

August 7, 2020

Indiana Department of Administration

Procurement Division

Attn: Mark Hempel

402 W. Washington Street

Room W468

Indianapolis, Indiana 46204

Re: Request for Proposal 21-1950 Statewide Victim Notification System

Dear Mr. Hempel,

As Vice President of Finance and CFO and an authorized representative of Information Strategies, Inc. (InfoStrat), a division of Serenic Software, I acknowledge that our firm explicitly agrees to and acknowledges understanding of information listed below, as well as certifying that the information offered in the proposal meets all general conditions including those contained in *Section 2.3.4 Integrity of Company Structure and Financial Reporting*, and that I have taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal including:

* separation of audit functions from corporate boards and board members,
* the manner in which the organization assures board integrity,
* and the separation of audit functions and consulting services.

*2.2.1 Agreement with Requirement listed in Section 1.*

InfoStrat explicitly agrees to and acknowledges understanding of information presented in *Section 1.*

*2.2.2 Summary of Ability and Desire to Supply the Required Products or Services*

InfoStrat explicitly agrees to and acknowledges its ability to supply the requested products and/or services meeting requirements defined in Section 2.4 Technical Proposal, and its willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State’s mandatory contract clauses.

*2.2.3 Signature of Authorized Representative*

InfoStrat explicitly agrees to and acknowledges understanding that the signature below indicates certification that the information offered in the proposal meets all general conditions.

The principal contact for this proposal is Danny Shannon, who can be contacted at:

5101 Connecticut Avenue NW; Suite 420

Washington DC 20016

301.364.8822

301.801.9434

danny.shannon@serenic.com

*2.2.4 Respondent Notification*

InfoStrat explicitly agrees to and acknowledges understanding that the address provided to the Indiana Department of Administration for the purposes of notification must be and is correct.

*2.2.5 Confidential Information*

InfoStrat acknowledges that our proposal does not contain confidential information and that proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq*. InfoStrat does not claim statutory exception to the APRA for our response.

*2.2.6 Other Information*

We greatly appreciate the opportunity to bid on this project. In 2010, the Indiana Department of Correction hired InfoStrat to build the first SAVIN system on Microsoft Dynamics 365 (back then it was called Microsoft Dynamics CRM) to replace the Appriss VINE system which was deployed statewide at the time. The resulting solution, SAVIN360, was a more flexible and feature rich system that improved the victim services experience while lowering the cost.

We have enjoyed partnering with IDOC over the years to extend the capabilities of the solution and provide additional applications within the SAVIN360 architecture to help with other Victim Services and justice-oriented programs. We also know that IDOC has encountered a significant cost savings over these 10 years compared to what was being paid the former vendor.

Building on our success with IDOC, InfoStrat implemented the solution for the State of South Dakota in 2014, which was launched statewide in the summer of 2016. This implementation used the NIEM standard Victim Notification Service Specification Package as the exclusive means of data exchange through a central delivery terminal (which they call the Exchange Hub), similar to what IDOC has requested with the Data Transformation System integration.

In 2018, we contracted with the Texas Department of Criminal Justice (TDCJ) to implement and deploy the SAVIN360 solution that same year. In later phases we added an entire suite of Victim Services features like Mediation, Apology Bank, Victim Case Management, VOCA and other grant statistics tracking, Publications Clearinghouse, electronic Victim Impact Statements, Victim Impact Statements statistics tracking, Victim Impact Panel requests, Victim Services Training requests, and many more features.

We are currently late in the testing phase with a fourth state that we are not yet permitted to announce.

We believe that our proposal entails the lowest risk option as our system is already in place and has been providing outstanding service to IDOC for 10 years. Our solution is well known to the Victim Services staff, so adoption is not an issue. The solution is flexible and easily configurable for changing needs of the Victim Services staff.

Considering that most new features IDOC is seeking, for example, integration of the Data Transformation System; enhanced document management; and use of integrated business intelligence and AI through Azure, are all native integrations with Dynamics 365, the backbone of SAVIN360, we believe that our approach and software bring the best value to IDOC. We also expect that that our proposal represents the fastest time to delivery for enhancements and modernizations. Furthermore, we believe it is well worth mentioning that for this engagement, we will be partnering with BC*forward* to ensure, exceptionally skilled, local Project Management and provide a proven Testing capacity and with Roeing IT Solutions to bring decades of additional and local Dynamics and Azure experience to the team.

We look forward to continuing the partnership with IDOC we began 10 years ago.

Best Regards,



Xavier Shorter

Vice President, Finance and Chief Financial Officer

Suite 102 – 5 Richard Way SW

Calgary, AB, Canada

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