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RFP 2025-0001 Electronic-Filing System & Case Management System
Questions & Answers

Question:

Is the specific form in the RFP required to be filled out and submitted, or is providing the requested information in this email sufficient?

Answer:

Yes, there are specific forms in RFP 2025-0001 that are required to be filled out and submitted. Some of these required items are listed in Section III. C of the RFP and the remaining required forms are listed in the business specifications in section IV.C of the RFP. There is also specific submission requirements included in Section III.B of the RFP.

Question:

In the Cost Response Form, Section a. Deliverable 1 - Implementation, NM PRC is asking for the total fixed price for implementation and mentions "No longer than 12 months." Does the PRC expect implementation to not exceed 1 year?

Answer:

Yes, the PRC expects the implementation to not exceed 1 year.

Question:

Do you have both unauthenticated public users accessing the site, as well as authenticated public users?

Answer:

While the current system only supports authenticated public users, a log in may not be necessary to retrieve public records. Yes, we would like both.

Question:

Follow-up question on the unauthenticated public user and authenticated public users - How many unauthenticated public users (monthly avg)? How many authenticated public users?

Answer:

Our current system has averaged approximate 250 logins per business day over the prior 30 days. We also believe we have approximately 150 non-staff accounts created per month over the last 12 months. The current system does not allow for unauthenticated public users. The current system does not easily distinguish between public and staff logins in the reports offered.

Question:

In the Cost Response Form, Section a. Deliverable 1 - Implementation, NM PRC is asking for the total fixed price for implementation and mentions "to meet all mandatory specifications and system integrations" How does the PRC wish to see an estimate for the Desirable Specifications in the RFP?

Answer:

Please include these costs in the cost sheet in the related sections. For example, if the increase cost is going to be for customization/implementation to meet the desirable specifications, then those costs should be in section a. of the cost form. If the desirable specifications increase initial training costs, then those costs should be included in section b. of the cost form. If the desirable specifications increase cost is going to be for additional software, then those costs should be included in section c. of the cost form. If the desirable specifications increase costs for on-going support, then those costs should be included in section d. of the cost form.

Question:

Is this RFP cover only the RFI#24-430-001 from last year for A) ECM software. Will there be another RFP for option B) Case Load & Litigation Management & Tracking and C) Document Review Software?

Answer:

The current RFP does include specifications for a Case Load & Litigation Management & Tracking software. However, at this time it doesn't include document review software.

Question:

In the Cost Response Form, Section c. Deliverable 3 - Annual Software Licenses, the PRC is asking for a per-user license cost for 100 concurrent full license users. Are all 100 user licenses for internal PRC staff? How many of those users would need admin access / capabilities? How many external users does the NM PRC have on average? What is the average number of external logins per month and per year? More specifically, how many Active Public e-Filing Accounts are there yearly? How many Electronic Filings are there yearly?

Answer:

Yes, the 100 user licenses requested are for internal PRC staff. We would need multiple access levels since IT (up to 4 staff) would need to have administrative access to add/update login information. PRC records staff (up to 4 staff) would need their own access to be able to accept/reject filings submitted by parties in a case. Certain PRC staff (up to 4 staff) would need access to be able to file evidence in a case. Other staff (up to 88 staff) such as attorney's need to access case files related to their assigned cases and previous cases files to do research.

Question:

The RFP says existing 350K documents need to be converted by June 30, 2025. So is PRC expecting a 6 months implementation considering the award date is December?

Answer:

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PRC expects a 1 year implementation. We want to prioritize getting the existing files into the new system to reduce or eliminate the need to run parallel systems.

Question:

As it relates to integrations, how many 3rd party systems/applications will we need to connect with? How many are bi-directions vs one-way, etc.? How many integration are batch vs real-time? Can we get a readout of the data exchanged between the system by integration?

Answer:

This depends on the proposed solution (s). If the Offeror proposes more than one system, we want the Offeror to state how they plan to integrate them. If only one system is proposed, then integration is not necessary. Currently the document management system being used is not integrated with any systems.

Question:

What do you mean by "ingest and index" Outlook files (.ost, pst, .nst)

Answer:

We would like the capability to ingest and index content from email. For example, we may have a proceeding with numerous documents that were transmitted by email. A Microsoft Outlook data file (typically a .pst or .ost file) might be a convenient way to bulk import documents from email.

Question:

Is the PRC willing to share any budget information for this project?

Answer:

At this time PRC doesn't feel comfortable sharing this information as we don't want to influence Offeror's responses. However, the PRC does feel that we have secured sufficient budget to get the project off the ground and we have a plan to secure future funding if needed.

Question:

What is the current DMS in use today?

Answer:

Currently we use E-docket/infoshare.

Question:

Is the one RFP document the only document related to this RFP to date?

Answer:

As of 9/30/2024 the PRC has posted one question/answer document and the cost response form in excel in addition to the RFP document.

Question:

Does the PRC plan to hold oral presentations onsite or virtual?

Answer:

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Oral presentations will be held virtually.

Question:

Should vendors account for travel costs during the project? For example, traveling onsite for discovery meetings / workshops?

Answer:

All solutions can be conducted virtually. If you are proposing to do training/implementation on site, then yes include travel costs.

Question:

You are posting additional documents on your RFP page?

Answer:

Any questions/answers, amendments to the RFP will be posted to the RFP page. As of 9/30/2024 the PRC has posted one question/answer document and the cost response form in excel in addition to the RFP document.

Question:

Can you clarify, what is meant by a calendar widget?

Answer:

For example, if the system is web-based, this might be a JavaScript pop up calendar component. The intent is for a user to be able to select a date such as "this Friday" from a calendar, rather than having to look up the date and enter it in "mm/dd/yy" format. This might also be referred to as a "date picker".

Question:

Has the PRC seen any product demonstrations leading up to the release of this RFP?

Answer:

No, the PRC hasn't seen any product demonstrations leading up to the release of this RFP.

Question:

During the RFI process did PRC saw any solutions? If so which ones?

Answer:

During the RFI process we found there is software out there that could possibly fit the PRC's needs. However, because the mandatory specifications weren't completely developed at that time, we can't consider any of them as a solution at this time.

Question:

How do you prefer to receive any additional follow up questions? Word doc? Excel?

Answer:

Any follow up questions can be sent in an email/word doc./excel.

Question:

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How are payments (fines, fees) collected and processed today? Is there an existing payment gateway being used?

Answer:

Currently payments are received via check/money order through mail carrier. At the discretion of the Chief Financial Officer some vendors are allowed to send payment via electronic funds transfers (EFT).

Question:

We saw a session regarding the use of Hdata for the PRC, is this a factor for this RFP?

Answer:

No, it is not a factor for this RFP.

Question:

Thank you for posting the Excel version of the Cost Proposal for RFP #2025-0001, Electronic-Filing System & Case Management System. While Sheet 1 reflected the Cost Proposal PDF that was in the RFP, I noticed that there are additional requirement fields in Sheet 2 concerning "Fixed Fees" that were not in the original PDF of the Cost Proposal. Are we to complete Sheet 2 as well, or ignore that second Excel sheet?

Answer:

Please only complete sheet 1 which matches the Cost Proposal Form in the RFP.

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