



ACQ-2012-0401-RFP
AMENDMENT 3
August 17, 2012

This is an amendment to ACQ-2012-0401-RFP issued by the Administrative Office of the Courts on July 22, 2012 for Information Services Division's Superior Court Case Management System project and as amended by Amendment 1 on July 6, 2012 and by Amendment 2 on July 25, 2012.

This RFP is amended as follows:

RFP Section 1.8 – Acquisition Schedule is hereby replaced in its entirety as follows:

<u>Event</u>	<u>Date</u>	<u>Time</u>
Release RFP to Vendors	6/22/12	TBD
Pre-Proposal Vendor Conference	7/11/12	9 AM
Written Questions Due from Vendors	7/16/12	4 PM
Vendor Letter of Intent Due	7/16/12	4 PM
Question and Answer Document Released	7/25/12	4 PM
Amendment (if required)	7/26/12	4 PM
Vendor Proposals Due	8/28/12	4 PM
Notification of Top Ranked Vendors for Demonstrations	9/25/12	TBD
Vendor Demonstrations	10/8/12 -10/19/12	TBD
Notification of Top Ranked Vendors for On-Site Visits	10/24/12	TBD
Client On-Site Visits	11/26/12 - 12/7/12	TBD
Notification of Apparently Successful Vendor (ASV)	4/22/13 2/22/13	TBD
Contract Execution (on or before)	4/15/13 5/15/13	

RFP Section 2.4.3 – Client Reference Survey Form (M) is hereby replaced in its entirety with the following:

Vendor must submit EXHIBIT G to all business references that are supplied in response to [Section 2.4.1](#) above. All Major Subcontractors included in Vendor proposal must also submit EXHIBIT G to those business references that are supplied in response to [Section 2.4.2](#) above.

Each client business reference is required to complete Exhibit G independently from proposing Vendor and any Major Subcontractors, including commentary and the rating of all scored items. Exhibit G must be completed independently from proposing Vendor and any proposed Major Subcontractors.

Each completed business reference survey form must be submitted directly to the RFP Coordinator by a representative of the business reference, not by the proposing Vendor or Major Subcontractor. For each business reference to which this form is provided, it is the sole responsibility of proposing Vendor or Major Subcontractor to track and confirm completion and submittal of this form to the RFP Coordinator. To support the proper completion of EXHIBIT G by any client, Vendor or Major Subcontractor must provide sufficient information to the client including the role that Vendor/Major Subcontractor will hold for AOC as identified within any proposal submitted in response to this RFP.

Only one survey from each business reference will be accepted by AOC. Instructions for completion and submittal of the business reference survey are included in Exhibit G. Exhibit G must not be included in any part of a submitted Vendor proposal.

Submittal of this form to AOC by client must be made via email or USPS at the address provided in [Section 1.8](#).

Any completed EXHIBIT G submitting as part of a Vendor proposal will be disregarded.

RFP Section 2.5 – CLIENT ON-SITE CONFIRMATION FORM (M) is hereby replaced in its entirety with the following:

Due to AOC anticipation of a variance in composition of the proposed Vendor project team ([Section 4.3.1](#)), AOC requires Vendor and/or all Major Subcontractors to forward the Client On-Site Confirmation Form (EXHIBIT H) to clients who currently have an operational implementation of the proposed SC-CMS solution within the continental United States. These same clients must be included as business references in Vendor response to [Section 2.4.3](#), and either [Section 2.4.1](#) or [2.4.2](#).

Vendor or Major Subcontractor must supply name, address, and telephone number of a minimum of three (3) clients who currently use the proposed Case Management System solution in a general jurisdiction courts implementation within the continental United States. Any Vendor submitting client forms beyond the minimum three (3) may include clients located outside the continental United States. EXHIBIT H provides the form that must be completed for this reference.

For clarification regarding compliance to this requirement, the following examples are provided.

- An illustrative example of acceptable client sites would be implementations of Super-CCMMS v 1.1, Super-CCMMS v 2.4, Super-CCMMS v 3.2 where Vendor proposes Super-CCMMS 3.3.
- An illustrative example of un-acceptable client sites would be implementations of Super-CCMMS v 1.1, Super-CCMMS v 2.4, Super-CCMMS v 3.2 where Vendor proposes Ultra i-Court 1.0.

To meet the requirements set forth herein, a client must have the proposed Case Management System implemented and currently in use no later than the proposal due date as provided in [Section 1.8](#).

Vendor proposal must include three (3) separate copies of EXHIBIT H, one for each named client. Of the three clients submitted by Vendor, at least one (1) must be from a statewide general jurisdiction. This must be an implementation of the system proposed for SC-CMS and must have been implemented within the last five (5) years.

The submitted referenced client sites must include, at a minimum, a central administrative organization, a large court operation, and a small court operation that can reasonably all be visited in a two (2) -day period. Each submitted EXHIBIT H must include a brief description of the client, the scope of the implementation, and the locations that may be visited by the evaluation team. This client reference should be of comparable size and complexity to AOC project.

Vendor and Major Subcontractors must grant permission to AOC to independently contact and arrange a two (2) - day visit with the reference at AOC's convenience. Scheduled dates for Client On-Site Visits are available in [Section 1.8](#), with additional information regarding client staff requirements provided in [Section 1.21.2](#).

RFP Section 5.4.1 – Required Hardware (MS) is hereby replaced in its entirety with the following:

Vendor must provide a detailed inventory of all the hardware required to efficiently and effectively operate the solution as proposed. This inventory should consider the hardware needs ranging from AOC data center to end-user devices in superior courts and county offices.

Vendor proposed solution must, at a minimum, employ the following:

- Application server hardware must employ Fault-Tolerant Production Solutions (two or more redundant servers) with Intel Architecture (Intel(R) Xeon(R) CPU X5660 at 2.80GHz or newer).
- Application server hardware must employ local storage with components that meet or exceed the following:
 - Controller-based Mirror Array w/hot spare, or RAID5 (for OS partitions);
 - Controller-based RAID5 Array for data partitions;
 - HBA: QLogic 8GB – if connecting to our current SAN; and
 - Redundant 1GB Ethernet.

- Database server hardware must employ Fault-Tolerant Production Solutions (two or more redundant servers) with Intel Architecture (Intel(R) Xeon(R) CPU Xeon E5-2640 2.50GHz – or newer).
- Application server hardware must employ local storage with components that meet or exceed the following:
 - Controller-based Mirror Array w/ hot spare, or RAID5 (for OS partitions);
 - Controller-based RAID5 Array for data partitions;
 - HBA: QLogic 8GB – if connecting to our current SAN; and
 - Redundant 1GB Ethernet.
- Data storage solution must employ a High Performance SAN utilizing iSCSI network-attached SAN storage, to include its own dedicated switches to support the platform, minimum RAID 5.
- Windows 2008 R2 Service Pack 1 or later for x86 server hardware operating systems.
- VMWare vSphere 5 or higher for x86 server hardware virtualization.
- MS SQL Server 2008 R2 or later for x86 server hardware DBMS.

This inventory must, at a minimum, identify:

- Hardware make and model.
- Options and configuration.
- Operating system and hardware interdependent software.
- Quantity that must be installed each fiscal year (July-June).
- Expected useful life.

Submittal of Exhibits R and T will not be considered acceptable as a response to this section. Any response provided by Vendor for Section 5.4.1 shall be provided independently from Exhibits R and T. Exhibits R and T are solely for the purpose of Vendor cost proposal.

RFP Section 5.5.1 – Required Software (MS) is hereby replaced in its entirety with the following:

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: court operations; information technology monitoring and communication management; security; authentication, and authorization; testing; training; data conversion; application integration; configuration; documentation; help; and software development.

This inventory must, at a minimum, identify:

- Application provider.
- Application name and version.
- Options and configuration.
- Quantity that must be installed each fiscal year (July-June).

- License terms, including the scope and term.
- Whether the required software is included in the proposed cost.

Submittal of Exhibits R and T will not be considered acceptable as a response to this section. Any response provided by Vendor for Section 5.5.1 shall be provided independently from Exhibits R and T. Exhibits R and T are solely for the purpose of Vendor cost proposal.

License agreements must be submitted in Volume IV of Vendor's response to this RFP.

Exhibit H – Client ONSITE CONFIRMATION FORM is hereby replaced in its entirety with the revised Exhibit H attached hereto.

The contents of this RFP and any Amendments/addenda and written answers to questions are available on the AOC website at: <http://www.courts.wa.gov/procure/>.

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

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