



**ACQ-2016-0701-RFQQ**

**AMENDMENT NO. 2**

October 12, 2016

This is an amendment to ACQ-2016-0701-RFP issued by the Administrative Office of the Courts on August 26, 2016 to the Request for Proposals the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) and as modified by Amendment No. 1 published on October 7, 2016.

**This RFQQ is amended as follows:**

**1.) Section 1.2.1** is hereby replaced in its entirety with the following:

Under the leadership of the Judicial Information System Committee (JISC), AOC operates the statewide JIS that supports the daily operations of the courts. The JIS also serves as a statewide database for criminal history information, which provides critical public safety information to courts and criminal justice agency partners. JIS clients include, but are not limited to, judicial officers, court administrators, court staff, probation department staff, local law enforcement, prosecutors, defense attorneys, the Washington State Patrol, the Department of Corrections, the Department of Licensing, the Sentencing Guidelines Commission, and the Secretary of State.

Approximately 300 courts of limited jurisdiction and 80 probation departments in Washington process more than 18 million transactions a month, approximately 87% of the state's caseload.

JIS, the current case management and accounting system used by the CLJ, is based on aging 1980's technology that no longer meets the business needs of the courts and their criminal justice partners. With ever-increasing workloads and shrinking budgets, courts of limited jurisdiction in the State of Washington are in dire need of a modern case management system (CMS) that can keep pace with the needs of today's courts to fairly and efficiently administer justice for the public.

**2.) Section 1.22.3 - Client Onsite Activities** is hereby replaced in its entirety with the following:

AOC will send a limited set of evaluators to the client sites of top-ranked Vendors. They will seek to complete the following general list of activities:

- Day One:
  - Visit to the central state court administrative offices.

- Client Site Tour.
  - Walk-through of key administrative functions.
  - Walk-through of key IT functions.
- Client conferences with:
  - State Project Team.
  - Chief Information Officer.
  - System Administrator.
  - Court Administrator.
  - Contract Manager.
  - **Probation Manager**
- Visit to a small limited jurisdiction court and its probation department.
  - Client site court tour and walk-through of major case management function.
  - Client conference with:
    - Presiding or Administrative Judge.
    - Court Administrator.
    - Probation Manager.
- Day Two: Visit to a large limited jurisdiction court and its probation department.
  - Client site court tour and walk-through of major case management function.
  - Client conference with:
    - Presiding or Administrative Judge.
    - Court Administrator.
    - Probation Manager.

The detailed list of activities will be generated from the review of Proposals and demonstrations and will be submitted to Vendors when an invitation to participate in client On-Site visits is issued. **Actual agenda for each On-Site visit will be determined by location of client business operations, dependent on structure of client organization (i.e., probation departments may not operate within municipal or district courts, etc.), availability of client staff, etc.**

**3.) Section 3.2.1.1 – Vendor Financial Statements (M)** is hereby modified as provided below::

Vendor must provide the last three (3) years of comparative financial statements or annual reports with the name, address, and telephone number of a contact in the company’s principal financing or banking organization. **In order to comply with Section 3.2.1.1, Vendor must submit financial statements or annual reports associated with those business entities identified by a Duns & Bradstreet (D-U-N-S) number provided in response to Section 3.2.3 below.**

**4.) Section 3.2.1.2 – Major Subcontractor(s) Financial Statements (M)** is hereby modified as provided below:

Financial statements must be provided for any subcontractor providing goods or Services in excess of twenty percent (20%) of the contract value of Vendor’s Proposal. This must include the last three (3) years of comparative financial statements or annual reports with the name, address, and telephone number of a contact in the company’s principal financing or banking organization. **In order to comply with Section 3.2.1.2, each proposed Major Subcontractor**

must submit financial statements or annual reports associated with those business entities identified by a D-U-N-S number provided in response to Section 3.2.3 below.

**5.) Section 3.2.3 – D-U-N-S Number(s) (M)** is hereby replaced in its entirety with the following:

Dun & Bradstreet (D-U-N-S) numbers must be provided in Vendor proposal for each business entity (i.e., parent company, subsidiaries, holding company, etc.) and all of its physical locations. Any proposed Major Subcontractor must also meet compliance to this section.

**6.) Section 4.3.1 – Key Staff (MS)** is hereby modified as provided below:

Vendor must identify all staff members filling key roles on the project team and describe their roles on the project. Vendor must state the name, title or position, e-mail address, mailing address, and telephone number of the individual who will have primary responsibility for providing the Services. Vendor must disclose who within the firm will have prime responsibility and final authority for the Services provided under the proposed contract.

Vendor may not change or replace any of the staff assigned to this Contract without prior approval of AOC or as otherwise indicated in the Contract.

Vendor will take into account AOC's schedule, but in all events, the performance of Services is subject to the availability of AOC personnel and resources, as determined by AOC.

Vendor shall ensure that all its employees are properly trained, certified, or licensed as appropriate and are properly qualified by education and experience to perform the Services. Vendor shall avoid overstaffing the work or shuffling personnel assigned to the Services.

Vendor key staff are expected to be available on site during work tasks performed in accordance with the proposed project Work Plan when the work activities require collaboration between Vendor, Courts, and AOC project staff and SMEs.

Vendor key staff, especially those identified as subject matter experts (SME) must be readily available during AOC normal Business days. The experts should be available to remotely login to troubleshoot, fix, and address issues.

At a minimum, the key staff proposed by Vendor will include the dedicated project staff as follows:

- Project Manager
- Systems Integrator
- Technical Lead
- Functional Lead
- Conversion Specialist
- Lead Trainer

**7.) Section 4.4.5 – Approach to Statewide Deployment (MS)** is hereby modified as provided below:

Vendor must describe the approach, strategies, tactics, tools, resource staffing, and timing it will use to deploy the CLJ-CMS statewide.

AOC anticipates deployment of the CLJ-CMS will be required at the physical locations of approximately 190 courts and 90 probation departments.

This must effectively address:

- Organizational change management.
- Communication.
- Advance preparation.
- Installation.
- Data conversion.
- Deployment phasing.
- Warranty Services.
- Initial post-deployment support.
- Training.
- Cutover/Transition Approach.
- The Rollback Process if the CLJ-CMS has significant problems.
- Disaster Recovery.

Vendor must describe the role it expects that AOC, district and municipal courts, and probation departments will play in these efforts.

**8.) Section 5.4.2 – Infrastructure Requirements (MS)** is hereby modified as provided below:

Vendor must specify the infrastructure and quality of service required to efficiently and effectively operate the solution as proposed. **Response must identify the minimum requirements at the data center and at court and/or probation offices using the communication networks located on the Inter-Governmental Network (IGN).**

**9.) Section 5.5.1 – Required Software (MS)** is hereby modified as provided below:

Vendor must provide a detailed inventory of all the Software required to efficiently and effectively operate the solution as proposed. This inventory should consider the Software supporting the following: district and municipal courts and probation departments operations; information technology monitoring and communication management; security; authentication, and authorization; testing; training; data conversion; Software integration; configuration; Software frameworks (i.e., .Net or WebSphere); Web Servers (i.e., IIS or Apache); BI Tools (i.e., SAP Business Objects or MS SQL Server Reporting Services); client browsers (i.e., Internet Explorer 11, MS Edge, Chrome, or Firefox); documentation; help; and Software development.

This inventory must, at a minimum, identify:

- Software role.
- Software provider.

- Software name and version.
- Software owner (e.g., open source, proprietary, etc.)
- Options and configuration.
- Quantity that must be installed each fiscal year (July-June).
- License terms for after expiration or earlier termination of the Contract, when the license is assigned and transferred to the State, including the scope and term.

For licensing purposes, AOC anticipates user count for participating district and municipal courts and probation departments for the CLJ-CMS will be as follows:

- District Courts = 1900
- Municipal Courts = 1900
- Probation Departments = 450

License agreements for all Software that is proposed by Vendor and that will be assigned and transferred to AOC after expiration or earlier termination of the Contract must be submitted in Volume IV of Vendor's Proposal.

- 10.) **RFP Exhibit M – Business Requirements** is hereby modified to incorporate corrections to the “Instructions” tab and replaced in its entirety as attached hereto.
- 11.) **RFP Appendix M-3 – Current Court Business Processes** is hereby modified to include a definition for “Non-Case Filings” and replaced in its entirety as attached hereto.

The contents of this RFP and any Amendments/addenda and written answers to Vendor questions will be available upon request to the RFP Coordinator at [cheryl.mills@courts.wa.gov](mailto:cheryl.mills@courts.wa.gov).

**ALL OTHER TERMS AND CONDITIONS OF THIS RFQ REMAIN IN FULL FORCE AND EFFECT.**