



FLORIDA CLERKS OF COURT OPERATIONS CORPORATION

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Guardianship Transparency Act: RFP

CCOC's Responses to Questions from Prospective Vendors

1. The scope mentions that the integration involves more than one source, do we know the specific details of the system to be integrated and technology stack of them?
The CCOC does for one source, but not for others. The specific details of the systems to be integrated will need to be solidified during Discovery of the Design Phase of the project.
2. We assume the integration would be API, but if there are any other expectations, let us know.
The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the Scope of Work.
3. The reports requirement is generic and can you elaborate if there will be any tools used for Reporting like (PowerBI, Tableau, etc.)
The solution should allow for reporting on data contained within the database. The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements for reporting.
4. Is there any quantification on no. of reports?
This is still to be determined and will need to be solidified during Discovery of the Design Phase of the project.
5. The web page will be a public website and we assume there will be no logins needed.
No log ins will be needed for the public to utilize the public website.
6. Should there be an admin portal developed to maintain the configurations, content, etc.?
Admins will need to access. The CCOC is seeking the best approach and technical solutions from prospective vendors.
7. Can you be specific on Statistical data reports on the website? Should it be available for all users?
**The public website is dedicated for the public, limited to the data elements outlined in the RFP, and must be in a searchable format.
The Statistical data reports tasked to the CCOC for publishing on its website are still to be defined and will need to be solidified during Discovery of the Design Phase of the**

Our Mission: As a governmental organization created by the Legislature, we evaluate Clerks' court-related budgetary needs, and recommend the fair and equitable allocation of resources needed to sustain court operations.

project; however, the CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements of report publishing.

8. Should the Contractor be responsible for System Test and UAT as well?

Yes.

9. If UAT is to be done by the Contractor, would the scenarios be given by CCOC?

Yes.

10. What is the type of the Data base that we would like to build (Inhouse or Cloud)?

The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

11. What will be the source type (Structure or non-structured data; flat files or web-based files)?

The specific details of source types will need to be solidified during Discovery of the Design Phase of the project.

12. Is it going to be single source or multi source? To be determined during discovery.

To be determined during Discovery of the Design Phase of the project.

13. How big is the data base going to be?

This is unknown at this time; however, the CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP, to include evolution, maturity, and scalability of the database.

14. How frequently will the data base be loaded or refreshed?

Real time and nightly.

15. What is the back-up or archive policy.

Nightly.

16. What is the frequency of extraction from Data base and the number users going to use at a peak instance?

This is unknown at this time and the specific details need to be solidified during Discovery of the Design Phase of the project.

17. Is the data base provider already decided or need to decide?

No. Per the RFP, the CCOC is seeking services which include the best approach and technical solutions.

18. Is there any real time extraction to load into the data base?

Yes.

19. How and who will use this data base and what is the application used for extraction?

At this time, users shall be members of the judiciary, their direct staff, court personnel

and clerks of court personnel authorized by a judge to assist with guardianship matters, and CCOC staff.

Refer to the RFP for information regarding how the database will be used. Detailed processes for "How" will be defined during Discovery of the Design Phase of the project. The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP, to include extraction.

20. Is there any analysis or reports generated on top of this data base?

The CCOC would need more context to be able to answer this question.

21.6.3.1.10 Security standards shall comply with CJIS Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation where applicable. Is CJIS compliance mandatory? Does your organization anticipate storing CJI data as a part of the solution? If your organization does not anticipate storing CJI data in the solution, can your organization please adjust and remove the RFP requirements that refer to CJIS compliance? By not removing these requirements, this will make a significant difference in complexity and cost in the vendor's proposed solution.

The solution may contain CJI.

22. Please identify which external systems this new system will need to integrate with.

To the extent possible at this time, these systems have been identified in Section 3: Scope of Work in the RFP.

23. Please confirm if this new system, or the data expected to be contained within, fall under CJIS policies.

The solution may contain CJI.

24. Please provide the following with regards to the current database(s):

a. How many are there and what types are they?

This is defined to the extent possible in the RFP, Section 3: Scope of Work.

b. Approximately how many total records related to this effort exist today across all the databases?

This is unknown at this time and detailed information would have to be determined during Discovery of the Design Phase of the project.

c. Do all the different databases contain the exact same type of data, or do different systems provide different sets of data?

Some may contain the same type of data; however, detailed information would have to be derived during Discovery of the Design Phase of the project.

d. Is all the data text data, or are there other additional types such as documents (PDF, Word) or videos?

This information is unknown at this time and would need to be determined during Discovery of the Design Phase of the project.

25. Please identify if there is a preference for technologies/frameworks used to develop the new guardianship database? If so, please list the preferred technologies/frameworks.
The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.
26. Please advise as to if responding vendors may propose an alternative timeline, or adjustments to the ordering of the deliverables, as identified in the RFP.
The CCOC reserves the right to waive or amend any due dates as stated in 3.7.
27. Regarding scope item 3.3.7 (the ability to add additional fields), please provide an example of the type of fields that would be added, who would be adding them, and how frequently would this feature be used (i.e. is this rare and/or to allow for future scalability, or are changes required more frequently).
This is unknown at this time; however, the CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP, to include evolution, maturity, and scalability of the database.
28. Regarding scope item 3.3.10 (predefined reporting), please provide approximately how many pre-defined reports will need to be delivered as part of this effort?
The CCOC is unable to provide any more information at this time other than is provided for in 3.3.10.
29. Can you please confirm that the solution may be hosted in a cloud environment.
The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.
- a. If cloud hosting is an option, does CCOC have a preference for a cloud provider?
No. The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.
- b. Does CCOC currently have accounts with commercial cloud providers?
No.
30. Can you please identify the sources of the data to be converted or migrated into the solution.
As stated in Section 3: Scope of Work, the Florida Comprehensive Case Information System (CCIS), the Office of Public and Professional Guardians maintained by the Department of Elderly Affairs, and others including, but not limited to, county level case management systems. However, there may be other systems that have yet to be identified.
31. If possible, can you please provide an estimate of the size of the data (in gigabytes) to be migrated into the solution?
This is unknown at this time and detailed information would have to be determined during Discovery of the Design Phase of the project.
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32. Do all required data sources (listed in Section 3.1), need to be submitting data within the 180-day time period?

Yes, to the extent possible.

33. What is the governance structure for the project? In particular, what positions (i.e., roles), entity, or group has the authority to make the following decisions:

- a. Functional scope and capabilities for initial operations / go live?
- b. Operating models, use cases, and scope of users served?
- c. Deliverable acceptance?
- d. Go live?
- e. Change request approval?

As stated in the RFP, CCOC's Project Manager will be the main Point-of-Contact for the duration of the project and will be responsible for oversight of "a through e" listed above. However, critical decisions and/or final approval of deliverables and change requests will be escalated by the CCOC's Project Manager to the CCOC Executive Director as well as the CCOC's Executive Council.

34. Are the decision-making processes defined and written?

Yes, and referenced in Section 3: Scope of Work, Table 1: Deliverables and Financial Consequences to RFP.

- a. If so, how many CCOC projects have used this governance structure and these processes together?

All

- b. What authority will CCOC use to gain participation by Clerks' Offices and their case management system (CMS) vendors?

The CCOC works with Clerks to provide operational support and Clerks are aware of the importance of this project and understand the benefit of working together towards a solution that improves court oversight of guardianship information.

35. Can the CCOC mandate provision of required data?

Please see the response above.

36. Can state and local vendors be mandated to submit data in conformance with interface specifications that the successful bidder would develop and publish?

The CCOC would need more context to answer this question.

37. Will the CCOC play a lead role in convening subject-matter experts from state, local, and private-sector stakeholder groups?

Yes.

38. Will the "financial consequences" be waived if the vendors of source data systems are unable to meet required timelines for data provision?

The CCOC reserves the right to waive or amend any due dates as stated in 3.7.

39. High level requirements have been provided in the request. However, a detailed requirements document is needed before the System Design Document can be completed. How should this be handled? Are the bidders to include pricing for an expanded requirements-gathering effort?

Subject Matter Experts (SMEs) have been involved in requirements gathering meetings. However, prospective vendors should plan to participate in expanded requirements-gathering efforts during Discovery of the Design Phase of the project.

40. Detailed information about data sources which store these data elements, or the data required to derive these data elements, include the Florida Comprehensive Case Information System (CCIS), the Office of Public and Professional Guardians maintained by the Department of Elderly Affairs, and others including, but not limited to, county level case management systems before design to be completed. This information is needed to determine the best technology approach for extracting and transferring data, transforming and loading initial data, as well for automating ongoing updates to guardianship data. Information is needed about the number of county level case management systems and how many different types of systems there are.

Given the lack of details provided and the substantial penalties for not meeting deliverable schedule, would the CCOC entertain a period of discovery and detailed requirements gathering to establish a project plan and schedule? This is also the point at which a fixed bid price could be given for all subsequent deliverables.

This is a Request for Proposals with statutorily driven timelines. However, the CCOC reserves the right to waive or amend any due dates as stated in 3.7.

41. Please explain the need for a data conversion?

Please refer to Section 3: Scope of Work in the RFP.

42. Please describe any data sources, spreadsheets, etc. that exist today to allow CCOC and the clerks of the court to oversee guardian and guardianship cases today.

To the extent possible, data sources have been identified in Section 3: Scope of Work in the RFP. The types and formats of data vary and will need to be detailed during Discovery of the Design Phase.

43. Would the State please clarify when it desires to have a Project Plan submitted after contract execution. The current language states both 10 and 15 day deadlines.

This was an oversight. It is 15 days.

44. Would the State please clarify when it desires to have a conversion report submitted. The current language states both 105 and 180 business days.

This was an oversight. It is 105 days.

45. Would the State please provide the estimated number of cases that are expected to be migrated from legacy data source(s) to the new database?

This is unknown at this time and would have to be determined during Discovery of the Design Phase of the project.

46. Would the state please provide the estimated number of users of the database, excluding the general public? Users may include Judges, case workers, administrative staff, etc.

At this time, users shall be members of the judiciary, their direct staff, court personnel and clerks of court personnel authorized by a judge to assist with guardianship matters, and CCOC staff. The number of users cannot be determined at this point.

47. Is there any flexibility on the specific timeline?

The CCOC reserves the right to waive or amend any due dates as stated in 3.7.

48. Can the CCOC provide a maximum number of incoming data sources for conversion?

This is unknown at this time and would have to be determined in Discovery during the Design Phase.

49. Can the CCOC confirm that they have access to all data sources?

The CCOC has access to most and anticipates having access to all prior to the project start date or early in the project schedule.

50. Are any requirements available regarding data intake via screens in the application?

The CCOC would need more contextual information and/or a definition for "data intakes" to respond to this question.

51. Do the data sources constitute continuing integrations, or do they source a one-time conversion, with further data intake performed within the application?

Continuing integrations.

52. Are there any data integration requirements other than retrieving guardian data elements specified in section 3.3.1?

Not at this time.

53. Can the CCOC confirm all the data elements in section 3.3.1 are available from source systems?

Most are presently available; however, those that are not currently available are expected to become available during the project.

54. Section 3.3.2 references interoperability standards. These standards do not all seem relevant to this RFP as they imply functionality that may not be included. Can the CCOC specify which subset of the interoperability standards apply? Or confirm that any functionality referenced in the interoperability standards represents required functionality?

The proposed solution should meet those standards which are applicable.

55. What is the makeup of the current technical environment/infrastructure and where is the infrastructure housed?

The CCOC has an Azure environment.

56. Will the CCOC be responsible for the purchase of any recommended hardware/software, or will the contractor be responsible?

Please refer to 4.2.3 of the RFP.

57. Can the CCOC define additional data fields, data types, and other elements mentioned in section 3.3.7?

This is unknown at this time; however, the CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP, to include evolution, maturity, and scalability of the database.

58. What other technology and services does the CCOC envision the database to interact/interface with? (Section 3.3.9)

This is unknown at this time and would be determined during Discovery of the Design Phase of the project.

59. Section 3.3.3 Can the application and database be hosted by a cloud provider if CCOC maintains ownership?

Yes. The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

60. Section 3.3.

What applications SLAs exist that would need to be taken into account?

This is unknown at this time and would be determined during Discovery of the Design Phase of the project.

61. Section 3.3.12

Has CCOC performed any User Experience (UX) design around the web Page?

No.

62. If so, can details around the business and the functional website requirements be shared?

Not applicable.

63. Section 3.3.13

Do any specific requirements exist around statistical data reports? Please see 3.3.10

Should all data elements be included in the reports?

Are there specific visualization or filtering options expected for the reports?

Are there any specific formats required for the data reports?

Should reports be exportable from the webpage?

The CCOC is unable to provide any more information at this time other than is provided for in 3.3.10; however, the CCOC is seeking the best approach and technical solutions

from prospective vendors.

64. RFX Reference 6.3.1.10 Security standards shall comply with CJIS Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation where applicable. Is CJIS compliance mandatory? Does your organization anticipate storing CJI data as a part of the solution? If your organization does not anticipate storing CJI data in the solution, can your organization please adjust and remove the RFP requirements that refer to CJIS compliance? By not removing these requirements, this will make a significant difference in complexity and costs in the vendor's proposed solution.

The database may contain CJI.

65. Please provide the number of internal users (agency employees) who will need access to the system.

The CCOC is not an agency, but rather a support entity for Clerks of Court. The CCOC assumes the question refers to internal users as CCOC staff located in its headquarters as well as the members we support as opposed to external (i.e. the public). Therefore, at this time, internal users shall be members of the judiciary, their direct staff, court personnel and clerks of court personnel authorized by a judge to assist with guardianship matters, as well as CCOC staff. The number of users cannot be determined at this point.

66. Please provide the number of external users (applicants, license/permit holders, board members, etc.) who will need access to the web portal.

Based on the definitional assumptions in the response directly above, external users will be limited to members of the public who would have access only to the searchable web page and its limited contents; therefore, no external users (i.e. members of the general public) will access a web portal.

67. How many members of local judicial circuits will also need to access the system for information? Would they need any edit access or view-only access?

As it relates to the number of members of judicial circuits needing access to the database, that number cannot be determined at this point. However, the information would be derived during Discovery of the Design Phase of the project, along with user types, roles, levels of access and capability within the system.

68. How many guardianship registrations are in the current system?

The number of guardianship registrations is unknown currently to the CCOC and would need to be determined during Discovery of the Design Phase of the project for sourcing and integration.

69. Can you describe how current guardianship compliance with regulations is handled?

The CCOC is not able to provide detailed information with regards to guardianship compliance and regulations. This information would need to be determined during Discovery of the Design Phase of the project.

70. Where is the current disciplinary status of guardians stored/ How would you like the new system to reflect disciplinary status? For example, is it just a status change, or is there a process to review disciplinary actions and determine final status that would need to be built in workflows?

This information, to include processes/workflows that inform the data are owned and managed by the Department of Elder Affairs, Office of Public and Professional Guardians. At this time, the CCOC does not have sufficient knowledge to make that determination as OPPG is responsible for providing the requested data. This would need to be detailed during Discovery of the Design Phase of the project.

71. Would this system need to include compliance or a complaint process for current guardians?

Yes, compliance would be required in accordance with 3.3.1 of the RFP. The CCOC's understanding, based on Section 744.2112, is the complaint process is out of scope for this project at this time.

72. Would the system track actual cases and case details of the individuals/wards under guardianship or only the specific details listed in Section 3.3.1 in relation to the guardians?

Only the elements listed in Section 3.3.1 of the RFP.

73. What demographic information of the ward (3.3.1.15) would be included in the system/

At this time, the type(s) of demographic information are not defined beyond what is listed in 3.3.1 of the RFP.

74. Please describe the amount of data, the number of types of records, the total size of the files, etc. that will need to be migrated to the new system.

This is unknown at this time and detailed information would have to be determined during Discovery of the Design Phase of the project.

75. Will the system need to integrate with any existing systems such as judicial systems, state financial systems, credit card provider/gateway, document management systems, etc.?

Please see Section 3: Scope of Work in the RFP.

76. If integrations are required, do the systems you wish this solution to interface with have APIs available? If so, are they available for review? If not, please describe integration capabilities.

The CCOC does not currently have information regarding all systems and APIs. This information would need to be determined during Discovery of the Design Phase.

77. Does the agency hold licenses for an electronic signature tool you would like to use as part of this solution? If so, please provide the name. If not, do you have a preferred tool or would you like this to be included in the proposal?

This was not part of the RFP, therefore the CCOC is unable to respond.

78. Please elaborate on the agency's preference for future systems maintenance. Does the agency prefer future support and maintenance is done by the selected partner, internal team or combination of both?

The CCOC is seeking the best approach and technical solutions from prospective vendors, and refers the prospective vendor back to 4.2.3 of the RFP.

79. The Florida Courts Technology Standards references CJIS compliance. Can you describe your current method for obtaining any CJIS-required information, for example, background checks and where that information is currently stored (i.e. a separate database). How is that information then input into spreadsheets, etc. to show which guardians are cleared or other CJIS information?

The CCOC is seeking the best approach and technical solutions from prospective vendors which are compliant with applicable standards.

80. Is the vendor required to be on site for any portion of the contract term?

Yes.

81. Is your organization tax exempt and, if so, can you provide a certificate for our records?

Yes. A certificate will be provided to the selected vendor.

82. What percentage of the data elements identified in 3.3.1 are anticipate to be pulled from other existing data sources?

All data elements are to be pulled from other existing systems.

83. Are all the "current data sources" (from which data would be sourced from for this database) all cloud-based systems. If not, can you provide more detail about those systems?

Not all are cloud-based systems; however, the CCOC cannot provide detailed information about all systems and this would need to be determined during Discovery of the Design Phase of the project.

84. Can you identify the specific source of each of the data elements identified in 3.3.1? For example, the source of 3.3.1.1 "Registration status of each professional guardian" is [pulled from the current data system_____] OR [is not pulled from another system and is entered directly into this Guardianship data system]

The CCOC will attempt to provide the requested information as we know and understand it based on preliminary analysis; however, there may be other sources and/or better sources and the CCOC is seeking the best approach and technical solutions from prospective vendors.

See below:

The registration status of each professional guardian. (OPPG)

The substantiated disciplinary history of each professional guardian. (OPPG)

The status of each guardian's compliance with the statutory qualifications for guardianship under s. 744.2003 or s. 744.3145. (Clerks' CMS and/or OPPG)
The status of statutorily required reports and submissions under chapter 744. (Clerks' CMS)
Type of Guardianship (Clerks' CMS and/or CCIS)
Name of Guardian (Clerks' CMS and/or CCIS)
Location of Guardian's office (Clerks' CMS and/or OPPG)
Number of Wards Served by Guardian (TBD)
Circuit (Clerks' CMS and/or CCIS)
Name of Judge (Clerks' CMS and/or CCIS)
Name of Ward (Clerks' CMS and/or CCIS)
County of Residence of Ward (Clerks' CMS and/or possibly CCIS)
Name of Petitioner (Clerks' CMS and/or CCIS)
Name of Legal Counsel (Clerks' CMS and/or CCIS)
Demographic Information of Ward (Clerks' CMS and/or CCIS)

85. Is CCOC open to a cloud-based portal solution?

The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

86. In 3.4.5, the implication is that CCOC will have full ownership of "the source code and/or custom configurations." Is this negotiable? We are a Software as a Service provider and while data is the property of our clients, we have never previously considered enabling any client to "own" our source code.

The CCOC understands that with a Software as a Service solution, it would not own the source code; however, the CCOC's ownership of the data is non-negotiable.

87. In 7.2.1, it states, "any intellectual property developed as a result of the Contract will belong to and be sole property of the CCOC." Is this negotiable?

Please refer back to 7.2.1 Intellectual Property in the RFP.

88. Cloud Computing

Does the CCOC currently utilize an existing Public Cloud-based (Aw, Azure, Google, etc.) subscription and Services environment?

The CCOC has an Azure environment.

89. Deliverables and financial Consequences Table

Deliverable 10 states that the number of business days for Performance Measures is (105) and Financial Consequences is (180). These numbers do not match like the other Deliverables do.

Should we expect the Financial Consequences number be 105 business days rather than 180?

This was an oversight. It is 105 days.

90. Integration

A large part of this effort will be focused on integration across many disparate data sources.

We will flush out the details during discovery during the Design Phase, but...

Can you give a rough estimate as to the number of integrations that will be needed? Are we to assume at least 69, with 67 county case management systems, and the two other systems you mention in the RFP?

At this point, we do not anticipate integrating with 69 systems. We estimate fewer than 12 unique case management systems in addition to the two specific systems referenced in Section 3; Scope of Work in the RFP.

91. What data elements, beyond the minimum described in 3.3.1, will be needed for each record in the Statewide Guardian Database?

This is unknown at this time and would have to be identified during Discovery of the Design Phase.

92. Is there an annual budget for future cost outside the \$1,500,000.00 to set up the system?

Please refer to 7.1.3 of the RFP. However, continuation of services is subject to future appropriations and availability of funds.

93. Since the data needs to be sourced from various existing other systems including CCIS, can we have access to review the ER (Entity Relationship) documents? Any master data elements that can be leveraged exist in these databases?

For those systems with ER documents, the selected vendor will have access to review and identify master data elements to leverage.

94. How guardian credit history will be obtained? Is there any requirement to store it in the database?

The CCOC does not anticipate credit histories will be stored in the Guardianship Database.

95. Any guidelines or templates available from CCOC to develop Knowledge transfer, system, and user documentation/training materials?

The CCOC is seeking prospective vendors to satisfy the requirements outlined in the RFP.

96. What testing tools have been used at CCOC? Is there a preferred testing tool?

The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

97. Is there any ETL tools been used at CCOC?

No. The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

98. What database is preferred at CCOC? Oracle or MSSqlserver?

The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

99. What o/s is preferred at CCOC?

The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

100. Is the database going to be hosted on-premise or in the cloud?

The CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

101. Any preferred web page technology (jsp, php or html)?

The CCOC currently uses HTML/CSS and built in Wordpress for its CMS (content management system). However, the CCOC is seeking the best approach and technical solutions from prospective vendors to satisfy the requirements outlined in the RFP.

102. Can this work perform remotely?

The CCOC does expect some in-person work and/or meetings. The amount of remote work depends on the proposed approach and solution.

103. CCOC SMEs available during the Functional Design and Technical design sessions?

Can you confirm this assumption?

Yes.

104. Scope of each guardian's compliance needs, is the expectation that it needs to be available for real time needs?

Yes, to the extent possible.

105. What backup tools been used at CCOC to backup Database and file systems?

For internal servers, the CCOC uses I drive; however, the CCOC is seeking the best approach and technical solutions from prospective vendors.

106. Data retention expectations from CCOC? How many years of data needs to be available for real time needs?

The records retention period shall be five (5) years. The data retention period must be in compliance with 6.5.3 Storage Restrictions of the Florida Courts Technology Standards.

107. What should be the Data update frequency for the new Guardianship database?

Real-time and nightly backups.
