Request for Proposal for Investigative Case Management System

User Demonstration Questions & Answers

1. Can you confirm that the current incident report database is approximately 75gb in size? And can you confirm that expected usage is in the area of 50 concurrent users?
   a. **Yes.**
   b. **Yes, it's possible all 50 to use application concurrently.**
2. Regarding deployment in the public cloud, can you clarify that the CISA control specifications are a guideline for cyber security incident management for the cloud provider?
   a. **Yes, we use it for hardening the systems.**
3. On the demo call on 11-14-2022, both the investigator and the analyst mentioned pulling data from GLC systems of record (i.e., Licensing DB, COAM Inspections DB, etc.). Can you confirm the number of systems that the new case management system must connect to, the size of these data sets, and the underlying DB structure that these systems operate in? Also, are there any existing APIs to these systems?
   a. **We would not need to have any connections from the new system to any of our on-prem systems. We would do a onetime data dump from both the D3 database and the COAM citation database.**
   b. **The D3 database is a SQL database and is roughly 60GB in size. The COAM citation database is a Microsoft Access database, but it also inserts data to a SQL database. The Microsoft Access database is 7GB in size and the information stored in the SQL database is roughly 7GB in size.**
4. Can GLC confirm that they are open to on premises and/or cloud deployment of the new solution?
   a. **We prefer a cloud deployment.**
5. In response to a previous question, GLC advised they would provide a DB schema for vendors. Has that schema been posted to a site? Can you provide a hyperlink to that location
   a. **The DB schema is the DBA format, and it hasn't been posted and will not be. It will be provided to the winning bidder. The D3 database is a SQL database and is roughly 60GB in size. The COAM citation database is a Microsoft Access database, but it also inserts data to a SQL database. The Microsoft Access database is 7GB in size and the information stored in the SQL database is roughly 7GB in size.**