The contractor will provide the deliverables below:

**Phase 1: Feasibility Study**

1. Work with AOC staff to develop a project work plan and schedule, to be approved by the AOC, for completion of tasks and deliverable outlined in this statement of work.

2. Work with AOC staff and the court community to validate, and to the extent necessary refine and augment, functional and technical requirements, with definitions, necessary to support the calendaring and caseflow management business functions of the Superior Courts. An initial draft of requirements is in Appendix E.

3. Work with AOC staff to identify and assess alternatives to provide calendaring and caseflow management business functions of the Superior Courts.

4. Work with AOC management and subject matter experts to recommend an approach from the best-few alternatives.

5. Work with AOC staff and management to develop an overall systems migration approach for implementation of the best-few alternatives in a logically sequenced fashion. This will include consideration of impacts to legacy applications that provide similar or duplicate functionality to that provided by the best-few alternatives.

6. Prepare a formal written study to determine the feasibility of a project to implement a system or service which provides calendaring and caseflow management business functions of the Superior Courts. Include also other functions provided by each supplier whether as part of their packaged offering or as additional, optional, separately priced modules beyond calendaring and case management.

7. Evaluate whether the calendaring and case management functions as provided can operate independently while integrating with AOC systems and functionality and how the supplier offering would integrate with functionality provided by AOC legacy systems.

8. Evaluate the requirements of each supplier for data integration and data migration needed with AOC data and applications.

9. Provide, no later than October 16, a high-level cost estimate to implement a calendaring and case management system for the Superior Courts. This cost estimate is to include AOC system provider (contracted) costs, AOC equipment costs, FTE estimates required by the state of Washington by time, agency and by staff level. Costs are to be calculated on a fiscal year basis for fiscal years 2012 and 2013.
10. Provide, not later than January 14, 2011, a refined cost estimate to implement a calendaring and case management system for the Superior Courts. This cost estimate is to include AOC system provider (contracted) costs, AOC equipment costs, FTE estimates required by the state of Washington by time, agency and by staff level. Costs are to be calculated on a fiscal year basis for fiscal years 2012 and 2013.


A current list of elements is as follows:

- Executive summary
- Project background and business case
- Project objectives
- Customers, stakeholders and organizational entities impacted by the project
- Organizational effects
- Proposed solution
- Major alternatives considered
- Relationship to the agency’s business and IT strategic plans and IT portfolio
- Relationship to and impacts on the agency and state technology infrastructure
- Project management approach and organization
- Quality assurance plan
- Estimated timeline and work plan
- Cost/benefit analysis, including basis for any assumptions
- Risk assessment and mitigation strategy
- Summary statement assessing the feasibility of implementing the selected alternative within the business environments of AOC and the Superior Courts.

The following specific guidance shall be incorporated in the analysis and discussion of the Proposed solution, Major alternatives considered, and Cost/benefit analysis:

- The primary goal of the feasibility study is to determine the feasibility of alternatives to provide calendaring and caseflow management business functionality to Superior Courts.
- The stated preference for commercial-off-the-shelf and/or best-of-breed solutions over custom build efforts as contained in the IT Strategic, Business, and Operational plans.
- The provision of calendaring and caseflow management business functionality as an enterprise solution hosted at the AOC.
- The provision of calendaring and caseflow management business functionality hosted by individual courts or groups of courts from an established list of approved Vendor products with the capability of exchanging data with the state-wide data repository.
Attachment D – Statement of Work

- The provision of calendaring and caseflow management business functionality as an enterprise solution based on Pierce County Legal Information Network Exchange (LINX) system.
- An analysis of the functionality beyond the calendaring and case management functionality provided by each supplier and a report of how these additional functions are either included in their basic product offering and/or priced as optional modules.
- To the extent that the best-few alternatives do impact existing systems, a comparison of business functionality of the best-few alternatives and the legacy application(s).
- The feasibility of beginning deployment of the best-few alternative solutions to one or more courts on or before July 1, 2011.

Phase 2: Procurement RFP

12. Develop a Request for Proposal (RFP) that clearly states the requirements and vendor responsibilities for implementing the selected alternative solution, which can be submitted to the vendor community in order to procure the proposed solution. The RFP must meet all State and Agency procurement requirements.

13. Develop the assessment criteria and RFP evaluation process necessary to support selection of the proposal that best meets the system and program requirements defined in the RFP.

Vendor Project Management:

The successful vendor will perform project management duties associated with Phases 1 and 2 of the feasibility and RFP development services and manage follow-on approval and procurement activities for the selected alternative, including but not limited to:

- Develop, implement and maintain project management plans and planning documents utilizing standard ISD project management tools and templates where possible. Work closely with contracted resources and key stakeholders in developing these plans. Actively monitor and manage the project utilizing these plans.
- Set, maintain and manage the project schedule (work plan) utilizing MS Project as the primary tool.
- Actively manage issue, risk and change management processes. Provide leadership in the identification, documentation and resolution of project issues and change requests using defined processes.
- Manage communications with contracted resources, stakeholders and management to ensure effective and timely communications occur. Develops and implements communication strategies.
Attachment D – Statement of Work

- Report project progress using standard AOC project reporting formats, supplemented by routine project status reports.
- Consult with administration and vendor staff on solution design.
- Coordinate acceptance of design deliverables within impacted stakeholders.
- Lead the development of approval documents for external sources, such as the Judicial Information Systems Committee, and the leadership Associations of the primary Superior Court level stakeholders.
- Direct staff in a matrix management scenario to complete assigned tasks as outlined in the work plan.
- Ensure project quality standards are met.
- Oversee and manage the project budget.
- Provide implementation coordination and support.
- Develop measurement and monitoring methods.
- Evaluate findings and recommendations of the Quality Assurance consultant. Develop and implement corrective actions as needed.