



## Administrative Office of the Courts

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# Washington State Courts Case Management System (CMS) Request for Proposals

1206 Quince St. S.E.  
P.O. Box 41170  
Olympia, WA 98504-1170

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## REQUEST FOR PROPOSALS RFP 07-10

**Project Title:** Washington State Courts CMS

**Procurement Web site:** <http://www.courts.wa.gov/procure/>

**Estimated Contract Period:** July 2007 through December 2007. Amendments extending the period of performance from January 2008 through June 2011 is contingent upon legislative funding and AOC approval.

**Bidders Conference:** February 23, 2007  
AOC SeaTac Facility  
Kilroy Airport Center SeaTac-South Tower  
18000 International Blvd., Suite 1106  
SeaTac, WA 98188-4251

**Submit Letters of Intent:** March 6, 2007

**Proposal Due Date:** All Proposals, whether e-mailed, mailed, or hand delivered, must arrive by 5:00 p.m. Pacific Standard time on March 12, 2007. Faxed bids WILL NOT be accepted.

**Submit Proposal To:** Farrell Presnell, RFP Coordinator  
Administrative Office of the Courts  
1206 Quince Street SE  
PO BOX 41170  
Olympia, WA 98504-1170

**Proof of Concept Evaluations:** April 9-27, 2007  
**(Finalists Only)**

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## I. Introduction

### A. Executive Summary

The Administrative Office of the Courts (AOC), on behalf of the Washington Courts, seeks to enter into a contract with an integration partner who will provide an existing case management software solution, together with all professional services necessary to deliver, install, and implement that software solution.

The Washington Courts now use a broadly functional, but aging, judicial information system comprised of many separate applications. Collectively, the existing system presents many challenges as changing, complex, statutory, and justice system requirements drive the need for enhanced functionality and efficiency. The desired software solution will replace the current portfolio of systems that make up the Judicial Information System (JIS).

The key components necessary to replace the existing statewide case management systems may include but are not limited to:

1. Professional Services
  - a. Project Management
  - b. Business Process Engineering
  - c. Implementation Planning
  - d. Data Migration
  - e. Integration Services
  - f. Customer Service Support

2. Software Solution

Bidder proposals are due March 12, 2007. The AOC will conduct an initial screening of the Bidders' proposals and identify the Bidders that will be asked to participate in a three week Proof of Concept to install their solutions in a test environment at the AOC facility beginning April 9, 2007 with an expected duration of three weeks. After successful installation of their products, the Bidders will go through additional evaluations by the AOC staff and the end users of the application. The AOC plans to announce the apparently successful Bidder June 15, 2007.

Work on the project is slated to begin in the latter part of July 2007 with completion of a full statewide CMS rollout by June 2011.

The Washington Courts and the AOC seek an organization that can truly be strategic partners and collaborators to mitigate the risk of transition to a new level of judicial services for Washington State. The new CMS is a mission-critical application, and in order for this project to be successful, the AOC and the Bidder will need to establish and maintain a constructive relationship.

The Washington Courts' definition of a successful project is:

- Complete integration of all court levels on a consolidated CMS platform
- Standardization of common business practices statewide for each level of court
- Optimized business processes to manage court caseloads
- Delivery of timely, accurate, and comprehensive court information for use by Washington State users (courts, law enforcement agencies, state policy makers, and the public)

## II. Minimum Qualifications

To be eligible for an award, Bidders must first meet the minimum qualifications listed below. Proposals from Bidders that do not meet the minimum qualifications will be considered non-responsive and will be eliminated from further review.

- Have Professional Services revenue greater than \$20 million per year each of the last three years;
- Have three or more successful system implementation projects costing greater than \$2 million during the last three years;
- Have three or more successful system implementations with demonstrated support for 3,000 concurrent end users during the last three years and at least one implementation of 6,000 or more concurrent users;
- Have three or more successful systems implementation projects of n-tier architecture during the last three years;
- Demonstrate the capacity to provide full time on-site staff to the planning and implementation for the full life of the project; and
- Be compliant with the Washington statutes regarding contracting with current or former state employees pursuant to Chapter 42.52 of the Revised Code of Washington (RCW).

### III. Washington State Courts Background

#### A. Washington Courts Profile

The Washington Courts operate in a decentralized, non-unified court environment. While all of the courts operate within the same statutory framework and under the same general court rules there are degrees of variation in the level and types of services provided, the administrative procedures and practices, and the division of labor and responsibilities among the various local justice system agencies. In supporting the appellate and trial courts, the JIS has served to provide a high level of data consistency and coordination across all courts and, to a certain extent, dampen the level of business process variation across courts.

For more information on the Washington Courts, go to [www.courts.wa.gov](http://www.courts.wa.gov).

#### B. Judicial Information System (JIS) Application Portfolio

The AOC provides a range of technology services that support the court customers’ automation needs. The initial set of applications, developed in the late 1970s and early 1980s at the AOC, are referred to as the “legacy” applications. Since then, the AOC has developed applications with additional functionality including major new applications released in the 1990s and early 2000s. **Table 1** displays the applications that make up the JIS application portfolio.

**Table 1 – JIS Applications**

Application / Service	Description	Plan
DISCIS	<i>District and Municipal Court Information System (DISCIS)</i> - This application is the primary accounting and case management system used by the district and municipal courts. This application also serves as the repository of person records and domestic violence protection order tracking, supporting both the courts of limited jurisdiction and the superior courts including juvenile departments. A version of its accounting module supports the superior courts.	To be retired
SCOMIS	<i>Superior Court Management Information System (SCOMIS)</i> – This application is the primary docketing system used by the county clerks in support of the superior courts. This application also provides minimal case calendaring and management functionality to the clerks and superior courts. This application is accessed by the other court levels in view-only mode.	To be retired

JABS	<i>Judicial Access Browser System (JABS)</i> – This application provides a view of criminal history, active warrants, domestic violence protective order, and child custody order information. It is available to all court levels and used typically by judicial officers and clerical staff.	To be enhanced
JCS	<i>Juvenile and Corrections System (JCS)</i> -- This application is the primary case and detention management system used by the juvenile courts.	To be retired
ACORDS	<i>Appellate Court Records and Data System (ACORDS)</i> – This application is the primary case management system used by the supreme court and court of appeals. Released in 2002, this application is a rewrite of a legacy application.	To be retired
CAPS	<i>Court Automated Proceedings System (CAPS)</i> – This application, currently in production and in use at one county, provides resource management and case event scheduling for the superior courts.	To be retired
JRS	<i>Judicial Receipting System (JRS)</i> – This application is the receipting system used by the county clerks' offices in support of the superior courts. The application uploads data nightly to JIS.	To be retired
Judicial Data Warehouse	The Data Warehouse provides court users with access through the Brio® and Hyperion® query tools to data for ad hoc queries and reports; the query tools are also used to provide report data from JIS applications.	To be enhanced
Risk Assessment	A commercial off-the-shelf application hosted at the AOC provides risk assessment surveys for superior court juvenile departments and district and municipal court probation organizations.	No change
JIS-Link	JIS-Link is a view-only subscription service that provides online access to the various JIS case management systems for non-court users, such as other state agencies, commercial businesses, and the general public.	To be enhanced

<p>Web site Services</p>	<p>In addition to information, both the public Washington Courts Web site and the judiciary’s Inside Washington Courts Web site (extranet) use embedded tools to provide services. These include notification of new appellate opinions, forms, event calendars, and reports. A hearing date search function is provided on the public Web site.</p>	<p>To be enhanced</p>
<p><b>Stand-alone 3rd Party System</b></p>		
<p>MCIS</p>	<p><i>Municipal Court Information System (MCIS)</i>                      – This application is the primary accounting and case management system used by Seattle Municipal Court. MCIS exchanges information with DISCIS for current adjudicated criminal cases as well as domestic violence cases and protection orders.</p>	<p>To be retired</p>

**C. Statewide Technology Landscape**

The current JIS environment operates a mixed environment of technologies that deliver services to approximately 260 courts in 39 counties.

**1. Server Environment**

The AOC Server Environment consists of two platforms: (1) z/OS IBM mainframe, and (2) Windows. Along with the servers, there are various network components which support the JIS environment.

The majority of the case management production work accessed by the courts resides on two z/OS mainframes. The exception to this is the Juvenile, and Corrections System (JCS) which resides on a Windows server.

**2. z/OS Server**

The IBM z/OS Server environment is running on two physical mainframes to support the JIS production workload. One processor runs the production “green screen” applications and the other runs the DB2 subsystem and WebSphere applications.

**3. Distributed Environment**

The AOC runs approximately 50 Intel-based servers in a distributed environment. The operating system environment is mixed with most servers running Windows 2000 and a minority running Windows 2003.

#### 4. Data Warehouse

The AOC uses MS SQL Server 2000 for the data warehouse environment. Data is replicated to an operational data store (ODS) using a product called Data Mirror and is later transformed into a different data structure designed for queries/reports using a product called Informatica. The AOC and court employees use Hyperion-Brio to access data and Web-based queries.

#### 5. Network

The JIS network primarily connects court workstations and printers across the state through the AOC data center in Olympia. The JIS network is made up of several parts which are described below. The AOC directly maintains or contracts for portions of the network connecting state judicial branch facilities in the Olympia area and the court of appeals sites. The AOC contracts with the state's Department of Information Services (DIS) for connectivity to state agencies through the State Government Network (SGN) and to local governments through the Intergovernmental Network (IGN), and connection to the Internet. See **Appendix A – Network Diagrams** for visual orientation.

##### a. Department of Information Services (DIS) Network

DIS is used as a network provider. Courts that are located in or near their respective county seat (except Wahkiakum) are connected either by T1 circuitry or Ethernet services to DIS. Courts that are not connected through their respective counties connect directly to DIS using T1, fractional T1, or 56 kilobit frame relay circuits. The AOC provides these courts with network equipment.

##### b. AOC Olympia Network

The AOC is connected to DIS by two 100 megabit Ethernet fiber lines. One connection is direct to DIS; the other connects to the Internet.

##### c. AOC Network Appliances

The AOC utilizes various specialized appliances in the network configuration:

Appliance	Description
BIGIP	Provides load balancing of TCP/IP applications and SSL encryption. Currently, four boxes are being used.
Neoteris	Provides VPN access to the AOC internal network.

Nokia	Firewall-1 Services – Two appliances for the SGN connection, one for the Internet, and one for the Supreme Court (the COA divisions are inside the AOC network and are supported by AOC firewalls).
BlueCat	Provides DNS services.

## 6. 3rd Party Stand-alone Systems

There are a few court organizations throughout the state of Washington that operate their own CMS outside of the JIS. Seattle Municipal Court (SMC) is one of our largest court organizations that operate their own CMS. SMC has two local case management systems supported by two repositories in two different environments. The main case management system is 4GL, and the application code carries much of the relational information about the data stores. There are dozens of data exchanges, automated batch jobs, and many different interfaces.

## IV. Procurement Goals

The AOC is seeking an integrated solution that includes both professional services and software to replace the current JIS. The goals of the CMS Program are two-fold, but not limited to:

### Professional Services Goals

- Provide Project Management oversight for implementation.
- Deliver Business Process Engineering (BPE) services.
- Migrate legacy data to new CMS.
- Provide Integration services.
- Provide Customer Service and Training support.

### Software Solution Goals

- Maintain data and display information on cases and persons involved in cases (litigants, witnesses, attorneys, etc.).
- Schedule cases and produce court calendars.
- Track documents filed with the court.
- Track events in the life of a case (including events that occur in the courtroom).
- Track compliance with court-imposed obligations and with procedural requirements.
- Receipt and account for money related to a case.
- Focus on automating processes and managing workflow.
- Improve usability and efficiency.
- Comprehensive reporting capabilities.
- The solution enhances rather than diminishes access to and the quality of justice for all persons in Washington State. (See the Access to Justice Technology Principles <http://www.courts.wa.gov/jis/?fa=jis.display&theFile=accessToJusticeTechnology>)

## V. Requested Services

The AOC is encouraging integration service providers to partner with software providers to offer solutions that address key questions and requirements as outlined in this RFP. Bidders may also submit an individual proposal to provide both integration and software solutions. When responding to the questions below provide information for all partners.

### A. Professional Services

#### 1. General Questions

Bidders must provide information in the same order as presented in this document with the same headings. The responses will be used to evaluate the Bidder's high level of understanding of the Washington Court's needs and implementation issues.

- a. Provide an overview of your organization's experience working with a decentralized organization. Your response should demonstrate your understanding of Washington Court's structure and business operations, the unique challenges faced by the AOC, and how the proposed system will address these issues.
- b. Provide an overview of your approach to assisting the Washington Courts' transition from a mixed technology platform to a consolidated CMS platform.
- c. Provide an overview of your approach to managing system implementations across disparate organizations. The Bidder should focus on how the Project Plan (as referenced in Section V.A.3.a.) and the proposed system will balance the individual needs of each court with the need to maintain organization-wide standards.
- d. A major concern of the AOC is the possibility that system support will not be available throughout the useful life of the proposed system. This may occur via an acquisition of the Bidder or the Bidder's divestiture of product lines. The Bidder must discuss how it will protect the interests of the AOC and Washington Courts (e.g., source code escrow package).

#### 2. Key Leadership Personnel

Provide an organizational chart, résumés, and a completed **Appendix B – Key Leadership Personnel Form** for each of the Bidder's key personnel that will be assigned to this project. At the very minimum, key personnel must include the project manager, business process engineering manager, business analysts, technical manager, and

the training leader. The individual's experience on projects of similar size and scope should be emphasized.

The Bidder must agree to not make changes to key personnel assigned to the project without prior written approval from the AOC. The AOC reserves the right to require on-site interviews with key personnel before approving their participation in the project. The AOC reserves the right to approve or disapprove all initial or replacement key personnel prior to their assignment to the project. The AOC shall have the right to require the selected Bidder to remove any individual (whether or not key personnel) from assignment to this project, but only for cause and with reasonable notice.

### **3. Project Management**

The Bidder must discuss its structure and approach to managing projects of this scale. The Bidder's response must include a proposed Project Plan, description of the project management team, tools, procedures, and controls that are being proposed.

Response must address the following:

- Organizing the work
  - Risk management
  - Managing timelines
  - Resource allocation
  - Quality assurance
  - Issue resolution procedures
  - Deliverable acceptance
- a. Provide a proposed Project Plan to encompass the project planning process, expected training, business process engineering, and deployment to the individual courts. This should reflect the Bidder's understanding of the work to be accomplished.
  - b. Provide a detailed accounting of the number and type of personnel the Bidder will devote to this project.
  - c. Describe perception of, and plan for, the partnership between the Bidder and the AOC. The response must include a detailed accounting of the AOC personnel resources (role specific) that will be required by the Bidder. In addition, the Bidder should detail the required work space and any additional resources required of the AOC. The AOC understands these are estimates, and subject to change upon the Bidder becoming familiar with the state court organizational structure.
  - d. Describe approach for managing work plans and communicating progress reports to the AOC management.

- e. Describe adhered to change management process that ensures standardized methods and procedures.
- f. Describe your risk management and mitigation methodology and how you would apply it to the implementation of your solution.

#### **4. Business Process Engineering**

The purpose of this section is to determine the Bidder's abilities, methods, and experience for executing business process engineering services in parallel with implementing a new system.

##### **a. Abilities**

Provide information regarding organizational approach toward delivering process engineering services, including:

- i. Whether or not you have an established competency center, and
- ii. Use in-house staff or sub-contract process engineering services to a 3rd party partner.

##### **b. Methods**

Generally describe your defined strategies and tactics in delivering process engineering services, including:

- i. Analysis,
- ii. Process design and modeling,
- iii. Process implementation and execution,
- iv. Ongoing process management, and
- v. Transition / turnover plan to customer.

##### **c. Experience**

Provide information regarding any projects in which you have managed and executed process engineering work as part of implementing a new system, including:

- i. Size and makeup of process team,
- ii. Size and scope of projects where you have engineered and/or re-engineered processes,
- iii. Type of business (customer type), and
- iv. System solution implemented as a result of process engineering or re-engineering.

#### **5. Implementation Planning**

The purpose of this section is to determine the Bidder's experience, methods and abilities for implementing large projects, such as a statewide case management system.

**a. Abilities**

## i. Deployment

1. Provide a Proposed Deployment Schedule based on Project Duration as referenced in Section VII.
2. Describe the respective functions of the members of your deployment team and the anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in the Proposed Deployment Schedule.
3. Describe the respective functions of members of a team to be assembled by the AOC to assist in deployment and the anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in the Proposed Deployment Schedule.
4. Describe the respective functions of personnel required on a local (county or agency) level to assist in deployment and anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in the Proposed Deployment Schedule.

## ii. Support

1. Describe the respective functions of the members of your support team and the anticipated durational need for each.
2. Describe the respective functions of members of a team to be assembled by the AOC to assist in support and the anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in the Proposed Deployment Schedule.
3. Describe the respective functions and credentials of personnel required on a local level to assist in support and anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in the Proposed Deployment Schedule.

**b. Methods**

## i. Deployment

1. Describe your implementation planning process in consideration of small-, medium-, and large-sized organizations (e.g., courts).
2. Describe your recommendation for the roles your company personnel will assume and the roles the AOC staff should assume in the implementation process.
3. Respond to the following questions that relate to county-specific issues:

- a. Describe the process involved in implementing any required local configurations, (e.g., local ordinances, local terms of probation and pretrial release, creation of standard local documents, including any AOC and/or local personnel required to accomplish the task).
  - b. What is your process for managing user acceptance?
  4. Would your plan for initial deployment entail an alpha, beta, or pilot approach? Please explain.
  5. Describe the process employed to track and report progress in system deployment.
  6. Describe the process and standards employed in determining when phases of deployment are satisfactorily completed.
  7. Describe the process involved in implementing any required state-level configurations, (e.g., implementation of state statutes and rules, creation of standard state documents, state calendars, including any AOC personnel required to accomplish the task).
  8. Describe the AOC personnel and system resources required to develop, test, and support any changes that require access to systems that are only available on the internal state network.
- ii. Support
    1. Describe your support plan, including anticipated response time. If not previously covered, does your support plan focus upon direct support to the user as well as county and statewide support services, and/or is your system flexible to the point where responses occur at various levels depending upon the complexity of the inquiry?

**c. Experience**

Provide information regarding any projects in which you have trained and supported end users while in the process of deploying a large system, including:

- i. Whether the application was deployed statewide, and if not, describe the scope of the deployment.
- ii. Number of courts or customer groups involved.
- iii. Number of end users involved.
- iv. Date(s) of deployment.
- v. Length of deployment, from contract date to user acceptance.
- vi. If the deployment is still underway, what portion of the deployment is completed?

**d. Initial Delivery Date**

Provide the earliest date on which you could begin to install your product. Also include a range of subsequent possible implementation dates, in the event the AOC is unable to begin implementation on your earliest delivery and implementation date. Explain the risks to the AOC associated with these dates, if any.

**e. Training Plan and Schedule**

- i. Describe your proposed on-site training plan including timelines (both initial and ongoing) for users, system administrators, technical staff, and operational support.
- ii. Describe your approach to end-user training at the three different court levels.
- iii. Describe your approach to training of AOC Customer Services staff.
- iv. Describe your training plan (including application use and workflow) both initial and continual, for users, power users, system administrators, technical staff, and operational staff.
- v. Is your training process standardized? Explain.
- vi. Does your process utilize direct user-training, train-the-trainer, a combination of the two, or other means? Explain.
- vii. Does your process entail development of state of Washington-specific training materials? If yes, how are those materials developed, tested, deployed, and maintained?
- viii. Describe the respective functions of the members of your training team and the anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in your Proposed Deployment Schedule.
- ix. Describe the respective functions of members of a team to be assembled by the AOC to assist in training and the anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in the Proposed Deployment Schedule.
- x. Describe the respective functions of personnel required on a local (county or agency) level to assist in training and anticipated durational need for each. Specify the number of such personnel required to service the number of counties being deployed in the Proposed Deployment Schedule.

**f. Data Migration**

Describe your approach strategy and tactics for integrating legacy data as part of implementing a new system based on the following questions.

- 
- i. What is the solution approach of the Bidder to migrate data from legacy systems to the CMS solution including 3rd party stand-alone systems?
  - ii. How will the data mapping rules be defined in the CMS solution?
  - iii. How will the CMS solution provide for data extraction, data transformation, data staging, data cleansing, data validation, data audit, and testing?
  - iv. What tools will be used for data definition, data extraction, data mapping, data transformation, data staging, data cleansing, data validation, and data audit?
  - v. What are the strategies to minimize the turnaround time of the migration process?
  - vi. What assistance/inputs the Bidder expects from the AOC for the migration process?
  - vii. What are the critical success factors for the success of the data migration?

## **6. Integration Experience**

Describe in detail your experiences integrating disparate systems across small, medium, and large organizations. Include specific examples of an integration implementation. In addition, provide architectural reference materials that outline your approach to integration. Be specific about the context of the integration and include the following:

### **a. Abilities**

- i. Provide information regarding organizational approach toward delivering integration services, including:
  1. Established competency center.
  2. Moving a customer from a legacy mainframe-based environment to an n-tier architecture.
  3. Use of in-house staff or outsourcing of integration services to a 3rd party partner.

### **b. Methods**

- i. Generally describe your defined strategies and tactics in delivering integration services, including:
  1. Analysis.
  2. Design.
  3. Integration frameworks you use or have developed in-house.
  4. Types of integration.
  5. Level of collaboration with software Bidder solution provider.

**c. Experience**

- i. Provide information regarding any projects in which you have managed and executed integration service work as part of implementing a new system, including:
  1. Size and makeup of integration team.
  2. Size and scope of projects where you've delivered integration services.
  3. Type of business (customer type).
  4. Type of software/system solution.

**B. Software Solution**

The AOC expects an Integrator to identify an existing case management solution where all mandatory functional requirements are fully integrated.

The Bidders will be evaluated against the mandatory business and technical requirements as outlined in Section V.B.1 – Core Requirements.

Bidders will respond to the Optional Requirements as discussed in Section V.B.2 – Optional Requirements. Optional Requirements will not be graded but will be taken into consideration for final selection of the Apparently Successful Bidder. The AOC will use its discretion in selecting all or some of the components that cover the Optional Requirements.

Bidders are also expected to review **Appendix F – CMS Baseline Technical Requirements, Appendix G – CMS Baseline Non-functional Requirements, and Appendix I – JIS Data Transfer Examples** to understand the details and definitions of the business and technical requirements which will be further evaluated for those finalists that are asked to install their solutions.

Bidders must respond using the spreadsheets provided in **Appendices C, D, and E**. Bidders must not alter the order and format of the appendices.

In responding to each Appendix, the Bidder must provide a detailed response to each of the requirements included in the RFP. The Bidder should refrain from including vague responses, and must respond definitively to each requirement. The response must include whether, and to what extent, the system will have to be customized to meet the requirement. The Bidder must also provide graphics, screen shots, or other documentation, as necessary to support their answers.

**1. Core Requirements**

The core components are defined as the mandatory set of functionality or capabilities required for a new CMS. The core components include the following:

- Case

- Person and Participant
- Basic Calendaring
- Hearings
- Docketing
- Basic Accounting and Receipting
- Adjudication and Disposition
- Pre- and Post-Disposition Compliance
- System Configuration, Maintenance, and Integrity

The Bidder is required to answer and discuss their CMS solution in **Appendix D – CMS Mandatory Requirements**.

## 2. Optional Requirements

Outside the core components are the optional components that are considered desirable capabilities but not mandatory for selecting a new CMS solution. The optional components include the following:

- Non-Person Cases (e.g., Parking)
- Judicial Decision Making
- Reporting
- Document Generation
- Resource Management
- Document and Exhibit Management
- Extended Financial Management and Accounting
- Jury Management

Bidders must respond to the optional requirements by discussing their solution's additional capabilities in **Appendix E – CMS Optional Requirements**.

## 3. Baseline Requirements

Bidders who are identified as finalists will be required to submit detailed answers to **Appendix C – CMS Baseline Requirements** as part of the requirement to participate in the Proof of Concept.

## 4. Technical Expectations

The purpose of this section is to establish a set of baseline expectations and context to aid Bidders on what needs to be accounted for to meet technical requirements.

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The Bidder is required to answer and discuss how they address the items below for their technical solution in **Appendix D – CMS Mandatory Requirements**.

**a. Non-functional**

The general/non-functional requirements are defined as the attributes to the operation of a system that will directly contribute to the quality of a service and experience. It includes topics such as security, usability, user interface, and user assistance.

An integrated CMS should make use of industry standard technologies to support flexibility of use and ease of integration with existing and future IT entities of JIS.

**b. Infrastructure**

The AOC has made significant investments in infrastructure over the years for hardware, software, and network to support the JIS as it operates today. Where possible, the AOC expects to reuse most of the existing environment as part of implementing a new CMS solution.

**c. Systems**

The CMS solution should make use of industry standard technologies to support flexibility of use and ease of integration with existing JIS environment.

**d. Integration**

The success of the CMS system will heavily depend on its ability to integrate with and leverage the functionality of other systems. The system should be able to seamlessly share data with 3rd party systems.

**C. Cost Proposal**

Bidders are required to submit a cost proposal, under separate cover, based on the instructions, requirements, and worksheets discussed in the following sections:

**1. Pricing Instructions**

The Bidder must submit information detailing the proposed pricing of the Professional Services and Software Solution. The AOC reserves the right to review all aspects of the cost proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from the Bidder's proposal, industry norms, or in areas where detailed pricing is required.

The AOC reserves the right to offer finalists a chance to submit a best and final offer. Bidders may be asked to propose additional discounts, benefits, cost reductions, or savings that were not previously presented in

the Bidder's response. Selected Bidders are not required to submit a best and final offer and may submit a written response notifying the AOC that their response remains as originally submitted.

The Bidder must submit the cost proposal in a separate section. Bidders may submit additional pricing information as an appendix to their cost proposal.

## **2. Cost Categories**

The Bidder must provide pricing proposals using the cost categories outlined in **Appendix J – Pricing Matrix**. The Bidder must provide a narrative with the necessary detail for each cost category as required to properly document their proposed price. The cost category details shall conform to the technical proposal, as to allow the evaluator a means of cross-walking pricing detail to the service or product being provided.

The Bidder must provide as much information as possible, in order to allow the AOC the ability to complete a comparative analysis of proposals, and to better enable the AOC to evaluate options for phasing in various components of the proposed system.

The cost elements are as follows:

### **a. Professional Services:**

- i. Cost proposals must itemize the basis for the pricing of services. The AOC will negotiate with the successful Bidder regarding reimbursement for actual out-of-pocket travel and living expenses.
- ii. The AOC intends to enter into a Deliverables-Based contract for the Professional Services described in this RFP. Finalists will be required to submit a best and final offer based on deliverables. Deliverables must be tied to milestones as described in the Bidder's Proposed Project Plan.

### **b. License / Purchase of CMS Software**

- i. The AOC will identify a Bidder that will deliver a fully functional CMS solution as described in this RFP. The Bidder must specify

whether the proposed pricing entails an outright purchase of the source code or represents licensing costs. If the Bidder is proposing a licensing structure, they must provide a detailed description of the licensing basis.

- ii. If the function is provided by a 3rd party, please indicate the company and product. If additional fees apply for this product, please indicate these fees in the applicable section of the Bidder-provided pricing worksheet.

**c. Installation / Implementation Costs**

- i. Installation and implementation costs must be categorized based on the milestones or tasks accomplished as presented in the Bidder's implementation plan.
- ii. The Bidder must base its categories on measurable milestones. It is expected that the categories would include such tasks as basic setup, profile and table definitions, systems analysis, testing, project management, going live, and troubleshooting.

**d. Training and Education Costs**

The AOC is asking Bidders to propose training costs in two different formats.

- i. Cost for Bidder to create training curriculum and train-the-trainers scenario.
- ii. Cost for Bidder to provide statewide training including all training expenses, user training classes, and materials (the AOC will provide all necessary training facilities).

**e. User Support and Maintenance**

Post implementation user support and system maintenance costs must be proposed in annual intervals. The Bidder must include the terms and conditions of their user support and maintenance proposal.

The Bidder must also provide a proposal for fee-for-service software enhancements (or other services) that fall outside this procurement. The Bidder must provide estimated rates for three (3) years post implementation.

**3. Proposed Price**

Bidders should provide a pricing worksheet using **Appendix J – Pricing Matrix**. If Bidder identifies additional cost categories over and above the five (5) categories shown above, include those additional cost categories with the appropriate explanation.

#### **4. Payment Schedule**

The Bidder must propose a payment schedule. The payment schedule must be linked to milestone deliverables included in the proposed implementation plan. It is expected proposed payments will be commensurate with the products or services provided.

#### **D. Financial Stability / References (Finalists Only)**

Bidders designated as finalists will be required to submit the information below on April 23, 2007. Failure to submit this information will disqualify the Bidder from further evaluation and designation as the Apparently Successful Bidder.

##### **1. Organizational and Financial Stability**

Bidders who are asked to install their products for evaluation must provide evidence of adequate financial stability. In the event a Bidder is either substantially or wholly owned by another corporate entity, the Bidder must also include the most recent detailed financial report of the parent organization and a statement that the parent organization will unconditionally guarantee performance by the Bidder in each and every term, covenant, and condition of such contract as executed by the parties. The following information must be included as a means of providing evidence of financial stability.

The Bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals which might materially affect the viability or stability of the organization. If no such condition is known to exist, the Bidder shall warrant as such in a statement.

The Bidder must provide an overview of the company's financial statements along with the audited financial statements (Annual Reports) for the last three (3) years.

Bidders selected as finalists will be subject to a financial assessment by the AOC or the AOC's designee. The Bidder must agree to provide any additional information necessary for the financial assessment.

The Bidder must provide a history of all acquisitions and divestitures over the past five (5) years. The history must include all case management system subsidiaries or product lines.

##### **2. References**

Bidders who are asked to install their products for evaluation must provide a list of at least three (3) references for which they have delivered products and services of similar size and scope. Include the

names, telephone numbers, dates of service, contract value, and a brief description of the similar services you provided them in the past.

Provide references for:

- Professional Services
- Software Solution

## VI. RFP Process

All updates to the RFP process will be posted at <http://www.courts.wa.gov/procure/>. Bidders are responsible for monitoring the Web site for new updates. It is not a ground for protest if your copy of this RFP should be missing any appendices or pages of the RFP.

### A. General Information

#### 1. Procurement Contact Information

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to AOC personnel including AOC consultants, may result in disqualification. Any oral communications will be considered unofficial and non-binding to the AOC. Bidders should rely only on written statements issued by the RFP Coordinator.

#### The AOC RFP Coordinator

Contact: Farrell Presnell, RFP Coordinator  
Administrative Office of the Courts  
1206 Quince Street SE  
PO BOX 41170  
Olympia, WA 98504-1170

Telephone: (360) 705-5239

FAX: (360) 586-8869

E-mail Address: [C.Presnell@courts.wa.gov](mailto:C.Presnell@courts.wa.gov)

#### 2. Bidders Conference

On February 23, 2007, the AOC will host a Bidders Conference at the AOC SeaTac Facility, Kilroy Airport Center SeaTac-South Tower, 18000 International Blvd., Suite 1106, SeaTac, WA 98188-4251. The AOC is requesting Bidders to R.S.V.P. to the RFP Coordinator above via e-mail by February 16, 2007.

#### 3. Letters of Intent

The AOC is requesting Letters of Intent from Bidders who will be submitting a response to this RFP. Letters of Intent will be used for evaluation planning purposes and are due on March 6, 2007. Letters of Intent should be sent to [C.Presnell@courts.wa.gov](mailto:C.Presnell@courts.wa.gov).

#### 4. Proof of Concept

Bidders that meet initial requirements and are designated as finalists will be asked to participate in a three week Proof of Concept validation process. Finalists will be notified on or about March 30, 2007 and will be given further instructions to prepare for Proof of Concept including the execution of a confidentiality agreement. The agreement is necessary because of the sensitive nature of the court data that will be used.

## 5. Acceptance of RFP Terms

A Proposal submitted in response to this RFP shall be considered a binding offer. Acknowledgement of this condition shall be indicated in the Letter of Submittal (see Section VI.B.3.). A Bidder must clearly identify and thoroughly explain any variations between its Proposal and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

## 6. Procurement Schedule

The Procurement Schedule outlines the tentative schedule for important action dates and times. The AOC reserves the right to revise this schedule at any time and will post any amended schedules on the AOC Procurement Web site at <http://www.courts.wa.gov/procure/>.

### Procurement Schedule

Item	Action	Date
1.	Issue RFP	February 9, 2007
2.	Bidders' Initial Written Questions by 5:00 p.m. Pacific Standard Time	February 16, 2007
3.	Bidders Conference	February 23, 2007
4.	Issue Response to initial Written Questions and Questions from the Bidders Conference	February 28, 2007
5.	Subsequent questions due by 5:00 p.m. Pacific Standard Time	March 2, 2007
6.	Responses to subsequent questions	Posted at AOC website
7.	Letters of Intent	March 6, 2007
8.	Proposal Submission Due by 5 p.m. Pacific Standard time	March 12, 2007
9.	Proposal Evaluation (Phases 1 and 2)	March 13, 2007 – March 30, 2007
10.	Notify finalists for Proof of Concept	March 30, 2007
11.	Proof of Concept Evaluations (Phase 3 – Bidder at Administrative Office of the Courts)	April 9, 2007 – April 27, 2007
	Week 1	April 9-13, 2007
	Week 2	April 16-20, 2007
	Week 3	April 23-27, 2007
12.	Notify Apparently Successful Bidder	June 15, 2007
13.	Notify Unsuccessful Bidders	June 15, 2007
14.	Begin Contract Negotiations	June 15, 2007
15.	Bidder's Request for Debriefing Due by 5:00 p.m.	June 20, 2007

<b>16.</b>	Hold Debriefing Conferences	June 25-26, 2007
<b>17.</b>	Bidders' Protest(s) Due	June 29, 2007
<b>18.</b>	Contract Execution	Anticipated July 16, 2007

## **7. Contract**

The AOC intends to enter into one agreement for the services described in this RFP. For joint proposals, the AOC will contract with the Professional Services Provider, and the Professional Services Provider will enter into a subsequent agreement with the software company.

The initial Contract term shall be July 2007 through December 2007. Amendments extending the period of performance, if any, shall be at the sole discretion of the AOC.

Specific restrictions apply to contracting with current or former state employees pursuant to Chapter 42.52 of the Revised Code of Washington (RCW). Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

## **8. Performance Bond**

The selected Bidder warrants that it possesses, or has arranged through subcontractors, all capital and other equipment, labor, materials, and licenses necessary to carry out and complete the work hereunder in compliance with any and all federal and state laws, and county and local ordinances, regulations, and codes. The successful Bidder must submit a Performance Bond or other suitable security in the amount equal to the total cost proposal amount for the period of the contract award. The cost of this bond, or other suitable security, is the responsibility of the selected Bidder, and is not to be proposed nor recoverable as a separate cost item. The Performance Bond or other suitable security shall be delivered to the AOC by the Bidder prior to finalizing the contract.

## **9. Insurance (A.K.A. Worker's Compensation)**

The successful Bidder shall maintain in full force and effect, the insurance described in this section. The Bidder shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the state of Washington and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. In the event of cancellation, non-renewal, revocation, or other termination of any insurance coverage required by this Contract, Bidder shall provide written notice of such to the

AOC within one (1) business day of Bidder's receipt of such notice. Failure to buy and maintain the required insurance may, at the AOC's sole option, result in this contract's termination.

The minimum acceptable limits shall be as indicated below, with no deductible for each of the following categories:

**a. Commercial General Liability**

Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate;

**b. Business Automobile Liability**

Business Automobile Liability (owned, hired, or non-owned) covering the risks of bodily injury (including death) and property damage, including coverage for contractual liability, with a limit of not less than \$1 million per accident;

**c. Employers Liability**

Employers Liability insurance covering the risks of Bidder's employees bodily injury by accident or disease with limits of not less than \$1 million per accident for bodily injury by accident and \$1 million per employee for bodily injury by disease;

**d. Umbrella Policy**

Umbrella Policy providing excess limits over the primary policies in an amount not less than \$3 million;

**e. Professional Liability Errors and Omissions**

Professional Liability Errors and Omissions, with a deductible not to exceed \$25,000 and coverage of not less than \$1 million per occurrence/\$2 million general aggregate; and

**f. Crime Coverage**

Crime Coverage with a deductible not to exceed \$1 million, conditioned and coverage of not less than \$5 million single limit per occurrence and \$10 million in the aggregate, which shall at a minimum cover occurrences falling in the following categories: Computer Fraud; Forgery; Money and Securities; and Employee Dishonesty.

**g. Industrial Insurance Coverage**

Prior to performing work under this contract, Bidder shall provide or purchase industrial insurance coverage for its employees, as may be required of an "employer" as defined in Title 51 RCW, and shall maintain full compliance with Title 51 RCW during the course of this Contract. The AOC will not be responsible for payment of industrial

insurance premiums or for any other claim or benefit for Bidder, or any Subcontractor or employee of Bidder, which might arise under the industrial insurance laws during the performance of duties and services under this Contract.

**Note:**

- For Professional Liability Errors and Omissions coverage and Crime Coverage, Bidder shall: (i) continue such coverage for six (6) years beyond the expiration or termination of this contract, naming the AOC as an additional insured and providing the AOC with certificates of insurance on an annual basis; (ii) within thirty (30) days of execution of this contract provide for the AOC's benefit an irrevocable stand-by letter of credit, or other financial assurance acceptable to the AOC, in the amount of \$1 million, during the initial and any subsequent terms of this contract and for six (6) years beyond the expiration or termination of this contract to pay for any premiums to continue such claims-made policies, or available tails, whichever is appropriate, at the AOC's sole option, in the event Bidder fails to do so. In addition, such irrevocable stand-by letter of credit shall provide for payment of any deductible on the Professional Liability Errors and Omissions policy and the Crime Coverage under the same terms and conditions of such policy as though there were no deductible. "Irrevocable stand-by letter of credit," as used in this contract, means a written commitment by a federally insured financial institution to pay all or part of a stated amount of money, until the expiration date of the letter, upon presentation by the AOC (the beneficiary) of a written demand therefore.
- Bidder shall pay premiums on all insurance policies. Such insurance policies shall name the AOC as an additional insured on all general liability, automobile liability, and umbrella policies. Such policies shall reference the contract number as entered into between the Bidder and the AOC and shall have a condition that they not be revoked by the insurer until forty-five (45) calendar days after notice of intended revocation thereof shall have been given to the AOC by the insurer.
- All insurance provided by Bidder shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the state and shall include a severability of interests (cross-liability) provision.

- Bidder shall include all subcontractors as insured under all required insurance policies, or shall furnish separate certificates of insurance and endorsements for each subcontractor. Subcontractor(s) shall comply fully with all insurance requirements stated herein. Failure of subcontractor(s) to comply with insurance requirements does not limit Bidder's liability or responsibility.
- Bidder shall furnish to the AOC copies of certificates of all required insurance within thirty (30) calendar days of Contract's Effective Date, and copies of renewal certificates of all required insurance within thirty (30) days after the renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at the AOC's sole option, result in this contract's termination.
- By requiring insurance herein, the AOC does not represent that coverage and limits will be adequate to protect Bidder. Such coverage and limits shall not limit Bidder's liability under the indemnities and reimbursements granted to the AOC in this contract.

#### **10. Contract Amendment**

Additional services that are appropriate to the scope of this RFP, as determined by the AOC, may be added to the resulting contract by a written amendment mutually agreed to and executed by both parties.

#### **11. Proprietary Information/Public Disclosure**

Materials submitted in response to this competitive procurement shall become the property of the AOC. All proposals received shall be deemed public records as defined in RCW 42.56 "Public Records."

Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated in the Bidder's Letter of Submittal (see Section VI.B.3. – Letter of Submittal). The Bidder must also identify the particular exemption from disclosure upon which the Bidder is making the claim. In addition, each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on the lower right-hand corner of the page.

The AOC will consider a Bidder's request for exemption from disclosure; however, the AOC will make a decision predicated upon Chapter 42.56 RCW. Marking the entire proposal exempt from disclosure will not be honored. The Bidder must be reasonable in

designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected Bidder has been given an opportunity to seek a court injunction against the requested disclosure.

## **12. Written Representations**

Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

## **13. Questions and Answers**

Bidders should fax, e-mail, or mail written questions to the RFP Coordinator. Early submission of questions is encouraged. Questions will be accepted until the date set forth in the Procurement Schedule. Questions and Answers will be posted on the AOC Procurement Web site.

## **14. RFP Amendments**

The AOC reserves the right, at any time before execution of a contract, to amend all or a portion of this RFP. Amendments will be posted on the AOC Procurements Web site. If there is any conflict between amendments, or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

## **15. Retraction of This RFP**

The AOC is not obligated to contract for the services specified in this RFP. The AOC reserves the right to retract this RFP in whole, or in part, at any time without penalty.

## **16. Submission of Proposals**

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The proposal is to be sent to the RFP Coordinator, either by e-mail, mail, or hand delivery, at the address specified in Section VI.A.1. – Procurement Contact Information.

The Bidder should allow sufficient time to ensure timely receipt by the RFP Coordinator. The Bidder assumes the risk for the method of delivery and for any delay in the mailing or delivery of the Bidder's proposal.

The AOC will disqualify any proposal and withdraw it from consideration if it is received after the proposal submission due date and time. All proposals and any accompanying documentation become the property of the AOC and will not be returned.

**17. Non-responsive Proposals**

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. The AOC may reject or withdraw a proposal at any time as non-responsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to meet the Minimum Qualifications as outlined in Section II. of this RFP;
- Failure to comply with any part of this RFP or any exhibit to this RFP; and
- Submission of incorrect, misleading, or false information.

**18. Minor Irregularities**

The AOC may waive minor administrative irregularities related to any proposal.

**19. Cost to Propose**

The AOC will not be liable for any costs incurred by the Bidder in preparing, submitting, or presenting a proposal for this RFP.

**20. Joint Proposals**

The AOC will enter into one contract for the goods and services being procured under this RFP. If you submit a joint proposal, with one or more other Bidders, you must agree to designate the Professional Services Provider as the prime Bidder. The prime Bidder will be the AOC's sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

**21. Withdrawal of Proposals**

After a Proposal has been submitted, Bidders may withdraw a proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission date and time.

**B. Proposal Content**

For the initial evaluations, the AOC will be reviewing four major sections of Bidders' information which must be submitted in the order noted below in **Content of Proposals**. Bidders that are designated as finalists will be

required to submit additional information as described in Section V.D. – Financial Stability / References on April 23, 2007.

### **Content of Proposals:**

Proposals must provide information in the same order as presented in this document with the same headings. The questions in each of the four sections are described below. All questions must be answered and all items must be included as part of the proposal for the proposal to be considered responsive, even though certain items may not be scored.

#### **1. Format of Proposal**

- Proposals must be formatted for standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- Arial font size not less than 12 point must be used.
- Proposals must be submitted in separate sections as specified in **2. Content of Proposals** and your name on the front cover or title page of each binder.
- Identify your proposal by including **Proposal to RFP # 07-10**; the title of this RFP, Washington State Courts Case Management System; and your name on the front cover or title page.

#### **2. Content of Proposals**

For hard copy proposals that are mailed or hand delivered, submit one binder with Bidder's name and, in addition, include one soft copy in Microsoft Word 2000 file format or Microsoft Excel 2000 file format if appropriate on a portable media or electronic readable media (Compact Disc [CD-ROM] or 3.5" diskette), with a label on the CD or diskette identifying your name and RFP # 07-10. Bidder's proposal must contain the following sections:

- Front Cover/Title Page and Table of Contents
- Section 1: Letter of Submittal
- Section 2: Professional Services (see Section V.A)
- Section 3: Software Solution (see Section V.B.)
  - Appendix D
  - Appendix E
- Section 4: Cost Proposal (see Section V.C.)
- Section 5: Appendix C (Finalists Only)
- Section 6: Financial Stability/Reference (see Section V.D. - Finalists Only)

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For soft copy proposals that are e-mailed, Bids should be submitted in separate sections as defined below:

- Front Cover/Title Page and Table of Contents
- Section 1: Letter of Submittal
- Section 2: Professional Services
- Section 3: Software Solution
- Section 4: Cost Proposal
- Section 5: Appendix C (Finalists Only)
- Section 6: Financial Stability/Reference (Finalists Only)

### **3. Letter of Submittal (Section 1 – Bidder’s Proposal)**

Please respond to each item in the same order in which they appear.

Bidders must submit a prepared and signed submittal letter on Bidder’s official business letterhead stationery. The submittal letter will be Section 1 in the Bidders’ proposal. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFP # 07-10.

The Bidder’s Letter of Submittal must include the following:

- A narrative that demonstrates how the Bidder meets the Minimum Qualifications in Section II;
- Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity with whom contract would be written;
- The name of your contact person for this RFP;
- A detailed list of all materials and enclosures included in your Proposal;
- A list of all RFP amendments downloaded by the Bidder from the AOC Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, include a statement to that effect;
- A statement that addresses Section VI.A.4. Acceptance of RFP Terms;
- The Bidder’s guarantee that its Proposal, as submitted, will remain in full force and effect for 180 days;
- A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder’s firm;
- Identification of the page numbers on the Bidder’s Proposal that are marked “Proprietary or Confidential” Information; and

- Any statements you wish to convey to the RFP Coordinator, including any variations between your proposal and the RFP.

## C. Evaluations

### 1. Evaluation Procedure

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this procurement and any amendments issued. The evaluation of proposals shall be accomplished by evaluation teams to be appointed by the Case Management System Steering Committee who will be responsible for the review, evaluation, and scoring of a section(s) or subsection(s) of the Bidder proposals.

### 2. Proposal Evaluation

The AOC will conduct a three-phased approach to evaluating proposals.

#### Phase 1

Each Proposal will first be screened to determine if the Bidder meets the minimum qualifications and complied with the pertinent instructions found in the RFP document. If the Bidder's proposal is incomplete or the response is not organized as requested, the AOC may, at any time, consider your proposal non-responsive and withdraw it from consideration. Proposals that comply with the pertinent instructions and Bidder's that meet the minimum qualifications will move to Phase 2 in the evaluation process.

#### Phase 2

During this phase of the evaluation process, the evaluators will assess the Bidder's response to the questions in Section V.A. Professional Services and the proposed solution or set of solutions based on the Bidder's response to the question in **Appendix D – CMS Mandatory Requirements**. The finalists from the Phase 2 evaluation will qualify to proceed to Phase 3.

#### Phase 3

Finalists that qualify, based on the assessments from Phase 2, will be asked to participate in a three week Proof of Concept (POC) process to verify whether the finalists' proposed solution or set of solutions meets the defined set of business and technical criteria in **Appendix D – CMS Mandatory Requirements**. Finalists will be asked to deliver detailed responses to **Appendix C- CMS Baseline Detail Requirements** and install their software in a test environment at the AOC. Finalists must demonstrate their software can be configured to support all court levels and will be required to confirm that their software can support basic court functions. Beginning the third week of the POC, a separate panel(s) will evaluate the finalists' financial stability, references, and cost competitiveness. Additionally, throughout the Proof of Concept

process, the finalists’ Professional Services and ability to comply with the technical requirements will be observed and evaluated.

**3. Scoring of Proposals**

<b>Written Proposal</b>		
<b>Phase 1</b>	<b>Initial Screening</b>	<b>Pass / Fail</b>
	<b>Professional Services</b>	<b>25%</b>
<b>Phase 2</b>	<b>Software Solution</b>	<b>15%</b>
<b>Proof of Concept Testing (Software Solution – Finalists Only)</b>		
<b>Phase 3</b>	<b>Week One</b>	<b>Pass / Fail</b>
	<b>Week Two</b>	<b>Pass / Fail</b>
	<b>Week Three</b>	<b>25%</b>
<b>Proof of Concept Testing (Observe and Evaluate Professional Services – Finalists Only)</b>		
	<b>Weeks One, Two, and Three</b>	<b>25%</b>
<b>Cost of Proposal (Professional Services and Software Solution – Finalists Only)</b>		
		<b>10%</b>
<b>TOTAL</b>		<b>100%</b>

**a. Written Proposal**

- **Phase 1**

**Initial Screening**

The initial screening will be evaluated on a pass/fail basis.

**Professional Services**

Consists of evaluating the Bidder’s proposed personnel, company management, project management practices, references, and financial stability.

**25% of total score**

- **Phase 2**

**Software Solution**

Consists of evaluating the Bidder’s responses to **Appendix D – CMS Mandatory Requirements.**

**15% of total score**

**b. Proof of Concept**

- **Phase 3**

All Finalists participating in the POC will be tested and evaluated over a three week period.

- **Week One** – consists of having the finalists set up and install their solutions into the AOC test lab environment. Finalists are expected to install their baseline configurations to support all Washington Courts based on outlined requirements in **Appendices C, D, F, and G.** Failure to meet minimum test

- criteria will terminate the POC and further evaluation of the finalists' proposal.
  - (a) Finalists will be required to deliver detailed responses to **Appendix C- CMS Baseline Requirements**
  - (b) Finalists will be required to install and run their solution(s) on AOC-provided hardware.
- **Week Two** – consists of initial testing to confirm the finalists' solutions or sets of solutions capability based on target business and technical areas. The AOC will require the finalists to generate a case file with user ability to perform basic search and reporting functions. Failure to meet minimum test criteria will terminate the POC and further evaluation of the finalists' proposal. The finalists will also be required to present a detailed walk-through of the proposed solution to the AOC staff.
- **Week Three** – consists of detailed testing and evaluation of proposed solutions or sets of solutions in a test court environment. Finalists' solutions or sets of solutions will be evaluated using functional scripts designed to rigorously test the ability to manage all components encountered in the full life cycle of a case at all court levels. Testing will include actual use of finalists' solutions by Washington Court users to execute aspects of the functional scripts.
- Finalists will be required to submit a best and final offer at the conclusion of the Proof of Concept.

**Sub-Total (for Proof of Concept)**

Week 1	Pass/Fail
Week 2	Pass/Fail
Week 3	25% Software
Week 1-3	25% Professional Services

Your sub-total score for the written proposal will be the average of the scores from the evaluators who reviewed your written proposal. The finalists will receive a Total Evaluation Score which will be the average points awarded for your written proposal, your Proof of Concept Demonstration, references, and your Live System evaluations.

**Cost**

Consists of evaluating the finalists' best and final offers.  
**10% of total score**

**4. Final Determination of Apparently Successful Bidder(s)**

AOC program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

The Judicial Information System Committee shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this procurement.

#### **5. Notify Apparently Successful Bidder**

The AOC will notify the Apparently Successful Bidder on or about the date and time specified in the Procurement Schedule of the selection of the Apparently Successful Bidder by written notice via mail, e-mail or fax. The AOC will notify separately the Unsuccessful Bidders on or about the date and time specified in the Procurement Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail, and/or fax.

#### **6. Bidder Debriefing Conference**

If the AOC does not select your proposal, you may request a debriefing conference. You must submit your request in writing to the RFP Coordinator by e-mail, mail, or fax by 5:00 p.m. on June 20, 2007.

Debriefing conferences will be held June 25, 2007 and June 26, 2007. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal based on evaluators' comments; and
- Review of your final score in comparison with other Bidders' final scores without identifying other Bidders.

#### **7. Protest**

Protests may be made only after the AOC has sent notification to the Apparently Successful Bidder and to the Unsuccessful Bidders. In order to submit a protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and have requested and participated in a debriefing conference. It is the sole administrative remedy available within the AOC. The following is the process for filing a protest:

##### **a. Grounds for Protest**

- A protest may be made based on these grounds only:
- Arithmetic errors were made by the AOC in computing the score;
- The AOC failed to follow the procedures established in this RFP document, or to follow applicable state or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

**b. Protest Bond**

The Bidder submitting a protest must post a bond in the amount of \$10,000. The bond will be used to cover the cost of processing the protest. Any remaining funds will be returned to the protestor, and if the protest is successful the entire \$10,000 will be returned.

**c. Protest Form and Content**

A protest must state all the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;
- The RFP number and name of the issuing agency;
- A detailed and complete statement of the specific action(s) by the AOC under protest;
- The grounds for the protest; and
- Description of the relief or corrective action requested.

You may attach to your protest any documentation you offer to support your protest.

**d. Submitting a Protest**

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP Coordinator using the same mailing or delivery address provided in this RFP for submitting your proposal. Protests may not be submitted by fax or e-mail. The AOC must receive the written protest within five (5) business days after the debriefing conference.

**e. Protest Process**

The RFP Coordinator will forward your protest to the AOC-designated Protest Coordinator with copies of the following:

- this RFP and any amendments,
- your proposal,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your proposal.

The AOC will follow these procedures in reviewing your protest:

- The AOC will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP Coordinator.
- The AOC will send you a written decision within five (5) business days after the AOC receives your protest, unless more time is required to review the protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

The AOC will make a final determination of your protest and will either:

- 1) Find that your protest lacks merit and uphold the AOC's actions;
- 2) Find that any errors in the RFP process or in the AOC's conduct did not influence the outcome of the RFP, and uphold the AOC's actions; or
- 3) Find merit in the protest and provide options for corrective action by the AOC which may include:
  - That the AOC correct any errors and re-evaluate all proposals affected by its determination of the protest;
  - That the AOC reissue the RFP document; or
  - That the AOC make other findings and take such other action as may be appropriate.

#### **D. Execution of the Contract**

If you are the Apparently Successful Bidder, you will be expected to sign a contract with the AOC and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as **Appendix H – Sample Contract**.

The AOC reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, the AOC may elect to cancel the award and may award the contract to the next highest-ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of the AOC.

## VII. Project Duration

### Estimated schedule for completion:

Release of the Request for Proposal	February 2007
Selection of the Apparently Successful Bidder	June 2007
Proof of Implementation	July-December 2007
Pilot Implementation	January 2008
Implementation	June 2008-June 2011

## VIII. Appendices

- A. Network Diagrams
- B. Key Leadership Personnel Form
- C. CMS Baseline Detail Requirements
- D. CMS Mandatory Requirements
- E. CMS Optional Requirements
- F. CMS Baseline Technical Requirements
- G. CMS Baseline Non-functional Requirements
- H. Sample Contract
- I. JIS Data Transfer Examples
- J. Pricing Matrix
- K. Warrant-Defendant-Case