
we to understand the proposed CMS should have the functionality for users to send documents to non-users, and to have these documents signed with DocuSign?

ANSWER: Yes.

6. **3.01.D.j:** Do the completed DocuSign documents need to be automatically ingested into the proposed CMS, or will the capability for users to upload the completed document be sufficient?

ANSWER: Upload is sufficient if the user receives a notification that the document is completed.

7. **3.01.D.j:** Will solutions without this functionality be considered?

ANSWER: No.

8. **3.01.E.b.vi:** "users should have the ability to be able to send a note or question within the program (like a chat) to other users." Our solution does not have a live chat functionality. Users can create tasks, with notes, an assignee, a due date, and notifications. Is this functionality sufficient?

ANSWER: This functionality is sufficient.

9. **3.01.F.c "Events and Calendaring":** Will proposals without a calendaring module that allows for month/week views be accepted or deemed unresponsive?

ANSWER: Deemed unresponsive.

10. **3.01.F.b "Events and Calendaring":** Does this mean when an event is created in the proposed solution it is automatically populated into the user's MS Outlook 365 calendar?

ANSWER: Yes.

11. **3.01.F.b "Events and Calendaring":** Will the ability to download a .ics file to be added to a users MS Outlook calendar be sufficient?

ANSWER: No.

12. **3.01.F.d "Events and Calendaring":** We understand this to mean all records/events created in the proposed system will still be available/visible within the system once MS Outlook has been deactivated. Is this correct?

ANSWER: Yes.

13. **3.01.I "Data conversion":** What format is the data currently in?

ANSWER: MS Sql Attachments are in their original formats including Outlook .msg formats.

3.01.I "Data conversion": Will a subject matter expert be available to assist with data mapping?

ANSWER: Yes.

14. **3.01.I "Data conversion":** Approximately how many years of data will be migrated?

ANSWER: Our existing system has data from 2018 to present. All data must be converted.

15. **3.01.I "Data conversion":** What is the approximate size of the data being migrated from the legacy system?

ANSWER: Database size of 6GB and documents/attachments size of 450GB.

16. **3.01.I** "Data conversion": How many data fields will be migrated?

ANSWER: Approximately 500

17. **3.05:** "Prompt payment for state purchases": Are respondents required provide a 5% discount on all invoice paid within 15 business days from the date or receipt of the commodities?

ANSWER: The state is eligible to receive a 5% discount for all invoices paid within 15 business days from the date of receipt of the commodities or services and/or a correct invoice, whichever is later.

18. **7.06:** "Offerors must comply with all of the terms of the IRFP": Will redlines to the terms and conditions be accepted?

ANSWER: Redlines to the terms and conditions can be submitted and will be reviewed by the department and depending on the request may also be reviewed by the Department of Law and/or Department of Administration/Risk Management and could be denied or accepted depending on the request.

19. **7.12:** "If conflict arises between a supplemental term or condition included in the proposal and a term or condition of the IRFP, the term or condition of the IRFP will prevail": Does this mean redlines to the terms and conditions of the IRFP will not be accepted?

ANSWER: Please see response above.

22. Does the State intend for the selected vendor's solution to be hosted within a State-managed, on-premises Microsoft environment (e.g., Windows Server and Microsoft SQL Server)?

ANSWER: Yes.

23. If the solution is hosted in the State's environment, would the State be responsible for ongoing infrastructure operations, including platform maintenance, security patching, upgrades, backups, and disaster recovery?

ANSWER: Yes.

24. What level of system and administrative access would be provided to vendor staff for purposes of application administration, configuration, troubleshooting, and support?

ANSWER: Supervised remote access only.

25. Is the State open to considering a vendor-hosted, web-based solution that meets all functional, security, and data protection requirements outlined in the IRFP?

ANSWER: No.

26. Is it acceptable to the Commission, that the vendor obtain a Vendor Tax ID after the proposal submission and prior to the award? (Similar to business license).

ANSWER: Yes.

27. Section 6.01 states the license is required "prior to the award." If a vendor is selected but does not yet have the license, is there a specific "grace period" for processing, or must it be active immediately upon the Notice of Intent to Award?

ANSWER: The awarded offeror must have the business license prior to receiving the Standard Agreement Form.

28. The budget is listed as \$30,000 to \$100,000. Are we right to assume that this range only includes the initial two-year term?

ANSWER: The budget is for the initial term and three one-year optional renewals. Attachment #5 Cost Proposal will be amended and posted with Amendment #2.

29. Is the post-year-2 pricing evaluated or informational only?

ANSWER: Please see response for #28.

30. Attachment #5 in the proposal states *"Cost proposals must identify a firm, fixed price that includes all direct and indirect costs associated with the performance of the contract, including, but not limited to all services, total number of hours at various hourly rates, payroll, supplies, "overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit to be provided by the contractor to complete all work as described in the IRFP and in the resulting contract"*.

However, the format described below is a single line item for the cost.

Is the Commission looking for a breakdown of how each of the migration, configuration etc. are arrived at? OR

Is the pricing and rate breakdown separate and lists overall numbers that must be same as costs summed for each of labor related items in Attachment 5?

ANSWER: The costs should be provided for each line item identified in Attachment 5.

31. Does the Commission expect any vendor travel to Alaska?

ANSWER: No.

32. Can the Commission please elaborate the expectations around "CJIS-aligned security practices"

ANSWER: "CJIS-aligned security practices" means the vendor implements administrative, technical, and physical safeguards consistent with the FBI CJIS Security Policy for any system, service, or personnel that may access Criminal Justice Information (CJI). At a minimum, this includes background-checked personnel, least-privilege access, encryption of CJI in transit and at rest, centralized logging and monitoring, incident response procedures, and secure data handling. Formal CJIS certification is not required.

33. What level of involvement does the Commission expect from the vendor in the matters of hosting.

ANSWER: None, Departmental IT provides and maintains on premise hosting.

34. Does "not hosted or cloud-based" mean the system must operate entirely within the State's internal network (intranet), or may selected components (such as a public-facing web portal for the complainant submission) be externally accessible while still hosted on State infrastructure?

ANSWER: Yes.

35. What specific Docusign metadata fields must be imported or synchronized (e.g., signer status, timestamps, routing history, certificate of completion)?

ANSWER: The system must import and retain standard DocuSign envelope metadata sufficient to support audit, records management, and legal review. At a minimum, this includes envelope and recipient status, sender and signer identities, sent/viewed/signed/completed timestamps, routing and action history, and the certificate of completion; additional metadata fields may be proposed if they add clear operational or compliance value.

36. Does attaching Outlook emails require automated capture or system integration, or is manual upload by staff acceptable?

ANSWER: Automated capture or direct Outlook (M365) integration is preferred.

37. What is the maximum allowable file size per upload and any total storage limits per case?

ANSWER: The solicitation does not impose a specific maximum file size per upload or a fixed storage limit per case. Vendors should state any system-enforced limits and describe how large files and long-term case storage are handled.

38. What level of physical file tracking is required (e.g., simple location tracking versus barcode tracking or chain-of-custody tracking)?

ANSWER: No physical file tracking is required. The solution is expected to manage records and evidence entirely in digital form.

39. What are the migration acceptance criteria (e.g., validation percentage, reconciliation reporting, acceptable error thresholds)?

ANSWER: Migration acceptance will be based on successful transfer and validation of all agreed-upon data sets, with reconciliation reporting demonstrating completeness and accuracy. Vendors should propose reasonable validation methods and error thresholds, with any discrepancies documented and resolved prior to final acceptance.

40. What format will legacy system data, documents, and emails be provided in for migration (e.g., database extract, CSV, file system export), and will data dictionaries or field mapping documentation be available?

ANSWER: Legacy data will be provided from a Microsoft SQL-backed system with a Microsoft Access front end, along with file system exports for associated documents and emails. Data schemas and available documentation will be provided to support field mapping, with vendors expected to validate and address any gaps during migration.

41. What is the approximate size (GB/TB) of existing documents and attachments to be migrated?

ANSWER: 450 GB

42. What is the typical monthly case volume, and what are the common types of complaints filed?

ANSWER: Approximately 100 inquiries. Complaints are discrimination based and most are employment related.

43. What are the required retention periods for cases, documents, and audit data?

ANSWER: Current year +3 for Investigative files. Permanent Archive for any Investigation that has also through the Hearing Process.

44. Will test, training, and production environments be provided by the State, and what access will vendors have during implementation?

ANSWER: The State will provide test, training, and production environments. Vendors will be granted time-limited access appropriate to implementation, configuration, migration, and testing activities, subject to State security and access control requirements.

State Signature

Name: Janice Neal
Title: Procurement Officer

Offeror Signature

Name: _____
Title: _____
