

Question #	Question (exactly as submitted)	OSCA Response
1	Based on the total number of filings and dispositions you provided what is the anticipated notification volumes for: <ul style="list-style-type: none"> • Voice? • Email? • SMS? 	The SCS is unable to estimate volumes.
2	Regardless of requirements for outreach what is the total anticipated volume of participants that need to be maintained in this database?	See response to Question 1.
3	How are these outreaches being conducted today?	This is a new service for the SCS.
4	A) What participant data is currently being stored i.e. phone number, mobile number, email address, etc. and B) what is the current system of record?	A) The SCS does not currently have a statewide electronic notifications system with participant data. Some of the data mentioned in the question may be stored in the various case management systems. B) Numerous systems contain court-related information, including, but not limited to: the case management/maintenance systems for the 20 judicial circuits and for the 67 Clerks of Court, and the Comprehensive Case Circuit Court Information System (CCIS) of the Florida Court Clerks and Comptrollers/Civitek.
5	What if any is the percentage of participants currently living outside the state?	See response to Question 4(A).
6	Can you provide some additional detail around the ability to enable participants to register or otherwise sign up to receive notifications? <ul style="list-style-type: none"> A) Who is expected to host the portal? The Vendor or the State? B) Where will the data be stored – Vendor, Jurisdiction or State? C) What is the expected number/percentage of participants that will utilize the portal? D) What is the maximum number/percentage of participants that could potentially utilize the portal? E) What is the expected growth in participants for the next 5 years? 	A) The Vendor B) The Vendor's system. C) Unknown. See response to Question 1. D) Unknown. See response to Question 1. E) Unknown. See response to Question 1. F) Self-registration via the Portal and registration on behalf of the participant by Court/Clerk staff via the Portal.

	<p>F) Can you describe the process for registering / signing up for notifications?</p> <p>G) Will providing a mobile number constitute signing up for notifications?</p> <p>H) Will the system be the same for all jurisdictions?</p>	<p>G) Completing the registration process will constitute signing up for the notifications.</p> <p>H) Yes.</p>
7	Will the State / Jurisdictions or the Vendor be responsible for determining when and which notification should be initiated i.e. where should the business rules and logic reside?	The SCS will establish business rules for each message type. The Vendor's system will use the business rules to identify messages to send based on the registration information and the case and event data provided by the SCS.
8	Please share as much detail as you can regarding the State platforms the Vendor will need to interface with to insure we are utilizing the most current data i.e. Status of Case, Status of Participant, etc.?	All interfaces will be via file transfer (format to be determined). The Vendor will use a conversion process to extract the data needed by the message process for upload to its systems. The intervals for file transfer will be determined during negotiations.
9	In the bid request it appears the outreach's are primarily informational. Does the State have a desire to enhance these outreaches to offer self-serve options to the participants i.e. make a payment, reschedule a court date, etc. and deflect inbound calls to their call centers?	The OSCA is open to all Vendor suggested solutions such as this as an option.
10	Has the State considered or have defined contact strategy requirements i.e. Orchestrated Cross Channel, Maximum number of attempts daily or over a number of days, etc.?	<p>The ITN contemplates multiple, staged notifications (ex.: initial notice, 7 days prior and 1 day prior to the event). The final schedule of notifications and reminders for each event will be determined during the Requirements Documentation process identified in Section 8.5.4, ID #D-2.</p> <p>The OSCA is open to all Vendor solutions.</p>
11	<p>Please define what the State would consider a success i.e.:</p> <ul style="list-style-type: none"> • For SMS (i.e., message sent successfully) • For Email (i.e., message sent successfully and read) • For Voice (i.e., live answer or message delivered - established they are the right party and indication they have listened to the entire payload) 	No definition of "success" for message delivery has been established. It will be determined during negotiations.

12	Is there a particular format requested or required for the email notifications?	No. The content and format of all messages will be determined during negotiations.
13	In Section 8.2.4 A) What data will be provided by end users? B) Will court case numbers be available from all data sources?	A) Name, case number, telephone numbers, email addresses, types of messages desired. Exact data to be provided by the end user will be determined during negotiations. B) Yes.
	In Appendix 1-D, Can liability be limited to insurance only?	No. The SCS cannot limit liability on third-party actions.
15	In Appendix 1-O, What crimes would be considered unacceptable and cause for removal?	Crimes involving fraudulent practices or embezzlement, offenses concerning racketeering and illegal debt, offenses related to financial transactions, identity theft, computer related crimes, crimes involving misuse or disclosure of confidential information, terrorism, threats of or actual incidences of violence against any government employee or government facility. Other crimes will be reviewed and determined on a case-by-case basis.
16	While digital channels (email and SMS) have been called out explicitly in the document, will the FL-OSC also want to do proactive voice alerts?	We welcome the submission of that solution as an option.
17	Regarding outbound attempts to an individual juror or resident, A) what is the average number of individual outreaches made today per individual disposition? B) What is the desired goal?	A) None. This is a new communications method for the SCS. B) To reduce the instances of case participants missing a scheduled Court event.
18	Assuming an outreach results in a 'successful' interaction with a resident or juror – will all communications stop for that disposition (or follow a predefined reminder schedule approved by that individual?	See response to Question #10.
19	Will the FL-OSC be able to provide a master file of all contact information for all courts across the state including but not limited to name, address, contact, hours of operation, directions, etc.?	Yes.

20	Does the FL-OSC support integration to RESTUL API endpoints for the delivery of contact records and will contact information be delivered via flat file?	Unknown. Depending on what is required, the Vendor may be interfacing with one of the centralized case maintenance/management systems and/or the case maintenance systems of the 67 Clerks of Court and the 20 Circuits or the CCIS.
21	How often will new file formats need to be accepted?	Unable to determine which file formats are being referred to in this question.
22	Would the FL-OSC accept a single, contact record file format to be used by all jurisdictions? (For ease of integration and reporting?)	The ITN envisions a single standard file format for all jurisdictions. However, for counties that cannot export in the standard format, the Vendor must be able to accept and convert data, as necessary.
23	Could the FL-OSC please provide a sample of contact data so that it can be scanned for PII or other sensitive data?	See response to Question 1. Case file contact data varies depending on the case type and the case maintenance/management system used. We are unable to provide samples from the various systems prior to signing a contract.
24	How many FL-OSC employees would need access to this custom interface created to house resident information?	Unknown at this time. To be determined during the System Design and System implementation phases.
25	Could the FL-OSC outline any custom reporting requirements aside from the contact attempt results mentioned in the document?	Reporting requirements will be determined during the Requirements Documentation process identified in Section 8.5.4, ID #D-2.
26	Please consider extending the due-date until January 25th. Some of our key resources are dealing with the aftermath of Hurricane Michael.	We have decided not to extend the due date.
27	What is the expected average notification count per court event/case?	Unable to answer this question. The SCS has no historical data.
28	Where does the OSCA envision the centralized database to be located? Will this reside somewhere within the OSCA IT infrastructure or hosted by the vendor?	See ITN Section 2.2.
29	Are there any specific security requirements that need to be met for this project, particularly regarding PII?	See ITN Section 7.7.

30	Can any detail be provided regarding the number of backend data sources that will need to be integrated into the solution, such as the total number of sources and a description of each?	See response to Question #20.
31	What data types can be expected to be sent to the centralized platform (i.e., XML, CSV, flat file, etc.)?	See answer to Question #8.
32	Will the data be pushed entirely in batch or will there be real-time or near real-time updates (i.e., trickle feed)?	Batch. However, the system should be capable of sending ad-hoc messages in the case of an emergency which requires the evacuation and/or closure of the Courthouse where the event is to occur.
33	What type of authentication will be required for users to access the portal?	To be determined during the systems design phase.

*NOTE: Duplicate questions have been consolidated.