D) If a payment is not made within 90 days after the Agency has received a billing that meets the requirements of this contract, the Agency shall pay interest on the unpaid balance of the billing at the rate of 1.5 percent per month from, and including, the 91st day through the date payment is made. A payment is considered made on the date it is mailed or personally delivered to the Contractor.
- (E) Total payments, including expenses, under this contract may not exceed XX,XXX and No/100 Dollars (\$XX,XXX).

CLAUSE VI – VENUE

In the event that the parties to the contract find it necessary to litigate the terms of the contract, venue shall be State of Alaska, First Judicial District, at Juneau, and the contract shall be interpreted according to the laws of Alaska.

CLAUSE V - PROJECT DIRECTOR

The Project Director is the Alaska Office of Victims’ Rights Executive Director or her designee. The Project Director is authorized to oversee and direct the activities of the Contractor under this contract. The Project Director serves at the discretion of OVR and may be replaced by OVR. OVR shall provide written notice of the change to the Contractor.

CLAUSE VI – TIME

Time is of the essence for this contract.

CLAUSE VII - AUTHORIZATION; CERTIFICATION

Execution of this contract was authorized by a majority of the members of the Alaska Legislative Council at a meeting on Month Day, Year.

Certification of this contract by the Legislative Affairs Executive Director or her designee hereby constitutes a certification that funds are available in an appropriation to pay for the Agency’s monetary obligations under the contract through June 30, 2026. Availability of funds to pay for the Agency’s monetary obligations under this contract after June 30, 2026, is contingent upon the appropriation of funds for the particular fiscal year involved. In addition to any other right of the Agency under this contract to terminate the contract, if, in the judgment of the Legislative Affairs Agency Executive Director, sufficient funds are not appropriated, this contract will be terminated by the Agency without liability of the Agency for the termination, or amended. To terminate under this section, the Agency shall provide notice of the termination to the Contractor.

CLAUSE VIII - MODIFICATION AND PREVIOUS AGREEMENTS

This contract contains all terms and conditions agreed upon by the parties. No other understandings, oral or otherwise, regarding the subject matter of this contract shall be deemed to exist or to bind either of the parties to this contract. This contract may not be modified unless in writing and signed by the parties to this contract.

IN WITNESS WHEREOF, the parties have executed this contract on the dates indicated below:

CONTRACTOR:
CONTRACTOR LEGAL NAME

AGENCY:
STATE OF ALASKA
OFFICE OF VICTIMS’ RIGHTS

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First and Last Name Date
Title: CEO
Business License No.: 1069698
Tax Identification No.: XXXX

Representative Sara Hannan Date
Chair
Alaska Legislative Council
Procurement Officer

CERTIFYING AUTHORITY:

APPROVED AS TO FORM:

Jessica Geary Date
Executive Director
Legislative Affairs Agency

Legal Counsel Date

ACCEPTED:

Project Director Date

End of example standard Contract

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

NAME OF COMPANY

AUTHORIZED SIGNATURE

TITLE

PRINTED NAME

DATE