Request:

This request is to transition Washington State official appellate court case records from a paper based file to an electronic file by 2021 to further case processing efficiencies, improved services, and access to appellate court records.

The request is also to further develop Appellate ECMS application to facilitate statewide appellate electronic court records, implement comprehensive case processing workflows, enhance access to appellate records, and establish the infrastructure and archiving platforms to ensure system stability and appellate court records retention and management.

Summary of Proposed Solution:

The solution consists of the following:

1. **Enhancements to appellate ECMS**
   Appellate ECMS requires several capabilities to support the business of appellate courts. The broad scope of enhancements include:
   - Enhancements to the current electronic document management system to make all court case related business workflows electronic.
     - Additional Court of Appeals workflows for:
       1. Screening
       2. Opinion processing
       3. Calendar generation
       4. Disposed cases
     - Supreme Court workflows for:
       1. Motion for reconsideration
       2. Department motion calendar
       3. En Banc calendar
       4. Circulating attorney discipline cases
       5. Justice's motions
       6. Clerk's motion calendar
       7. Commissioner's motion calendar
       8. Submitting PRPs to Commissioner's office
       9. Disposing cases
     - Recusal management
     - Generating correspondence to case parties
     - Publishing case documents to external systems
     - Management reporting
       - Case status dashboards
     - Electronic transmission of mandates and certificates to trial courts
     - Convert all remaining hardcopy case documents to electronic documents in AC-ECMS

2. **Improvements to documents access**
   The solution will implement capabilities to improve access to the appellate court documents to all stakeholders. These capabilities include:

- Enhance the appellate court electronic filing system to implement electronic offender filing.
- Computer terminals installed in the Supreme Court and Court of Appeals Divisions I, II, and III to access court documents electronically by public and case participants.
- Establish a website that allows case participants and the public appropriate access to court case documents.
- Mandatory electronic filing by attorneys
- Remote access for chambers staff.
- Providing access to relevant case documents to authorized filers via the current electronic filing web application.
- E-Commerce/payment capabilities to enable customers/public to purchase authorized documents.

3. Mission critical system analysis and enhancements

The AC-ECMS system is mission critical to the business of appellate courts. It requires enhancements to infrastructure and architecture to enable its operation. The solution should enable the following:

- Build redundant hardware and network capabilities for the AC-ECMS
- Some of the eFiling technology components such as use of Cold Fusion may need to be replaced using modern technologies (HTML5/CSS/Java Script).
- ACORDS application needs to be sustainable and well integrated with document management system.
  - Perform analysis of the current state of ACORDS and prepare decision package for upgrading/replacing ACORDS
- Implement archival of electronic records with the State Archives and store documents that meet archival status in digital format.

Sizing:

The following estimate is based upon the best available information and does not include cost or effort estimates for on-going maintenance of the enhancement.

1. Enhancements to appellate ECMS

Group	Hours	Tasks
Business Analysis	1000 - 1400	Gather and document requirements & assist as needed to develop and implement, write release notes
Architecture	800-1200	Analysis and design documentation
Maintenance (Java)	200-300	Tech analysis/design, documentation and unit testing for writing SQL Views
Data Warehouse	0 - 100	Changes in DW
Infrastructure	200-300	Configure support infrastructure
Quality Control	500 – 900	Testing and validation
Project Management	1000-1500	Oversight and coordination
Total	**3700 - 5700 hours**	

ISD staff costs average $76 per hour. Contractor staff generally costs $120 - $150 per hour.

Specialized Vendor resources $225 per hour for tech analysis/design, documentation and unit testing:

- OnBase Development **-** 800-1200 hours

In addition, there are additional costs to implement the solution:

- Hardware and Software Costs: **$200,000**
- Training Costs: **$45,000**

2. Improvements to documents access

Group	Hours	Tasks
Court Education	0	
Business Analysis & Business Liaison	350-450	Gather and document requirements & assist as needed to develop and implement, write release notes
Architecture	200-500	Analysis and design documentation
Maintenance (Java)	100-200	Tech analysis/design, documentation and unit testing for any integration and SQL Views
Web Development	700 - 1100	Enhancing eFiling Application
Infrastructure	200-300	Configure support infrastructure
Quality Control	300 - 500	Testing and validation
Project Management	400 - 600	Oversight and coordination
Total	**2250 - 3650 hours**	

Specialized Vendor resources $225 per hour for tech analysis/design, documentation and unit testing:

- OnBase Development - 400-600 hours

In addition, there are additional costs to implement the solution:

- Hardware and Software Costs: **$104,000**
- Training Costs: **$10,000**

***3.* Mission critical system analysis and enhancements**

Group	Hours	Tasks
Business Analysis & Business Liaison	300-500	Gather and document requirements & assist as needed to develop and implement, write release notes
Architecture	400-600	Analysis and design documentation
Maintenance (Java)	100-400	Tech analysis
Infrastructure	300-500	Configure support infrastructure
Quality Control	300 - 500	Testing and validation
Project Management	300 - 500	Oversight and coordination
Total	**1700 – 3,000 hours**	

Specialized Vendor resources $225 per hour for tech analysis/design, documentation and unit testing:

- OnBase Development - 200-400 hours

In addition, there are additional costs to implement the solution:

- Hardware and Software Costs: **$200,000**
- Training Costs: **$10,000**

Sizing Summary:

	Range		*Average Estimate*	*Staff Costs**	*Contracted Cost**	*Blended Rate (50-50 mix)**	*Hardware, Software & Training**
	Min	*Max*					
1. Enhancements to appellate ECMS							
Project Staff & Others	3700	5700	4700	$357,200	$705,000	$531,100	$245,000
Specialist Resources (OnBase)	800	1200	1000	$180,000	$270,000	$225,000	
2. Improvements to documents access							
Project Staff & Others	2250	3650	2950	$224,200	$442,500	$333,350	$114,000
Specialist Resources (OnBase)	400	600	500	$90,000	$135,000	$112,500	
3. Mission critical system analysis and enhancements							
Project Staff & Others	1700	3000	2350	$178,600	$352,500	$265,550	$210,000
Specialist Resources (OnBase)	200	400	300	$45,000	$90,000	$67,500	
Totals	9,050	14,550	11,800	$1,075,000	$1,995,000	$1,535,000	$569,000
Estimated Cost							**$2,104,000**
Cost Range	**$1,644,000 to $2,564,000**						

* Staff Costs: $76/hour; Contracted Staff Costs: $150/hour; Specialized vendor resource cost: $225/hour

From the table above, this request will require an effort in the range of 9050 hours to 14550 hours and can be accomplished ONLY by a combination of AOC and Court of Appeals internal resources, along with additional contracted staff and vendor resources. The cost of the project would be in the range of around $1.6MM to $2.56MM with an expected cost of around $2.1MM.

AOC estimates that this project would take 24 months to complete. This is an estimate of the duration of the project from the date work would begin on the project until final implementation.

Business Impacts:
Implementation of a statewide appellate electronic court records application will enhance and improve appellate court case processing, create internal case processing efficiencies, reduce appellate case processing delays, improve access to appellate court records for all courts, the bar, litigants, and the public. In addition to the benefits realized by court participants and the public, the elimination of manual, paper based case processing will reduce storage costs, improve internal case processing through electronic workflows, and expedite the filing and distribution processes.

Proposed Business Solution:

Updates to current systems are outlined in Washington State Appellate Courts Electronic Court Records Strategic Plan.

Assumptions:

- AOC and Court of Appeals resources will be available for this project - analysis, design, development and test

Risks:

1. Using a specialized third-party system (Hyland OnBase) for developing a complete application increases the need for specialized resources and total cost of ownership.
2. There is a support risk for eFiling capabilities for appellate courts as they are considered to be web pages rather than an application.