Judicial Information System Committee Meeting February 28, 2014

DECISION POINT – Appellate Court Enterprise Content Management System Change Request Approval

MOTION:

I move to adopt the Appellate Court ECMS Project Executive Steering Committee recommendation to authorize a contract amendment to purchase Hyland's OnBase WorkView module to replace custom coded HTML applications in the AC-ECMS solution. The cost increase for licenses, sales tax, and professional services is $72,000.

I. BACKGROUND

The Washington appellate courts currently have no common electronic document management system. The Supreme Court uses a paper-based system, and each division of the Court of Appeals uses its own system. The appellate courts require a statewide enterprise content management system that provides robust document management, allows for the creation of user configurable business workflows, and provides integration with other business tools such as Microsoft Outlook.

In 2011, the JISC approved the purchase of an Electronic Document Management System (later renamed Enterprise Content Management System, ECMS) for the Court of Appeals and the Supreme Court, with an estimated cost of $980,000. The system's requirements were refined, and in June, 2012, the JISC approved an integrated enterprise content management system that would provide document management, business workflow, and include the functionality of the Appellate Courts Records and Data System (ACORDS). With the information available at that time, it was believed that an integrated system could be acquired within the previously approved allocation.

In November, 2012, AOC released a request for proposals (RFP) for an appellate ECMS. This RFP had a cost cap of $850,000. Two vendors responded to the RFP, and neither response met the minimum qualifications. The project Executive Steering Committee removed the cost cap, refined and clarified the RFP requirements, and released a second RFP on January 29, 2013.

On February 22, 2013, the JISC approved an increase in the project funding allocation to $1.5 million dollars to cover contractual costs.

On March 4, 2013, the JISC approved the selection of ImageSoft as the Apparent Successful Vendor.

A contract was signed with ImageSoft Inc. on September 13, 2013 with a maximum amount of $1,420,070 excluding applicable taxes.

II. DISCUSSION

During the initial analysis/design activity the project team learned the degree of custom coding was more than expected.

The AOC solution analyst discovered another Hyland OnBase module called WorkView that appeared to perform the same functionality as ImageSoft's custom code.

Many conversations with ImageSoft confirmed this to be correct and a change request was initiated.

ImageSoft's cost analysis is $61,000 for licenses (including sales tax), and $11,000 for an additional 80 hours of professional services.

On February 18, 2014, the Appellate Court Enterprise Content Management System Project Executive Steering Committee voted unanimously to recommend that the JISC approve a change request to incorporate Hyland OnBase WorkView into the AC-ECMS solution for the amount of $72,000.

This decision was predicated on the following:

- The use of WorkView will result in a solution that is based more on configuration and less on custom coding
- The solution will be more maintainable by non-technical staff
- WorkView will more easily facilitate complex business processes in the future
- AC-ECMS data will be more easily accessible to external interfaces
- ImageSoft recommended going to WorkView based on what they had learned in the Discovery sessions with the Court of Appeals and the Supreme Court.

Appellate ECMS Steering Committee Recommendation

The Appellate Enterprise Content Management System Project Executive Steering Committee recommends to the Judicial Information System Committee that the change request to incorporate Hyland OnBase WorkView into the AC-ECMS solution for the amount of $72,000 be approved.

OUTCOME IF NOT PASSED –

The appellate courts expectation of a predominately configurable system will not be met and the ability to maintain or enhance the AC-ECMS will be lessened to a degree. It is reasonable to expect that the migration to WorkView will occur in the future as the system is modified to meet changing business needs. The cost for doing this at a later date would likely be higher.