

Administrative Office of the Courts
RFP 11 - 03 Superior Court Data Exchange
Update May 18, 2011

1. **Question:** RFP ITEM 3: SYSTEM SECURITY:
Does AOC have specific requirements or guidelines for security since this system will deal with highly sensitive court case data? What security levels are expected?

AOC: The security requirements are documented in the Application Requirements document, Section B.4 and also in the SCDX To Be System Architecture document.

2. **Question:** RFP ITEM 5 and Appendix B3.3 and the PRICING MATRIX file: BID PRICING: The statement in section 5 is not consistent with the pricing requested in the matrix. "The Administrative Office of the Courts (AOC), on behalf of the Washington Courts, seeks to enter into a Firm Fixed Price (FFP) contract" yet the matrix requires us to show hours for each segment of the work and a rate (blended rate). If we need to work additional hours will the AOC pay for them at the rate (FPLOE)?

AOC: The AOC expects Vendors to provide a firm fixed price for the scope of work documented in the RFP. The AOC will not pay the Vendor for additional hours. The Appendix C Price matrix requests both price information and Vendor hour estimates. The Vendor hour estimates will be reviewed as part of the AOC's assessment of the Vendor's proposal.

3. **Question:** RFP ITEM 5.1: DELIVERABLES: The description of deliverables indicates days from Contract Start. Nowhere is it stated that "days" are "working days" so we must assume they are calendar days. Does AOC provide the ability to work nights and weekends to complete the tasks in the timeframes identified, or if the systems supporting this work are shutdown on weekends?

AOC:

a) In the RFP, Section 5.1, the Vendor is expected to deliver Project Management documentation within 30 calendar days of contract start.

b) AOC systems are generally available from 6am to midnight during the week and available all day Saturday and Sunday, except during the AOC scheduled maintenance weekend which is the second weekend of each month. Remote access to these systems will be provided for contractors, if necessary.

c) The AOC offices are available to contractors from 8am – 7pm Monday through Friday

4. **Question:** RFP ITEM 5.3.3 and 5.4: TESTING: The AOC is not clear that they will provide resources to assist with Unit Testing (hands on UAT). Does AOC intend to provide any staff for UAT?

AOC: In Section 5.3.3 Item 3, the AOC specified that the Vendor will perform Unit Testing on all software modules. The AOC does not intend to assist the Vendor with Unit Testing. These tests are intended to confirm software module functionality. In Section 5.3.5 Items 2 & 3, the AOC specifies that the Vendor will perform Verification Testing. The AOC will participate in this testing but the expectation is that the Vendor will develop the test plans, test procedures and conduct these tests with the AOC in attendance. In Section 5.3.5 Items 4 & 5 of the RFP, the AOC will perform QA Testing of the delivered services.

5. **Question:** RFP ITEM 5: TRAINING: Is AOC going to issue another RFP for training?

AOC: Vendor provided training for AOC personnel and end users is not required.

6. **Question:** RFP APPENDIX B3.3: CONFUSION ON SCHEDULE: The RFP provides only one year to accomplish the work but this appendix states: “While the AOC has provided an estimated timeline for completing the Vendor requirements, the Vendor is expected to develop their own delivery schedule. While completing these RFP requirements within 12 months is not mandatory, Vendors are encouraged to adjust staffing levels and Vendor team skills to complete the Vendor RFP requirements within 12 months.” Can you clarify what it is you mean by this?

AOC: Each Vendor is expected to provide their own schedule based upon their own estimates. The AOC provided an estimate of the length of time for completing the scope of work defined in the RFP.

7. **Question:** While we are fully prepared to have key personnel on site as needed for the life of the project, we are unsure of the benefit of having all staff on site all of the time. Please provide the rational for having all of the staff on site all of the time.

AOC: The intent of having Vendor staff on-site is to help ensure timely and clear communication with AOC personnel. Only Vendor staff actively engaged on scheduled tasks, need to be on-site. Also, see RFP questions 2 & 12 from May 11.

8. **Question:** Is it acceptable for a prime vendor to utilize the services of a subcontractor to perform certain activities required in the RFP? For example, would we meet the requirements in the RFP that specifies 1+ year experience with Jagacy, if the prime contractor does not have experience with Jagacy, but the subcontractor has a 1+ years experience using Jagacy?

AOC: Yes, with the exception that the Vendor's designated Project Manager must be an employee of the prime vendor.

9. **Question:** Is there currently an incumbent providing to AOC some or all of the services specified in the RFP?

AOC: No, the RFP identifies the scope of work for the Vendor and identifies the tasks & deliverables designated to be the responsibility of the AOC

10. **Question:** We intend to be the Prime Contractor and provide guidance and oversight to one or more sub contractors who will provide goods and or services that will become part of the solution provided to the Administrative Office of the Courts. Would this arrangement meet the terms of your RFP as stated in section 7.21?

AOC: Yes.

11. **Question:** If we are unable to locate an individual with Jagacy experience, will it be acceptable to propose an individual with another screen scraping technology to meet the RFP requirement?

AOC: No.

12. **Question:** The RFP states that the vendor is required to develop a SCDX Application Test Driver. The Application Requirements document includes the requirement that the Test Driver be written using C#. Would the AOC accept the use of a 3rd party testing tool instead of a custom developed tool?

AOC: No, see Section B.8 in the Application Requirements document.

13. **Question:** In the last round of questions, AOC classified the complexity of the 59 messages as 16 high, 43 medium/low. Would the AOC provide a further breakdown to indicate how many medium complexity and how many low complexity messages services are to be developed?

AOC: No, the AOC does not have a further breakout of the complexity of these services beyond what has already been provided.

14. **Question:** AOC has stated that the SCDX services are expected to provide 5-9's availability (or approximately 5 minutes unscheduled down time per year). This level of availability is the same as the level of availability of the AOC platforms on which SCDX operates. Can the AOC confirm that they are responsible for the architecture and deployment of the platforms on which SCDX will operate.

AOC: Yes, the AOC has the responsibility for the availability of the Data Exchange infrastructure.

15. **Question:** The Application Requirements document states:

“Web service (WS-*) standards will be used for all external communications.”

and

“All incoming and outgoing messages from and to court clients are required to be programmatically encrypted and signed by the sending application using an x.509 certificate. Certificates will not be used for internal communications.”

Can the AOC confirm that the requirement is for SOAP messages to be signed and encrypted using X.509 certificates? Also, does the AOC currently have a managed X.509 Public Key Infrastructure?

AOC: Yes to both questions.

16. **Question:** The Application Requirements document states:

“Transaction failures due to system events at AOC will result in the transaction being suspended at AOC until the system event can be corrected. Once the issue is corrected, the transaction will be restarted.”

In the event of a transaction failure due to such a system event and the transaction has to be restarted can the AOC indicate what processing will be required for each restarted transaction?

- a) Which transactions can be reapplied (repeated applications have the same effect as a single application)
- b) Which transactions, if partially applied, must be reversed and the whole transaction reapplied.

AOC: When a system failure occurs, the transaction must be re-started from the point of failure. The reversal of a transaction is not possible once a screen commit has been performed.

17. **Question:** Also, what capabilities exist in SCOMIS and JIS to reverse previous transactions?

AOC: None, once a screen commit has been performed.

18. **Question:** What is the business problem that is being solved through this project? What are the key challenges today that this solution seeks to solve?

AOC: See RFP Section 3.3.2.

19. **Question:** What are the project goals and objectives, and how will project success be defined?

AOC: See RFP Section 3.3.2. Project success for the Vendor will be based on completing the project work on-schedule and at the agreed price.

20. **Question:** Has AOC evaluated utilizing MS Host Integration Server 2010 integrating with CICS transactions instead of utilizing screen scraping? Is there a technical limitation of using a direct integration method in lieu of screen scraping? If not, is AOC open to an alternative method?

AOC: Yes, the AOC evaluated different methods. The technical problem with using direct integration is that business logic is embedded in the presentation layer of the SCOMIS application.

21. **Question:** Do you have CICS developers on your staff?

AOC: Yes.

22. **Question:** In general, is the AOC open to alternative architectures that leverage BizTalk?

AOC: The AOC is open to reviewing and evaluating alternative architectures.

23. **Question:** Is the arrow between local systems and BizTalk a push or pull of information to BizTalk, or both has AOC engaged an outside consulting firm to assist with the development of the architecture outlined in the RFP? if so, what firm or firms?

AOC:

- a) In the planned architecture the local court system will push a request to BizTalk and BizTalk will push a response back.
- b) No, an outside contractor has not been engaged. The AOC expects the selected Vendor of this RFP to develop the detailed architecture as part of the Application Design document.

24. **Question:** There doesn't appear to be any requirements for an additional web front end for viewing or querying data. We would like to verify that this is true?

AOC: A web front-end viewer is not in scope for this RFP.

25. **Question:** What, if any, are the reporting requirements for the solution?

AOC: No reporting requirements are currently in scope for this RFP.

26. **Question:** Within the orchestrations for the data submittals, is there additional data validation checks that will need to be made to verify the data being submitted is accurate? Will there be additional business rules to verify the data before it is submitted?

AOC: Currently, with the exception of schema validation and field lengths, we do not anticipate any other court business rule validation checks to be performed in BizTalk.

27. **Question:** With multiple source systems, there may be the possibility of data duplicates. Is the data de-duplication process handled outside of the BizTalk orchestrations?

AOC: Yes, the multiple source systems will prevent duplications.