



State of South Carolina
Office of the Inspector General

Request for Bids

for an

Investigative Case Management System

Date Issued: 11/16/2022

Submit your offer by: 12/2/2022 5:00 PM

Questions must be received by: 11/28/2022 2:00 PM (submit questions to: georgedavis@oig.sc.gov)

You must submit a signed copy of this form with Your Offer. By signing, you agree to be bound by the Case Management System Specifications. You agree to hold Your Offer open for a minimum of forty-five (45) calendar days after the opening date.

NAME OF OFFEROR (Full legal name of business submitting the offer)	Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.
AUTHORIZED SIGNATURE (Person must be authorized to submit binding offer to contract on behalf of Offeror)	DATE SIGNED
TITLE (Business title of person signing above)	STATE VENDOR NO. (Register to obtain S. C. Vendor No. at www.procurement.sc.gov)
PRINTED NAME (Printed name of person signing above)	STATE OF INCORPORATION (If you are a corporation, identify the state of incorporation.)
OFFEROR'S TYPE OF ENTITY: (Check one) <input type="checkbox"/> Sole proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Other _____ <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Government entity (federal, state, local)	

Submit one (1) hard copy of Your Signed Offer by delivery or mail to: 111 Executive Center Drive – STE 204 – Columbia, SC 29210-8416 by the Bid Deadline.

ELECTRONIC INVESTIGATIVE CASE MANAGEMENT SYSTEM
REQUEST FOR BIDS

I. PURPOSE OF REQUEST FOR BIDS

The Office of the State Inspector General (SIG) seeks bids for a commercial off-the-shelf (COTS) electronic investigative case management system (CMS) capable of managing and tracking all of the office's ongoing and historical investigations and complaint activity.

II. ABOUT THE OFFICE OF THE STATE INSPECTOR GENERAL (SIG)

The SIG was created in 2012 by the South Carolina General Assembly (the state Legislature) with the responsibility of investigating and addressing allegations of fraud, waste, abuse, mismanagement, misconduct, violations of state or federal law, and wrongdoing in state agencies in the Executive Branch of state government. The Executive Branch is comprised of some 106 agencies including public colleges and universities. Effective 6/17/2022, the investigative authority of the office was extended to public schools and public charter schools. The SIG does not have law enforcement authority and conducts administrative investigations.

Prior to 6/17/2022, the SIG was staffed with eight employees, but the number of employees was increased to fifteen with the additional investigative responsibility. The SIG receives an average of 600 complaints a year with over 50% received through an online complaint feature included on its website that is maintained and hosted by South Carolina Interactive, LLC a subsidiary of NIC South Carolina. The remainder of complaints are received through a fraud hotline, email, US Mail, fax, walk-ins, or referrals from agencies, the Governor's Office, and the state Legislature. The SIG investigates credible complaints that have statewide impact. Other complaints are referred to agencies to address. Certain referrals to agencies require feedback from the agencies on actions taken to address the complaints. During the last fiscal year, the SIG conducted fifteen investigations, six proactive risk assessments of waste and mismanagement, and five voluntary program reviews. The results of the SIG's investigations and reviews are provided in the form of reports to the Governor and the leadership of the General Assembly, and the SIG publicizes its investigative reports on its website, <https://www.oig.sc.gov/>.

The SIG seeks to replace its word processing and spreadsheet-based complaint and investigative processes. An Excel spreadsheet has been maintained since the inception of the office that includes all complaints received in chronological order. Complaint numbers are assigned from the spreadsheet. The spreadsheet includes the date received, source of complaint, the complainant's name, the subject's name, agency involved, brief description of the issue, the staff assigned, and complaint disposition information. Each complaint file is kept in a separate, individual subfolder on the SIG's Windows network. All complaint subfolders are kept in one primary folder that is subdivided into calendar years. Investigation files are also kept in separate,

individual subfolders and those subfolders are organized into a primary closed case folder and a primary open case folder. Closed investigation files are organized in their primary folder by calendar year. The primary complaints folder contains approximately 6,000 complaints consisting of 26.8 GB of data and approximately 39,000 files. There are 222 closed investigations consisting of 116 GB of data and approximately 41,000 files. At present, there are five open investigations containing 27.5 GB of data and approximately 88,000 files. The total record store currently contains 170.3 GB of data and 168,000 files. The file types/formats included in the record store consist of .doc, .docx, .xlsm, .pdf, .mp3, .mp4, .msg, .m4a, .pst, .jpg, and others.

III. CASE MANAGEMENT SYSTEM SPECIFICATIONS

- The SIG seeks to purchase a perpetual license for a commercial off the shelf (COTS) investigative case management system (CMS) for up to fifteen (15) concurrent users.
- The maximum contract period is five years comprised of a one-year initial term and four optional renewal terms of one year each.
- The SIG requires that the license be installed locally on the SIG's Windows network located at 111 Executive Center Drive, STE 204, Columbia, SC 29210. The SIG requires a local installation because its complaint and investigative data is classified as "restricted", the highest classification under the State of South Carolina Data Classification Schema.
- The SIG requires installation of the software by the vendor's staff, testing, implementation, administrator and user training, and ongoing software maintenance and technical support.
- The SIG requires either in-person or virtual training in the administration and operation of the CMS for key staff members.
- The SIG requires a CMS designed to accommodate business processes typical of an inspector general office without a law enforcement function that conducts administrative investigations. See attached diagram of business processes and workflows.
- The SIG does not require a billing or payment component as part of the system.
- The CMS is required to be configurable and modifiable to accommodate the SIG's specific business processes and workflows.
- The SIG requires its complaint and investigation data to be encrypted while at rest. The CMS is required to either be compatible with an encryption software that is compliant with Federal Information Processing Standards – FIPS PUB 140-2, or to include an encryption at rest feature that is compliant with FIPS PUB 140-2.
- The SIG requires the conversion and importation of the basic historical complaint data included in the Excel spreadsheet described previously.
- Other Requirements include:
 - The automatic intake and assignment of case numbers for complaints received from an integrated online, web-based complaint process, currently provided and

maintained by the SIG's website hosting vendor. See the alternative request below for a vendor-provided, web-based complaint entry process linked to the vendor's CMS.

- The ability to manually enter complaints and automatically assign case numbers for those complaints received through the SIG's fraud hotline, email, walk-ins, or referrals from state government leadership.
- The automatic transfer of complaints to designated staff members for review, disposition, and either referral to other state agencies or to open investigations.
- The management and tracking of complaint processing and investigative activity, including time tracking and case progress notifications to management.
- Custom reporting that includes the number of calendar days from complaint receipt to disposition, and the number of business days from investigation opening date to draft report completion.
- The ability to create and maintain templates for various documents used repetitively, including case opening and closing documents, investigative reports, and referral letter templates for referral of complaints to other agencies.
- The ability to add and maintain various document type/formats in the case files, including word processing, spreadsheet, pdf, mp4, jpg, msg, and pst.
- The ability to organize documents within an investigative case file by purpose of the documents, such as by draft reports, final report, administrative documents, interview notes, interview recordings, planning and supervision documents, and confidential documents.
- The ability to transfer documents to other agencies in their original file type/format, such as .mp4 and .jpg formats.
- The ability to modify field names and create custom fields.
- Search capability of all fields including text search capability of text-type documents.
- Standard and ad hoc report capability.

IV. BIDDING SCHEDULE

Please provide the following prices, excluding sales and use taxes:

Term	Description	Amount
Initial Term:	Perpetual License	
	Testing and Installation	
	Implementation and configuration to SIG's processes	
	Other:	
	Other:	
	Other:	
Year 2 Renewal	Annual maintenance/support	
Year 3 Renewal	Annual maintenance/support	
Year 4 Renewal	Annual maintenance/support	
Year 5 Renewal	Annual maintenance/support	
	Total Cost for Five Year Contract Term	

BID ALTERNATIVE (Optional) – Provide a hosted, web-based complaint submission feature with the capability to automatically transfer complaints submitted to the CMS for intake and processing, including automatic assignment of case numbers and routing to designated employees for review.

Description: _____

Initial Cost: Descp.: _____ Amount: _____
 Recurring Cost: Descp.: _____ Amount: _____

**South Carolina State Inspector General's Office
Business Processes and Workflow**

