



**ADDENDUM #1**  
**Boulder County Administrative Services – Information Technology Division**  
**Public Safety Software Solution and Services**  
**RFP # 7056-19**

September 12, 2019

The attached addendum supersedes the original Information and Specifications regarding RFP # 7056-19 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

1. Question: During discovery, the County mentioned interest in a single point of user maintenance across all products. As regards *Boulder County RFP Attachment 10 Functional Requirements*, Jail tab, item 491: is the County looking for a centralized list of sign-on credentials for just the Jail solution, or for use across all of the proposed products?

**ANSWER: The County expects a centralized list of user’s credentials across all products as well as single sign-on across all products.**

2. Question: In regard to *Boulder County RFP Attachment 10 Functional Requirements*, Jail tab, item 526: can the County provide clarification on its process in response to a mittimus order of arrest?

**ANSWER: What is needed is a system to *track* sentencing orders on individuals who are not currently entered in the JMS system (pending their start date). We also asked about being able to begin a record from data contained in the mitt record, such as a “Pre-Book” module where we can cache these mitt sentence orders pending their start date.**

3. Question: Attachment 1, Section 5.0: Please confirm Data Conversion is Attachment 12 and Interfaces is Attachment 13.

**ANSWER: Data Conversion is Attachment 12 and Interfaces is Attachment 13.**

4. Question: Attachment 4, first paragraph, second sentence:  
Please clarify or provide the Section A and Section C documentation listed.

**ANSWER: There is not a Section A or Section C. Scope starts on page 12 and includes the following:**

- A. Section 2 Scope of Service, page 12**
- B. Section 3 Functional Requirements, pages 12- 14**
- C. Section 4 Technical Specifications and Information, pages 14**
- D. Section 5 Business Process / Software Considerations, pages 14 - 23**
- E. Section 6 Implementation Approach, Plan, and Deliverables, pages 23 – 25**
- F. Section 7 Post Implementation Services, page 25**
- G. Section 8 Criminal Justice Information Services CJIS, pages 25-26**
- H. Scope of Project, pages 27 – 30**
- I. Attachment 7 (Information Technology Requirements and Information Requests), pages 76 - 86**

5. Question: Is it acceptable to convert Attachment 5 (Company Information) into a Word document to allow for longer responses?

**ANSWER: Yes, to answer the questions. After answering the questions in Attachment 5, the attachment needs to be submitted in PDF format.**

6. Question: Is it acceptable to convert Attachment 7 (Information Technology Requirements and Information Requests) into a Word document to allow for longer responses?

**ANSWER: Yes, to answer the questions. After answering the questions in Attachment 7, the attachment needs to be submitted in PDF format.**

7. Question: Attachment 7, Reference #12 and #13: These items appear incomplete. Please expand on what the County requires.

**ANSWER: Please see the following:**

- A. #12. If the solution uses virtual machines in place of physical hardware, does the vendor provide virtual appliances as part of the system architecture.**
- B. #13. Is the vendor a reseller of hardware for the solution? If the vendor is a reseller of hardware, Boulder County would like the vendor to explain what hardware they resell as part of the proposed solution.**

8. Question: Attachment 7, Reference #80 and #81: Please clarify if the

County is interested in this information, specific to the hosting environment to be provided for the County.

**ANSWER: This question is two parts.**

**A. First, we need this information if any work, during the project, will be conducted within the vendors network, even if the solution is not hosted environment. For example, if data conversion activities are conducted within the vendor's network environment we need answers to questions #80 and # 81. Another example would be if the vendor has any data provided by Boulder County on their network, both items, #80 and #81 must be answered.**

**B. Second, if the solution being proposed is a hosted environment, items #80 and #81 must be answered.**

9. Question: Please clarify Instructions tab of Attachment 10:

It appears codes Y, Y-ND, N, P, and I should go in Column D instead of Column F; please confirm.

**ANSWER: Codes Y, Y-ND, N, P, and I should go in Column D. See the revised Attachment 10.**

Please confirm codes F and E should go in Column K per the Instructions tab.

**ANSWER: Codes F and E should go in Column E. See the revised Attachment 10.**

Please confirm codes S, TPS, and NS should go in Column G per the Instructions tab, and clarify if these would be in addition to codes Y, Y-ND, N, and I.

**ANSWER: Codes S, TPS, and NS should go in Column F. See the revised Attachment 10.**

Also, Line 26 of the Instructions tab instructs answering Column J; however, there is no topic/title in Column J. Is the expectation to insert estimated availability in Column J?

**ANSWER: All answers should go in Column G, Vendor Comment**

Please confirm that a comment is needed for requirements where the proposed product fully meets the specification as written.

**ANSWER: For any requirement that meets the condition of Y, fully met, a comment is not needed. For all other options a comment is required.**

10. Question: Attachment 10, Interfaces Tab, Reference #4: Please clarify whether the intent is for an interface between CorrecTek and Core Banking for exchanging medical information.

**ANSWER: Yes, there is currently an interface in our current architecture and there is a need for the new solution to provide the same functionality.**

11. Question: Attachment 10, Interfaces Tab, Reference #8: Please provide an example and Use Case for how the Tiburon X-Reference works.

**ANSWER: Our records division uses the Tiburon Cross Reference Utility weekly. Most of the time it is to convert the Tiburon MNI's to the old PID's (from our legacy RMS system), so that they can request the old jail jackets from Iron Mountain.**

**They also use the case number query to research when they only have an old agency case number in front of them. It helps to locate the correct case number in Tiburon, especially when doing sealed records.**

12. Question: Attachment 10, Interfaces Tab, Reference #21: What information is being shared with the WellPath system?

**ANSWER: This is used at the jail. There is no data transfer to JAIL Mental Health, they have access to Tiburon. There is some limited data transfer to the RISE Program at the jail.**

**When the BCJ receives a RISE patient the person is booked into the Jail Tiburon system. Tiburon then provides basic demographic information to ERMA (Electronic Records Management Application) for RISE:**

- **Patient Name (Booking Name)**
- **Patient ID # (JID #)**
- **Patient DOB**
- **Admission date (Booking/Arrival Date)**
- **Location (from Tiburon Housing fields, i.e. BJ-RIS-1201)**

**The data transfer occurs when a MOVE event is entered in Tiburon. Once the inmate is moved to the RISE module in Tiburon, they then appear as a patient in ERMA.**

13. Question: Attachment 13 (Interfaces) has two columns (F and J) that are both labeled as "In Scope for Replacement". Can the County clarify each of the column's content?

**ANSWER: The columns mentioned above have been merged with other columns. See the amended Attachment 13 Interfaces.**

14. Question: Attachment 13 (Interfaces), Reference #8: The Application/Interface ell in Column E says to "See the CAD to RMS Tab for data that is currently transferred". We do not see such a Tab in the provided files.

**ANSWER: Removed reference. See the updated Attachment 13 Interfaces.**

15. Question: Attachment 13 (Interfaces), Reference #12: The interface describes a two-way interface where Tiburon sends inmate data to CorrecTek and CorrecTek sends Hazard information to Tiburon. Please explain more about the hazard information coming from CorrecTek.

**ANSWER: The purpose of the interface is to allow two-way communications between CorrecTek Medical system and Tiburon CMS so that the two systems can exchange information.**

**Tiburon has developed two batch programs to extract the inmate information for CorrecTek and process the Hazard information created by CorrecTek. Both batch programs are being defined in the System's Frequent Tasks. They will be started on a set time by the Application Scheduler. In other words, as long as the Application Scheduler is running, both batch programs will be started on a regular basis.**

**CorrecTek is importing a flat file generated by Tiburon from shared directory on the network. The file is being sent in a tab delimited format with one record per file. The table below outlines the fields in the file. The CorrecTek Windows Service monitors the shared directory once every 60 seconds for the presence of new files.**

**CorrecTek queries the Tiburon database in order to pull the appropriate inmate data (demographics and photo) into CorrecTek when booked into the jail. The vendor must provide a solution that retrieves data for all newly booked inmates, the most current housing location for that inmate and whether the inmate has been released. The interface must also retrieve current hazard, activity and dietary restrictions.**

16. Question: Attachment 13 (Interfaces), Reference #19: Please describe the workflow where Iris Scanning is used and how it is envisioned to interface with RMS and JMS.

**ANSWER:**

***Description***

The Iris scanner is installed at the booking and release counter at the jail. It is used to help identify inmates when they are brought into the jail and then again when they are released.

***Data***

We have setup read-only access to three views in our RMS system; Arrest, Booking, and Charge information.

They also have a read-only account to access mugshots from our mugshot system.

The vendor executes SQL scripts that will read the required data.

***Workflow***

During the Intake Process, the Booking Officer will (this happens AFTER the inmate has been booked into the jail, this ensures the data is available):

1. Instruct the inmate to look into the Inmate Recognition and Identification System (I.R.I.S.™) camera
2. Capture a digital photograph of the inmate's eyes and allow the I.R.I.S.™ system to retrieve, verify and present the inmate's information
3. Save the booking information along with the photo of the eyes for positive identification at the time of release.

During the Release Process, the Release officer will:

1. Instruct the inmate to look into the Inmate Recognition and Identification System (I.R.I.S.™) camera
2. Capture a digital photograph of the inmate's eyes and allow the I.R.I.S.™ system to retrieve, verify and present the inmate's information
3. Verify that the identity of the inmate approved for release is correct
4. Escort the inmate(s) to the Release Post

17. Question: Attachment 13 (Interfaces), Reference #21: Please provide additional information on the data that is shared with Mental Health.

**ANSWER:** This is used at the jail. There is no data transfer to JAIL Mental Health, they have access to Tiburon. There is some limited data transfer to the RISE Program at the jail.

**When the BCJ receives a RISE patient the person is booked into the Jail Tiburon system. Tiburon then provides basic demographic information to ERMA (Electronic Records Management Application) for RISE:**

- **Patient Name (Booking Name)**
- **Patient ID # (JID #)**
- **Patient DOB**
- **Admission date (Booking/Arrival Date)**
- **Location (from Tiburon Housing fields, i.e. BJ-RIS-1201)**

**The data transfer occurs when a MOVE event is entered in Tiburon. Once the inmate is moved to the RISE module in Tiburon, they then appear as a patient in ERMA.**

18. Question: Please confirm both Submittal Checklists are required (RFP page 39 and RFP page 69). If so, does the County prefer both versions included in response to Section 1.2.

**ANSWER: Yes, both are required, and it is preferred they are included in response to Section 1.2.**

19. Question: Please confirm both Signature Pages are required (RFP page 46 and RFP page 70). If so, does the County prefer both versions included in response to Section 1.1.

**ANSWER: Yes, both are required, and it is preferred they are included in response to Section 1.1.**

20. Question: Please confirm if FedEx is an acceptable mail carrier (if the 50MB is exceeded and hard copies are required) and delivery is not limited to USPS per page 6 requirements for US Mail.

**ANSWER: FedEx is an acceptable mail carrier as long as the proposal is received by 2:00 p.m. Mountain Time on October 31, 2019.**

21. Question: In regard to Boulder County RFP Attachment 10 Functional Requirements, Interfaces tab, item 18: can the County provide information on the file type and method of transfer for this interface?

**ANSWER:**

**File Type:**

**ASCII data stream**

**RMS creates the file and is dropped on our App Server. LiveScan picks up the file.**

**Method of Transfer:**

The send is initiated when the user in our system selects the correct arrest and presses the send button. The user then goes to the Livescan system and enters a PID Number (our equivalent to your MNI number). That brings up the descriptive and the charge information on the LiveScan system. It also sets a flag in their database that lets the system know that prints have been sent. This flag must be set to Y prior to allowing the user to do a release.

22. Question: There are references to "RFP Section C, Scope of Project", "Section C, Project Scope" and RFP Section C.1, Scope of Project, but it doesn't appear there is a Section C. It is noted there is an un-numbered section after #9 in "Organization of the Proposal" titled Scope of Project. Please confirm references to "Section C" refer to that unnumbered "Scope of Project" section of the proposal.

**ANSWER: There is not a Section C. Scope starts on page 12 and includes the following:**

- J. Section 2 Scope of Service, page 12**
- K. Section 3 Functional Requirements, pages 12- 14**
- L. Section 4 Technical Specifications and Information, pages 14**
- M. Section 5 Business Process / Software Considerations, pages 14 - 23**
- N. Section 6 Implementation Approach, Plan, and Deliverables, pages 23 – 25**
- O. Section 7 Post Implementation Services, page 25**
- P. Section 8 Criminal Justice Information Services CJIS, pages 25-26**
- Q. Scope of Project, pages 27 – 30**
- R. Attachment 7 (Information Technology Requirements and Information Requests), pages 76 - 86**

23. Question: Attachment 4 states "Scope options are defined in the RFP in section A and Section C". We aren't able to identify section A and ask whether the reference to Section C here also refers to the unnumbered section titled "Scope of Project" section that occurs after #9 in the "Organization of the Proposal" section of the RFP.

**ANSWER: There is not a Section A or Section C. Scope starts on page 12 and includes the following:**

- S. Section 2 Scope of Service, page 12**
- T. Section 3 Functional Requirements, pages 12- 14**
- U. Section 4 Technical Specifications and Information, pages 14**
- V. Section 5 Business Process / Software Considerations, pages 14 - 23**
- W. Section 6 Implementation Approach, Plan, and Deliverables, pages 23 – 25**



- X. Section 7 Post Implementation Services, page 25
- Y. Section 8 Criminal Justice Information Services CJIS, pages 25-26
- Z. Scope of Project, pages 27 – 30
- AA.Attachment 7 (Information Technology Requirements and Information Requests), pages 76 - 86

24. Question: Section 1.6 exceptions to the RFP states “The county may reject any exceptions or specifications within the proposal.” Can you please provide clarification of this statement?

**ANSWER: Section 1.6 is putting the potential vendor on notice that if it takes exception to, or offers an alternative proposal for, any of the County’s requirements in the RFP, the County is not required to accept such exception or alternative proposal.**

25. Question: There are a series of unnumbered paragraphs that run from PDF pages 24 through 36, are these provided as information only, or does the County expect a vendor response to each paragraph. If so, where in the proposal should these be included?

**ANSWER:**

**Pages 24-25, starting with number 6.4 and going through 6.8.6.7 are part of Section 6. All answers should be provided with the proposal.**

**Page 25, Section 7 should be answered in the proposal, in this section.**

**Page 25 - 25, Section 8 should be answered in the proposal, in this section.**

**Page 26 - 27, Section 9 states pricing should be submitted under a separate cover and gives instructions on what is required.**

**Page 27 - 28, Scope of Project, Project Scope outlines the high-level project scope, functional scope, and operational processes. The expectation is that vendors address how they will meet the requirements, which are cross-referenced in Attachment 10.**

**Page 29, Process Improvement, outlines a sampling of the processes we expect to see improvements in when we implement the new system. No answers are needed in the RFP response as they are covered in Attachment 10 and other places in the RFP.**

**Page 29, Implementation Deliverables.** Please explain how the proposed implementation methodology addresses each required deliverable and how provide example documents for each of the artifacts in your methodology. Answer in this section.

**Page 31, Hosted Services and/or Software as a Service.** If the proposal includes a hosted environment, a component of the solution in a hosted environment, or any part of the solution in a hosted environment, please provide a detailed explanation of the proposed solution. Answer in this section.

**Page 32, Target Implementation Time Frames** proposes a range for implementation activities to begin and end.

**Page 32, Project Staffing.** The County expects a response to recommended staffing to complete the project. We expect responses to suggest roles that are required, the skills needed, the allocations for each role throughout the entirety of the project, and any other pertinent information the County would need to appropriately staff the project. This should go into Attachment 9, Staffing.

**Page 32 - 34, Project Organization** outlines the County's organizational, from project perspective, and gives a detailed description of each role.

**Page 34, Statement of Work.** This section outlines what will be expected to be included in the Statement of Work during the contracting process but is not limited to only those sections.

**Page 34, Number of Users** gives the current utilization of the current system. It is being provided to allow bidders to price the solution as well as understand the types of users who utilize the solution.

**Page 35, Interfaces.** All responses should go into Attachment 13 Interfaces.

**Page 35, Data Conversion.** All responses should go into Attachment 12 Data Conversion.

**Page 36.** The table on page 36 corresponds to Attachment 13 Interfaces. It is provided in the body of the RFP to show which of the interfaces is considered for being replaced (Y or N) and/or an interface is considered to be in scope to interface with the proposed solution.

26. Question: In attachment 7, page 77 -- numbers 12 and 13 – please clarify what response is expected here.

**ANSWER: This is a duplicate of Question #7**

**Please see the following:**

- A. #12. If the solution uses virtual machines in place of physical hardware, does the vendor provide virtual appliances as part of the system architecture.**
- B. #13. Is the vendor a reseller of hardware for the solution? If the vendor is a reseller of hardware, Boulder County would like the vendor to explain what hardware they resell as part of the proposed solution.**

27. Question: Page 45 restrictions to growth, does this refer only to software? There is reference to data storage requirements in this section, so should the vendor size the data storage component to support up to 10 years' worth of data?

**ANSWER: This is about licensing. The County expects that the licensing of the product(s) or solution(s) not impede our ability to use the system for any and all county business, including access to data. Also, we expect that the solution be able to keep an unlimited amount of data, for the life of the product. Actual sizing recommendations should be included in the technical architecture recommendations.**

28. Question: Page 69 under section 1 executive summary and bidder submission materials Exceptions to the RFP. If an exception is not taken, this implies that the vendor will provide or otherwise comply with the requirement or statement. Should exceptions that might be taken to the paragraphs listed between page 24 and 36 be addressed here? Please clarify.

**ANSWER: Yes, please address exceptions to those paragraphs, within the sections they are written.**

29. Question: Attachment 13 Interface - Please clarify the purpose of Columns J and N, "In Scope for Replacement", with regard to the definition of Inbound and Outbound as it relates to Replacement.

**ANSWER: Those columns have been removed. Please see the updated document, Attachment 13 Interfaces**

30. Question: Referencing the Expected Contract Terms and Conditions/Restrictions on Growth paragraph on page 45 of the RFP, is the county requiring vendors to propose a system that supports 10 years of data storage?

**ANSWER: Same Answer as Question 27**

31. Question: Section 3.1 - Would the County consider adding a response category that would permit the vendor to indicate a partial compliance with a requirement with a mandatory explanation of what portions of the requirement can be met and what portion cannot?

**ANSWER: Yes. The response code options now have a “P” to indicate a requirement partially meets the requirement and requires a mandatory explanation of what part of the requirement is met and what portions of the requirement is not met. The County reserves the right to change any “P” to a “N” or “NS” if the partial requirement will not be met in full by the go-live date.**

**Submittal Instructions:**

Submittals are due at the Administrative Services Information Desk or email box (preferred) listed below, for time and date recording on or before **2:00 p.m. Mountain Time on October 31, 2019.**

**Your response can be submitted in the following ways. Please note that email responses to this solicitation are preferred, but are limited to a maximum of 50MB capacity. NO ZIP FILES ALLOWED. Electronic Submittals must be received in the email box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.**

**Email**            [purchasing@bouldercounty.org](mailto:purchasing@bouldercounty.org); identified as **RFP #7056-19** in the subject line.

-OR-

**US Mail**        **One (1)** unbound copy of your submittal, printed double-sided, 11 point, on at least 50% post-consumer, recycled paper must be submitted in a sealed envelope, clearly marked as **RFP #7056-19** , to the **Administrative Services Information Desk located at 1325 Pearl Street, Boulder, CO 80302.**

All proposals must be received and time and date recorded at the Administrative

Services Information Desk by the above due date and time. Sole responsibility rests with the Offeror to see that their bid is received on time at the stated location(s). Any bid received after due date and time will be returned to the bidder. No exceptions will be made.

The Board of County Commissioners reserve the right to reject any and all bids, to waive any informalities or irregularities therein, and to accept the bid that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.



**RECEIPT OF LETTER  
ACKNOWLEDGMENT**

September 12, 2019

Dear Vendor:

This is an acknowledgment of receipt of Addendum #1 for RFP #7056-19, Public Safety Software Solution and Services.

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and email it back to [purchasing@bouldercounty.org](mailto:purchasing@bouldercounty.org) as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525.

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

**Signed by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name of Company** \_\_\_\_\_

End of Document