

**BALTIMORE COUNTY, MARYLAND
PURCHASING DIVISION
400 WASHINGTON AVENUE, ROOM 148
TOWSON, MARYLAND 21204-4665**



**REQUEST FOR INFORMATION NO. I-10000324
SHERIFF CASE MANAGEMENT SOFTWARE**

REVISED Due Date: 2/05/2025 Time: 3:00 PM

AMENDMENT NO. 2

DATED 01/07/2025

bid@baltimorecountymd.gov

**JASON HARTLINE, SENIOR BUYER
PHONE: 410-887-2495**

**PLEASE SIGN BELOW ACKNOWLEDGING RECEIPT OF
THIS ADDENDUM AND RETURN WITH YOUR BID.**

Company Name

Signature

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The following information is offered, as the result of correspondence received through January 7, 2025.

1. **Amend to revise the due date to February 5, 2025 at 3:00pm**

2. **Question:** What RMS system does the Sheriff's office currently use?
Answer: Sheriff does not have an RMS system. Tracking/management/storage is done via handwritten ledger book, Word documents, paper document files, and PDFs. Our current case management system was created by Baltimore County Office of Information Technology to serve as a bridge program after the mainframe was dissolved..

3. **Question:** Is the case management functionality intended to replace or augment the existing RMS?
Answer: Case management software is intended primarily for case management. While an RMS is needed, report management functionality would be an added bonus to any case management system, not a necessary requirement. RMS can be a separate system.

4. **Question:** Is the referenced case management functionality in support of Sheriff's office jails, courts, or streets (or all three (3))?
Answer: Please provide your solutions ability to do one, combination of any two or all three. It is desired to see a direct support for Road (Streets) and Warrants, while providing indirect help to courts and transportation by improving efficiency in the direct support areas. Deputy safety support would be parallel benefit.

5. **Question:** Are there specific notification preferences (e.g., SMS, push notifications) Baltimore County prefers?
Answer: Please provide all notifications available.
Question: Would a demo of the mock case management interface during the RFP phase be beneficial?
Answer: Demos could be requested as a part of this RFI.

6. **Question:** Are there specific incident types or categories that should be pre-defined for easier categorization and reporting?
- Answer:** Please advise if your solution may be configured to have pre-defined incident types or categories.
7. **Question:** Should we incorporate mobile access for deputies to update and track incidents while in the field?
- Answer:** Please provide any and all available options for your solution.
8. **Question:** Should the solution include virtual auction support, such as online platforms for live bidding?
- Answer:** Please provide any and all available options for your solution.
9. **Question:** Are there specific financial compliance rules or audit requirements the system needs to address?
- Answer:** Please provide any and all available options for your solution.
10. **Question:** Would location-based dashboards for visualizing sales activity by geography be valuable?
Should the system include mobile app support for deputies to log updates and capture delivery confirmations on-site?
Would geo-tagging capabilities for deliveries and attempted deliveries be useful for enhancing tracking and reporting?
- Answer:** Please provide any and all available options for your solution.
11. **Question:** Are there specific compliance requirements for managing and recording delivery confirmations?
- Answer:** Please provide any limitations and available options for your solution.
12. **Question:** Should the system include automated cross-referencing with external databases (e.g., NCIC or local law enforcement)?
- Answer:** Please provide any and all available options for your solution.
13. **Question:** Would geo-tagging of service attempts and location-based warrant tracking be beneficial?
- Answer:** Please provide any and all available options for your solution.
14. **Question:** Are there specific reporting requirements (e.g., warrant resolution rates or overdue warrant analysis)?
- Answer:** Please provide any and all available options for your solution.
15. **Question:** Should the public portal include additional features such as payment processing for fees or fines?
- Answer:** Please provide any and all available options for your solution.

- 16. Question:** Would geo-fencing alerts (e.g., entering restricted zones) be valuable for deputy tracking?
- Answer:** Please provide any and all available options for your solution.
- 17. Question:** Are there any restrictions on document types or file sizes for electronic filing?
- Answer:** Please provide any and all available options for your solution.
- 18. Question:** Are there specific external systems (e.g., state databases) that must be prioritized for integration?
- Answer:** Please provide any and all available options for your solution.
- 19. Question:** Should the solution include role-based report access to restrict viewing and exporting of sensitive analytics?
- Answer:** Please provide any and all available options for your solution.
- 20. Question:** Would geographic heatmaps or visual dashboards for trends and insights be beneficial for reporting?
- Answer:** Please provide any and all available options for your solution.
- 21. Question:** Are there any specific devices (e.g., rugged handheld scanners) preferred for barcode scanning?
- Answer:** Please provide any and all available options for your solution.
- 22. Question:** Should the solution include voice alerts or guided navigation to assigned locations for deputies?
- Answer:** Please provide any and all available options for your solution.
- 23. Question:** Are there additional alert escalation protocols (e.g., when assignments are not acknowledged)?
- Answer:** Please provide any and all available options for your solution.
- 24. Question:** Does the County prefer specific third-party tools for integration, or should we propose general API-based approaches?
- Answer:** Please provide all available integrations for your solution.
- 25. Question:** Are there additional ADA standards or local regulations we should account for in the design?
- Answer:** Please provide the standard for your solution.
- 26. Question:** Would a demonstration of the testing pipeline and DevOps migration process be useful in the RFP stage?

- Answer:** This is not a RFP, but a Request for Information. Demonstrations may be requested during a Request for Information.
- 27. Question:** Are there specific third-party systems that must be prioritized for integration beyond the ones listed?
- Answer:** Please provide all available integrations for your solution.
- 28. Question:** Should real-time reports include geospatial visualizations (e.g., heatmaps for incident trends)?
- Answer:** Please provide all available options for your solution.
- 29. Question:** Are there additional constraints or preferences for data migration, such as specific downtime tolerances or data verification methods?
- Answer:** Please provide any limitations and available options for your solution.
- 30. Question:** Are there specific security certifications or additional compliance standards we should prioritize (e.g., ISO 27001)?
- Answer:** Please find the County's technical standards here:
<https://www.baltimorecountymd.gov/files/Documents/IT/technicalstandards.pdf>
- 31. Question:** Should we implement specific geo-fencing restrictions to further secure data access?
- Answer:** Please provide any and all available options for your solution.
- 32. Question:** Would you like detailed documentation of the incident response plan in the RFP?
- Answer:** This is not a RFP, but a Request for Information.
- 33. Question:** Are there specific regulatory notification timeframes or templates we must follow for data breach scenarios?
- Answer:** Please provide the standard for your solution.
- 34. Question:** Should disaster recovery testing include simulation of cyber-attack scenarios?
- Answer:** Please provide any and all available options for your solution.
- 35. Question:** Are additional vulnerability testing requirements beyond quarterly scans or pre-release testing expected?
- Answer:** Please provide any and all available options for your solution.
- 36. Question:** Are there specific hardware brands or configurations preferred for the application and database servers (e.g., Dell, HP)?

- Answer:** Please provide any white papers for hardware specifications, if required for your solution.
- 37. Question:** Should the environment support specific proxy configurations beyond those listed?
- Answer:** Please provide any and all available options in addition to listed configurations.
- 38. Question:** Would you like to explore additional scalability options, such as load balancers or distributed databases?
- Answer:** Please provide any and all available options for your solution.
- 39. Question:** Are there specific reporting templates or dashboards required for weekly meetings?
- Answer:** Please provide the canned reports available with your solution. Also provide any options for ad hoc reports and dashboards.
- 40. Question:** Should customizations follow a fixed upgrade policy or be reevaluated independently for each new version?
- Answer:** Please provide your standard for your solution.
- 41. Question:** Would a hybrid Agile-Waterfall approach align with County preferences for milestone-driven projects?
- Answer:** Please provide any and all available options for your solution.
- 42. Question:** Does the County require specific backup locations for the SaaS data centers?
- Answer:** Baltimore County, Maryland requires that all data centers must be located in the Continental US.
- 43. Question:** Are there preferences for notification templates or cadence during planned/unplanned downtimes?
- Answer:** Please provide any and all available options for your solution.
- 44. Question:** Should user groups include opportunities for training or conference events?
- Answer:** Please provide any and all available options for your solution.
- 45. Question:** Are there specific training formats (e.g., workshops, online self-paced) the County prefers for staff onboarding?
- Answer:** Please provide any and all available options for your solution.
- 46. Question:** Should technical support include proactive training for administrators after updates or patches?

Answer: Please provide any and all available options for your solution.

47. Question: Are there additional expectations for focus group involvement during the testing or post-deployment phase?

Answer: No, this is a Request for Information for the County to explore what is available on the open market and industry standards for a Sheriff Case Management.

48. To address questions regarding County standard requirements please see Baltimore County Technical Standards found here:
<https://www.baltimorecountymd.gov/files/Documents/IT/technicalstandards.pdf>

49. All other terms and conditions remain the same.