



**COUNTY OF LOS ANGELES**  
**DEPARTMENT OF MEDICAL EXAMINER-CORONER**  
1104 N. MISSION RD, LOS ANGELES, CALIFORNIA 90033



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**REQUEST FOR PROPOSALS**  
**RFP# ME2021-01**  
**FOR**  
**CASE MANAGEMENT SYSTEM**

**ADDENDUM NO. 1**

This Addendum No. 1 to the Request for Proposal (RFP) for Case Management System revises the RFP as indicated below and provides responses to the questions asked during the Proposers' Conference held on February 2, 2021 and to questions received in accordance with RFP, Section 7.5 – Proposers' Questions. This Addendum No. 1 is posted at the following sites:

- <https://camisvr.co.la.ca.us/LACoBids>
- <https://mec.lacounty.gov/vendors/>

1. The following document has been updated and reposted onto the abovementioned websites. The updated document corrects numbering within body of document and table of contents.

- Appendix A - SOW

2. The following documents have been posted onto the abovementioned websites. These documents are in Word format as requested within questions submitted.

- Appendix A – SOW
- Appendix C – Sample Contract
- Appendix D – Exhibits 1 – 5

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**Accreditations:**

*National Association of Medical Examiners (Provisional)*  
*California Medical Association-Continuing Medical Education*  
*Accreditation Council for Graduate Medical Education*

*ANAB ISO/IEC 17025:2017 Forensic Science Testing Laboratories*  
*Peace Officer Standards and Training Certified*

*Law and Science Serving the Community*

## **Questions and Answers**

- 1. Is there any indication, either directly from the Department of Medical Examiner-Coroner (DMEC) or from County of Los Angeles (County) budgets as to budget goals for this project?**

The overall budget approved by the Board of Supervisor (BOS) for the purchase and implementation of the case management system (CMS) is \$1.6 million. This amount is not only for the resulting contract for this RFP, but for all expenses associated with the purchase and implementation of the CMS.

- 2. Have there been any vendor solutions that the DMEC witnessed a demonstration of? If yes, who would those vendors be? Did the demonstrations viewed have anything to do behind the reasoning for preferring a Commercial-off-the-shelf (COTS) based system as opposed to another general case management system?**

Vendor demonstrations were viewed as part of the Request for Information (RFI) the DMEC released in 2018. Information associated with this RFI will not be released until the completion of this RFP process. Please note that the scope of work for this RFP does not exclusively reflect information received from responses to the RFI. The DMEC has considered many factors and its needs, to include a business process improvement assessment, consultation with subject matter experts and factoring of potential cost.

- 3. Can the DMEC share what company if any, helped with the business process review?**

Gartner was the company that assisted with the business process review.

- 4. Regarding integrations, DMEC identified a number of systems that may have potential integrations.**

- a. Is there an existing middleware or other application DMEC uses to broker data between systems?**

Not currently. However, in the future there might be an enterprise service bus. Currently the plan is for point-to-point.

**b. Will the integrations be developed as point-to-point implementation?**

Yes. However, in the future there might be an enterprise service bus. But currently the plan is for point-to-point enterprise.

**c. Power Business Intelligence (BI), a payment gateway, a future Laboratory Information Management System (LIMS), an ACD call center and other systems have been mentioned. Which of those integrations are considered crucial and in scope for this specific implementation given the difference between capability of integrating and the actual integration?**

- i. Web Portal (Case Search) and Documentum (ECFS) are in scope.
- ii. Power BI integration is Highly Desirable but we will evaluate other reporting tools proposed by vendor
- iii. LIMS is not in scope, but we are in the middle of procuring a LIMS system. Description of future integration capability will be evaluated.
- iv. Automatic Call Distribution (ACD), etc. are not in scope, but description of future integration capability will be evaluated.

**d. Regarding mobility, DMEC identified several device types that will be accessing this information. In addition to just mobile capable, is DMEC also looking for off-line capabilities where people can cache certain types of data or perform certain activities off-line and then have those synchronized back up to the system when network connectivity is restored?**

All solution features and capabilities should be noted within the Proposal response and will be evaluated.

**5. In Section 4.2 of Appendix B1 of the RFP, under the sub-title “Pre-Condition” and “Mobile Field Technology”, the following is stated:**

***“Tablet/Computer – In the long term, it can be assumed that the FA will have a tablet or computer and application to record all activities at the scene related to pick-up. It is also assumed***

***that the mobile Application/System will be part of the new systems.”***

**In the Functional Requirements Section of RFP Appendix B2, are all case studies flagged as “M”, mandatory as stated? Does one have to comply with all “M” components in the case study to be considered?**

All proposals that meet the minimum qualifications (as listed in Section 3 of the RFP) will be evaluated based on the requirements listed in the Functional Requirements of Appendix B2. Those requirements listed as “M – Mandatory” should be considered the most desirable and the proposals will be evaluated accordingly.

**6. Functional Requirement #18 of RFP Appendix B2 reads as follows:**

***“The System shall support dual custody tracking in the chain of custody.”***

**Can DMEC clarify the concept of dual custody?**

Two signatures will be required -- one witness, the other staff member to perform the task.

**7. Is there a goal date for activation, or a “Go Live” date for the project?**

The preliminary estimate, from the date of contract execution, is between 12 to 18 months. However, this estimate is flexible and may be adjusted once the vendor is chosen and negotiations begin.

**8. Regarding Appendix A of the RFP, Statement of Work (SOW), the last section discusses resources, “onsite requirements and expectations for resources”, can DMEC clarify that a bit more with regard to the onsite presence of resources?**

DMEC will not require the vendor resource to be physically onsite during the entire project life cycle. However, DMEC does expect the vendor to be onsite during key project events e.g. kick off meeting, requirement validation, testing, training, Go-Live, etc. (see Appendix A, SOW). We anticipate most work can be done from a remote location. Ultimately, we expect the project resources to be available per contract terms and SOW. County is looking for a successful implementation of a CMS system. This can be further discussed with the chosen vendor during negotiations.

Resource allocation should be included in bidder proposal for evaluation.

- 9. There is some indication that there will be a public facing portal, possibly an authenticated user scheme. Is there a sense of frequency of which that portal will be used and the kind of profiles that will be logging in to access information?**

DMEC's current web portal has a function that allows the public to search for and review limited data fields of a case, as well as search for unidentified and unclaimed persons. The function also allows the public to order copies of autopsy reports. See <https://mec.lacounty.gov/>. The web portal is accessed daily by the public. That is a good example of the features the DMEC is looking for. That is, for the ability of the front-end system to be able to access documents via the web page.

- a. Will the DMEC keep the existing web portal and integrate at the back end for the public searches?**

Yes, currently the web portal integrates with a SQL View. We expect something similar with the new system.

- b. Are there other use cases where other kinds of entities external to the DMEC would need to log in and view secure authenticated information?**

DMEC does share information with other entities. DMEC currently provides Structured Query Language (SQL) Views for systems to extract data. Other options listed in proposals will be evaluated accordingly.

- 10. Following on the point of Section 3.0 that indicates a showing of the ability to integrate with a lot of future state desirables, like the Electronic Death Registration System (EDRS), it would seem like these integrations would have to be a variable cost since the County and vendor might not be ready to implement such integrations at present time. How should that be handled with regards to the budget and scoring of the budget?**

Within Exhibit 6 of Appendix D, "Pricing Schedule", the vendor will be able to include additional lines for variable costs for information purposes only. These added costs will not be considered as part of the cost that will be evaluated.

**11. Under Section 3, Proposer's Minimum Qualifications, Section 3.1, No. 2 reads as follows:**

***"Must have implemented medical examiner-coroner specific, commercial-off-the-shelf (COTS), case management system software in at least two (2) medical examiner and/or coroner agencies in the United States, within the last five (5) years."***

**Will the County consider waiving this requirement?**

The County is not considering waiving this requirement at this time.

**12. Requiring a COTS based solution. - Will the County consider waiving this requirement?**

The County is not considering waiving this requirement at this time.

**13. How did the County arrive the \$1.6 million budget?**

Internal discussion and consultant estimates based on a COTS solution and all other project related costs

**14. Has the County seen any demos of ME coroners COTS based systems? If yes, can you please provide vendor name, product name, demo date and if the SW was Cloud based or on prem/hosted?**

Vendor demonstrations were viewed as part of the Request for Information (RFI) the DMEC released in 2018. Information associated with this RFI will not be released until the completion of this RFP process.

Please note that the scope of work for this RFP does not exclusively reflect information received from responses to the RFI. The DMEC has considered many factors and its needs, to include a business process improvement assessment, consultation with subject matter experts and factoring of potential cost.

**15. Does the County have a preference for a Cloud based (SaaS) or an on-prem / hosted solution?**

Hosted/SaaS is the preference.

**16. Do you service anonymous customers?**

Yes, the Department does receive anonymous calls.

**17. What are the inbound channels? (E.g. phone, email, in person, etc.)**

Phone, in and email.

**18. Can all agents see/edit all cases?**

Yes, however some staff will only have view/read only access. CMS system should provide multiple role-based access. Please review Technical Requirements

**19. Do you have defined SLAs? What are the different levels of support you provide to your customers?**

Service Level Agreement (SLA) is under Help Desk Technical Overview (Appendix B2-Requirements Response Workbook). County has federated IT support model where County infrastructure ( network, voice, data, servers and windows active directory ) is managed by Central Services and local DMEC IT divisions. Both Central Services and DMEC IT are responsible for coordinating and managing specialized Department level business application and day-to-day operations and project activities.

**20. How is your support team organized? (E.g. by channel, by skills, etc.)**

County has federated IT support model where County infrastructure (network, voice, data, servers and windows active directory) is managed by Central Services and local DMEC IT divisions. Both Central Services and DMEC IT are responsible for coordinating and managing specialized Department level business application and day-to-day operations and project activities.

**21. Is Knowledgebase in scope?**

Not sure what this means? Task 8. Knowledge Transfer Task and deliverable related to transferring of key knowledge to support and maintain CMS solution.

**22. Who will be accessing Knowledge articles?**

It will depend on the content and audience of the knowledge base. If it is a technical knowledge base, then it would be the IT team.

**23. How are Knowledge articles published and maintained?**

Vendor standard support site for clients.

**24. What is the taxonomy of your Knowledgebase?**

Question not clear. Answer not provided.

**25. What languages and/or currencies do you need to support?**

English; US Dollars.

**26. How many user groups will be using the system? How many users are in each user group?**

Please review, Appendix A, SOW.

**27. Has a team been assembled to support this initiative? Who will comprise the team?**

Yes. There will be a Project Manager, IT Analyst(s) and Subject Matter Experts (SMEs).

**28. Do you have an existing go-live date already established for this project?**

The preliminary estimate, from the date of contract execution, is between 12 to 18 months. However, this estimate is flexible and may be adjusted once the vendor is chosen and negotiations begin.

**29. Is there a compelling event behind project timeline?**

The current legacy system is not supported and NOS and RDB are end of life support. County is also looking to maintain National Association of Medical Examiners (NAME) accreditation. The sooner we are able to capture needed data for Key Performance Indicators (KPI), the better.

**30. Will there be any parallel efforts?**

There is a possibility of Laboratory Information Management System (LIMS) parallel project.

**31. Will you have dedicated PM?**

Yes, County will have a dedicated Project Manager for the duration of the project.

**32. Do you have an internal training team?**

We plan on using a Train (Vendor) the Trainer (DMEC Staff) model. We will utilize IT Staff, Subject Matter Experts and Super Users as needed to develop a training team. Super Users will train staff. Please see Appendix A, SOW, Section 3.11 Task 8: Knowledge Transfer and Training.

**33. Do you have an IT team to support this project? What are the skillsets of your IT team?**



We will have 1-2 IT Analyst Full-Time Equivalent (FTE) dedicated to the CMS project. Current skills include requirements gathering, system configuration and ad-hoc report development.

**34. Is there an existing InfoSec approval process that all projects adhere to?**

Please see Appendix A, SOW. DMEC does not have a formal approval process with InfoSec team, but we do consult with them when needed.

**35. Are there data sensitivity concerns for this project? Will Personal Identifiable Information (PII) be collected and/or stored in Salesforce?**

Yes, PII will be collected and some sensitive information collected (e.g. Social Security Number, medical history).

**36. Do you have any data encryption and password policies?**

Data at rest, password will be based on County standard and complexity.

**37. Are there third parties that will require API access?**

Yes, Documentum and other future systems, such as LIMS, etc. Please review Appendix A, SOW.

**38. Are there any additional compliance or regulatory requirements not discussed?**

Not at this time, however CMS system and Vendor will need to be agile to adapt to future compliance or regulatory requirements.

**39. What are the record visibility requirements? Should every user be able to see/edit every record in Salesforce?**

Yes. Role based access level would determine the ability to Read/Write/View Data. This will be part of work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**40. What data will need to be migrated? How many data sources and what data sources?**

DMEC plans on migrating data from a legacy case management system. Please review Appendix A, SOW. Section 3.8 Task 5: Data Conversion.

**41. What data volume is expected from each object?**

Please see Appendix A, SOW, Section 2.7, Data Conversion Table 5.

**42. Are there any files/attachments that need to be migrated?**

There are case files (Word docs) that might be migrated. This will be determined by Task 5: Data Conversion, after review of data is completed to determine feasibility of what data shall be migrated.

**43. Do you have a cutover strategy from the old system to the new system?**

This will be part of the work effort associated with Appendix A, SOW. Section 3.8 Task 5: Data Conversion. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**44. Is there any encrypted or sensitive data that needs to be migrated?**

The Department doesn't think so. This will be confirmed during the work effort associated with Appendix A, SOW, Section 3.8 Task 5: Data Conversion.

**45. Is that data trustworthy and clean?**

Partially. Data is over 20 years old and some data is inconsistent. We will need to review current data to determine what should be migrated. We intend to keep the legacy data system. See Appendix A, SOW, Section 3.8 Task 5: Data Conversion. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**46. Who will be responsible for extracting, cleansing, and transforming the data?**

The contracted vendor. See Appendix A, SOW, Section 3.8 Task 5: Data Conversion.

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**47. Are there duplicated records? If so, who will be responsible for de-duping?**

DMEC does not anticipate many duplicates, each case is associated with a unique case number. However, there are John and Jane Doe's. The Department anticipates that this will be part of the contracted vendor's work

effort. See Appendix A of the RFP, SOW, Section 3.8 Task 5: Data Conversion.

**48. Are there any ETL tools available for data transformation?**

No. It will be the contracted vendor that will be responsible for the data migration based on assessment of the data quality. See Appendix A, SOW, Section 3.8 Task 5: Data Conversion. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**49. Do they have appts that span more than 8 hrs?**

Appointments booking should be flexible to allow multiple time span. This will need to be confirmed as part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**50. Do they have any type of checklists for the tech to complete?**

Yes, this will need to be confirmed as part of, Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**51. Do they ever assign a work order to more than 1 tech?**

Yes, this will need to be confirmed as part of, Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

All solution features and capabilities should be noted within the Proposal response and will be evaluated

**52. Do Investigators and DSU Staff have established "capacity"?**

Yes. This will need to be confirmed as part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

As part of evaluation Proposer shall provide a concise narrative to describe how the solution addresses each functional area.

**53. Death investigation: what kind of security is required within system/external to the system?**

This will need to be confirmed as part of, Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**54. Can we assume all actors will be users in the system?**

Yes.

**55. Will digital evidence need to be stored in CMS or externally?**

Currently it is stored in ECFS (external system). However, DMEC would like to determine if the vendor has a proposed solution that might better meet the needs of the Department's.

Proposer should provide a concise narrative to describe how the solution addresses each functional area.

**56. Is disposal of evidence automated or manually processed?**

Manual, but needs to be confirmed as part of, Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**57. Medical Report: what does this consist of besides text? 1:many with line items? Images?**

Currently just text, but DMEC is looking for a solution that will expand capabilities. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**58. Will there be direct integrations with laboratories? What are the methods for connecting to those laboratories?**

Yes, this is part of a future interface work effort, integration method is to be determined. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**59. What kind of security is required with regards to samples?**

This requirement will be part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**60. Are the family/NOK notifications processed through the system or by phone/in person?**

Currently through phone and letter, additional detail will be part of, Appendix A, SOW, Section 3.5 Task 2: Requirements Validation. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**61. Self-Service inquiries and external requests: what are the channels currently used? Phone? Email? Web? Etc.?**

The Public Web Portal (e.g., <https://mec.lacounty.gov/online services/>) is the only self-service. In the future the Department hopes to incorporate Automatic Call Distribution (ACD) system and integration as part the self-service inquiries.

**62. Death Certificate: is there an external system required or can this be a document generation solution?**

Death Certificates are generated in a State of California system called Electronic Death Registration System (EDRS) . Information is manually transferred from current CMS. This would be future state integration.

**63. What are the call recording/record retention policies in terms of length of time?**

Currently it is two months for call (audio) recordings. Case file record retention is indefinite.

**64. Are mobile devices provided to FTE's? Android or iOS? Are they managed devices?**

Currently no mobile devices have been provided, only laptops. Yes, they would be managed devices.

**65. Any concerns of cross-contamination with mobile devices while performing Investigation activities? If Investigator has to remove PPE or other equipment to use mobile device may prove cumbersome.**

Possibly, this requirement will be part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**66. Are the Law Enforcement Agency (LEA) notifications processed through the system or by phone/in person?**

Phone, in-person or through email. This requirement will be part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation. Proposer should provide a concise narrative to describe how the solution addresses each functional area.

**67. Is Property highly individualized (i.e. need detailed record of each item) or generalized with a description?**

This requirement will be part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**68. Age of Final Disposition: does Property type affect number of days before notification to process property for final disposition? How much variance?**

This requirement will be part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**69.6.6 "The system shall support random sampling of completed cases." Please define random.**

Currently this is a manual process, by which the deputy medical examiner (DME) supervisor selects cases randomly for review. We are looking for a feature or solution to be able to automate the randomization of the cases selected, possibly a report. This requirement will be part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

Proposer should provide a concise narrative to describe how the solution addresses each functional area.

**70. Based on RFP Appendix B2, Section T-13 that reads:**

***"The System shall provide auditability functions that shall comply with FBI CJIS Security Policy version 5.8 or later."***

**And Section T-14 that reads:**

***"The System shall remain compliant with the FBI CJIS Security Policy throughout the performance of this contract by applying changes and enhancements to the solution."***

**a. Does the County anticipate storing CJI data as a part of the cloud-based solution?**

This requirement will be part of Appendix A, SOW, Section 3.5 Task 2: Requirements Validation. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**b. Can a solution be proposed whereby CJI data lives in an on-premise solution at a data center and is integrated with the**

cloud-based solution being proposed using tokenization to ensure Cloud (Service Provider (CSP) personnel have no access to the CJI data? With this approach, CJI data would not be stored in a cloud database but would provide a pointer from a cloud database to the CJI data stored in the data center enabling your organization users to securely access that data.)

All solution features and capabilities should be noted within the proposal and will be evaluated.

- c. **We further assume that the Cloud Service Provider will not need to comply with the CJIS compliance requirements. Please confirm.**

All solution features and capabilities should be noted within the proposal and will be evaluated.

**71. Appendix A, SOW of the RFP, Number of Users reads as follows:**

***“ Total: 215 users currently  
Investigation: 108 users  
Medical: 50 users  
Laboratory: 30 users  
Public Services: 23 users  
FDIS (IT): 5 users  
Additional public users interacting with the CMS  
indirectly through DMEC’s Public Web Portal “***

**What is the maximum total number of users who will be logged into the application at the same time?**

At this time, 75-150 for CMS. Public Web Portal 50-300 average. There are spikes for Web Portal based on specific cases.

**72. RFP Appendix B2, Instructions, Line 4 reads:**

***“ The requirements are prioritized by a designation of either Mandatory (M), Highly Desirable (H), or Desirable (D). Mandatory functional and technical requirements will be evaluated as PASS or FAIL. If Proposer cannot meet a mandatory requirement, the County will find this Proposer non-responsive and will give Proposer no further consideration. Therefore, the County will not evaluate and score Proposer’s proposal. Highly Desirable (H) and Desirable (D) requirements will be evaluated in the overall scoring of the response. Responses in the Response Code column are to be limited to the codes listed below. “***

***In the instructions it indicates that a vendor will not be considered for the RFP if you they do not comply with mandatory functional requirements. As each use case is marked as mandatory, does that mean all the bullets must be complied with in order to be considered? For example, off-line mode is denoted in Pick up decedent use case.***

All proposals that meet the minimum qualifications (as listed in Section 3 of the RFP) will be evaluated based on the requirements listed in the Functional Requirements of Appendix B2. Those requirements listed as “M – Mandatory” should be considered the most desirable and will be evaluated accordingly.

**73.RFP Appendix B2, Technical Requirements, ID T-120 reads:**

***“The System shall provide the ability to preconfigure the layout of the interface components (e.g. inboxes, task lists, search-and-retrieval functions, data input).”***

***What is the definition of preconfigure? Does this mean that each role or user can define the layout of the forms, grids, fields etc.?***

User Interface (UI) would have preconfigured views based on roles and have ability for users to modify some views if needed. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**74.RFP Appendix B2, Technical Requirements, ID T-122 reads:**

***“The System shall support configurable user interfaces allowing for the selection and positioning of user interface components.”***

***Can you explain the difference between preconfigure and configure as denoted in T-120 and T-122? Can you provide more details on interface components?***

T120-describes a preconfigured design (default), T-122 allows ability to make changes to the User Interface layout and design.

**75.RFP Appendix B2, Technical Requirements, ID T-2 reads:**

***“The System shall provide controls for access to data and solution functionality based on groups, roles, and permission levels.”***

**What is meant by “permission levels”? Read/Write?**



Role based access level would determine the ability to Read/Write/View Data.

**76.RFP Appendix B2, Technical Requirements, ID T-4 reads:**

***“The System shall provide multiple levels of security access to folders and documents including view and edit; view and annotate; view only; and no view.”***

**What kind of documents should the system support for editing?**

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**77.RFP Appendix B2, Technical Requirements, ID T-7 reads:**

***“Please list/describe authentication and authorization products you support.”***

**Which authentication platform is going to be used in the application?  
Requirement T-6 is asking to use ADS.**

At this time Lightweight Directory Access Protocol (LDAP) and Azure Active Directory (AD) but can always change in the future. But design would be validated based on Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**78.RFP Appendix B2, Technical Requirements, ID T-21 reads:**

***” The System shall provide configurable functionality for the number of attempts and the associated time period at which the restriction shall be triggered.”***

**Can this be configurable by a UI, or can it be configured by configuration files?**

This could be integrated to County Azure AD authentication security rules and or Application UI.

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**79.RFP Appendix B2, Technical Requirements, ID T-35 reads:**

***“The System shall provide the ability to produce immediate security alert notifications upon detection of a security policy violation.”***

**What kind of information is required? What kind of events should the system detect?**

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**80.RFP Appendix B2, Technical Requirements, ID T-36 reads:**

***“The System shall provide the ability to produce a report documenting all security related items in the system by selectable duration (shift, day, month, etc.).”***

**What is meant by "security related items"? Does this mean security policy violations?**

Security related events (e.g. successful, unsuccessful login, locked account, locked account, etc.)

**81.RFP Appendix B2, Technical Requirements, ID T-44 reads:**

***“The System shall provide the ability to schedule batch jobs in a flexible manner.”***

**Which batch processes are required to be implemented?**

Due to current solution limitations, we have scheduled jobs that send reports to select users on Structured Query Language (SQL). All solution features and capabilities should be noted within the proposal response and will be evaluated.

**82.RFP Appendix B2, Technical Requirements, IDs T-48 & T-49 read:**

***“The System shall provide an interface with DMEC's Public Web Portal. (T-48) The System shall provide an interface with DMEC's Document Management System, Documentum hosted by ISD.(T-49)”***

**What kind of integration is required? What direction?**

For Data Sharing with agencies and Web Portal this is a SQL view, for Documentum it is an API. Both are currently one directional,

All solution features and capabilities should be noted within the Proposal response and will be evaluated.

- 83.RFP Appendix B2, Technical Requirements, ID T-51 reads:**  
***“The System shall provide the capability to interface with LA County DEMS (current County ISAB project with DMEC on the roadmap).”***

**What kind of integration is required? What direction?**

Currently not in scope, future capability. However, the Department is looking for a general idea how this would be integrated in the future.

- 84.RFP Appendix B2, Technical Requirements, ID T-52 reads:**  
***“The System shall provide the capability to interface with IVR /ACD Call Center Technology (future DMEC upgrade).”***

**What information is required by the IVR/ACD?**

Currently not in scope, future capability. However, the Department is looking for a general idea how this would be integrated in the future. This will be part of the requirements gathering process phase should DMEC pursue in the future.

- 85.RFP Appendix B2, Technical Requirements, ID T-72 reads:**  
***“The System interfaces shall be available for use while the System is available.”***

**I am not sure if there is a typo in this one, but can you provide further details for it?**

This requirement is to ensure that the interface and integration shall work as designed and be available.

- 86.RFP Appendix B2, Technical Requirements, ID T-88 reads:**  
***“The Contractor shall provide on-site “train the trainer” training at a sufficient level to prepare County trainers to conduct end user training.”***

**Due to the uncertainty of the pandemic and the timing of this project, will this requirement allow for remote training in the event training on-site is deemed as high-risk?**

Onsite is preferred but can be reevaluated based on current Covid-19 events and risk.

**87.RFP Appendix B2, Technical Requirements, ID T-106 reads:**  
***“Provisioning Accounts (Service and User)”***

**Which provisioning accounts would the County want supported?**

This will depend on particular service or back-end jobs that need service. At times service accounts are needed to run a task, job, interface, etc. The Department is looking for capabilities in a system to perform these functions.

**88.RFP Appendix B2, Technical Requirements, ID T-112 reads:**  
***“Defining startup and shutdown procedures”***

**Which are the procedures required to execute on start/shutdown?**

This will depend on particular service or back-end jobs that need service. At times service accounts are needed to run a task, job, interface, etc. The Department is looking for capabilities in a system to perform these functions.

**89.RFP Appendix B2, Technical Requirements, ID T-123 reads:**  
***“The System shall include application installation procedures for the solution.”***

**Why is this required? The solution will be deployed by the contractor within the contractor's environment as per T-54.2. This also requires the vendor to give solution source code.**

All solution features and capabilities should be noted within the Proposal response and will be evaluated.

**90.RFP Appendix B2, Technical Requirements, ID T-124 reads:**  
***“The System shall include architectural design specifications so that the County can maintain the system without direct vendor support.”***

- a. Why is this required? The solution will be deployed by the contractor within the contractor's environment as per T-54.2. This also requires the vendor to give solution source code.**

County will need a continuity contingency plan in the event of unexpected termination of the contract. County will need to plan accordingly.

- b. As the application is hosted is it the County's intention to maintain the system without vendor interaction during the term of the agreement? Or is it in the event the vendor becomes unable to maintain the solution for the County?**

Vendor is always expected to maintain the solution. County will need a continuity contingency plan in the event of unexpected termination of the contract. County will need to plan accordingly.

**91. RFP Appendix B2, Technical Requirements, ID T-128 reads:**

***"The System shall provide certified test tools and scripts to verify solution stability and functionality."***

**What specific certification is needed? Who is going to be the user of the tools, client, or vendor? If this is for the client, how many licenses are needed for testing?**

DMEC is looking for user acceptance testing scripts to ensure system stability and functioning after updates, upgrade or changes.

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**92. RFP Appendix B2, Technical Requirements, ID T-133 reads:**

***"The System shall provide the ability for administrative users to manage the data retention policies based on business rules."***

**Can you please clarify this requirement? Is this to mean that old cases should become unavailable?**

Currently all cases are retained. However, the DMEC would like to know if this feature is available. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**93. RFP Appendix B2, Technical Requirements, ID T-134 reads:**

***"The System shall provide the ability for administrative users to manage the logical data groupings to be automatically archived and the archival retention duration for those groups based on business rules."***

**Which are the different data groups that need different policies?**

Currently all cases are retained. However, the DMEC would like to know if this feature is available. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**94.RFP Appendix B2, Technical Requirements, ID T-138 reads:**

***“The System shall provide the ability to import and export data.”***

**What kind of data is required to import/export?**

Type of data is to be determined. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**95.RFP Appendix B2, Technical Requirements, ID T-89 reads:**

***“The System shall provide the ability to use configuration variables as placeholders for configuration settings to support application deployment automation.”***

**Can you give example of data that constitutes configuration variables?  
Can you give examples of where the expectation is for County staff to do any deployment automation? (Meaning we assumed this would be responsibility of vendor.)**

CMS would allow us to deploy through our desktop management tools, example Microsoft System Center Configuration Manager (SCCM). This also could be through Virtual Desktop.

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**96.RFP Appendix B2, Technical Requirements, ID T-86 reads:**

**“ID T-86 - Configuration Management: Please describe the workflow that your solution provides and where it can be customized.**

**ID T-86 – Usability- The System shall be accessible from a mobile device for field staff such as Coroner Investigators and Forensic Attendants. Please describe how the solution supports mobile devices (e.g. phone, tablet) including what mobile operating systems and browsers are supported.”**

**The Req ID numbers are duplicated through Sections Configuration Management and Usability.**

This was a numbering error. Please respond using the number ID and refer to the category, eg. Configuration Management or Usability.

**97.RFP Appendix B2, Technical Requirements, ID T-91 reads:**

**“The System screens shall be highly re-configurable, providing ability to reposition and rename field labels, remove or “turn-off” unused fields, maintain data, and allow addition of custom-defined fields.”**

**a. Is this high configuration a goal for all screens in the system?**

Ideally these would be User Interface Screens that are used the most often by our staff. We understand some screens will not have this feature.

**b. Please define all the data types that would be allowed to be considered custom defined fields.**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**c. For addition of custom defined fields, will there be a need to have a business rule layer or association into task management? If so, please explain.**

All solution features and capabilities should be noted within the proposal response and will be evaluated.

**98.RFP Appendix B2, Technical Requirements, ID T-93 reads:**

**“The System shall provide the ability to access key information such as Next of Kin, Identification, or Cause of Death within three clicks from any screen.”**

**We assume that this click count only matters when the user is in a specific case and the redirect is for that case?**

Yes. In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**99.RFP Appendix B2, Technical Requirements, ID T-94 reads:**

**“The System shall continue to function reliably and remain secure when individual components are changed.”**

**a. Can you define explicitly what components this is in reference to?**

There are always system changes, enhancements and upgrades. The system should be functional and reliable after changes.

**b. Who will be authorized to make these types of changes?**

To be determined, probably a combination of County and Vendor.

**100. RFP Appendix B2, Technical Requirements, ID T-104 reads:**

***“The System shall support changes to internal business processes or workflows via Graphical User Interface (GUI) configurations, without requiring change to system code.”***

**What kind of configuration is desired?**

The ability to make simple changes through a Graphic User Interface (eg add data fields, move data fields, create business rules and logic).

This will be part of the evaluation. Proposer shall provide a concise narrative to describe how the solution addresses each functional and technical area on SOW.

In addition, this will be further defined and will be part of the SOW Task 2 Requirement Validation work effort.

**101. RFP Appendix B2, Functional Requirements, ID F-9 reads:**

***“The System shall provide staffing-related views and processes that are streamlined for Reporting Desk clerks.”***

**Please describe internal views. Is there supporting documentation on workflow?**

Possible dashboards or reports.

This will be part of the evaluation. Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area in the SOW.

In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2; Requirements Validation.

**102. RFP Appendix B2, Functional Requirements, ID F-12 reads:**

***“The System shall provide tracking of needed decedent Identification and Notification of decedent's Next of Kin and all other pending actions to enable proper release and disposition of decedents.”***



**Please provide all other pending actions so we can ensure compliance.**

This question is unclear. Pending actions refers to tasks, inquiries, or other actions that are needed to be completed or resolved to enable the proper release and disposition of decedents. This will be part of the evaluation. Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area in the SOW.

In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**103. RFP Appendix B2, Functional Requirements, ID F-18 reads:  
“The System shall support dual custody tracking in the chain of custody.”**

**Please explain dual custody and the rules behind it, can 2 people have possession of an item at the same time?**

Two signatures will be required, one witness, the other staff member to perform the task.

In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**104. RFP Appendix B2, Functional Requirements, ID F-23 reads:**

**“The System shall provide a streamlined view of all associated case documents and media, so that end-users may experience entire workflows through the CMS.”**

**Can you define media is this any attachments doc, pdf, images, recordings, video, etc.?**

Correct.

This will be part of the evaluation. Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area in the SOW.

In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**105. RFP Appendix B2, Functional Requirements, ID F-26 reads:**

***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Take Call, Triage & Initiate Case.”***

**a. Which API do we have to use to integrate calls with the application, IVR?**

This is to be determined. This is a possible future integration. The plan is to connect to a cloud based Automatic Call Distribution System.

**b. F How many terminals/phones do you have?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**c. Does each system's user have a phone assigned?**

Computer assigned.

**d. Please define the forms flow to create and assign a case. Please define what information you want to save for each case in this call.**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**106. RFP Appendix B2, Functional Requirements, ID F-27 reads:**

***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Dispatch Investigator and Coordinate w/ DSU.”***

**Could you please specify the case information you want to display in dashboard? How the application should notify all staff, with alerts? mails?**

Proposer should provide a concise narrative to describe how the solution addresses each functional area.

In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Task 2: Requirements Validation.

**107. RFP Appendix B2, Functional Requirements, ID F-28 reads:**

**“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Update Schedules and Notify Parties (WC).”**

- a. Do the investigator availability updates need to be approved by supervisor? Does it depend on the user? Should it be configurable?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

- b. When is an update made by the investigator? Will it always need to be approved by supervisor?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation work effort.

- c. How will the system notify the staff, with alerts or emails?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

- d. Should the system notify all staff any availability updates?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

- e. How will the system know which are the relevant parties to notify? How will the system know what is relevant to notify?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**108. RFP Appendix B2, Functional Requirements, ID F-29 reads:**

***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Schedule Counter Sign-outs.”***

**How can the system determine the capacity for the dedicated Counter Sign out team? Does the Investigative Summary Report have to generate an alert so the Investigator can approve or review the report? Do you have a template for that report or the information**

**that you want to display? Does the report need the investigator signature?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**109. RFP Appendix B2, Functional Requirements, ID F-30 reads:**

**“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Conduct Investigation.”**

**a. Which are the required fields for the investigator report?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**b. Question regarding prompting of typical questions during interview in relation to case type. Can you please explain hierarchy and method to do prompting of questions?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**c. Please define what "relevant" content into narrative, what fields specifically**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**d. Please define what forms shall be used for body examination. Can you indicate how many template drawings are used?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**e. Please reference workflow or delineate step by step case completion detail (9 a.)**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**110. RFP Appendix B2, Functional Requirements, ID F-31 reads:**

***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Pick-Up Decedent.”***

**Should decedent status and FA status predefined list should generate any alert or case status update depending on the value set? Do the lists need to be configurable, or just free text available for the options?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.  
Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**111. RFP Appendix B2, Functional Requirements, ID F-31 reads:**

***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Pick-Up Decedent.”***

**Should decedent status and FA status predefined list should generate any alert or case status update depending on the value set? Do the lists need to be configurable, or just free text available for the options?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.  
Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**112. RFP Appendix B2, Functional Requirements, ID F-32 reads:**

***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Pick-Up Property & Evidence.”***

**a. Does the checklist of evidence and property to collect, need to have where it was created and when the case was reported?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**b. Will the Investigator take custody when she/he collects them?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**c. Or is it just noted, until it is scanned to show submission of evidence via “the chute”?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**d. Should the system save what is used to pick-up decedents, properties, etc. For example, what car is available, cameras, tablet, and what the investigator needs to take for the pickup i.e. “gear bag?”**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**e. Should the system manage the gear bag and car’s status to define when a gear bag or car, etc. is available to use for decedent pickup?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation. Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**f. When the system prompts a witness signature, what other information should the system require from the witness?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**g. Could you provide Form 2- PERSONAL EFFECTS INVENTORY template if different than the report list in the report list line-item R-6 Property inventoried?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**h. Pg. 37 - Cycle Time & Performance Metrics: Does each item need to require this information, or does it depend on the type of item? Is**

**there a rule to define this? Same question for Time from notification of property NOK to release.**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**113. RFP Appendix B2, Functional Requirements, ID F-33 reads:**

***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Approve Preliminary Report.”***

**a. What are all required fields of the Preliminary Report?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**b. When is a preliminary report available for review? When the investigator submits or when all required fields are saved?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**c. What if the investigator tries to submit and there are missing required fields?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**d. What is the template of the Preliminary report? It is a form that can be edited by the supervisor or should it be generated as a pdf report? When it says Preliminary Report is captured as a “snapshot”, does that mean that a pdf file is associated with the case?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**e. What basic case information do you want to show in the alert?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**f. If the investigator edits any information from the report, does it have to be resubmitted?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**g. How will the system escalate Preliminary Report rejections to WC when an Investigator is off-duty at the time that his/her report is rejected, By checking the investigator's schedule?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**114. RFP Appendix B2, Functional Requirements, ID F-34 reads:**

***"The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Approve Investigation Report."***

**What cases types need approval before the report is closed? Will it close automatically or is this report required in order to close the case?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**115. RFP Appendix B2, Functional Requirements, ID F-40 reads:**

***"The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Share Digital Evidence."***

**How will the system share the digital evidence with Law Enforcement Agencies (LEA)? For example, can the evidence be sent by email?**

Currently Multiple ways, CD, USB Card, email.

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**116. RFP Appendix B2, Functional Requirements, ID F-54 reads:**



***“The System shall meet all the requirements and deliver the business value laid out in Appendix B2 - Use Cases - Perform Self-Service Inquiry.”***

**Do we need to replace the current self-service inquiry site or provide an API to retrieve the information from the applications backend to allow for continuing use of the existing one?**

At this time, the Web Portal site will remain the same and will need to integrate with the new CMS system.

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**117. RFP Appendix B2, Functional Requirements, ID F-60 reads:**

***“The System shall provide web /digital forms to capture different information across the business areas and end-to-end steps of a DMEC case.”***

**Do we need to create new specific pages that group some fields that are present in the system?**

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.

**118. Will Exhibit 6 need to be included in both Section F of the business proposal as well as in the Cost Proposal (See Sections 7.9.11 and Section 7.10 of the RFP)?**

A copy of Exhibit 6 (Pricing Sheet) must be included in both the Business Proposal as indicated in Section 7.9.11 and in the Cost Proposal as indicated in Section 7.10.

**119. Section 7.12 of the RFP, Proposal Submission, reads:**

***“Both e-mails must include the proposers name, address, and phone number. The files must be in PDF format.”***

**Will RFP Appendix B2 be inserted in Section C1 as a PDF?**

Appendix B2 of the RFP can be inserted as a PDF or Excel Format (Excel Format preferred) for this Appendix.

**120. RFP Appendix B2, Current Paper Forms reads:**

***“The Contractor shall describe what forms are available in the CMS through configuration, what forms will be custom built by the Contractor and any forms not supported by the CMS or Contractor.***

***Please describe how the CMS will support the data capture of this form.”***

**Are you able to provide samples for your current paper forms?  
Adding a description how the CMS will support the data captured would be challenging without knowing what the current criteria that’s being recorded is.**

Not at this time. However, we will be able to provide all the forms. This will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**121. In reference to the following sections in Appendix A, SOW, of the RFP:**

***Section 4.11:***

***“Contractor shall provide full onsite training and curriculum for approximately twenty (20) County trainers for each of the user roles identified in Sub-Task 8.1”***

***Section 4.11, Task 8.4:***

***“Contractor shall conduct and complete onsite Train-the-Trainer training session within a sixty to ninety (60-90) day period prior to system Go-Live.”***

***Section 7.3:***

***“Contractor shall submit for review and approval a physical work location, which may be incorporated into overall work schedule documentation. The Contractor Program Manager shall co-locate at DMEC facilities (1104 N Mission Rd, Los Angeles, CA 90033) on a part-time or full-time basis during the lifetime of DMEC CMS implementation.”***

**Due to the uncertainty of the pandemic and the timing of this project, will this requirement in its entirety allow for remote sessions / attendance in the event being on-site is deemed as high-risk?**

Onsite is desired but can be reevaluated based on current events and risk.

**122. RFP Section 7.9.10.2 reads as follows:**

***“Indicate all exceptions to the Sample Contract and/or the Statement of Work by providing a ‘red-lined’ version of the language in question. The County relies on this procedure and any proposer who fails to make timely exceptions as required herein, may be barred, at the County’s sole discretion, from later making such exceptions.”***

**Can you please provide a word version of the contract and the Statement of work?**

Yes. A Word version of both Appendix A, SOW and Appendix C, Sample Contract, will be provided as part of Addendum No. 1 on 02/19/21.

**123. RFP Section 7.12 reads as follows:**

***“The files must be in PDF format”***

**If the sample contract and/or statement of work should contain redlined items, is it the desire to have these documents submitted as a PDF too?**

Redlined SOW and Sample Contract must be submitted in PDF format. If the Word document is needed in the future, the DMEC will request it from the vendor at that time.

**124. In reference to RFP Section 7.9.1, Proposer’s Organization Questionnaire/Affidavit and Required Support Documentation:**

**Can you please provide a word version or an editable PDF version of this form as well as other forms in Appendix D?**

Yes. A Word version of Appendix D, Exhibits 1 through 5, will be provided as part of Addendum No. 1 on 02/19/21.

**125. RFP Appendix B1, Section 3.1, 1.b. reads as follows:**

***“System shall provide modern call center technology (Private Branch Exchange (PBX)/Automatic Call Distribution (ACD) to record the call and associated data.”***

**Please clarify this requirement.**

County has an existing ACD system. DMEC is looking for solution to propose future integration capabilities. All solution features and

capabilities should be noted within the proposal response and will be evaluated.

**126. RFP Appendix A, SOW, Section 1.4 reads as follows:**

***“Contractor shall provide the County with a Software License for the perpetual use of the CMS and any additional software components necessary to meet the requirements described in this Statement of Work.”***

**Is it fair to assume that the County has already properly licensed its users for underlying workstation components such as Microsoft Windows and Microsoft Office?**

Yes.

**127. RFP Appendix B2, Functional Requirements, ID F-1 reads:**

***“NAME Clock Start /Stop - The System shall provide the ability to “start and stop” the clock which tracks case cycle time (within DMEC jurisdiction) given standards defined by National Association of Medical Examiners (NAME)”***

**Is the County requesting a “manual” Start/Stop timer for each case, or the ability to auto-calculate NAME timing based on published standards?**

Both, the ability to capture time stamp and calculate the time to determine if County is meeting specific metrics.

This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**128. RFP Appendix B2, Functional Requirements, ID F-8 reads:**

***“Assignment /Availability of Staff - The System shall support assignment of cases to staff such as dispatch of Investigators and DSU Forensic Attendants (FAs), and assignment of Forensic Technicians and Deputy Medical Examiners to exams/autopsies.”***

**Does the County leverage external sub-contractors for Investigations and/or other activities?**

Yes. DMEC has consultants (x-ray, anthropologists, others) and forensic pathologist contractors.

**129. RFP Appendix B2, Functional Requirements, ID F-18 reads:**

***“Property Management - The System shall support dual custody tracking in the chain of custody.”***

**Please describe what is meant by "dual custody tracking in the chain-of-custody".**

Two signatures will be required -- one witness, the other staff member to perform the task.

In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**130. RFP Appendix B2, Functional Requirements, ID F-25 reads:**

***“Content /Document Management Integration - The System shall integrate with DMEC's Documentum hosted by ISD to provided the end user with the same functional interface the current ECFS v2 (Documentum)has with DMEC's VNA-Lexmark to view images stored in the VNA.”***

**Please describe the functional interface that currently exists between ECFS v2 and VNA-Lexmark.**

ECFS content is accessed through xCP based UI. Documentum also provides REST APIs for integration. Other applications can integrate with Documentum/ECFS using REST APIs.

In addition, this will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

**131. In reference to RFP Appendix A, SOW:**

**Does the county have a date requirement or goal for a Go Live?**

The preliminary estimate, from the date of contract execution, is between 12 to 18 months. However, this estimate is flexible and may be adjusted once the vendor is chosen and negotiations begin.

**132. RFP Appendix A, SOW, Section 7.3 reads as follows:**

***“Contractor shall submit for review and approval a physical work location, which may be incorporated into overall work schedule documentation. The Contractor Program Manager shall co-locate at DMEC facilities (1104 N Mission Rd, Los Angeles, CA 90033) on a part-time or full-time basis during the lifetime of DMEC CMS implementation.***

***DMEC maintains Investigation division regional offices in the South Bay, Antelope Valley, and San Fernando Valley. These offices provide a more rapid response to the location of death in these areas due to the proximity of the regional facility. The Contractor is not required to travel to these regional offices for any tasks such as requirements validation, train-the-trainer training or production cutover and go-live.”***

**With the circumstances surrounding COVID-19, does this requirement of “co-location” provide for virtual/remote flexibilities? Can part-time be defined?**

DMEC doesn't require the vendor resource to be physically onsite during the entire project life cycle. However, it is expected that the vendor be onsite during key project events e.g. kick off meeting, requirement validation, testing, training, Go-Live, etc. DMEC will be flexible based on current Covid-19 events.

**133. In reference to RFP Appendix D, Exhibit 6, Pricing Schedule:**

**Is the County open to receiving multiple models of pricing/schedule options?**

No. Vendors must use Appendix D, Exhibit 6, to input pricing information.

**134. What is the approved budget for this particular procurement?**

The overall budget approved by the Board of Supervisor (BOS) for the purchase and implementation of the case management system (CMS) is \$1.6 million. This amount is not only for the resulting contract for this RFP, but for all expenses associated with the purchase and implementation of the CMS.

**135. Given our COVID situation, is the Department okay with delivering this work remotely?**

We don't require the vendor resource to be physically onsite during the entire project life cycle. However, we do expect the vendor to be onsite during key project events e.g. kick off meeting, requirement validation, testing, training, Go-Live, etc.

DMEC will be flexible based on current Covid-19 events.

**136. RFP Section 3.1, No. 2, reads as follows:**

***“Must have implemented medical examiner-coroner specific, commercial-off-the-shelf (COTS), case management system***

***software in at least two (2) medical examiner and/or coroner agencies in the United States, within the last five (5) years.”***

**Would the Department consider updating this mandatory qualification to a desired scorable requirement? This will allow the department to receive bids from service providers with strong implementation experience for solutions of similar size and integration complexity.**

The Department is not considering this at this time.

**137. Are you open to joint proposals from more than one vendor?**

The Department is not considering this at this time. However, sub-contracting may be considered during negotiations.

**138. Can you please provide a breakdown of the 1.6 million budget? What is the amount allocated for the implementation of the system vs. the amount set aside for the hosting/maintenance of this system on an annual basis after go live?**

**a. The requirements also refer to future systems like LIMS/Call center, etc. Are those part of a separate budget?**

The allocation breakdown is unknown at this time.

The overall budget approved by the Board of Supervisor (BOS) for the purchase and implementation of the case management system (CMS) is \$1.6 million. This amount is not only for the resulting contract for this RFP, but for all expenses associated with the purchase and implementation of the CMS.

**139. In reference to RFP Appendix A, SOW:**

**a. Do all sections of the current solution have a defined retention and records schedule for the records that have been implemented?**

Records and Case Information are indefinite.

**b. Do you want an early lifecycle integration where files are stored in Documentum as the case in COTS application is created, or late archival where files are sent to Documentum once case is final status?**

Late archival where files are sent to Documentum would be ideal, but will need to confirm during the work effort associated with Appendix A,

Section 3.5, Task 2: Requirements Validation. All solution features and capabilities should be noted within the proposal and will be evaluated.

**c. When is retention applied?**

This will be further discussed during the work effort associated with Appendix A, Section 3.5, Task 2: Requirements Validation.

**d. Is the current ECFS content on Documentum ready for migration or needs to be Reviewed/Transformed/Migrated as part of the project?**

ECFS currently integrates with the current case management system (CME). When the case is initiated (or certain ECFS content is accessed through xCP based UI, Documentum also provides REST APIs for integration. Other applications can integrate with Documentum/ECFS using REST APIs.

**e. Are you currently using DFS or DFC to integrate with Documentum from the COTS solution?**

ECFS currently integrates with CME. When the case is initiated (or certain ECFS content is accessed through xCP based UI, Documentum also provides REST APIs for integration. Other applications can integrate with Documentum/ECFS using REST APIs.

**140. In reference to RFP Appendix A, Section 1.1, Scope of work Overview:**

**Is there an existing hardware platform for barcoding (label printing, barcode scanning) that must be supported?**

There are existing bar code scanners and label printers. Label Printer-Zebra GX430T (GX43-102410-000) and Bar Code Scanner-Honeywell Xenon Performance (XP) 1950g (1950GHD-2USB-N). Will be evaluated as part of the proposal.

**141. In reference to RFP Appendix A, Section 3.7.1:**

**How will the hosted solution have access to existing ECFS records?**

This will be up to the vendors and will be evaluated within the proposal. County would be able to open up Directect integration build through a DMZ which allows traffic from outside county. All solution features and capabilities should be noted within the proposal response and will be evaluated.



**142. In reference to RFP Appendix A, Section 3.8, Security:**

**Where is the County's Active Directory located and how does a hosted service obtain access?**

Azure AD. Access may be obtained through LDAP integration or other similar services.

**143. In reference to RFP Appendix A, Section 3.9, Data Conversion Table 5:**

**a. How many cases are in the CME Subset?**

Approximately 300K cases. See Appendix A, SOW, for details.

**b. How many cases are in the ECFS Subset?**

Approximately 50K cases. See Appendix A, SOW, for details.

**144. In reference to RFP Appendix A, Section 3.10, Interfaces:**

**a. Will platforms other than Wordpress be allowed?**

Platforms addressed in proposals will be reviewed and evaluated. All solution features and capabilities should be noted within the proposal response and will be evaluated.

**b. How will the hosted solution have access to existing ECFS records?**

ECFS currently integrates with CME. When the case is initiated (or certain case data is updated) in CME, the case data is passed from CME to ECFS. Similar data transaction will be required between ECFS and the proposed system. ECFS and the proposed system will be required to have data transfers through APIs.

**c. Do the links to ECFS resolve from outside the County network?**

Not currently. A change in architecture will be required to allow the requests from outside of the LA County Firewall.

**145. In reference to RFP Appendix B2, Technical Requirements, ID T-26 to ID T-29:**

- a. Assuming that Active Directory will be the authority for security policy, password policies, etc., is there a requirement for additional security requirements beyond Active Directory?**

Not currently, but this can change in the future. This will be further defined and will be part of the work effort associated with Appendix A, SOW, Section 3.5 Task 2: Requirements Validation.

- b. What is the resolution if Active Directory does not allow our directory services to meet these requirements?**

Proposer should provide a concise narrative to describe how the solution addresses each functional and technical area as indicated in Appendix A, SOW.