



STATE OF LOUISIANA

**Division of Administration
Office of Technology Services**

Addendum # 3

**For: Request for Information (RFI) Related to the Design,
Development & Implementation of a Juvenile Case Management
System for Louisiana Office of Juvenile Justice (OJJ)**

RFI #: 3000023535

1.0 Purpose

Addendum #1 provides responses to questions received from the published RFI.

Question #	Question	Response
1.	<p>Page 6 states: Electronic submissions are the preferred format. Page 7 states: All responses shall be submitted in hard-copy and digital format.</p> <p>Question: We would appreciate clarification regarding the required format for submission of the RFI response; specifically can the RFI response be submitted in either Electronic <u>or</u> Printed format, or is the State requesting it to be submitted in both formats?</p>	<p>Responses submitted via Dropbox are complete and do not require an additional hard-copy/printed submission. Hand-delivered or mailed responses require one or more printed copies AND one or more digital (flash drive) copies.</p>
2.	<p>What Assessment instruments does OJJ utilize?</p>	<p>Structured Assessment of Violence Risk in Youth (SAVRY) and Substance Abuse Subtle Screening Inventories (SASSI).</p>
3.	<p>How many systems will need to be migrated, and what data store is used for each of the systems?</p>	<p>One system, JETS, which uses LOTUS Notes, will need to be migrated.</p>
4.	<p>Will the system be used by multiple juvenile justice agencies in the state and will the state determine the configuration for all of the agencies?</p>	<p>The system will be used by OJJ.</p>
5.	<p>What is the expectation of ownership over the code itself for the case management system? Does OJJ wish to "own" the software, or is it acceptable that the software is licensed for use on an annual basis, meaning that the original company who created the software maintains ownership of the software? One implication of this second option is that the company has the option to market the software in whole or in part to other potential clients. (This acknowledges that <i>data</i> would belong to OJJ or whomever their original owners are).</p> <p>My question is if the answer to that question is "YES."</p>	<p>The State would expect to own any code where the State specifically pays for the code to be developed.</p> <p>Whether or not the State approves the use of open source will depend on the license.</p>

Question #	Question	Response
	If OJJ intends to "own" the code of the finished product, is the product allowed to contain <i>any</i> open-source code which does not permit repackaging and selling the software?	
6.	I am writing to inquire about the budget amount associated with this RFI. Understanding the budget range would greatly assist us in preparing a thorough and tailored response to align with your requirements. Could you please provide any information available regarding the budget allocation for this project? Any details or guidance you can share would be greatly appreciated.	This RFI is for planning purposes only; budget discussions will not be a part of this process.
7.	How many named users will require access to the new system?	There will be 400-500 named users requiring access.
8.	Does the State require a case management system that supports the ability to receive supervision fees and/or restitution payments?	The system can have the ability to receive supervision fees & may not require the same for restitution payments.
9.	How many interfaces does the State foresee needing for the proposed CMS? How many of these interfaces bi-directional?	The State has not compiled a list. Details will be provided as part of a future RFP.
10.	Does the State currently use any external systems to capture Title IV-E eligibility?	No, the State expects the new case management system to have the ability to capture Title IV-E eligibility.
11.	Section 12.0 of the RFI (page 7, near the bottom) "Format of Response" is worded in such a way that it is unclear if only an electronic submission is acceptable. It states: "All responses shall be submitted in hard-copy and digital format..." Is this true that vendors will need to submit BOTH electronically (via the dropbox link) as well as hard-copy (via mail or courier)? (I am assuming only electronic is necessary, I just want to make sure).	See response to Question #1.
12.	In section 4.0 of the RFI, "Scope of Request", in the middle of page 11, it asks the following:	See response to Question #2. Additionally, both are physical assessment tools however the SAVRY

Question #	Question	Response
	<p>Describe capabilities and functionalities of your system with respect to: (a) Assessment instruments used within OJJ</p> <p>Can you please describe in more detail what "assessment instruments" are currently being used? Are these software assessment tools, or physical real-world items like ankle monitors, cameras, etc?</p>	<p>assessment is digital in our case management system.</p>
13.	<p>At the top of page 15 of the RFI, under the header "Software Documentation", it states that software documentation must include "Complete program listings".</p> <p>What is the <u>specific expectation</u> of the "complete program listings?"</p>	<p>Please disregard. This bullet was added by mistake.</p>
14.	<p>Is there a preference for a COTS product or will a build on a standard SaaS platform be also considered?</p>	<p>Preference is for a highly configurable COTS product; however proposals delivering SaaS solutions will be considered.</p>
15.	<p>Is that any budgetary estimates and allocations been thought of for this project? If so can these be shared?</p>	<p>See response to Question #6.</p>
16.	<p>The pre-briefing call and sec 3.0 Business need list a number of requirements. Is there a prioritized list of requirements that can be shared?</p>	<p>Requested list will be provided as part of a future RFP.</p>
17.	<p>Is there a time constraint to sunset the old system and move to the new system viz license contract ending or something similar?</p>	<p>Due to current system issues, the State would like to have the new system implemented by FY26.</p>
18.	<p>Can you share any information on the existing antiquated legacy systems that are to be replaced?</p>	<p>The existing system is an IBM Notes application.</p>
19.	<p>Can you share any more information on the supervision application being used by the agency?</p>	<p>Solution must have ability to interface with other 3rd party solutions currently using RePath. RePath captures text, chat, photos, video chats, court and appointment reminders, ability to upload documents.</p>
20.	<p>Is there a need for the system to be multi-tenant?</p>	<p>A multi-tenant system is not a requirement at this time, but a multi-tenant system is preferred.</p>
21.	<p>What is the total budget earmarked for this procurement?</p>	<p>See response to Question #6.</p>

Question #	Question	Response
22.	Has the Agency seen demonstrations of any solutions prior to the RFI release? If so, can you share the vendor's name?	No, the Agency has not conducted any vendor demonstrations.
23.	Would the agency be interested in trying out a sandbox environment of Juvenile Case Management System post RFI Submission?	Yes.
24.	Would the agency be interested in scheduling a demonstration of the proposed solution after the RFI submission?	Yes.
25.	Could the agency confirm if a formal Request for Proposal (RFP) will follow this RFI? If so, do you have an estimated timeline for its release?	Yes, the agency intends to release an RFP immediately following the review of information gathered from this RFI.
26.	Is the agency expecting vendors to submit both an electronic copy via Dropbox and a hardcopy of their RFI response?	See response to Question #1.
27.	Does the agency have a Datawarehouse / Data lake solution implemented or planned for the future?	The Agency uses SAS technology software.
28.	Does the agency have any preference for a specific cloud service provider such as AWS, Azure or Salesforce? Which cloud service providers are currently utilized by the Agency?	The State does not have a preferred cloud service provider, but does utilize cloud services throughout the enterprise.
29.	Does the Agency have analytics and visualization tools currently in use? If so, can you please provide their names?	See response to Question #27.
30.	Does the agency own any document management system for storing documents etc., can you provide details?	The State's Enterprise Architecture has a document management component: Case Foundation, Content Manager, Enterprise Records Foundation. ***This is subject to change***
31.	Can the agency provide a complete list of interfacing systems that will integrate with the proposed solution?	See response to Question #9.
32.	Please provide details around the volume of data to be migrated	There is approximately 16GB of data to be migrated.
33.	Could you please confirm which Enterprise Service Bus (ESB) the agency is currently using? Additionally, are vendors required to use the same ESB for integrations in their proposed solutions?	The State currently uses Webmethods v10.x. The vendor is required to use the same ESB.
34.	Can the agency provide details about reporting requirements of the solution?	Data analysis is necessary for the operations. The system should be able to provide static reports, and customizable

Question #	Question	Response
		reports based on requests for information.
35.	Does the agency currently utilize a rules engine? Can vendors use it?	The agency is not currently using a rules engine.
36.	Can the Vendors propose a Rule Engine of their choice?	Vendors may propose a Rules Engine of choice as a part of its RFI response.
37.	Is there any requirement for CJIS compliance and if not, what type of data will be entered into the system which must meet these standards?	Both CJIS and FEDRAMP are applicable. Also see page 15 of the RFI for a link to the State's Information Security Policy.
38.	Which systems will the solution need to integrate with? For each system can you please indicate whether it's optional or required to integrate with it. RFI Ref: 3.0 Business Need	See response to Question #9.
39.	Will the State please identify specific details regarding the page count of the RFI? Does the title page, cover sheet/cover letter count towards page limitations? RFI Ref: Section 12.0 Format of Response	The title page, cover sheet/cover letter do not count towards the page limitation.
40.	“Electronic submissions are the preferred format. Electronic submissions may be made using the Dropbox File Request system via the following link. Electronically submitted responses should be in Microsoft Word and/or PDF format.” “All responses shall be submitted in hard-copy and digital format (PDF or Word is preferred), not to exceed 50 pages, in 10pt. font or larger according to the following outline:” Question: It is stated in the RFI that electronic submissions are preferred, while also stating responses shall be submitted in hard-copy and digital format. Will the State please clarify if hard-copy submissions are required by Offerors? RFI Ref: RFI Section 10. Response Submission	See response to Question #1.
41.	What level of experience does the State of Louisiana team have? RFI Ref:	The State is unable to determine the intent of this question.

Question #	Question	Response
	Section 12.0 Approach and Methodology	
42.	What is the database being used?	The current database in use is IBM Lotus Notes.
43.	<p>What is the approximate number of users and the breakdown between field staff, facility staff, and administrators? What is the typical volume of cases per month?</p> <p>RFI Ref: 3.0, Business Need Pg 9</p> <p>Recommendation: Recommend providing the number of average users, including office locations should there be more than one. E.g (~ 150 users in 5 offices)</p>	<p>Probation & Parole Users: 275 Cases:3216</p> <p>Central Office: Users: 93</p> <p>Secured Facilities: Users 90 Cases : 400</p>
44.	Does the State have an OCM team that will be part of the project?	The State has not developed a project plan at this time.
45.	What interfaces will be part of the project?	See response to Question #9.
46.	<p>Does the proposed solution need to be hosted within the State’s infrastructure? Does the state have any signed up/preferred cloud vendor for the solution to be hosted?</p> <p>RFI Ref: 8.0 Technical System Implementation Requirements</p>	<p>The proposed solution is not required to be hosted within the State’s infrastructure.</p> <p>The State does not have a preferred cloud service provider, but does utilize cloud services throughout the enterprise.</p>
47.	What implementation resources does the State of Louisiana have?	See response to Question #44.
48.	How much data is expected to be migrated?	See response to Question #32.
49.	Are there external users who will access the solution?	There are no external users currently, but the new system should have the capability.
50.	<p>How often do AFCARS reporting requirements change? Are there required timelines to comply with these changes?</p> <p>RFI Ref: 5.0 Identified Issues, Pg 11</p> <p>Recommendation: Recommend including an average number of updates for reporting requirements, if possible.</p>	<p>We have seen changes twice in 9 years. On average, 100 data elements were changed.</p> <p>Yes, there were required timelines for compliance.</p>
51.	What is the current Maintenance and Operations Cost per year?	See response to Question #6.

Question #	Question	Response
	RFI Ref: Section 3.0 Business needs A. Decrease maintenance and operational costs associated with legacy systems.	
52.	What are the metrics used to measure Staff Satisfaction? RFI Ref: Section 3.0 Business needs B. Increase staff satisfaction by providing a user-friendly and integrated IT solution.	Agency does not use a particular metric. Vendor may propose metrics.
53.	Please provide a list of Application functional areas that needs addressing. RFI Ref: Section 3.0 Business needs C. Decrease staff workload and inefficiencies, addressing redundancies in application functions.	See response to Question #16.
54.	What are the reasons for this delay? Why only reduce and not eliminate? Need example of how Data Management can reduce delays? RFI Ref: Section 3.0 Business needs D. Reduce delays in the delivery of preventive and protective services by optimizing data management processes.	The State desires to reduce the delays in identifying risk/need factors of youth and delivery of services. The current database is unable to process data when multiple users access a single youth's file. Eliminating delays would be optimal.
55.	i. What is count of external data sources required for the new solution? ii. What is the frequency of receiving and sending such data? Daily, weekly, ad-hoc? Count please. RFI Ref: Section 3.0 Business needs E. Provide the capability to electronically receive from, or forward to, external data sources, either automatically or upon the users' request.	i. Currently, external data sources are limited to scanned documents. ii. All frequencies should be possible.
56.	Is this Supervision application homegrown or a COTS product? If COTS, what is the Product?	The Supervision application is a custom solution developed by the State.

Question #	Question	Response
	RFI Ref: Section 3.0 Business needs F. Support integration with a supervision application being used by the agency.	
57.	What are your current Data Warehousing and Analytics platforms? Please mention the platform being used. RFI Ref: Section 3.0 Business needs G. Provide comprehensive data reporting capabilities for trend analysis.	See response to Question #27.
58.	Type of Data entered? Signature, Images/Pictures, Voice notes, Rich Text? Scanned Documents? RFI Ref: Section 3.0 Business needs H. Allow OJJ staff to access and enter system data remotely and securely using smart phone, tablet and/or notebook computer equipment.	The State has not finalized requirements but expects data entry will include, but is not limited to, signatures, images/pictures, voice notes, rich text, and scanned documents.
59.	Is Criminogenic functionality current available for reuse? Is this a 3rd party product? If yes, does it need to be integrated into Case Mgmt. system? RFI Ref: Section 3.0 Business needs I. Integrate identified criminogenic needs, goals, and action steps throughout the investigation and supervision processes within the case management system.	Criminogenic functionality is not available as a third party application. However, these indicators should be a part of the reporting abilities of the new system.
60.	What is the minimum number of reports to meet State requirements? RFI Ref: Section 3.0 Business needs J. Support the ability to generate ad-hoc reports from the data in the system.	The number of reports will be based on the capabilities of the proposed solution.
61.	i. What is the count, min and max, for system integrations? ii. Are there any Federal reporting requirements that must be met? RFI Ref:	i. The number of system integrations is unknown. ii. Yes – AFCARS, US Census Bureau, Title IV-E, and Title I.

Question #	Question	Response
	Section 3.0 Business needs K. Support system integration with existing systems within the State.	
62.	i. What is the frequency of such new legislation? Every 6 month, yearly, every 2 years? ii. What has been the impact of such legislation on OJJ operation? Low, Medium, High? RFI Ref: Section 3.0 Business needs L. Support the ability to customize the system as new legislation requirements are enacted.	i. Frequency is irregular. ii. Medium
63.	i. What is the current volume of such transactions? Metrics around Overpayments, Erroneous payments ii. How many payment vendors are we integrating? iii. Are there any reconciliation tools being used for payments? RFI Reference: Financial Controls: (Section 7.1) A. Issuance and reconciliation of payments with monitoring and reporting tools to minimize overpayments, erroneous payments, etc.	The system will be utilized to track and document funds received from juvenile offenders with regard to Restitution. i. This will be new functionality. ii. None. iii. No.
64.	How many federal funding streams are being tracked? How is this information surfaced to OJJ staff? RFI Reference: Financial Controls: (Section 7.1) B. Tracking federal funding streams.	The current system does not track federal funding streams. However, the State desires a solution that will track the following, but is not limited to: Educational, Title IV-E, and School Food Service.
65.	i. How many reports? ii. How many external federal agencies? iii. What is the frequency of such reports? iv. Current mechanism of delivery of said reports? RFI Reference: Financial Controls: (Section 7.1)	i. The number of reports will be based on the capabilities of the proposed solution. ii. External federal agencies include, but are not limited to: a) DOJ (LCLE) b) FBI c) ICE iii. All frequencies should be possible.

Question #	Question	Response
	C. Reporting consistent and accurate data required for federal funding.	iv. Reports are currently delivered via a data file.
66.	<p>Would the State be able to further clarify what functions the system would need to be able to perform regarding payments?</p> <p>RFI Reference: Section 7.1 Financial Controls</p>	<p>The system will be utilized to track and document funds received from juvenile offenders with regard to Restitution. Supervision fees will resume in the next few years. No payment vendors to integrate. We do not accept payments.</p>
67.	<p>"Contractor shall use the State's JIRA system to keep track of all features, user stories, issues, bugs and other application development lifecycle items."</p> <p>Question: Is it required to use the State's Jira system to track all implementation activities or for custom development only?</p> <p>RFI Reference: 8.0 Technical System Implementation Requirements</p>	<p>No, however, the tool selected must be agreed to by the State.</p>
68.	<p>Please provide the number of internal users (agency employees) who will need access to the system.</p>	<p>See response to Question #7.</p>
69.	<p>Please provide the number of external users (case managers, community partners, etc.) who will need access to the system.</p>	<p>The State has not determined the number of external users who will need access to the system.</p>
70.	<p>How many cases are expected to be managed in the system annually?</p>	<p>2000+</p>
71.	<p>Are there any Security needs required to maintain the data? I.e., FEDRAMP, CJIS, etc.</p>	<p>See response to Question #37.</p>
72.	<p>Regarding this requirement: "Provide the capability to electronically receive from, or forward to, external data sources, either automatically or upon the users' request." Can you provide more information regarding the expected external data sources? What is the expected frequency of the data exchange? Is this expected to be a user-initiated process?</p>	<p>Currently, a majority of the data received is scanned into the system. The State is expecting the vendor's response to propose an automated solution for electronically providing data, reports, etc to external sources; receiving data, reports, etc from external sources. These exchanges should have ability to be scheduled or on-demand. Further details on external data sources will be provided in a future RFP.</p>
73.	<p>Regarding this requirement: "Allow for centralized support for all locations to</p>	<p>The Agency expects the vendor to manage and have responsibility for this</p>

Question #	Question	Response
	minimize the impact on the day-to-day operations of probation officers.” Does the agency expect to manage this support, or will the vendor be responsible for this support?	support for the program. The agency may provide basic user trainings.
74.	Regarding this requirement: “Support integration with a supervision application being used by the agency.” Can you describe the integration capabilities of the supervision application?	Further description will be provided in a future RFP.
75.	Regarding this requirement: “The system should have the ability to connect to the related systems of record, (Ex: Department of Children and Family Services (DCFS), National Crime Information Center (NCIC) and RePath- an electronic supervision monitoring program.” Does the agency have existing agreements with the appropriate agencies to allow connection to the named systems? Do the systems you wish this solution to interface with have APIs available? If so, are they available for review? If not, please describe integration capabilities.	Currently, there are no agreements between the agencies because there are no integrations. Development of agreements with appropriate agencies and associated integration requirements will be a part of any future RFP and project plan.
76.	Regarding this requirement: “The agency intends to migrate all historical data into the new system.” Please describe the data, the number and type of records, the total size of the files, etc.	See response to Question #74.
77.	In the pre-bid conference call, the agency indicated that the system must be compliant with AFCARS. Can you elaborate on this requirement?	The Agency must be able to pull data from the system quarterly to populate a report. The system design must incorporate collecting, analyzing and reporting the required data.
78.	Regarding 7.1 Financial Controls, Will the system need to integrate with any existing systems such as payment systems?	No.
79.	What is your anticipated timeline for a future RFP/procurement?	See response to Question #25.
80.	Is there a budget appropriation in place for a future procurement for this system? If so, is there a not-to-exceed amount?	See response to Question #6.
81.	How many users of the system will there be by the following: - Field Staff - Secure Facility Staff	See response to Question #43.

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	- Administrators RFI Reference: Users Pg. 9, Business Need	
82.	Can OJJ Please define all user groups and # of users (e.g., filers, state users, local government users, etc.) and how they'll be interacting with the system? Are these users included in the counts in #81 above? Are staff involved in processing returns included in #81 above? RFI Reference: Training/Users pg. 14, 7.3 Ability to Measure Outcomes	See response to Question #13.
83.	Can OJJ please elaborate on who the end users (jurisdiction or businesses) are? Are these users included in #81 above? RFI Reference: Training / Users pg. 14, 7.3 Ability to Measure Outcomes	End users will include OJJ staff from the State of Louisiana. The agency has 11 different regional offices that serve multiple jurisdictions, and 6 different secure care facilities that serve multiple jurisdictions. Yes, the users are included in response to Question #81.
84.	Does OJJ have any experience or exposure to the ServiceNow platform? If so, please explain.	No.
85.	How many OJJ entities and other agencies are in scope for this initial engagement? Can we please have a listing? RFI Reference: Scope Pg. 11, Scope of Request	The solution will be a statewide CSM for the OJJ agency. Integrating and/or interfacing with other state agencies should be an option for the future.
86.	How large is OJJ's existing service catalog, i.e., how many services does OJJ provide and to whom? Are their automations outside of internal workflow Can OJJ provide some sort of breakdown on the catalog workflows existing today? Complexities (S/M/L)? Our assumption is that the majority are manual in nature and not very complex albeit may have several steps, approvers / reviewers / editors, etc. RFI Reference: Services / Service Catalog Pg. 11, Scope of Request	See response to Question #74.
87.	If OJJ's currently catalog is quite large, is OJJ open to rationalization activities to take place	Yes.

Question #	Question	Response
	<p>to reduce existing catalog size and complexity?</p> <p>RFI Reference: Services / Service Catalog Pg. 11, Scope of Request</p>	
88.	<p>Depending on catalog requirements/size, does OJJ prefer the vendor to implement the entire lot or would you embrace a teach to fish methodology where the vendor will take on some of the more complex flows and assist OJJ in understanding how to prioritize and configure the remainder on their own (many customers prefer this method in order to reduce costs)?</p> <p>RFI Reference: Services / Service Catalog Pg. 11, Scope of Request</p>	See response to Question #74.
89.	<p>Can OJJ provide more details on the 'Supervision' application currently being used? Is it on premise or cloud? Does it have open APIs? Would it need to be a bidirectional feed?</p> <p>RFI Reference: Integrations Pg. 10, Key Business Objectives</p>	The current 'Supervision' application is on premise. More details will be provided in a future RFP.
90.	<p>Does OJJ provide child welfare services and support as well? What kind of data does OJJ need to provide AFCARS?</p> <p>RFI Reference: Scope pg. 11, issue #9</p>	OJJ does not provide child welfare services or support. Data needed for AFCARS will be provided in a future RFP.
91.	<p>How does OJJ issue and reconcile payments today? Is it all manual or are there some systems in place? What/who is used for payment processing? How does that work?</p> <p>RFI Reference: Payment Issuance & Reconciliation pg. 13, 7.1 Financial Controls</p>	OJJ does not issue or reconcile payments today.
92.	<p>Does OJJ have any idea of the total number of reports needed and their complexities? Is there documentation that can be provided on the requirements in place today?</p>	See response to Question #60.

Question #	Question	Response
	RFI Reference: Reporting Requirements pg. 13, 7.2 Clear Accountability	
93.	Does OJJ utilize any evidence-based tools today? If so, what is being used? RFI Reference: Evidence-based Tools pg. 13, 7.2 Clear Accountability	OJJ utilizes Structured Assessment of Violence Risk in Youth (SAVRY).
94.	Is integration with any other tool (system of records) a requirement for this initiative? Also please specify the following: - Name of tool / version - Purpose of integration - Expected frequency (e.g., Real time, 1x/day, etc.) - Direction of data flow (in/out/bidirectional) Understanding the above information is CRITICAL for OJJ to receive comparable quotes assuming release of its RFP. RFI Reference: Integrations pg. 13, 7.3 Ability to Measure Outcomes	Yes, there will be required integrations as referenced in the RFI. The State does not have a finalized list as that exercise will be completed as part of a future RFP process.
95.	Do you have Integration Subject Matter Experts (SMEs) for each of the target applications that will perform the integration work outside of the proposed solution? RFI Reference: Integrations pg. 13, 7.3 Ability to Measure Outcomes	Yes.
96.	What tools does OJJ use for Authentication and SSO (e.g., MS AD, Azure SSO, LDAP, etc.)? RFI Reference: Integrations pg. 13, 7.3 Ability to Measure Outcomes	SAML auth using ADFS is the preferred option. Can use Entra (Azure) SAML auth. LDAP may be an option.
97.	Can OJJ please elaborate on what is involved in "processing returns"? What are the returns for? RFI Reference: Training pg. 14, 7.3 Ability to Measure Outcomes	See response to Question #13
98.	Regarding Organizational Change Management Plan, do you need help with facilitating the acceptance and understanding	See response to Question #44.

Question #	Question	Response
	<p>of this initiative, and the new processes to anticipate and reduce employee rejection factors? Has formal Organizational Change Mgmt. been considered for this effort?</p> <p>RFI Reference: OCM / Training pg. 14, 7.3 Ability to Measure Outcomes</p>	
99.	<p>Do you have any idea (ballpark) on the number of attendees that will need to be supported via remote training sessions? How large in general are the team(s) that will be interacting with the tool? If multiple teams or organizations will need to use the tool, how many and for what purpose?</p> <p>RFI Reference: OCM / Training pg. 14, 7.3 Ability to Measure Outcomes</p>	See response to Question #43.
100.	<p>How do you normally get the pulse of employees when major changes take place?</p> <p>RFI Reference: OCM / Training pg. 14, 7.3 Ability to Measure Outcomes</p>	We use emails and internal in-person trainings.
101.	<p>With regards to the following, "The agency will collaborate with the vendor to determine the appropriate scope for data conversion needs and alternatives." --> ...and assuming the RFP is released, will the vendor be required to provide effort and cost to perform the data migration or only for a Data Migration Strategy to determine the actual scope of the effort?</p> <p>RFI Reference: Data Migration pg. 14, 7.3 Ability to Measure Outcomes</p>	Details will be finalized and provided as part of a future RFP.
102.	<p>In engagements of this nature where historical data migrations may be required, we advise clients that they will need to provide and undertake any / all data scrubbing / formatting / etc. of the data to be ingested into an Excel template to be provided after workshop completion. This alleviates our customers from using more costly consulting time vs. completing this type of activity internally. Is this something OJJ is willing to undertake?</p>	See response to Question #44.

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	RFI Reference: Data Migration pg. 14, 7.3 Ability to Measure Outcomes	
103.	Is OJJ referring to documentation to be submitted with the RFI and/or the actual implementation? Can OJJ elaborate on what "program listing(s)" refers to (e.g., different modules of the system)? RFI Reference: Software Documentation pg. 15, 7.3 Ability to Measure Outcomes	See response to Question #13.
104.	Does OJJ have specific 3rd party devices (e.g., screen readers, alternative device support, test-to-speech software, etc.) that may need to interact with the proposed solution? If so, please explain? RFI Reference: Accessibility Testing pg. 15, 8.0 Technical System Implementation Requirements	OJJ has deployed Abby Fine Reader to address an ADA accommodation. The Agency will also need, via the proposed solution, a text-to-speech option for mobile platforms.
105.	Is English the only language in use and needed for the platform? If not, please elaborate. RFI Reference: Accessibility Testing pg. 15, 8.0 Technical System Implementation Requirements	Yes, English is the only language needed at this time.
106.	Can we assume OJJ is open to PaaS / SaaS solutions as opposed to on-premise ones? RFI Reference: Hosting pg. 15, 8.0 Technical System Implementation Requirements	See response to Question #14.
107.	Does OJJ allow / have a preference on the use of offshore resources?	Details will be provided as part of a future RFP.
108.	Is the professional services work to be conducted onsite or remotely (combination?)?	See response to Question #107.
109.	Are there any hard deadlines for kickoff and / or deployment?	No.

THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED REQUEST FOR INFORMATION.