

## QUESTIONS FROM PROSPECTIVE VENDORS

**1. How many environments are required? (e.g., Development, Test, UAT, Production)**

Project will require the following environments in collaboration between the vendor and Erie County:

- Development
- Test
- UAT training
- Production

**2. What is the total volume of data involved in this project? (historical data size, growth rate, retention period)**

It is anticipated that historical data (mostly text related data) will account for approx. 60 – 80 GB, as we move to a digital environment including graphics, photos, videos, etc. we anticipate a growth rate of approx. 20 – 30 GB per year, but will need vendor input. Most data has a three (3) or seven (7) yr retention period, however certain critical data may require longer or permanent retention.

**3. What is the overall budget allocated for this project?**

While funds have been identified, a specific budget has not yet been allocated.

**4. What is the expected start date of the project implementation?**

90 days from award of contract if successful vendor can integrate with existing county network in both facilities. 180 days if vendor needs to install infrastructure and stand-alone network.

**5. In how many months should the implementation be completed?**

Not to exceed nine (9) months from contract award.

**6. Is there a preferred timeline for the data migration process?**

Not to exceed seven (7) business days.

**7. How many software / user licenses will be required?**

This question is difficult to answer without a clear understanding of each vendor's licensing structure, however we anticipate needing approximately 325 daily users.

**8. Are there any external users who will require access to the system? (e.g. Medical staff auditors, third parties)**

Yes, we anticipate that Correctional Health, Mental Health, maintenance, food service will be included with the allotment of daily users. We anticipate that entities such as Professional Standards, oversight agencies & auditors would access data, reports and proof of compliance, through the “dashboard” and a site administrator.

**9. Is the preferred deployment model explicitly SaaS or on-premise? (RFP allows flexibility but does not mandate one)**

On-premise servers and/or SaaS are acceptable provided that the vendor can ensure and prove adequate security protocols.

**10. Do you require SOC 2 certification? Is it mandatory?**

Yes.

**11. Exact number of mobile / handheld devices required? (officer count per shift, spares, facility-wide distribution)**

Exact number to be determined. Approximate average number of devices needed per day is anticipated to be approximately 325.

**12. Is historical data migration required from paper records or legacy systems? If yes, how many years?**

Yes, from Black Creek ® Sallyport and current incident database 2014 to present.

**13. Are there data retention or archival requirements (years/months)?**

Most data has a three (3) or seven (7) yr retention period, however certain critical data may require longer or permanent retention.

**14. Are performance SLAs defined for system response times (outside support SLAs)?**

- System failures and other critical issues – immediate contact, 24 / 7 with service response within 1 hour.
- Partial system failures, application failure – immediate contact, 24/7 with service response within 4 hours.
- Routine issues, that cannot be resolved by on-site system administrators - immediate contact 24/7 with service response within 72 hours.

**15. Are penetration testing or third-party security audit reports required.**

Yes.

**16. Is FedRAMP or NY State Cybersecurity certification required?**

Yes, the Department of Information and Support services will require FedRAMP, NYS Cybersecurity, and SOC -2 certification as well as proof of all other security certifications awarded.

**17. Does Black Creek® Sallyport JMS provide free or paid API access? (API cost model specified)**

There may be a cost associated with establishing an interface with Black Creek ®, however we do not anticipate any cost associated with data sharing. The successful vendor will need to coordinate this with Black Creek®

**18. Are there reporting or analytics volume expectations (daily/monthly reports)?**

Yes. Specific reports and schedule to be determined with successful bidder. Ability for site administrators to add or amend reports and analytics as necessary.

**19. Is offline mode required for mobile devices during network outages?**

YES

**20. Are biometric integrations (fingerprints/face) expected now or future-ready?**

Yes

**21. Is multi-language support required for staff or inmates?**

Yes

**22. Is ADA/WCAG compliance required for the software UI?**

Yes

**23. Is there a maximum acceptable downtime during the cutover / go live?**

It is anticipated that the facility will operate the legacy system contemporaneously with the RFID system, throughout the transition period to avoid any interruption of service.

**24. What is the go-live date?**

To be determined, however not to exceed 9 months award of contract.