RFP Submitted questions

1. How many ROW Users are anticipated and in what role, with which rights? Admin with full rights, Users with read only access, etc.

ANSWER: 75-85 users in total, with 20 in Admin roles and the remaining with some version of customizable access based on role.

2. Import Data - How many databases are required to be imported? How old is the data to be imported? How many Gbs or Tbs of information need to be imported?

ANSWER: 17+ Gbs encompasses all our application data (Probate, Marriage, etc.)

3. General- What is your current business process of assigning cases to staff?

ANSWER: The Register of Wills, Philadelphia County is split into two groups, Estate Services (Probate, Additional Fees, Post probate services, & Inheritance Tax) and Orphans' Court (Marriage License, Marriage Records & OC Filings). Majority of the services first come first serve and cases are assigned based on clerk availability after the initial intake review is conducted, determining which services are needed to resolve the customer needs.

4. General- What is the business process around the ability for ROW staff to revoke or remove related case documents to the application?

ANSWER: The process for revoking or removing related case documents is controlled to ensure accuracy, integrity, and compliance with record retention policies.

Currently, only designated Register of Wills staff members with supervisory or administrative privileges can revoke or remove documents. Clerks must forward the case for review and if the authorized staff deems changes necessary action will be taken.

Once approved, the authorized user accesses the case management system to remove or revoke the document. The system automatically logs the action, including the user ID, date/time, and reason for removal.

If the document removal affects related parties or downstream processes (e.g., probate filings or court correspondence), notifications are sent to ensure all records are updated accordingly.

5. 3.3 Proposal Requirements - 3.1.1 Mandatory Disclosures

   Which electronic file Volume does the ROW want Applicants to include a response to 3.1.1 Mandatory Disclosures?

ANSWER: Standard PDF with disclosure information.

6. 3.3 Proposal Contents

   3.3.1 Volume 1, Section 2: Technical Qualifications, (d)

   Please clarify what specific additional experience areas the ROW expects Applicants to address. The requirement appears to reference following areas, but no list is provided.

ANSWER: Related projects in the field of case management systems that are in use/have been used in the government space.

7. 3.3.2 Volume 2, Section 5: Requirements Compliance

   Please clarify Appendix A and Appendix D response requirements. Appendix D Excel matrix includes only some of Appendix A requirements: General Requirements through Marriage License.

   Should all Appendix A requirements be included in Appendix D Excel spreadsheet? (Transaction Security to Business History)

ANSWER: No. Applicants are only required to complete the sections listed within Appendix D as provided in the RFP. Appendix D serves as a subset and structured compliance matrix for specific functional and technical requirements from Appendix A. The remaining sections of Appendix A should still be addressed within the proposal narrative, but they do not need to be added to the Excel spreadsheet unless otherwise instructed in an RFP addendum.

> Should Applicants add tabs to the Excel spreadsheet for all Appendix A requirements?

ANSWER: No. Applicants should not modify or add tabs to the Appendix D Excel file unless explicitly directed by the City. Any additional information corresponding to Appendix A requirements that are not listed in Appendix D should be included in the narrative response within Volume 2, Section 5 (Requirements Compliance) of the proposal.

> Does the ROW expect the requirements in Appendix A not captured in Appendix D to be answered with a compliance statement as well as a narrative response?

ANSWER: Yes. For Appendix A requirements not listed in the Appendix D matrix, the City expects proposers to address compliance within the written narrative, providing a clear statement of compliance or exception along with supporting explanation. This ensures full coverage of all Appendix A requirements even if they are not represented in the Excel matrix.

8. 3.1.6 Proposal Submission Requirements

   Please clarify the number of files to be submitted by Applicants in response to this RFP:

   1. Volume 1 – Qualifications,

   2. Volume 2 – Technical Approach and Cost Proposal,

   3. Appendix D – Requirements Compliance Matrix, (submitted in its Excel format or combined into Volume 2?)

   4. Appendix H – Tax and Regulatory Status (submitted as a stand-alone document or combined into one of the Volumes?)

9. 3.3.2 Volume 2, Section 3, (b) bullet point #3

   What business requirements is the ROW referring to?

ANSWER: Explain how you meet record-keeping and compliance requirements:

- Version control and record retention
- Audit logging (who did what, when)
- Compliance with legal/regulatory standards in addition to future versions of the program and how they'll be upgraded with respect to security standards and/or customer enhancement requests.

10. Appendix A – Detailed Project Requirements, General Infrastructure, #1, (a)

    Can the ROW clarify the use of "transaction" in this statement? Does the ROW mean financial or general database transactions?

ANSWER: Financial

11. 3.3.2 Volume 2, Section 1, (c) bullet point #4

    Can the ROW clarify and specify exactly what functional, technology and other requirements are being referred to here? Also, can the ROW clarify what they expect for a response to "a mapping"?

ANSWER: The City expects proposers to show how each functional requirement (what the system must do) and other business or operational requirements (such as security, reporting, workflow, etc.) will be supported by specific technical components of the proposed solution.

Example: A- Marriage Licenses services will be conducted via web portal utilizing secure online data entry, submission and tracking.

Example: B- API integration customer selected.

12. General tab number 29 Appendix D
    Integration with City of Philadelphia's single sign-on for City employee access. What information in the CMS will the City employees need access to?

ANSWER: The City of Philadelphia uses active directory that has security rules based on city policy. The usernames are all based on first.lastname@phila.gov and once verified via 2-factor authentication the employee gains access to applications needed to conduct work. This part of the project will have the City's Office of Information Technology providing guidance/ connection to verify against its system requirements.

Integrating Active Directory (AD) for web application verification involves using protocols like LDAP or OpenID Connect to authenticate users against AD and then authorizing them based on their group memberships. The general process includes configuring both your web application and the AD environment, implementing an authentication flow to verify user credentials, and setting up authorization rules to grant access based on AD roles.

13. Probate tab appendix D
    Pre-filing form for attorneys to submit a pending probate record. Can you elaborate on what information the pre-filing form has, and how attorneys are currently accessing this form?

ANSWER: Register of Wills Attorney Pre-filing system is a web-based portal that is primarily data entry and imports data for review into the probate system. Upon user acceptance the data submitted is transferred into a record for use by the clerk. The attorney creates a user account which is verified by the First judicial district attorney database, connection and instruction will be provided at the time of build.

Link: https://rowlawyer.phila.gov/probate/lawyerlogin.aspx

14. How many marriage license have you processed in the last year or on average?

ANSWER: 10,000 -12,000 per year

15. How many certified copies in the last year or average?

ANSWER: 12,000 – 16,000 per year

16. How many probates in a year or on average?

ANSWER: 4500 – 5500 per year

17. Regarding the requirement, “The System must transmit inheritance tax payment information to the Pennsylvania Department of Revenue – PA File platform adhering to the electronic filing specifications” - Can you provide details of the current transmission process and any limitations? Are there options such as xml, sftp, APIs?

ANSWER: The Pennsylvania Department of Revenue (PA DOR) provides Multi-Import/File Upload Specifications for the integration of third-party systems with myPATH. These specifications outline the required data format and structure for electronic filing and integration, but specific technical documentation (e.g., API documentation) is not publicly available and generally involves engaging directly with the department's software vendor program.

General System Requirements for Third-Party Integration

Multi-Import/File Upload: The myPATH system supports multi-import or file uploads for certain tax types. The PA DOR provides specific documentation regarding the required specifications for these files.

Forms and Data: The system is designed to handle forms such as the REV-1500 (Inheritance Tax Return), REV-316, REV-714, REV-1162, and REV-1516. Integrated systems must be able to generate data compatible with these forms and their associated schedules.

Documentation Requirement: Filers (or their integrated systems) must be able to submit supporting documentation electronically, such as copies of wills, trust documents, appraisals, and account balances, as these are often required for review.

Data Validation: myPATH includes error-reducing automatic calculators and verifies that all required information is included before submission, so an integrated system's output must

How to Access Specific Technical Specifications

For detailed technical specifications, such as API endpoints or specific data schemas, software vendors and developers typically need to:

Contact the Department Directly: Engage with the Department of Revenue's electronic filing or software vendor program. Relevant contact information often points to an email address like RA-RV-CEC-DPP@pa.gov or a phone number like 717-783-4294, though specific contacts for vendor integration may differ.

Review Vendor-Specific Documentation: The PA DOR provides information and resources specifically for approved forms software vendors and developers. This is the most likely source for explicit API or integration documentation, which is not generally available on public user-facing pages.

18. Regarding the requirement, "Migration of all case records and related documents from current system to new system"

    1. What is the data volume to be migrated (e.g., number of cases, documents, storage size)?

ANSWER:
```
SEGMENT_TYPE        Mb
------------------  ----------
LOBSEGMENT          14,873
TABLE                2,701
INDEX                  163
LOBINDEX                 1

SQL> select count(*) from rowills.marriage_record;

  COUNT(*)
----------
   325,072

SQL> select count(*) from rowills.signature;

  COUNT(*)
----------
   480,323

SQL> select count(*) from sysop.ae_dt100;

  COUNT(*)
----------
   887,139

SQL> select count(*) from sysop.ae_dl100;

  COUNT(*)
----------
   888,758
```

    2. Will data be migrated from a single legacy system or multiple systems?

ANSWER: Single system

19. Regarding the requirement, “Integration with OIT's Imaging platform for secondary permanent record storage of all documents through regular jobs and manual exports” - What are the options for integration (xml, sftp, API, etc)?

ANSWER: Api or III file. III is basically a csv file with indexes that path to the associated image.

20. Regarding the requirement, “Ability to cross reference estate values and related inheritance tax values for additional fees” - Is this cross-referencing happening within the platform or pulled from another source?

ANSWER: Within the platform

21. Regarding the requirement, “Ability for system to transmit daily report to PA Department of Revenue's MyPath system for reconciliation” - Can you provide details of the current transmission process and any limitations? Are there options such as xml, sftp, APIs?

ANSWER: Please refer to answer of question 17.

22. Regarding the requirement, “Provide dedicated support of daily settlement issues” - Can you describe your current settlement process?

ANSWER: Daily reconciliation summaries, Monthly audit-ready statements detailing transaction volumes, payment totals, and exception rates.

Reports are delivered in both Excel and dashboard formats for ease of analysis.

23. Regarding the requirement, “Applicant(s) website bandwidth must be able to accommodate City’s peak busy season amount of traffic” - Can you share your current normal and peak traffic levels?

ANSWER: Peak level would be normal business hours, 8am-4pm.

24. How much storage is used in the current solution? How much does document storage capacity increase year over year?

ANSWER: City imagining maintains the database and storage currently sits at 17TB.

25. Could you confirm the full list of third-party systems that the proposed solution will be required to integrate with?

ANSWER: Contingent to cost, LexisNexis.

26. Can a US cloud-based hosting environment be proposed to allow more flexibility and scalability while maintaining strict security standards?

ANSWER: Final decision will be determined by OIT and require further clarification as to the details outside of the Register of Wills purview.

27. Help Center - can you share your current benchmarks and any data around call volume?

ANSWER: 40-60 calls per day.