ITS-003-2024 Incident Response, Case Management and Tracking Application RFP

Questions & Answers

Question: Can companies from Outside the USA apply for this? (i.e., from India or Canada)
Answer: No, we will only select proposals from US companies.

Question: Do vendors need to be on site for meetings?
Answer: We may want to have the selected vendor come to some meetings

Question: Can vendors perform the tasks (related to RFP) outside USA? (like, from India or Canada)
Answer: No, we want the selected vendor to be US based.

Question: Can vendors submit the proposals via email?
Answer: Yes, however all proposals must be submitted as outlined in the RFP.

Question: What is the budget for this RFP
Answer: There's no predetermined budget for this project. We'll assess all proposals based on their pricing and merit before selecting the RFP.

Question: Was there an RFI that proceeded the bid posting?
Answer: No, there was not.

Question: Can you provide specific examples or scenarios of incidents that the application should prioritize?
Answer: This data system is expected to capture and respond to incidents of community violence in Boston neighborhoods. For example, youth related gunshot and stabbing incidents need to be captured in the system. The system also needs to be able to track CHRN's response to these incidents in the field and a variety of follow up services provided to affected individuals by our contracted agencies (e.g., counseling, resource referrals, community healing circles).

Question: Are there existing platforms or systems with which the new application must integrate, and can you specify the technical standards for these integrations?
Answer: No, we will create accounts for external users to submit data into our system.

Question: Could you clarify the expected volume of data transactions and concurrent users accessing the system during peak times?
Answer: 20-30 users at any one time could be using the system to complete forms and communicate with others within the system. The number of data transactions will vary week by week depending on the number of incidents that occurred that week and the engagement we will continue from past incidents. We estimate anywhere from 500 to 1000 transactions per month but it is difficult to provide an accurate number of data transactions until we have used the system for some time.

Question: What are the specific security protocols you require for data encryption and user authentication?
Answer: For data encryption, we require the following specific protocols:

Data at Rest Encryption: All data stored in our CRM database must be encrypted using AES-256 encryption standards. This ensures that even if unauthorized access occurs, the data remains unreadable without the proper decryption keys.
Data in Transit Encryption: Any data transmitted between the CRM application and external systems, such as APIs or user devices, must be encrypted using TLS (Transport Layer Security) version 1.2 or higher. This encryption ensures that data remains confidential during transmission and is protected from interception by malicious entities.

Regarding user authentication, given that we utilize Azure SSO integration with BPHC AD, our authentication protocols include:

Single Sign-On (SSO): Users access the CRM application through Azure Active Directory (AD) using SSO. This streamlines the login process, enhances user experience, and centralizes authentication management.
Multi-Factor Authentication (MFA): Azure AD enforces MFA for added security. Users are required to authenticate using at least two factors, such as a password and a one-time passcode sent to their registered device, ensuring robust authentication beyond just a password.
Role-Based Access Control (RBAC): Access to CRM features and data is governed by RBAC policies within Azure AD. Users are granted access privileges based on their roles within the organization, reducing the risk of unauthorized access to sensitive information.
Session Management: Azure AD includes secure session management capabilities, such as session timeout settings and protection against session hijacking and replay attacks, ensuring that user sessions are secure throughout their usage of the CRM application.
Audit Logs: Azure AD provides comprehensive audit logging capabilities, allowing us to track and monitor user activities within the CRM application. This includes logging login attempts, access requests, data modifications, and administrative actions for accountability and security auditing purposes.

Question: How detailed should the role-based access controls be, and are there particular user roles that should be considered during the design phase?
Answer: The user types outlined in the RFP provide insight into the roles that should be considered during the design phase and the types of tasks the tool may support for each. The access difference between roles will largely focus on access to information. For example, the Network Dispatcher and Data Manager will be able to view detailed info across cases and city teams, whereas the Team Member will only have access to the cases they are assigned to. A solid foundation of learning about these user types' workflows and needs exists; more in depth UX learning/testing will likely be helpful.

Question: What are the key milestones and deadlines for the project timeline from kickoff to deployment?
Answer: Based on discovery BPHC will work with the selected vendor on setting up milestones and reasonable timelines.

Question: Can you specify the training and support expectations post-deployment?
Answer: The selected vendor will need to ensure that the BPHC IT Team has enough technical information to be able to support the system post deployment. Also, we will need to set up two or more user trainings for system users.

Question: Are there requirements for ongoing maintenance or future upgrades?
Answer: This will depend on the outcome of the discovery phase.

Question: Are there specific criteria or weighting beyond those listed that will be used to evaluate proposals?
Answer: At this time, we are unable to provide specific criteria or weighting beyond what has already been outlined in the RFP document. The evaluation criteria and weighting included in the RFP are comprehensive and aligned with our organization's requirements and priorities for the CRM solution. We believe that these criteria effectively capture the essential aspects we are looking for in a vendor partnership.

Question: Are there any particular legal or regulatory compliances, apart from those mentioned, that we should be aware of when developing our proposal?
Answer: At this time, we are not requesting specific legal or regulatory compliances beyond those already mentioned in

the RFP documentation. Our focus is primarily on the outlined requirements and standards, and we believe these cover the essential aspects necessary for the successful development of the CRM solution.
Should there be any additional legal or regulatory considerations that arise during the evaluation process or subsequent phases of the project, we will communicate them accordingly and work collaboratively to address any such requirements.

Question: Is the CHRN responsible for managing the Community Healing (Part I A3) and Team Wellness (Part I A4) programs as described in the RFP using the Vendor's software platform /tools? If not, is the Vendor, also required to provide these related services, such as scheduling initiatives and events?
Answer: Yes, we want this system to be able to track the community healing and team wellness activities led by CHRN. The ideal system would have a scheduling component to streamline the coordination of these events.

Question: The RFP identifies numerous stakeholders across various City services. How many departments and users are anticipated to require access to the software platform at program launch, and is it expected that additional users will be added throughout the contract term?
Answer: We anticipate no more than 75 users but will need the ability to add and remove any of those users. These users will be situated within roughly 15 different organizations, including teams internal to Boston Public Health Center and community-based health centers external to the Commission.

Question: What is the amount of turnover typically seen across these departments and user groups who will be using the solution?
Answer: CHRN/BPHC should have the ability to add or remove users as needed.

Question: What percentage of direct public use is predicted?
Answer: None, this application will only be accessible to authorized users.

Question: Will the neighborhood Team leaders (Part II 1C) be responsible for assigning access to the Vendor's software platform and what type of access will be required for community members to the platform (such as a public web portal and/or a private web portal)?
Answer: Neighborhood team leaders will not be assigning access to system users. Those designated as system admins will assign access to users (i.e., Network Dispatcher & Data Manager). Community members not employed by a CHRN partner will not have access to the system.

Question: What is the total number of users?
Answer: We anticipate the total number of users will not exceed 75

Question: Can you provide a breakdown of users by type?

- Network dispatchers? **Answer:** 4
- Neighborhood team leaders? **Answer:** 13
- Team members? **Answer:** Minimum 13
- Hotline responders? **Answer:** Minimum 2
- Data managers? **Answer:** Minimum 3

Question: How many of these users are housed within CHRN? How many are housed with partner organizations?
Answer: CHRN – minimum of 9; Partner Orgs – minimum of 26

Question: Is a portal required for partner users or can they log into the system the same way a CHRN user would?
Answer: We expect all users to access the system in the same manner however each user's access will be specific based on permissions.

Question: Should the system be integrated with BPD and EMS? If so, can you provide the number integrations and high-level details (i.e. type and purpose) on the source systems you can share?
Answer: No

Question: Is BPHC able to provide a not to exceed budget or budget allocated for this project?
Answer: There's no predetermined budget for this project. We'll assess all proposals based on their pricing and merit before selecting the RFP.

Question: Does BPHC have an existing telephony system (CTI) or will the system require one as part of the project?
Answer: BPHC/CHRN will be responsible for managing the hotline telephone number.

Question: Will data migration from an existing system be required? If so, can you note how many systems and what they are?
Answer: No

Question: Does BPHC expect to integrate with any external system for collection of this data? If so, can you note how many systems and what they are?
Answer: No

Question: Does BPHC expect the vendor to training external constituents or only BPHC team members?
Answer: BPHC/CHRN would like to have a conversation with the vendor for the best approach.

Question: Would BPHC accept a train the trainer method for training users?
Answer: Yes we would consider this option.