

Administrative Office of the Courts
RFP 11 - 03 Superior Court Data Exchange
Update May 11, 2011

Clarification on RFP Requirements:

- A) RFP Pricing Matrix Rev 1 – the Pricing Matrix was updated in case Vendors need to use additional price worksheets. A row was added to the Pricing Matrix to include the price totals from these other worksheets. This will allow the Pricing Matrix to reflect total project cost, even if some of those price elements were documented in other price worksheets.
- B) There is a range of complexity across SCDX web service, with complexity measured by the amount of Jagacy programming required. The AOC included in the RFP a complete set of documentation for (3) web services (Low, Medium & High). The AOC has evaluated the SCDX web services and based upon current assessment, the following is the count of web services by complexity:
- | | |
|---------|-------------------|
| High | - 16 Web Services |
| Med/Low | - 43 Web Services |
- C) The following updates have been incorporated into the RFP Rev 1, dated May 11, 2011. All changes in the RFP are identified with red font (Page #'s are from the RFP Rev 1):
- Section 2, Page 8, 4th Bullet: Reworded sentence – “Using Websphere MQ for transporting messages”
 - Section 5.3, Page 13: Replaced “SCOMIS” with “Superior Court”
 - Section 5.3.1, Page 13, Item 1: Reworded sentence to – “The Vendor will develop a Technical Design document and code for BizTalk orchestration for each of the (59) services.
 - Section 5.3.3 Page 14, Item 4: Added the following text to the Note – “In addition to these (4) SCDX Services there are approximately (2 – 3) other SCDX Services that will each have (2) functional specifications.”
 - Section 5.4, Page 18, Item 1, 4th Bullet: Reworded sentence to – “Can be configured to test SCDX Application Requirements”
 - Appendix C, Page 37: Updated the format of the Pricing Matrix (Rev 1) to include a row for including price element totals from other price worksheets.

Answers to Vendor Questions:

- 1) **Question:** It appears there are other systems around the state (i.e. in Pierce County) that will need to exchange data with AOC's SCOMIS and JIS. Will the selected vendor be required to develop anything on those systems, or will those system owners provide a web services connection? Will the contractor need to include the cost of services involvement from these other systems' owners?

AOC: No, all courts connecting to the Superior Court Data Exchange (SCDX) for these services will be required to develop their own code for both sending requests and receiving responses. This development is not within scope of this RFP.

- 2) **Question:** Will all of the professional services development work that will be performed by the selected vendor's personnel need to take place onsite at AOC in Olympia?

AOC: The majority of the Vendor's professional services work is to be performed on-site. Limited off-site work may be arranged with the AOC Project Manager on an exception basis.

- 3) **Question:** Does AOC have a message broker, or will part of the deployment of this system be to develop one? Will BizTalk be used as the message broker?

AOC: Message broker development will not be necessary. If message broker services are required, BizTalk will act as the message broker.

- 4) **Question:** Fault tolerance is listed as a design requirement (Section 5.2 #3). What level of availability is desired for the exchange system?

AOC: This question asks about two separate topics, fault tolerance and availability.

- a) Fault tolerance: All the software subsystems that AOC has in place, BizTalk, DB2, the legacy JIS and SCOMIS applications, etc., are fault tolerant. The SCDX services are expected to provide similar fault tolerance. They should be able to trap errors and fail "softly" after logging the problem and providing for restart/recovery without loss of client request data. For example if the screen scraper software cannot connect to a legacy application it should re-queue the request for processing when the legacy application becomes available.

b) **Availability:** The SCDX services are expected to provide the same level of availability as the AOC subsystems upon which they are dependent, 99.999% availability during scheduled up-time

- 5) **Question:** How many IEPDs and use cases are anticipated? Who is responsible for developing the IEPDs?

AOC: There are (59) IEPDs currently listed for the RFP. There will be a minimum of (59) use cases (one per service). Some services will have more than one use case. AOC is responsible for developing the IEPDs and use cases.

- 6) **Question:** Will AOC accept a solution from a Vendor that incorporates software designed to facilitate the rapid development of IEPDs, and the development and deployment of the exchanges based on the IEPDs in scope, if there were clearly defined cost- and exchange management-related benefits to AOC?

AOC: No, IEPD development is outside the scope of this RFP.

- 7) **Question:** If AOC will accept a vendor-provided solution also incorporating software tools, how should software product license costs be included in the pricing matrix (Appendix C)?

AOC: If Vendor pricing includes price elements not covered in the RFP Pricing Matrix, please use an additional Excel spreadsheet to document.

- 8) **Question:** Does AOC plan on taking over management of the SCDX exchanges once they have been implemented?

AOC: Yes.

- 9) **Question:** What software tools has AOC been using for the IEPDs and exchanges that have been developed and deployed to date?

AOC: Visual Studio, XMLSpy, BizTalk, Transaction Integrator, TSO, CICS & NIEM tools (freeware).

- 10) **Question:** Can AOC provide more definition of what Increments 1-5 production releases will consist of?

AOC: The AOC intends to deliver all (59) web services identified in Appendix D of the RFP. This table is in priority order for delivering each of these services. The services associated with Production Increment 1 are already defined in this appendix. Subsequent Production Increments will include 10 – 15 services, starting with the next highest priority web service not yet deployed. Each Production Increment should include the documentation, source code, build scripts, deployment scripts and updates to the Application Test Driver to test the web services being delivered.

- 11) **Question:** Can a sub-contractor appear on more than one submitted Proposal?

AOC: Yes.

- 12) **Question:** Section 5.1 item #1, states AOC is expecting a project manager, In that same section, item #4, AOC states the team members must work full time in the AOC offices. Is AOC expecting a full time PM?

AOC: The AOC is expecting a Vendor Project Manager whose primary responsibility is managing the Vendor team implementing the SCDX RFP requirements. The AOC expects the Vendor Project Manager to be onsite at the AOC offices a majority of the time.

- 13) **Question:** Section 5.3.3 item #4 and section 5.3.4 items #1 and #2, state AOC "will develop functional specifications... and NIEM Mapping". Is AOC confident the anticipated specifications are stable enough to warrant fixed price development? Or should a contingency be allowed for?

AOC: Yes, the functional specifications will be sufficiently stable to enable fixed pricing. The AOC believes that Vendors should include contingency in their fixed pricing to account for unexpected implementation issues.

- 14) **Question:** Section 5.3.5 Item #4 AOC states the AOC/QA team will test each SCDX Production Increment immediately following the completion of Verification testing. What commitment can AOC make to the turnaround time for this testing?

AOC: Following the Vendor successfully completing Verification Tests, the AOC will rebuild the SCDX services using Vendor provided source code and Vendor provided SCDX build scripts. The AOC will then use Vendor provided

deployment scripts to install the SCDX services in the AOC QA environment. As long as the Vendor source code and the Vendor provided scripts function correctly, this process should not take more than 8 to 10 hours. Once the build is complete, the AOC will start QA Testing. QA Testing is expected to take 2 to 3 weeks per increment, assuming no critical errors are identified.

- 15) **Question:** Sections 7.10 through 7.10.7 call out a number of insurance requirements. Are these absolutely required? Also Sections 7.10 (Worker's Compensation), 7.10.3 (Employers Liability) and 7.10.7 (Industrial Insurance Coverage) all address the issue of injury to employees. As a State of Washington based company, Workman's Compensation insurance is available to us ONLY through the Department of Labor and Industries. Can AOC explain the difference between these and would State of Washington Labor and Industries Insurance (as required by the State of Washington) be sufficient coverage?

AOC: The State of Washington Labor and Industries Insurance is sufficient. The Contractor shall provide or purchase industrial insurance coverage for the Contractor's employees, as may be required by an "employer" as defined in Title 51 RCW, and shall maintain full compliance with Title 51 RCW during the course of this contract.

- 16) **Question:** There appear to be 59 services stubbed out on the BizTalk, WebSphere MQ, and Jagacy Web Service. Is this correct? (3.3.1)

AOC: Yes. If any additional services need to be built, they will be called out in a change request.

- 17) **Question:** Where do the LINX meetings take place? (5.1.5)

AOC: Either at AOC (Olympia) or at Pierce IT (Tacoma).

- 18) **Question:** Will the conversion from Natural to COBOL impact the current functionality of the screen including layout (5.3.3.1)?

AOC: No, we do not currently expect changes in either functionality or screen layout due to the Natural to COBOL migration.

- 19) **Question:** Has AOC considered the following limitations when building a custom Application Test Driver for the performance testing (5.4.1)?

- a. Limited documentation and configuration.
- b. No 3rd party support.
- c. Limited reports and graphing capabilities (can compensate by importing results into Excel)
- d. Will have a bottleneck because it will only allow for a single computer to test the services and not a cluster of computers. *It will, however, allow for several parallel requests and will probably meet their expected request objectives.*
- e. Lack of integration with other monitoring tools (e.g. T-Mon).
- f. Changing requirements could force a code change of the testing tool. Will they have staff available to do this after vendor has exited project?

AOC: Yes. Functionality is expected to be limited to RFP requirements. Standard program documentation is expected (inputs, outputs, flowcharts, usage instructions) for the Application Test Driver. AOC will maintain the application once the project is completed.

20) **Question:** What are the performance benchmark goals?

AOC: The average response time requirement for individual transactions is 4 seconds or less (documented in the Application Requirements document). Of the 4 seconds, 3 seconds are allocated to processing the request within CICS and 1 second is allocated to the BizTalk/MQ/Java processing. Overall throughput should be at least 5,000 transactions per hour. Timing begins once the request is received by BizTalk and ends when the response orchestration completes.

21) **Question:** Java Code – Is there any existing Java code that has to be re-used or can we assume that all required Java code will be develop by the vendor?

AOC: There is no existing Java code. The Vendor is expected to develop all Java code.

22) **Question:** Message analysis – AOC has provided a detailed analysis package for three services - these include message xsd's, detailed mappings to the required 3270 screens, and UML models. Can we assume this level of detail from AOC for all services to be developed?

AOC: Yes.

- 23) **Question:** The RFP identifies the need for experience using WebSphere MQ for “managing message management”. Could the AOC expand on the expected use of WebSphere MQ for message management? The RFP documents identify the use of WebSphere MQ as the transportation mechanism for messages flowing between BizTalk and the Java applications using Jagacy but are silent on the use of WebSphere MQ for message management.

AOC: WebSphere MQ will be used as the message transportation mechanism between BizTalk and the Java application. There is no expectation that a “queue management” application be built to manage the queues themselves. Outside of the standard application uses of MQ, queues and their contents will be managed by an existing management console interface for MQ

- 24) **Question:** You didn't mention this specifically. But, in addition to this RFP, are you looking for electronic filing? If, which part. eg, EFM, EFPS?

AOC: No.

- 25) **Question:** In RFP Section 7.21, what do you mean by “...you must designate the Professional Services Provider as the prime Vendor.”?

AOC: The AOC intends to enter into a contract with the vendor who is awarded the bid based on their response to this RFP (Apparent Successful Vendor (ASV)). AOC will not contract with any other vendor nor will it hold any other vendor responsible for work under this contract, except the ASV. It will be the ASV's responsibility to manage any subcontracts. In addition, if the Vendor proposes a teaming arrangement, the AOC will require the Project Manager to be an employee of the ASV. Any subcontractor must be approved by the AOC.

- 26) **Question:** In RFP Section 7.21, what do you mean by Professional Services Provider?

AOC: The Professional Services Provider means the Vendor that the AOC enters into a contract to meet the RFP requirements.