

CHATHAM COUNTY PURCHASING DEPARTMENT

ADDENDUM NO. 1 TO RFP 22-0011-7

FOR: COMMUNITY DATA PLATFORM

PLEASE SEE THE FOLLOWING ADDITIONS, CLARIFICATIONS AND/OR CHANGES:

1. **Question:** Will any offshore/Nearshore resources be allowed in this solution vs solely onshore?
Response: No
2. **Question:** The deployment into production to include hand off and training is very aggressive for a 6 month project of this scale, in our professional experience. Will they consider a longer deployment for the scale of this solution?
Response: The County understands that the timeline is aggressive. The project is grant funded. Proposers shall provide their best schedule as part of their proposal as vendor response to #7 on the General Systems Features Requirements Worksheet.
3. **Question:** Out of the requested integrations on pg. 22, what types of databases are these programs built upon?
Response: Integration will be through web services or API. We cannot provide direct database access to any of those systems.
4. **Question:** Since we will be working with multiple systems, are all systems centrally located within the County data center and located throughout the County?
Response: Some systems are owned by the County and some are not. County owned systems are located locally as well as in cloud SaaS vendor data centers.
5. **Question:** Has anyone on your team prepared a survey or developed a high-level datamodel or functional/logical diagram how these systems will integrate?
Response: We have drafted a workflow but feel this would be helpful once the vendor is selected to ensure we have covered all important elements.
6. **Question:** Do you have any technical details on the various hardware/software platform your systems operate, Unix/Linux/HPUX/Windows/OS400? Please advise.
Response: No. Other systems are hosted by vendors. Access will be through APIs, web services, or data exports.
7. **Question:** Will you please post the list of local M/WBEs within the County jurisdiction we may contact.
Response: A list of M/WBEs is located at MWBE.chathamcountyga.gov, and see the resource drop down box.
8. **Question:** There is a clear emphasis on bi-directional integration of data from multiple systems, which may allow for some of the described workflows to happen directly in source systems. Can you confirm our interpretation is correct that this community data platform is also expected to provide a web-based user interface to allow for key user actions? If so, could you please offer:
 - a. The primary workflows desired of such a UI? (e.g. client look up, registering a client, referring a client to services, accepting referrals, etc.)
 - b. The anticipated user types/staff roles who would access the UI?
 - c. The total number of users anticipated in years 1-3?

Response:

- a. Primary focus is to look up clients and determine history/needs to then make referral. If the client is not found then one would need to have an option for data entry (likely from the users primary client tracking/case management software).
- b. We anticipate two-three users per entity (2 users x 6 entities = 12) with varying roles of case management – those entering data and searching for data and the administrators who need to pull aggregate reports across multiple entities and multiple people.
- c. Ideally the system will expand and therefore over 2-3 years, we hope to have 20+ users.
9. **Question:** We know the grant funding for this is capped and is inclusive of all services and licenses. What other funding exists or will be sought to ensure this is a sustained solution?
- Response:** Grant funding is all we have secured to date. However, we anticipate other opportunities should the initiative be successful. The baseline work will help to identify/confirm need and define goals as we grow.
10. **Question:** The RFP instructions state bidders must register with the County. Is it necessary to complete any additional forms or registrations that aren't listed on the document checklist, noting that registration or form completion at the point of award is anticipated?
- Response:** Proposers are not required to register at this time since the vendor portion of the County's website is inoperable.
11. **Question:** Does the County desire to take on solution ownership in years 2 onward, or does the County desire options for professional support beyond traditional help desk - for example making system changes, providing additional training, establishing integrations, or other advanced technical support?
- Response:** The selected vendor will continue to support the provided software system.
12. **Question:** We acknowledge the requirement for select attachments to be signed and notarized. Due to the pandemic, we have had government partners accept remote/digital notary services for such documentation. Will remote notarization be accepted for these attachments?
- Response:** Remote notarization will be accepted for proposal documentation. Contract documents will require wet signatures.
13. **Question:** How many printers or scanning equipment will be required for the pilot and the longer-term solution? Are we expected to use existing solutions in place or replace these also?
- Response:** We plan to use equipment that is already purchased and owned by the County. We are interested in the integration of systems/solutions. We do not plan to replace anything at this time.
14. **Question:** Who owns the data?
- Response:** Chatham County.
15. **Question:** Where would the data be housed?
- Response:** On a cloud-based server.
16. **Question:** When is the new data added since one of your requirements asks you to enter further information via forms? Who owns the new data, and where would this data be owned and housed?
- Response:** Although we have defined specific elements that we would like to share, as the project grows and expands there may be a need to add additional data fields. We are

asking the proposal to define the process and cost for such expansions.

17. **Question:** What are the rules around storing the new data? Specifically, if someone sues for any breach of data.
Response: The County will have to consider this when/if the issue arises.
18. **Question:** Approximately how many users will be using the platform?
Response: See response to Question #8.
19. **Question:** The hosted environment will be hosted inside an agency data center or vendor-hosted?
Response: Vendor-hosted.
20. **Question:** Does the system need to be FedRamp Compliant?
Response: So long as the system complies with federal, state and local law pertaining to sharing of personal information.
21. **Question:** How would the system be funded after 2023 if the grant expires at that timeframe?
Response: Ideally the partners will be paying for their portion, with County support. Dependent upon outcomes and performance.
22. **Question:** Can you provide any data sizing information for the number of records expected to go through the program?
Response: The Behavioral Health Unit assisted more than 220 unique individuals in the first year. Based on this, we anticipate about 400 individual files will need to be tracked.
23. **Question:** What volume of data is expected to be pushed and received?
Response: In addition to the 400 unique individuals, we would like to ensure all critical elements can be shared along with supporting documentation which could include photos and scanned files.
24. **Question:** What means exist / or must be followed to authenticate users?
Response: Each system is different. Majority require user name and password.
25. **Question:** What is the expected volume of documents and images to be displayed? What are the expected file sizes?
Response: See response to Questions #22 and #23.
26. **Question:** Source system, how is the data extracted (SQL pull, API, etc.)?
Response: Alignment with API for prepared reports but ability to generate custom reports as deemed necessary.
27. **Question:** What is the budget for the platform?
Response: The budget is \$400,000.
28. **Question:** Are the County's expectations for the platform be off the shelf or can it be a developed application based on the County's requirements?
Response: Either solution is acceptable keeping in mind the timeline, but off the shelf software will need to allow for integrations to external systems.
29. **Question:** Given the challenging budget situation, would the County consider waiving the requirement that bidders submit only one pricing proposal?
Response: No, proposers shall only submit one price proposal. Proposers shall submit their methodology and approach to this project and their cost proposal should reflect their approach. Proposers shall use the cost proposal form included in the Request for Proposal.
30. **CHANGE:** The proposal due date has now been extended to March 15, 2022 @5:00 p.m.

**THE PROPOSAL DUE DATE HAS BEEN EXTENDED
TO 5:00PM EST, MARCH 15, 2022.**

PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.

February 25, 2022

DATE



MARGARET H. JOYNER
PURCHASING DIRECTOR
CHATHAM COUNTY

