

VNS – RFP Questions

***All answers provided are based on the best information available at this time. Additional answers may be posted prior to Proposal deadline.**

1. Usage Counts

1. Number of individuals expected to register on Public Registration Portal? How many new people are expected to register each year? - Answer: The crime statistics provided at <https://www.alea.gov/sbi/criminal-justice-services/alabama-crime-statistics>, the Pardons and Parole Statistics provided at https://paroles.alabama.gov/wp-content/uploads/2017-2018_Annual_Report.pdf along with the Department of Correction Statistics provided at <http://www.doc.state.al.us/StatReports> document the number of potential offenders who may require victim notification services. Please note as per RFP, notification system being provided must offer services to victims, relatives, friends, or other interested individuals along with providing notifications to required public officials.
2. Number of state users needing to access the Administrative Portal? Answer: 20+ for each stakeholder agency. How many system admins? Answer: 4+ for each stakeholder agency. How many agency users? –Answer: 100+
3. What is the estimated number of outbound SMS messages are expected to be sent a year? –Answer: The crime statistics provided at <https://www.alea.gov/sbi/criminal-justice-services/alabama-crime-statistics>, the Pardons and Parole Statistics provided at https://paroles.alabama.gov/wp-content/uploads/2017-2018_Annual_Report.pdf along with the Department of Correction Statistics provided at <http://www.doc.state.al.us/StatReports> document the number of potential offenders who may require victim notification services. Please note as per RFP, notification system being provided must offer services to victims, relatives, friends, or other interested individuals along with providing notifications to required public officials.
2. What is the existing integration methodologies at the state? –Answer: Unknown. Per the RFP a webservice or an FTP of a file could be used by said vendor to obtain required data from the state agencies that are legislatively required to provide notifications.
3. What is the existing telephony system that can be used for outbound automated calls? –Answer: There is no existing telephony equipment that can be used for outbound automated calls. Per RFP vendor can provide notifications as a service or provide recommended hardware necessary to implement the proposed service. What does the vendor require to deliver this service (i.e. number of lines or functionality).
4. Data Monitoring: Is this the monitoring of the system data or collection of data from ‘things’? (Page 5, #5) –Answer: Monitoring system should monitor system data collection, notifications, system failures, etc. Vendor should provide robust monitoring to ensure system is operating within normal parameters 24x7x365. Failures of system must notify support personnel to prevent/limit any downtime. System must catch anomalies to prevent massive incorrect notifications from being made.

- a. Application data monitoring
 - i. Notifications
 - ii. Anomalies
 - iii. Registrations
 - iv. Other relevant data
- b. Hardware monitoring
- c. Software monitoring
- d. Access monitoring

5. Do the victims (Public Portal Users) need to interact with the state? Example: Allow the victim to get help from a text or submit questions online. Do they have an inbound call center to support?
– Answer: Victims need ability to update contact information. The proposed solution should offer a means to address instances when a victim may need assistance through the registration portal when registering an account, creating or recovering a password, or updating or modifying account information. Any other features are optional, not required.
6. Can you define the specific CJIS requirements that are needed to meet the requirements? Salesforce Software Development Lifecycle (SDLC) processes are consistent with industry standards and follow internal SDLC requirements, which address applicable guidance (such as OWASP) to prevent vulnerabilities. As such Salesforce has been evaluated against the following external audit standards: PCI-DSS, NIST, and ISO 27001. Does this meet the requirements the state is needing? – Answer: CJIS Security Policy section 5 and NIST.
7. References: Would it be enough if we provide references of the organizations, where we have designed and deployed advanced cloud-based solutions using similar products from Salesforce.com such as communities, service cloud and etc. – Answer: The Vendor should submit references capable of discussing the Vendor's past work on projects of a similar scope and use. References may include individuals within organizations that are familiar with and may speak to Vendor's capabilities regarding projects of a similar scope and use and whether the Vendor has successfully completed such projects in the past.
8. Network Protection: Salesforce secures its network on many different fronts including End-to-end TLS, Network gateways and firewalls, Stateful packet inspections (SPI) firewalls, Intrusion detection sensors, Secure routing and traffic flow policies, Denial-of-Service (DoS) protection. Does this meet the requirements the state is needing? – Answer: Security documented above could be used to meet CJIS Security Policy Section 5 and NIST. Proposal should address how vendors proposed solution will meet required security.
9. Logical Access Controls: Salesforce has implemented strong logical access controls for the production network, including Authorized users, Two-factor authentication, Bastion Hosts, Segregation of duties and least privilege, Infrastructure logging. Does this meet the requirements the state is needing? – Answer: Security documented above could be used to meet CJIS Security Policy Section 5 and NIST. Proposal should address how vendors proposed solution will meet required security.
10. Database Security: The underlying database layer plays a significant role in platform security. For example, the database protects customer passwords by storing them via the SHA algorithm with

a 256-bit one-way hash. Salesforce enforces strict control of database administrator access to only authorized individuals with a business justification for access. Databases are configured in accordance with security benchmarks provided by industry best practices and required standards for government markets (i.e., the CIS Benchmarks). Databases undergo periodic vulnerability assessments to check the databases for known vulnerabilities. Does this meet the requirements the state is needing? – Answer: Security documented above could be used to meet CJIS Security Policy Section 5 and NIST. Proposal should address how vendors proposed solution will meet required security.

11. Security Monitoring: A variety of tools, third-party resources, and a dedicated Computer Security Incident Response Team (CSIRT) provide comprehensive monitoring of the Salesforce production environment. These include Intrusion Detection Systems (IDS), Logging and Alerting System, Threat Monitoring, Vulnerability Scanning, Perimeter monitoring, Security Incident Monitoring. Does this meet the requirements the state is needing? – Answer: Monitoring tools documented above could provide system and security monitoring and protection. Proposal should address how said system and security monitoring along with application monitoring will be implemented to meet requirements of RFP.
12. History tracking and auditing features: Salesforce auditing features include Record Modification Fields, Field History Tracking, Field Audit Trail, Login History, Identity Verification History, Setup Audit Trail, Event Monitoring. Does this meet the requirements the state is needing? –Answer: Monitoring above could provide tracking and auditing. Proposal should address how said tracking and auditing will be implemented to meet requirements of RFP.
13. Configuration and Change Management: Change Management processes dictate that system changes and maintenance are documented in Salesforce’s internal ticketing system. Changes require approval, testing, and security impact analysis prior to deployment. In addition, any changes that constitute a significant change, per Salesforce’s significant change definition, require analysis and an impact assessment to determine the impact to the Salesforce Government Cloud ATO. Does this meet the requirements the state is needing? –Answer: Change management processes are critical for any production system requiring 24x7x365 availability.

1. Are you able to relay the type databases the new application will interact with, i.e., Relational Databases such Oracle, SQL, DB2, etc? – Answer: Interact with SQL and DB2 databases.

2. Is the assumption correct that the RFP is looking for a possible cloud based solution, like Microsoft Azure SQL Server, that will allow for push/pull from the existing databases? –Answer: The RFP would allow a cloud based solution.

1. What is the funding source(es) for these services? –Answer: Ala. Code § 15-22-36.2 – Victim Notification System Fund

2. Is the funding sources(es) sustainable for subsequent years of operational support? –Answer: Funding is dependent upon sufficient Legislative appropriations
3. Requesting information in the following, can you please clarify what is intended or described as “Discuss mechanisms used by vendor to monitor fiscal responsibility, clinical, physical, and quality control” as it relates to the requested service and offering. What types of expectations or details are you looking to learn or understand in this question [so that we can cover more clearly]
 - a. Question: Discuss mechanisms used by vendor to monitor fiscal responsibility, clinical, physical, and quality control, including how vendor will incorporate input/feedback from ALEA staff, and other Alabama stakeholders into the planning, design, improvement, and implementation of services.

–Answer: – Vendor should discuss the mechanisms it plans to use to make sure it adheres to its proposal regarding timeline, deliverables, and cost during the planning, design, improvement, and implementation of services. The proposed mechanism must account for planning, input, and feedback from ALEA staff and other agency stakeholders such as Alabama Bureau of Pardons and Paroles and Alabama Department of Corrections.

4. Administrative Portal: Provide a secure administrative web portal available to stakeholder agency-users. Agency-users shall be individuals employed by one of the participating state agencies providing data for use in the proposed solution. The administrative portal must provide the following minimum capabilities:

- i. **Agency-users must be able to review and ensure the appropriate offender information is correctly matched with the appropriate victim information through acceptable report functionality or otherwise.**

1. Question: To help ensure we understand, can you provide examples of what correctly matched information would be expected to show this. What is the goal/need for this report (how will it be used). – Proposed Answer: P&P and DOC input? Agency users should be able to review all registrants against an offender and the offender’s case-level information for all convictions the offender is currently serving time and be assured the correct registrants, both victims and public officials, are correctly receiving notifications for offender changes linked to the applicable case.

- ii. **Agency-users must be able to designate public official registrations and match the same with appropriate case-level offender information as necessary to provide notice.**

1. Question: What is used to match a public official registration to a case-level offender? – Proposed Answer: P&P and DOC input? Public Officials can be matched with an offender as follows:

- a. Some are matched against all offenders. The Attorney General, Governor, and Crime Victim Compensation Commission are examples.
- b. Some officials are matched against offenders if the crime occurred in their district. A Sheriff or Police Chief is an example.
- c. Some officials are matched if the offender was sentenced in their court or prosecuted by the DA for region. A Judge or DA is an example.
- d. NOTE: This may not be all inclusive.
- e. NOTE: System should allow a change in official as a change in office/position occurs (such as a new Attorney General takes office) requiring agency staff to make one change. Agency staff must not be required to manually make a change to each offender if an official is changed.

iii. Automatically track and record each contact made with a victim /official /registrant through the system.

- 1. Question: Could you explain what this would look like to you? What would constitute “contact” with a victim/official/registrant? –Answer: Each notice sent through the proposed solution must be retained historically within the system to that Stakeholder personnel may retrieve a copy/proof of notification with state stamp information sufficient to file in court proceedings. Stakeholder personnel to include Victim Service Officers, Probation Officers must be able to enter notes in system to document information from victim contact. This could include contact information changes of victim and general notes.

5. Multi-jurisdiction and multi-agency collaboration for data collection and exchange: The proposed solution must allow for a centralized and stable repository of data obtained through interagency sharing of data, including all updates of offender data and victim registrant data. Specifically, the system must interface, to collect and share data, with:

- a. Question: Can you expand on the goal/need and intended use cases around this repository? – Answer: Offender data can be shared among law enforcement agencies, subject to some statutory restrictions, to ensure legally required notices are issued with respect to each offender and victim registered within the system. Various stakeholder agencies must be able to input data into the data base, i.e., input updated victim contact information or input offender status updates. The shared data may only be accessed dependent on the agency user's appropriate security access level (see Section II.2. of the RFP). Misuse of the automated notification system or records or information contained in the automated notification system is subject to criminal prosecution under Article 5A of Chapter 8 of Title 13A, Alabama Code 1975, as well as Section 41-9-601, Section 41-9-602, and any other law of this state.

1. Web-based Public Registration Portal -

1.a Given that there is a victim verification process, are any anonymous registrations allowed? – Answer: No.

Are victims provided different options for notification? –Answer: U.S. certified mail, return receipt requested, U.S. mail, electronic transmission, or by other commonly accepted method of delivery. And other forms of notice adopted/approved by the Victims Notification Task Force including, but not limited to, automated phone calls, email, and text messaging.

What restrictions are placed on registration? - Answer: There are no restrictions other than registrants cannot make any edits to any other registrant's information.

1.d What is meant by unlimited here? Are there unlimited counts of contact methods (email addresses, phone numbers, texts, etc.)? Unlimited attempts of notification for an event? Something else? – Answer: Victims may register for notifications for an unlimited number of offenders.

1.e Does “like alternative” mean any size PIN is acceptable? Is 4 a minimum or a maximum? –Answer: "Like alternative" means any alternative vendor may have available that provides the same level of security coupled with a unique identifier. 4 digits is the minimum for a PIN.

1.g What is envisioned as the “opt out” confirmation? – Answer: Tangible documentation with date and time stamp verifying a victim opted out. The system should automatically generate notice to a victim that they have opted out, email may be the default. System must be able to produce a copy, date stamped, of both the option out and the notice suitable for filing in court proceedings.

2. Administrative Portal

2.a Is the State open to a different method that achieves the same result, i.e., each agency-user is uniquely identified and has role-based security level access? – Answer: Any method fulfilling the needs outlined in the RFP will be considered.

2.b Does the state currently use Office 365 for user management and email? Answer: Yes Does login with Office365 or Microsoft Active Directory credentials meet this requirement? Answer: Yes

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2.l Is the state set on a PDF solution, or will a solution whereby the letter can be opened and viewed from the notification record at any time be acceptable? – Proposed Answer: Yes

2.m Scripts are defined for English and Spanish. Can you confirm that these are the only languages in scope? –Answer: English is the only required language, Spanish is an additional option.

2.o Can you provide details on this? Are notifications reviewed prior to sending and amended as needed? – Answer: System should have capability of prior review and amendment.

3. Notifications

3.e Can we use reports that save as PDF or can be printed directly? –Answer: Yes

Are statutory notifications the only notifications provided or are there others besides those listed here?

–Answer: Statutory notifications and notifications approved by the Victim Notification Task Force.

Are there other events for which you wish to provide notification that you currently do not? What data

source would provide data for these events? –Answer: Notifications as approved by the Victim Notification Task Force. Data to be provided by stakeholder agencies.

4. Automated Tool

Regarding the Offender’s geographical location, does this include out of state incarceration or parole? Is ICOTS data to be integrated? Are there other out of state considerations? –Answer: ICOTS data is not intended to be integrated.

6. Multi-jurisdiction and multi-agency collaboration for data collection and exchange

6.d What other agencies might be included? Are other correctional facilities, such as county jails, included? –Answer: Alabama Bureau of Pardons & Paroles and Alabama Department of Corrections.

19. Technical Assistance and Training

Is the training listed part ongoing support? –Answer: May be proposed as an option.

The RFP states that “Training shall be provided via the Internet or on-site when such training is indicated or otherwise requested by the ALEA.” Are you open to using video for training? How frequently would you expect training to occur? –Answer: Video training is an option. Frequency may vary from quarterly to annually.

20. Maintenance and Support

Since a separate contract will be upon deployment of a compliant system, does the State wish to have a quote for operations and support as part of this response? For how long? –Answer: Yes for a 5 year period.

22. Marketing and Education

Do you want media relations support for the launch? –Answer: No.

Are you open to using video for education and awareness purposes? –Answer: Yes.

Are you open to using social media for education and awareness purposes? –Answer: Yes.

Section IV Proposed Contract Terms and Conditions

Since the anticipated contract term is 1 year with up to 4 option years, does the state see the implementation as part of the first year or is the 1 year for operations and maintenance support? – Answer: Implementation for year 1. If implementation cannot be accomplished within year 1, include implementation estimate and timeline for full implementation. Propose maintenance and operation support costs for all contract period, including options, following implementation.

Call Center

The RFP makes no mention of a call center, inbound call handling or after hours call support. Does ALEA need call center support (either 24/7 or after-hours)? —Answer: No.