



**Request for Proposals for Investigative Case Management System Project  
Questions and Answers**

1. What is the total number of system users? In order to price the solution vendors will need this information at the Corporation's earliest convenience so a prompt response would be greatly appreciated.
  - a. **40-50**
  
2. How many databases will be need to migrated to the new system?
  - a. **1**
  
3. Our solution is browser based, so it can be hosted in the cloud by a hosting provider (AWS, Azure, etc.) selected and controlled by the department or on premise in the client data center. Are either of those acceptable deployment methods or do you want a vendor hosted solution?
  - a. **Either deployment is acceptable**
  
4. Can more information be provided on historical databases, such as table and field layouts, to help determine level of effort to migrate the data to the new solution?
  - a. **All tables are in the DBO schema**
  
5. Our solution is licensed by active user. How many users will need access to the solution?
  - a. **40-50**
  
6. Are you willing to host the system on a public cloud? If that will be considered, what security thresholds would be necessary?
  - a. **Must meet CISA controls specifications.**

7. Will you require a separate development, testing and production environment?

**a. Yes**

8. Can you clarify the number of users and roles for the respective number of users? (For example back office administrators, retailers, field staff)

**a. 40 Everyday users**

**4 Managers**

**16-18 Security Specialists, Investigator, and Inspectors,**

**Estimate 10 Legal Department and Admin staff**

9. As the RFP requires support for the current features and functions of the Investigative Case Management System, would the Lottery provide more information on the current system such as Documentation, User Manuals, Artifacts, Workflows and other relevant information. Also, if the Lottery would consider providing a URL link to a demonstration or provide a live demonstration, that would be very helpful for all potential bidders.

**a. Live demo will be provided**

10. As the Lottery considers the answers to questions asked during the conference call and in consideration of ensuring sufficient time for the preparation of comprehensive proposals, as well as a well-executed conversion/upgrade to the new solution, would the Lottery consider extending the new RFP submission due date to early January 2023?

**a. Open to discussion**

11. Would the Lottery consider letting bidders propose their conversion/upgrade plans, including the recommended duration, instead of mandating a fixed time period (i.e., 60 days)?

**a. Yes**

12. RFP, Additional Requirements and Considerations, Page 8. The RFP states: The successful Bidder must participate in the federal E-verify program and submit an affidavit with its proposal providing proof of such registration and participation. A copy of the E-verify affidavit is attached as Exhibit D. Would the Lottery please specify if Exhibit D - Contractor/Supplier/Vendor Affidavit is required as part of the proposal submission or only required if chosen as the selected bidder?

- a. The E-verify affidavit must be submitted as part of the proposed submission. The state government cannot consider a bid/proposal unless it is accompanied by the mandatory affidavit. See OCGA 13-10-91**

13. RFP, Additional Requirements and Considerations, Page 9. The RFP states: On a separate document titled “Litigation, Bankruptcy, Criminal, and Disciplinary Proceedings,” Bidders must specifically list all material litigation to which they are a party or have been a party during the past five (5) years and any bankruptcy, insolvency, or similar proceeding to which they may have been subjected to, as well as any finding or plea, conviction, or adjudication of guilt in state or federal court for any felony or other criminal offense other than a traffic violation entered against the Bidder or any individual who will be providing services to GLC under this Contract. Bidders must also disclose if it or any of such individuals have been a party to any professional disciplinary action during the past five (5) years. If the Bidder has no such litigation, bankruptcy, criminal, or disciplinary proceedings to report, then it shall state in the document that it has no such proceedings to report. Would the Lottery allow the Bidders to include their responses to the “Litigation, Bankruptcy, Criminal, and Disciplinary Proceedings” requirements directly in this section instead of including this information as a separate attachment? This will ensure that the following submission requirements are met.

- a. Yes**

14. Proposal Requirements and Schedule, Page 2: The Bidder should submit its response in two separate documents labeled as follows:

Contractor Name – Price Quotation – Investigative Case Management System Implementation Project e.g., “ABC Company – Price Quotation – Investigative Case Management System Implementation Project”

Contractor Name – Proposal and Supporting Documentation – Investigative Case Management System Implementation Project e.g., “ABC Company – Proposal and Supporting Documentation – Investigative Case Management System Implementation Project”

- a. We don’t understand this question**

15. The RFP states: The selected Bidder will be required to complete and execute an Outside Party Access Agreement, a copy of which is attached hereto as Exhibit E, before beginning work on this Project. Would the Lottery please specify if Exhibit E - Outside Party Access Agreement is required as part of the proposal submission or only required if chosen as the selected bidder?

- a. **Only if chosen as the selected bidder. There's no point in signing the outside party access agreement unless a vendor is accessing our systems**

16. RFP, Attachment 1 - Outside Party Access Agreement: Would the Lottery please confirm that Attachment 1 is provided for "Information Only" and is not required to be completed and submitted by the bidders for proposal submission?

- a. **Information only and is not required to be submitted with the bid. The purpose of letting bidders see the outside party access agreement is so that bidders can decide whether to spend time putting together a bid/proposal depending. If a bidder knows they will not sign the outside party access agreement, they should not waste time bidding because we will never get to contract**

17. Please also confirm that Attachment 1 is only required to be completed by the successful bidder.

- a. **To be completed by successful bidder**

18. RFP, Attachment 2 - Outside Party Request Form: Would the Lottery please confirm that Attachment 2 is provided for "Information Only" and is not required to be completed and submitted by the bidders for proposal submission?

- a. **Attachment 2 is provided for "Information Only" and is not required to be completed and submitted by the bidders for proposal submission**

19. Please also confirm that Attachment 2 is only required to be completed by the successful bidder.

- a. **To be completed by successful bidder**

20. Will access to system APIs be needed by GA Lottery?

- a. **We may need access in the future to possible integrate with other third-party systems.**

21. Regarding sequential numbering system for citations, can GLC provide an example? We are trying to understand if the citation is a report within a numbered case, or if it is a numbered report that may not have a case.

- a. **Yes/COAM demo will be provided**
- 22. Can the Government provide copies of the forms and workflows for estimating LOE?
  - a. **See Demo**
- 23. For data migration, can GLC provide the current data base schema for estimating LOE for data migration?
  - a. **Yes**
- 24. Will GLC consider a phased approach, Phase I is demos of solutions and Phase II the technical and price proposal? Without the forms and workflows, this will allow GLC an opportunity as well as Vendors to understand if their solution aligns with GLC's needs.
  - a. **No**
- 25. For cloud solutions, does GLC require ISO 27001 or FedRAMP or other security standards? We understand that CJIS is not required from the pre-proposal meeting.
  - a. **We are using CISA standards at this time.**
- 26. To meet GLC budget, is GLC open to making adjustments to its process to conform to the OOTB solution with minimal customizations?
  - a. **This is a business user decision. The investigators/inspectors need to decide how much/how little customization they want. I suspect it's a high level of customization based on the high subjectivity of the reasons for terminating Wingswept.**
- 27. How many reports are needed, and can samples be provided for estimation of effort?
  - a. **There is a set number of reports needed however the system needs a reporting function based in selected inputs. We can demonstrate the current function during the upcoming demonstration.**
- 28. On the pre-proposal teleconference last week, GLC had mentioned that GLC might need additional time to pull together the details of the workflow and forms so that bidders have the needed information to appropriately scope the work. GLC also mentioned the possibility of a "demonstration" by one of the investigators on how they work. Has a decision been made regarding pulling together the additional needed information, the demonstration by an investigator, and adjusting the submission date?
  - a. **Demonstration will be provided. Adjusted date will be provided.**

29. What is the anticipated number of system users? If possible, kindly provide the number of concurrent users (the maximum number of users that will be accessing the system at any given time). Can the GLC also please name the different roles (staff) that will be using the system (if it is NOT limited to Case Investigators)?

**a. See Question 8 response.**

30. Is the expected number of mobile users different from the system users? How many concurrent mobile users does the GLC expect – in other words, what is the maximum number of users that will be using the mobile application at the same time?

**a. Yes, maximum 20**

31. Concerning the Mobile Application note in the RFP: does a solution that is mobile compatible (accessible through a mobile web-browser) fulfill the needs of GLC, or is GLC considering only solutions with an available mobile application?

**a. Open to all compatible solutions**

32. Is the GLC seeking a platform that provides a Complaint/Incident ‘Intake’ and/or an Audit case management capability, which would enable the capture of a complaint, incident, issue etc. and the management of program audits? Or is the GLC seeking a solution that manages Investigations exclusively?

**a. GLC is seeking an incident/investigative case management system. No audit programs will be used in the platform.**

33. How many interfaces will the GLC expect at the project go-live?

**a. Possibly 3-4, will demonstrate on a date provided by GLC.**

34. What is the total amount of data the GLC expects to have migrated to the new solution? Does this also include documents (Word, PDF, PNGs/JPEGs, XLS/CSV), document metadata, multimedia, and multimedia metadata?

**a. There is a little over 60GB of files in these formats:**

**b. BMP, PNG, JGP, Word Docs, Excel Docs, AVI, M4A, MOV, MP3, WAV, Email MSG Files, XML, PDF**

35. If data migration is in scope, will any Personally Identifiable Information (PII) need to be migrated?

**a. Yes**

36. Has the GLC received any product demonstrations to date, and can the GLC share which products it has viewed?
- a. Yes, The GLC has demonstrations from WingSwept and Kaseware for their case management systems.**
37. Please confirm whether respondents are required to include anything in the RFP response to address Question #29. Must a respondent do anything besides acknowledge Technical Requirement #29, and comply with the eventual Risk Assessments post-award?
- a. If the respondent agrees to ALL of the requirements in #29, they may say so and are bound to comply with EVERYTHING. If the respondent has an objection to any part(s) of #29, they must say so in the bid or else they will be bound to the ENTIRETY of #29. If there is an objection, those will need to be resolved before and contract can be awarded**
38. It is understood that the initial implementation shall last, tentatively, through February 28, 2023 (accommodating a two-month installation/transition period). Can the GLC confirm that the ‘Continued Investigative Case Management System hosting plus support and maintenance’ is in scope for this RFP? If so, can the GLC please provide a support and maintenance term (in years) and advise whether this should be included in vendors’ EXHIBIT B PRICE QUOTATION?
- a. I don’t understand this question . The current system is not supported or under maintenance. Support and maintenance should be included in the price quote.**
39. Is the GLC amenable to a longer installation/implementation timeline? This reduces implementation risk, and grants the GLC more time to potentially tailor a solution that aligns more closely to its unique needs/operations/processes.
- a. Open with discussion if need be.**
40. Will the GLC provide the current workflows of the legacy system/incumbent to the selected vendor?
- a. See Demo date provided.**
41. Does the GLC require access to a lower-level environments?
- a. Unknown, please follow up**
42. Can GLC elaborate on how investigators in the field will make use of an electronic signature component of the solution and mobile devices? Will field investigators be collecting signatures (live/in person via their tablet or phone)

such as from the operator of a coin-operated machine in confirmation of citations, or similar situations?

**a. Yes, See date for Demo.**

43. Would the GLC consider granting a two-week extension to the due date?

**a. Date will be pushed back and will be provided.**

44. Requirement 27. Capture and record all titled incident analytics for monitoring and reporting purposes. Question: Can you provide more detail regarding this requirement? What is the business case and an example of the requested functionality?

**a. The GLC is looking to use this functionality for managers. We would like to generate reports to measure timeliness of turnaround on assigned cases and well as report to senior management on trends.**

45. Requirement 28. Ability to generate Administrative Citation option in Incident reports. Question: Can you provide more detail regarding this requirement? What is the business case and an example of the requested functionality? Can you provide a sample of a current Administrative Citation?

**a. Demo will be provided.**

46. How many investigators do you anticipate using this system? Can you estimate frequency of usage?

**a. We anticipate approximately 30 users at varying levels to access the system daily.**

47. How many staff total on the security team?

**a. The system will be used by two teams. Lottery Security and Investigations and COAM Compliance and other COAM staff which comprises the users in question #8 response.**

48. Are there approvers outside the investigator/security teams? If so, can you provide an estimated number of these approvers?

**a. No**

49. What other staff members need access to these case files? Can you provide an estimate of the number and frequency of access?

**a. Legal/Admin staff estimated 5-10 employees.**

50. What are the sources of case leads?



- a. Case leads and incidents come from a variety of sources. Those sources can be internal, external (general public, other agencies), also we receive reports of incidents from lottery retailer base. This will be shown during the upcoming demonstration.**

51. Can you provide a sample current case workflow?

- a. Yes, see date for Demo**

52. Can you provide sample forms used in a case?

- a. Yes, will be provided on the Demo.**