

1. Which identity provider and federation standard does the County use for the authentication requirements described in Section VI.2?
A. SAML, Oauth2, OpenID Connect
2. Our support personnel are not County users and would not exist within the County's identity provider. Will the County permit support staff to hold individually named accounts with multi-factor authentication, consistent with CJIS Security Policy unique-identification requirements and with Section VI.2.3's prohibition on shared, generic, or service accounts?
A. Yes. Support personnel may be granted individually named, MFA-protected accounts if the County approves them and provisions them through County-controlled identity governance.
3. Will records maintained in this system include substance use disorder treatment information subject to 42 CFR Part 2? If so, does the County expect the platform to enforce Part 2 consent and redisclosure controls?
A. The platform is not intended to maintain detailed SUD treatment records or clinical information, however the County expects the platform to have appropriate privacy and security controls including the ability to support applicable 42 CRF Part 2 consent and disclosures.
4. The RFP cover sheet requests a copy of the most recent annual audit, a 501(c)(3) entity identification number, and a roster of the agency's volunteer board. These appear directed at nonprofit applicants. Will the County accept a certificate of good standing or a bank reference from a privately held for-profit vendor in lieu of audited financial statements?
A. Yes
5. Section II references anticipated funding for years two and three, while Section I states a contract period of two years with an option to extend. Which term should proposers' price against?
A. The County anticipates awarding funding for an initial two-year contract period. Proposers should price their proposals based on the initial two-year term. The County is also requesting cost information for Year 3 to understand anticipated costs if the contract is extended.
6. How many named users does the County anticipate in year one, and does the County anticipate growth in user count during years two and three?
A. The County anticipates 3 users in year one. No anticipated growth in following years at this time.
7. Must the proposed platform already be operational at the time of proposal submission?

- A. Yes, The County is looking for an existing Juvenile Justice Services Case Management Platform.
8. Please clarify the evidence required for the requested two-year downtime history and third-party security audit requirement, including whether equivalent independent assessments to SOC 2 Type II are acceptable.
- A. The county is looking for an audit of technological downtime of case management software and will accept SOC 2 Type II
9. Please provide the anticipated number of active cases, annual new youth records, internal users, external provider/family users, and participating organizations at launch, together with expected growth.
- A. The County anticipates at least 3 internal users. Anticipated number of cases is unknown as this is a new program.
10. What systems or manual processes currently support the program, and is historical data migration required? If so, please provide source formats, approximate record and document volumes, and responsibility for data extraction and cleansing.
- A. No data migration needed.
11. Please identify the County identity provider and any other required launch integrations, including available documentation and test access. How should youth, families, and external providers authenticate?
- A. Youth, families and external providers ought to authenticate according to software standards.
12. Can the County provide representative workflows and an initial inventory of forms, reports, and outcome measures? What ongoing configuration changes during the pilot must be included in the annual fee?
- A. Not at this time.
13. Are particular validated screening instruments mandatory, or may proposers recommend their included tools? Please identify required age ranges, scoring expectations, and responsibility for instrument licensing.
- A. Validated screening instruments ought to be evidenced based, and considered best practice by leaders in the industry. The County will be service families and youth ages through 24 years old.
14. What functions must youth, families or guardians, and providers perform through the portal, what information may each access, and which documents require electronic signatures from which parties?
- A. Youth, families and providers should be able to access only areas they are authorized. This information could include basic demographic profiles, forms, chat/messaging feature, upcoming appointments or meetings.

15. Beyond the required text reminders, are other communication channels or two-way messaging required? Please provide expected monthly volumes and required consent, opt-out, and sensitive-content controls.
- A. Two-way messaging is not required. No expected monthly volume exists due to pilot study status.
16. Does commencement by the end of 2026 mean contract start or production go-live? Please identify required acceptance milestones, County implementation responsibilities, and the expected training audience and delivery format.
- A. Contract start. Award is contingent on Legislative approval. Training audience will include key staff personnel. Training may be web-based or in person.
17. Please provide the County security policies incorporated by reference, confirm whether CJIS and 42 CFR Part 2 apply to this engagement, and clarify the approval process if foreign-national personnel or foreign-operated service providers require access.
- A. Any access granted to foreign-national personnel or foreign-operated services must receive explicit approval from the County. This process is handled on an individual, case-by-case basis to ensure thorough review and compliance with all relevant policies.
18. Please specify the required record-retention periods and export formats, and clarify how retention and post-service access requirements should be reconciled with deletion of County data, logs, and backups within 30 days of termination.
- A. Records, data logs, and backups should be kept for a minimum of 90 days after termination of contract. Data should be exported in a manner compatible with Microsoft Excel.
19. Beyond the one-business-day support response, what availability, critical-incident coverage, restoration targets, and disaster-recovery objectives must be included in the annual fee?
- A. Proposers should describe their processes and protocols.
20. Please confirm which costs must fall within the \$17,000 first-year and \$8,000 subsequent-year funding caps, and the contract and renewal assumptions proposers should use for the required five-year cost of ownership.
- A. Within the first-year costs should include access to software, access and assignment of support staff to customize software, and user accounts. Customization of forms, reports, and screening tools should be included. There should be no assumption of renewal.

21. Is youth/juvenile-justice and Health and Human Services software experience a minimum eligibility requirement, or will comparable case-management experience and references qualify? May relevant experience of a proposed software partner be credited?
- A. Juvenile Justice *and* Health and Human Services is a minimum eligibility requirement.
22. Which Schedule C vendor classification applies to this engagement, and does the \$5 million professional-liability requirement apply? Is separate cyber-liability coverage required?
- A. Q for Attorney
23. Please confirm whether the anticipated contract consists of a two-year base term capped at \$17,000 in year one and \$8,000 in year two, and clarify whether the reference to maximum funding for “years two and three” creates an optional third year or is a drafting error.
- A. The anticipated costs are capped that is the maximum available budget.
Contract term will be for two years, with possible future years renewal as related to program needs.
24. Please provide estimated counts for County users, provider users, external family or youth users, active cases per year, documents and storage, monthly text messages, electronic signatures, and any historical records to be migrated, including anticipated source formats and required system interfaces.
- A. Three County users. No anticipated active cases available as this is a new program. No historical records to be migrated.
25. Does the prohibition on local accounts and requirement to authenticate exclusively through the County IdP apply only to County personnel, or also to treatment providers, families, youth, and other external portal users? Please also identify the County IdP, required federation protocol, and whether SCIM provisioning is mandatory.
- A. All users that access County assets must authenticate exclusively through the County’s IdP.
26. Must a proposer possess and submit a current SOC 2 Type II report, or will the County accept equivalent independent third-party security assessments and HIPAA compliance documentation? Please also confirm whether CJIS requirements will apply to this platform.
- A. The County will accept a current SOC 2 Type II report. CJIS requirements should apply to the proposed platform.

27. The RFP coversheet identifies RFP #2023-037VF, while the solicitation is identified elsewhere as RFP #2026-052VF. Please confirm the correct number to place on the coversheet and whether the County will issue a corrected form.
- A. RFP #2023-037VP. The County will reissue a corrected form.
28. Section II states that the RFP will fund one award of up to \$17,000 in the first year, including software development and training, with anticipated funding of up to \$8,000 per year in years two and three. Are these amounts firm maximums for the complete case management platform and all services described in the RFP, or do they represent currently available funding for the initial pilot phase, with the potential for additional funding as the program expands into implementation?
- A. These are the maximum available budgets for years one and two. Depending on program needs there is a possibility of future years renewals.
29. Approximately how many County users, external provider users, youth/family users, and active cases does the County anticipate during the initial pilot period? Does the County anticipate expanding the number of users, participating providers, programs, or cases following the pilot?
- A. At least three County users. Proposers should assume a small pilot of providers, youth/family users, and active cases. Expansion will be at the discretion of program success.
30. The RFP requests a list of validated behavioral health screening tools included in the platform for youth and adolescents under age 25. Does the County require specific screening or assessment instruments? If so, please identify them. Would a platform that can configure and administer County-selected validated instruments, including associated scoring and workflows where permitted by the instrument's licensing terms, satisfy this requirement?
- A. These validated tools ought to be standard tools that exist within the platform. The County expects any customized tools unique to the County to be an option within the platform.
31. The RFP states that qualified respondents will have experience creating HIPAA-compliant secure case management platforms focusing on youth and juvenile justice. Will the County consider experience implementing comparable secure case management, health and human services, behavioral health, or other government case-management solutions where the proposed platform can be configured specifically for the County's juvenile justice program?
- A. The County is looking for proposals from Juvenile Justice and Health and Human Service platforms. Adjacent platforms will not be considered.
32. The RFP references secondary portals for families and providers. Please describe the anticipated functions for these users. For example, does the County envision

families and providers submitting forms, viewing appointments, receiving documents, electronically signing documents, providing case information, or exchanging secure communications with County staff?

A. The County is looking for platforms to detail what is available and the opportunities.

33. The RFP requests the ability to send text reminders to youth and families. Is the County seeking one-way SMS appointment/service reminders, two-way SMS communication, or both? Does the County currently use an SMS service or provider that the selected platform should integrate with?

A. The County is seeking at minimum one-way SMS appointment/service reminders.

34. Is there an existing system, database, spreadsheet, or other repository containing youth, case, referral, provider, or outcome information that must be migrated into the new platform? If so, please identify the approximate number of records, file formats, and expected historical period to be migrated.

A. No migration needed.

35. Section VI requires all County users to authenticate exclusively through the County's identity provider using SAML, OAuth2, or OpenID Connect. Please identify the County's current identity provider. Does the County also require automated user provisioning/deprovisioning through SCIM, or is federated authentication with County-controlled account management sufficient?

A: SCIM support is required only when applicable and is not universally mandatory.

36. Could you confirm whether subcontractor participation is permitted for a specialized component such as eSignature?

A. Subcontractor's will be considered on a case basis at time of proposal review.

37. Pertaining to the API: Which fields/ end points need to connect? How often does data need to sync? Which system(s) would need an api built? Would the API need to be one direction or bidirectional? Would the proposer build the entire API, or would an internal team member work on it with them?

A. The County does not require data integration. Any data within the platform should be sync'd in as real time as possible. The County expects a platform that would require the County to make updates and changes that require minimally necessary coding.

38. What metrics will be used to track success of interventions? Is the system required to be all in one, or are integrations with other systems allowed to meet the needs of the project?

- A. The system is required to be all in one. Integration with Tableau or PowerBI is not expected, but a bonus. The County is not prescribing specific success metrics at this stage; the selected platform should support routine case management data collection, reporting, and data extraction to allow the County to establish and monitor appropriate measures.

39. How many users will be using the system?

- A. At least three users

40. Do you intend to provide resources to configure the software (People, time, etc) or would you like the awarded vendor to do the work?

- A. The awarded vendor will perform this work.

41. How many total users are going to be needed?

- A. At least three users

42. Could you share requirements for the information shared on the secondary portals "to share information with families and providers without exposing sensitive or protected info."

- A. Information will include appointment reminders, appointment completion, follow up reminders, and the sending of forms to be filled out by the client.