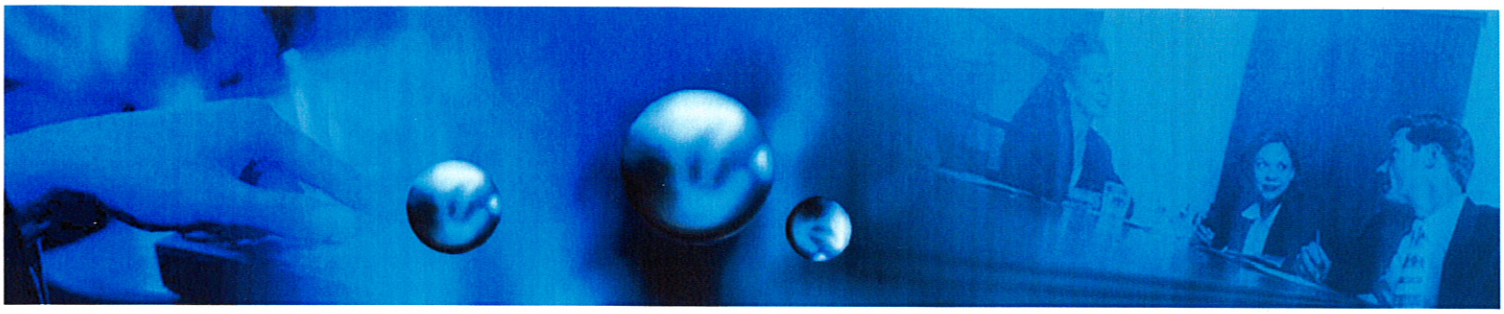

Washington State Administrative Office of the Courts

Superior Court Management Feasibility Study

Superior Court Case Management System High-Level Cost Estimate
Version 3.2

PSC 11062 Superior Court Management Feasibility Study Project

Deliverable 9

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Date: February 15, 2011

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Document History

Author	Version	Date	Comments
Mr. Joseph Wheeler	0.1	12/22/2010	Initial unedited working draft for Ms. Kate Kruller's review.
Mr. Joseph Wheeler	0.2	12/22/2010	Initial edited draft for Ms. Kruller's review.
Mr. Robert Marlatt	1.0	12/22/2010	Edited and prepared first draft.
Mr. Joseph Wheeler	2.0	12/29/2010	Incorporated comments from Ms. Kruller, December 28, 2010.
Mr. Joseph Wheeler	2.1	1/3/2011	Corrected typographic error on page 6.
Mr. Joseph Wheeler	2.2	1/5/2011	Made adjustments as directed by AOC management.
Mr. Joseph Wheeler	3.0	1/25/2011	Expanded the scope of implementation to include SCOMIS functionality in all courts.
Mr. Robert Marlatt	3.1	1/26/2011	Made edits based on project team input.
Mr. Robert Marlatt	3.2	2/1/2011	Made changes based on comments from Mr. Ramsey Radwan and Mr. Dirk Marler. Broke out state costs from local costs. Added state subject matter experts (SMEs). Changed the timeline.

I. Introduction

The Superior Court Management Feasibility Study (SCMFS) project is intended to provide the research and analysis needed to make informed decisions on which software applications would meet the business needs of the superior courts for managing case flow functions, calendaring, participant/party information tracking, case records, and relevant disposition services functions in support of judicial decision making, scheduling, and case management.

A. Purpose

This preliminary budget estimate is being developed to provide a timely, high-level cost estimate for procurement funding purposes in the 2011 legislative session.

B. Scope

MTG Management Consultants, LLC, will produce an initial high-level cost estimate to implement a system for calendaring, case flow management, and Superior Court Management Information System (SCOMIS) functionality for the superior courts. This cost estimate is to include Administrative Office of the Courts (AOC) system provider (contracted) costs, AOC equipment costs, and FTE estimates required by the State of Washington (by time, agency, and staff level). Costs are to be calculated by fiscal year for fiscal years 2012 through 2015.

II. Cost Estimate

The cost estimate is based on a set of assumptions that appear to be most appropriate at this early stage in the feasibility analysis. As the feasibility study and the Judicial Information System Committee decision-making process proceeds, these assumptions may be changed. Taken along with the variability of marketplace for court case management systems, this uncertainty suggests that a cost range should be developed.

The first component of the high-level cost estimate is a discussion of the driving assumptions for the analysis. This is followed by summaries of the high and low estimates of project and ongoing program costs. The detailed cost and analysis schedules are provided in APPENDIX A – Project Cost Estimate – High Range and APPENDIX B – Project Cost Estimate – Low Range.

A. General Assumptions

The most significant assumptions that determine the scale of the cost estimate are the scope of the system capabilities, the scope of the courts to be served, the source of the application, and the staffing approach. As noted above, the estimate assumes that the application shall provide calendaring, case flow management, and SCOMIS functionality. This application is to support the operations of all of the superior courts in Washington. It is anticipated that a procurement and implementation of this scope will require 5 years.

The cost estimate is based on comparable commercial package acquisitions for statewide court systems over the last 15 years. It includes data from:

- Arizona
- Arkansas
- Delaware
- Idaho
- Indiana
- Kansas
- Minnesota
- Missouri
- Montana
- New Hampshire
- New Mexico
- North Dakota
- Oklahoma
- Oregon

While the data from individual courts, court systems, and solution providers is, in most instances, confidential or proprietary, it is aggregated and rendered anonymous for this cost estimation. The peer-state results are factored by the number of courts involved, the number of judges, the total number of users, and the number of cases. This analysis addresses the following factors for each jurisdiction and the community overall:

- Cost per court
- Cost per judge
- Cost per user
- Cost per case (annual)

Each of these factors is employed to scale other state results to the size and scope of this project for Washington.

Based on the solution acquisition strategy (procurement of a commercially available application) project staffing for the 5-year period is projected to include:

- A project manager.
- 4 state subject matter experts (SMEs) (experienced court administration and clerk staff).
- 6 FTEs of AOC programmers or business analysts, depending on the nature of the solution.
- 1 FTE of database administrator (DBA) resources.
- 1 FTE of quality assurance analyst resources.
- 1 FTE of infrastructure technician resources.

Ongoing support is assumed to be a service shared between AOC and whatever vendor is employed. It is anticipated that the ongoing AOC staff to support this application will include:

- A part-time project manager (0.5 FTEs).
- 4 state SMEs.
- 2.0 FTEs of AOC programmers or business analysts, depending on the nature of the solution.
- 0.25 FTEs of DBA resources.
- 0.5 FTEs of quality assurance analyst resources.

- 0.5 FTEs of infrastructure technician resources.
- 2.5 FTEs of help desk resources.

Other, detailed assumptions are listed in the variables and assumptions table in APPENDIX C.

Several other key influences may affect the cost and cash flow timing of implementing automated case management, calendaring, and scheduling functions in the Washington Superior courts. These include but are not limited to:

- The migration strategies employed.
- The licensing options provided by vendors.
- The possibility of employing an application service provider.
- The additional functionality that may be licensed by the courts.

These influences have not been factored into the cost estimates because the underlying strategic and tactical decisions have not yet been made. However, the feasibility study process will generate information to support decision making and the resulting costs will be incorporated into future cost estimates.

B. High-Range Cost Estimate

As noted above, the other-state comparable implementation costs varied depending on the approach to scaling comparable state costs to the size of this Washington State effort. The high-range onetime costs of implementing and the recurring cost for operating the Superior Court Case Management System (SCMS) are summarized by biennium and in total below. The local court participation costs represent the value of the staff time local courts will invest in the project.

Item (Cost in Thousands)	2011–2013	2013–2015	2015–2017	2017–2019	2019–2021	TOTAL
Project Cost	$4,973	$6,578	$10,638	$0	$0	$22,189
Recurring Costs	0	590	1,150	3,863	3,647	$9,249
TOTAL STATE COST	$4,973	$7,168	$11,787	$3,863	$3,647	$31,439
Local Court Participation	359	478	956			$1,793
TOTAL COST	**$5,332**	**$7,646**	**$12,744**	**$3,863**	**$3,647**	**$33,232**

The calculations supporting the high-range cost estimate are presented in two worksheets in APPENDIX A. The first is Project Cost Estimate – High Range. This shows the onetime costs of implementing the SCMS. It is accompanied by Proposed Program Costs – High Range. This estimates the costs borne by AOC to maintain this application.

C. Low-Range Cost Estimate

The overall low-range cost estimate is approximately 20 percent lower than the high-range estimate. The low-range onetime costs of implementing and the recurring costs for operating the SCMS are summarized by biennium and in total below. The local court participation costs represent the value of the staff time local courts will invest in the project.

Item (Cost in Thousands)	2011–2013	2013–2015	2015–2017	2017–2019	2019–2021	TOTAL
Project Cost	$4,197	$5,510	$8,222	$0	$0	$17,929
Recurring Costs	0	367	898	3,111	3,070	$7,446
TOTAL STATE COST	$4,197	$5,877	$9,120	$3,111	$3,070	$25,375
Local Court Participation	359	478	956	0	0	$1,793
TOTAL COST	**$4,556**	**$6,355**	**$10,076**	**$3,111**	**$3,070**	**$27,168**

The calculations supporting this estimate are also presented in two worksheets in APPENDIX B. The first is Project Cost Estimate – Low Range. This shows the onetime costs of implementing the SCMS. It is accompanied by Proposed Program Costs – Low Range. This estimates the costs borne by AOC to maintain this application.

III. Signatures

Title	Name	Signature	Date
ISD CIO	Vonnie Diseth	Vonnie Diseth	2/11/2011
MTG Project Officer	Joseph Wheeler	Joe Wheeler	2/4/11
AOC Project Manager	Kate Kruller	K. Kruller	2-4-2011
MTG Project Lead	Robert Marlatt	Robert Marlatt	2/4/11

Appendix A
Project Cost Estimate – High Range

Project Cost Estimate – High Range

Line #	Item	Note	Object/ Sub. Obj.	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	Total
1	Salaries and Wages		(A)											
2	AOC Project Staff	1, 11	(A)	$ 397,488	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ -	$ -	$ -	$ -	$ 6,080,688
3	Total Salaries and Wages		(A)	$ 397,488	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ -	$ -	$ -	$ -	$ 6,080,688
4	Employee Benefits	4	(B)	$ 100,651	$ 286,908	$ 286,908	$ 286,908	$ 286,908	$ 286,908	$ -	$ -	$ -	$ -	$ 1,535,193
5	Personal Service Contracts		(CA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
6	Software Configuration	5,6	(CA)	$ -	$ 375,000	$ 250,000	$ 250,000	$ 437,500	$ 562,500	$ -	$ -	$ -	$ -	$ 1,875,000
7	Training	5,6	(CA)	$ -	$ 150,000	$ 100,000	$ 100,000	$ 175,000	$ 225,000	$ -	$ -	$ -	$ -	$ 750,000
8	Implementation and Deployment	5,6	(CA)	$ -	$ 930,000	$ 620,000	$ 620,000	$ 1,085,000	$ 1,395,000	$ -	$ -	$ -	$ -	$ 4,650,000
9	Requirements and RFP Contract	8	(CA)	$ 100,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 100,000
10	Systems Integration Staff	5,6	(CA)	$ -	$ 117,000	$ 78,000	$ 78,000	$ 136,500	$ 175,500	$ -	$ -	$ -	$ -	$ 585,000
11	Data Conversion Staff	5,6	(CA)	$ -	$ 207,000	$ 138,000	$ 138,000	$ 241,500	$ 310,500	$ -	$ -	$ -	$ -	$ 1,035,000
12	Independent Quality Assurance	7	(CA)		$ 216,000	$ 216,000	$ 216,000	$ 216,000	$ 216,000	$ -	$ -	$ -	$ -	$ 1,080,000
13	Other Staff		(CA)	$ -	$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14	Total Personal Services		(CA)	$ 100,000	$ 1,995,000	$ 1,402,000	$ 1,402,000	$ 2,291,500	$ 2,884,500	$ -	$ -	$ -	$ -	$ 10,075,000
15	Communications	9	(EB)	$ -	$ 20,493	$ 13,662	$ 13,662	$ 23,908	$ 30,739	$ -	$ -	$ -	$ -	$ 102,463
16	Hardware Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
17	Hardware Maintenance		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
18	Software Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	Software Maintenance and Upgrade		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
20	DP Goods/Services		(EL)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
21	Goods/Services Not Listed		(E)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
22	Ancillary Personnel Costs		(E) (G)	$ 53,000	$ 53,000	$ 35,000	$ 35,000	$ 35,000	$ 35,000	$ -	$ -	$ -	$ -	$ 246,000
23	Travel		(G)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
24	Hardware Purchase Capitalized	5,6,10	(JC)	$ -	$ 100,000	$ 50,000	$ 50,000	$ 125,000	$ 175,000	$ -	$ -	$ -	$ -	$ 500,000
25	Software Purchase Capitalized	5,6	(JC)	$ -	$ 730,000	$ 365,000	$ 365,000	$ 912,500	$ 1,277,500	$ -	$ -	$ -	$ -	$ 3,650,000
26	Hardware Purchase – Non-Cap.		(KA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
27	Software Purchase – Non-Cap.		(KA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
28	Hardware Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
29	Software Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
30	Other (specify)		(T)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
31	**TOTAL STATE COSTS**			$ 651,139	$ 4,322,041	$ 3,289,210	$ 3,289,210	$ 4,811,456	$ 5,826,287	$ -	$ -	$ -	$ -	$ 22,189,344
32	Project FTEs (AOC)			5.00	14.00	14.00	14.00	14.00	14.00					
33	**Local Court Participation**													
34	Court Staff Training	2	(A)	$ -	$ 153,694	$ 102,463	$ 102,463	$ 179,310	$ 230,542	$ -	$ -	$ -	$ -	$ 768,472
35	Court Staff Implementation	3	(A)	$ -	$ 204,926	$ 136,617	$ 136,617	$ 239,080	$ 307,389	$ -	$ -	$ -	$ -	$ 1,024,629
36	**TOTAL LOCAL COSTS**			$ -	$ 358,620	$ 239,080	$ 239,080	$ 418,390	$ 537,930	$ -	$ -	$ -	$ -	$ 1,793,101
37	**TOTAL COSTS**			$ 651,139	$ 4,680,661	$ 3,528,290	$ 3,528,290	$ 5,229,847	$ 6,364,218	$ -	$ -	$ -	$ -	$ 23,982,445

Notes (see Variables tab for multipliers):

1) Includes AOC project staff consisting of project manager, programmer/ analyst (6), DBA, quality assurance, infrastructure technician, and state SME (4).
2) Includes 12 hours of training for each of the court personnel (judges, clerks, and administrators) according to the implementation timeline for this alternative.
3) Includes an average of 16 hours of Implementation effort for each of the court personnel (judges, clerks, and administrators) according to the implementation timeline for this alternative.
4) Benefits are based on project AOC project staff, according to standard project staff benefits.
5) Based on a survey of 14 state CMS acquisitions, scaled to the scope of the Washington superior courts (high range). Total cost is allocated across objects and subjects based on recent bids for a state AOC CMS.
6) This is allocated across fiscal years according to the implementation schedule for this alternative.
7) This assumes 120 hours per month of QA effort.
8) This is the contracted amount for MTG to prepare the RFP for this application.
9) This is estimated at 10% of the court cost for personnel training time.
10) Hardware and licensing implementation is according to the timeline for this alternative.
11) Initial project staff loading to participate in procurement activities includes project manager, state SME (2), and business analysts (2).

Proposed Program Costs – High Range

Line #	Item	Note	Object/ Sub. Obj.	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	Total
1	Salaries and Wages	1	(A)	$ -	$ -	$ 29,328	$ 58,656	$ 87,984	$ 117,312	$ 735,570	$ 735,570	$ 735,570	$ 735,570	$ 3,235,560
2	Employee Benefits		(B)	$ -	$ -	$ 9,078	$ 18,156	$ 27,234	$ 36,312	$ 194,921	$ 194,921	$ 194,921	$ 194,921	$ 870,465
3	Personal Service Contracts		(CA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
4	Communications		(EB)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
5	Hardware Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
6	Hardware Maintenance		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
7	Software Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
8	Software Maintenance and Upgrade		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9	DP Goods/Services		(EL)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
10	Ancillary Personnel Costs		(E) (G)	$ -	$ -	$ 8,100	$ 1,250	$ 10,600	$ 3,750	$ 45,500	$ 25,625	$ 25,625	$ 25,625	$ 146,075
11	Goods/Services Not Listed		(E)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
12	Travel		(G)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
13	Hardware Purchase Capitalized	2	(JC)	$ -	$ -	$ -	$ 100,000	$ 50,000	$ 50,000	$ 225,000	$ 225,000	$ 50,000	$ 225,000	$ 925,000
14	Software Purchase Capitalized		(JC)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
15	Hardware Purchase – Non-Cap.		(KA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
16	Software Purchase – Non-Cap.	3	(KA)	$ -	$ -	$ 146,000	$ 219,000	$ 292,000	$ 474,500	$ 730,000	$ 730,000	$ 730,000	$ 730,000	$ 4,051,500
17	Hardware Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
18	Software Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	Other (specify)		(T)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
20	**TOTAL**			$ -	$ -	$ 192,506	$ 397,062	$ 467,818	$ 681,874	$ 1,930,991	$ 1,911,116	$ 1,736,116	$ 1,911,116	$ 9,228,600
21	FTEs			-	-	0.50	1.00	1.50	2.00	10.25	10.25	10.25	10.25	

Notes:
1) The ongoing program support includes a project manager (.05), programmer/ analyst (2), DBA (.25), quality assurance (.5), infrastructure technician (.5), SME (4) and AOC help desk (2.5).
2) Hardware refresh cycle is 3 years. Thirty-six-month maintenance is purchased with each refresh.
3) Application software maintenance is budgeted at standard rates as specified in the variables table.

Appendix B
Project Cost Estimate – Low Range

Project Cost Estimate – Low Range

Line #	Item	Note	Object/ Sub. Obj.	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	Total
1	Salaries and Wages													
2	AOC Project Staff	1	(A)	$ 397,488	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ -	$ -	$ -	$ -	$ 6,080,688
3	Total Salaries and Wages		(A)	$ 397,488	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ 1,136,640	$ -	$ -	$ -	$ -	$ 6,080,688
4	Employee Benefits	4	(B)	$ 100,651	$ 286,908	$ 286,908	$ 286,908	$ 286,908	$ 286,908	$ -	$ -	$ -	$ -	$ 1,535,193
5	Personal Service Contracts		(CA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
6	Software Configuration	5,6	(CA)	$ -	$ 246,000	$ 164,000	$ 164,000	$ 287,000	$ 369,000	$ -	$ -	$ -	$ -	$ 1,230,000
7	Training	5,6	(CA)	$ -	$ 99,000	$ 66,000	$ 66,000	$ 115,500	$ 148,500	$ -	$ -	$ -	$ -	$ 495,000
8	Implementation and Deployment	5,6	(CA)	$ -	$ 630,000	$ 420,000	$ 420,000	$ 735,000	$ 945,000	$ -	$ -	$ -	$ -	$ 3,150,000
9	Requirements and RFP Contract	8	(CA)	$ 100,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 100,000
10	Systems Integration Staff	5,6	(CA)	$ -	$ 78,000	$ 52,000	$ 52,000	$ 91,000	$ 117,000	$ -	$ -	$ -	$ -	$ 390,000
11	Data Conversion Staff	5,6	(CA)	$ -	$ 138,000	$ 92,000	$ 92,000	$ 161,000	$ 207,000	$ -	$ -	$ -	$ -	$ 690,000
12	Independent Quality Assurance	7	(CA)	$ -	$ 216,000	$ 216,000	$ 216,000	$ 216,000	$ 216,000	$ -	$ -	$ -	$ -	$ 1,080,000
13	Other Staff		(CA)	$ -		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
14	Total Personal Services		(CA)	$ 100,000	$ 1,407,000	$ 1,010,000	$ 1,010,000	$ 1,605,500	$ 2,002,500	$ -	$ -	$ -	$ -	$ 7,135,000
15	Communications	9	(EB)	$ -	$ 15,369	$ 10,246	$ 10,246	$ 17,931	$ 23,054	$ -	$ -	$ -	$ -	$ 76,847
16	Hardware Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
17	Hardware Maintenance		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
18	Software Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	Software Maintenance and Upgrade		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
20	DP Goods/Services		(EL)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
21	Goods/Services Not Listed		(E)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
22	Ancillary Personnel Costs		(E) (G)	$ 53,000	$ 148,400	$ 35,000	$ 35,000	$ 35,000	$ 35,000	$ -	$ -	$ -	$ -	$ 341,400
23	Travel		(G)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
24	Hardware Purchase Capitalized	5,6,10	(JC)	$ -	$ 72,000	$ 36,000	$ 36,000	$ 90,000	$ 126,000	$ -	$ -	$ -	$ -	$ 360,000
25	Software Purchase Capitalized	5,6	(JC)	$ -	$ 480,000	$ 240,000	$ 240,000	$ 600,000	$ 840,000	$ -	$ -	$ -	$ -	$ 2,400,000
26	Hardware Purchase – Non-Cap.		(KA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
27	Software Purchase – Non-Cap.		(KA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
28	Hardware Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
29	Software Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
30	Other (specify)		(T)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
31	**TOTAL STATE COST**			$ 651,139	$ 3,546,318	$ 2,754,795	$ 2,754,795	$ 3,771,979	$ 4,450,103	$ -	$ -	$ -	$ -	$ 17,929,128
32	Project FTEs			5.00	14.00	14.00	14.00	14.00	14.00					
33	**Local Court Participation**													
34	Court Staff Training	2	(A)	$ -	$ 153,694	$ 102,463	$ 102,463	$ 179,310	$ 230,542	$ -	$ -	$ -	$ -	$ 768,472
35	Court Staff Implementation	3	(A)	$ -	$ 204,926	$ 136,617	$ 136,617	$ 239,080	$ 307,389	$ -	$ -	$ -	$ -	$ 1,024,629
36	**TOTAL LOCAL COSTS**			$ -	$ 358,620	$ 239,080	$ 239,080	$ 418,390	$ 537,930	$ -	$ -	$ -	$ -	$ 1,793,101
37	**TOTAL COSTS**			$ 651,139	$ 3,904,938	$ 2,993,875	$ 2,993,875	$ 4,190,370	$ 4,988,033	$ -	$ -	$ -	$ -	$ 19,722,230

Notes (see Variables tab for multipliers):

1) Includes AOC project staff consisting of project manager, programmer/ analyst (6), DBA, quality assurance, and infrastructure technician.
2) Includes 12 hours of training for each of the court personnel (judges, clerks, and administrators) according to the implementation timeline for this alternative.
3) Includes an average of 16 hours of Implementation effort for each of the court personnel (judges, clerks, and administrators) according to the implementation timeline for this alternative.
4) Benefits are based on project AOC project staff, according to project staff benefits.
5) Based on a survey of 14 state CMS acquisitions, scaled to the scope of the Washington superior courts (low range). Total cost is allocated across objects and subjects based on recent bids for a state AOC CMS.
6) This is allocated across fiscal years according to a five year implementation schedule.
7) This assumes 120 hours per month of QA effort.
8) This is the contracted amount for MTG to prepare the RFP for this application.
9) This is estimated at 10% of the court cost for personnel training time.
10) Hardware and licensing implementation is according to the timeline for this alternative.

Proposed Program Costs – Low Range

Line #	Item	Note	Object/ Sub. Obj.	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	Total
1	Salaries and Wages	1	(A)	$ -	$ -	$ 29,328	$ 58,656	$ 87,984	$ 117,312	$ 735,570	$ 735,570	$ 735,570	$ 735,570	$ 3,235,560
2	Employee Benefits		(B)	$ -	$ -	$ 9,078	$ 18,156	$ 27,234	$ 36,312	$ 194,921	$ 194,921	$ 194,921	$ 194,921	$ 870,465
3	Personal Service Contracts		(CA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
4	Communications		(EB)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
5	Hardware Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
6	Hardware Maintenance		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
7	Software Rent/Lease		(ED)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
8	Software Maintenance and Upgrade		(EE)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
9	DP Goods/Services		(EL)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
10	Ancillary Personnel Costs		(E) (G)	$ -	$ -	$ 9,350	$ 2,500	$ 11,850	$ 5,000	$ 66,125	$ 25,625	$ 25,625	$ 25,625	$ 171,70
11	Goods/Services Not Listed		(E)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
12	Travel		(G)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
13	Hardware Purchase Capitalized	2	(JC)	$ -	$ -	$ -	$ -	$ 72,000	$ 36,000	$ 36,000	$ 162,000	$ 162,000	$ 36,000	$ 504,000
14	Software Purchase Capitalized		(JC)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
15	Hardware Purchase – Non-Cap.		(KA)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
16	Software Purchase – Non-Cap.	3	(KA)	$ -	$ -	$ 96,000	$ 144,000	$ 192,000	$ 312,000	$ 480,000	$ 480,000	$ 480,000	$ 480,000	$ 2,664,000
17	Hardware Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
18	Software Lease/Purchase		(P)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
19	Other (specify)		(T)	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
20	**TOTAL**			$ -	$ -	$ 143,756	$ 223,312	$ 391,068	$ 506,624	$ 1,512,616	$ 1,598,116	$ 1,598,116	$ 1,472,116	$ 7,445,725
21	FTEs			-	-	0.50	1.00	1.50	2.00	10.25	10.25	10.25	10.25	

Notes:
1) The ongoing program support includes a project manager (.05), programmer/ analyst (2), DBA (.25), quality assurance (.5), infrastructure technician (.5), AOC SME (4) and AOC help desk (2.5).
2) Hardware refresh cycle is 3 years. Thirty-six-month maintenance is purchased with each refresh.
3) Application software maintenance is budgeted at standard rates as specified in the variables table.

Appendix C
Variables and Assumptions

Variables and Assumptions

Item	Value	Unit
Contract Analyst Designer	$100	Hour
Contract Programmer	$100	Hour
Contract Project Manager	$150	Hour
Contract Quality Assurance	$150	Hour
Salaries		
AOC Project Manager	$93,816	Position/Year
AOC General Subject Matter Expert	$64,740	Position/Year
AOC Programmer/Analyst (Business Analyst)	$87,096	Position/Year
AOC DBA	$87,096	Position/Year
AOC Quality Analyst	$87,096	Position/Year
AOC Infrastructure Technician	$87,096	Position/Year
AOC Help Desk	$58,656	Position/Year
Employee Benefits Percentage		
AOC Project Manager	25.15%	% of Annual Salary
AOC General Subject Matter Expert	25.78%	% of Annual Salary
AOC Programmer/Analyst	25.08%	% of Annual Salary
AOC DBA	25.08%	% of Annual Salary
AOC Quality Analyst	25.08%	% of Annual Salary
AOC Infrastructure Technician	25.08%	% of Annual Salary
AOC Help Desk	30.95%	% of Annual Salary
Onetime Ancillary Personnel Costs	$8,100	Each New Position
Annual Ancillary Personnel Costs	$2,500	$/Position/Year
Court Staff (Clerk/Admin.) Average Hourly Rate	$23	Hour
Judge Average Hourly Rate	$92	Hour
Number of Judges Served	189	
Average Number of Staff to Support One Judge	5.8	Judge
Number of Staff Served	1096.2	
Total Users Served	1285.2	
General AOC Employee Benefits Percentage	25.78%	% of Annual Salary
Cost of Workstation	$2,000	Each
Cost of Developer Workstation	$2,000	Each
Personnel Charge	0.070%	Classified Salary
Personnel Charge	246	FTEs Per Year
Cost of Capital	5.00%	Industry % cost of capital
Application Software Maintenance	20.00%	Year
Judges' Salary	$148,832	$/Year
Judges' Salary and Benefits	$192,408	$/Year
County Clerk Line Staff	$48,146	$/Year
Courts Line Staff	$48,146	$/Year
Superior Court Operational Costs	$48,434	$/FTE/Year
County Clerk Operational Costs	$11,210	$/FTE/Year
Facility Requirements – Judge Superior Court	1970	Square Feet
Staff Space Needs	120	Square Feet
Average Cost Per Square Foot	$300	$/Square Foot
Court Operational Costs Per FTE	$48,434	Superior Court Staff FTE
Clerk Operational Cost Per FTE	$11,210	Clerk Staff FTE
Cost of Server	$25,000	Each