



Administrative Office of the Courts

Request for Proposals RFP 09-12 Master Data Management

Table of Contents

I. RFP Schedule 4

II. Executive Summary 6

III. Background 6

 A. Washington Courts Profile..... 6

 B. AOC Profile 6

 C. JIS Application Portfolio Profile 7

 Database..... 7

 JIS Technology Landscape 7

IV. Minimum Qualifications..... 7

V. Procurement Goals 8

VI. Project Scope 8

VII. Deliverables 8

 Deliverable #1 – Project Plan 8

 Deliverable #2 – MDM Implementation 9

 The Vendor will procure, install, configure and integrate the hardware and software for their proposed MDM solution. 9

 Deliverable #3 – Product Training & Knowledge Transfer..... 9

 Deliverable #4 – Support Plan..... 9

VIII. Acceptance Criteria..... 10

IX. Period of Performance..... 10

X. Cost Proposal..... 10

 Pricing Instructions..... 10

 Cost Categories 10

 Proposed Price..... 12

 Payment Schedule 12

XI. RFP Administration and Instructions to Vendors 12

 RFP Coordinator 12

 RFP Questions..... 12

 Proposal Response Date and Location..... 13

 Proposal Format..... 13

 Proposal Requirements and Content 13

 Costs of Preparing Proposals..... 13

 Proposals Property of the AOC 13

 Acceptance of RFP Terms 13

 Procurement Schedule..... 13

 Contract..... 14

| | |
|---|-----------|
| Performance Bond | 14 |
| Insurance (A.K.A. Worker’s Compensation)..... | 14 |
| Contract Amendment | 16 |
| RFP Amendments..... | 17 |
| Proprietary Information/Public Disclosure | 17 |
| RFP Amendments/Cancellation/Reissue/Reopen..... | 17 |
| Minor Administrative Irregularities | 17 |
| No Obligation to Enter a Contract | 17 |
| Multiple Contracts | 18 |
| Advance Payment | 18 |
| Submission of Proposals..... | 18 |
| Non-responsive Proposals | 18 |
| Joint Proposals..... | 18 |
| Withdrawal of Proposals..... | 19 |
| RFP Evaluation | 19 |
| RFP Clarification | 20 |
| Scoring of Proposals | 20 |
| Post Evaluation | 20 |
| XII. Execution of the Contract..... | 23 |
| B. General Terms and Conditions | 24 |
| XIII. Appendices..... | 25 |
| Appendix A – Vendor Response Checklist..... | 25 |
| Appendix B – Pricing Matrix | 25 |
| Appendix C – Reference Artifacts | 25 |
| Appendix D – Vendor Questions | 25 |
| Appendix E – Technical Details..... | 31 |
| o JIS Technology Landscape..... | 33 |
| Appendix F – Network Diagrams..... | 36 |

Request for Proposals Information

Project Title: Master Data Management

Procurement Website: <http://www.courts.wa.gov/procure/>

Estimated Contract Period: 05/18/09 through 06/30/09
Amendments extending the period of performance, if any, shall be at the sole discretion of the AOC.

Proposal Due Date: All Proposals, whether mailed or hand-delivered, must arrive by the date/time listed in the RFP Schedule below. Faxed bids WILL NOT be accepted.

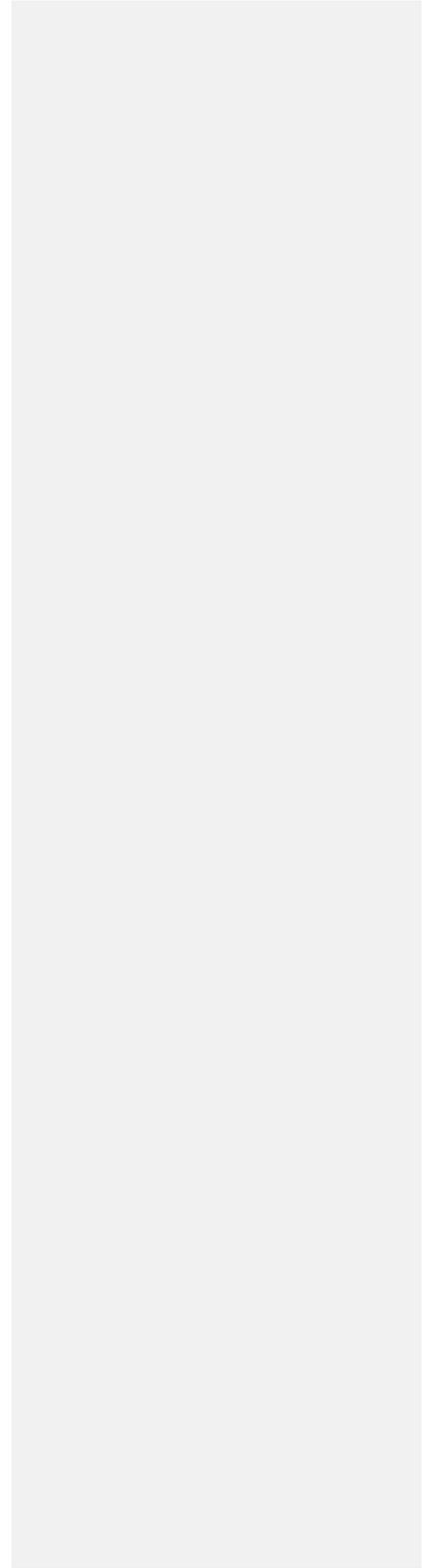
RFP Coordinator: John E. Bell, RFP Coordinator
Administrative Office of the Courts
1206 Quince Street SE
P.O. Box 41170
Olympia, WA 98504-1170
Phone: (360) 704-4029
E-Mail: John.Bell@courts.wa.gov

Submit Proposal To: RFP Coordinator

I. RFP Schedule

| | |
|--|----------|
| RFP Released | 04/22/09 |
| Last date for questions regarding RFP by 5:00 p.m. PDT | 04/29/09 |
| Proposals due 5:00 PM PDT | 05/12/09 |
| Successful Vendors announced | 05/15/09 |
| Contract start date | 05/20/09 |
| Bidders' Requests for Debriefing Due by 5:00 p.m. PDT | 05/25/09 |
| Bidders' Protest(s) Due by 5:00 p.m. PDT | 06/02/09 |

| | |
|-------------------|----------|
| Contract End Date | 06/30/09 |
|-------------------|----------|



II. Executive Summary

The Administrative Office of the Courts (AOC) is soliciting Proposals from qualified vendor to provide a master data management (MDM) solution to support its long-term IT strategy as well as the increasing data needs of Washington courts. The MDM should include but is not limited to:

- Hardware & software procurement, installation & configuration
- Training and knowledge transfer
- Support contract.

The proposed MDM solution must demonstrate that it can support the following conditions:

- Service AOC's 400+ courts
- 16,000 JIS users (1,000 new users per year)
- 3,400 concurrent JIS users (200 new concurrent users per year)
- 200 concurrent database threads (20 new concurrent threads per year)
- 2 MDM environments: Production and Test (1 future environment TBD)
- 4 distinct data partitions per environment: Production, Training, Test, and Development (1 future partition TBD)
- 290 data entities totaling 3200 attributes (10 new entities per year)
- 6 external data sharing partners (1 new partner per year)
- 7.5M transactions weekly (1M new weekly transactions per year)
- Each transaction must complete in no more than 3 seconds

III. 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.

For more information on the Washington Courts, go to www.courts.wa.gov.

B. AOC Profile

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its

employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

C. JIS Application Portfolio Profile

The AOC provides a range of technology services that support the court customers' ever increasing need to data. 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. See appendix E for additional details.

Database

The AOC maintains statewide judicial data in a DB2 OLTP database residing on an IBM z-series mainframe. See appendix E for additional details.

JIS Technology Landscape

The current JIS environment operates a mixed environment of technologies that deliver services to approximately 270 courts in 39 counties. See appendix E for additional details.

IV. Minimum Qualifications

To be eligible for an award, Vendors must first meet the minimum qualifications listed below:

- 1) Three or more successful complex, multi-stakeholder MDM implementations (including installation and configuration) during the last three years;
- 2) Project staff includes members with qualifications, education and relevant certifications in Master Data Management, Data Analysis, Design & Migration as well as training.
- 3) Commitment to provide dedicated full-time on-site staff for the planning and implementation effort for the full life of the project;
- 4) Proven ability to provide expert level training and knowledge transfer on the proposed MDM solution.
- 5) 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).

Proposals from bidders who do not meet these minimum qualifications shall be deemed to be unresponsive, will not be evaluated and no score will be assigned. A short list of 2-3 vendors may be invited to do onsite to perform a scenario based demonstration.

V. Procurement Goals

The AOC is seeking a master data management (MDM) solution that will provide a single source of data “truth” for all application in the JISC portfolio.

Goals

To have

- A fully installed, configured and integrated master data management software and hardware. The proposed MDM solution must demonstrate that it can support the following conditions:
 - 16,000 JIS users (1,000 new users per year)
 - 3,400 concurrent JIS users (200 new concurrent users per year)
 - 200 concurrent database threads (20 new concurrent threads per year)
 - 2 MDM environments: Production and Test (1 future environment TBD)
 - 4 distinct data partitions per environment: Production, Training, Test, and Development (1 future partition TBD)
 - 290 data entities totaling 3200 attributes (10 new entities per year)
 - 6 external data sharing partners (1 new partner per year)
 - 7.5M transactions weekly (1M new weekly transactions per year)
 - Each transaction must complete in no more than 3 seconds
- A fully trained AOC maintenance and support staff.
- A fully featured support contract.

VI. Project Scope

The scope of the project includes all aspects of setting up a fully featured MDM solution which at a minimum includes:

- Hardware recommendations
- Software recommendations
- configuration of any new hardware
- Installation and configuration of software
- Training plan and execution
- Support Contract

VII. Deliverables

Deliverable #1 – Project Plan

The Vendor will provide a Project Plan, description of the project management team, tools, procedures, and controls that are being proposed. This must be based on, among other things, any necessary discovery and analysis to make this a working document.

The Vendor must include a detailed work plan outlining all activities associated with this engagement from inception to conclusion. The following must be addressed:

1. Organizing the work
2. Risk management
3. Managing timelines
4. Resource allocation
5. Quality control and assurance, as documented in the quality plan
6. Issue resolution procedures
7. Deliverable acceptance

Expected work products/activities include, but are not limited to:

1. Schedules of tasks and activities
2. Resource requirements
3. Milestones
4. Interdependencies

Deliverable #2 – MDM Implementation

The Vendor will procure, install, configure and integrate the hardware and software for their proposed MDM solution.

Deliverable #3 – Product Training & Knowledge Transfer

The Vendor will develop a training and knowledge transfer plan for all AOC resources that will be working with proposed MDM solution. The Vendor will supply training materials and provide the training identified in the training plan. The training will include processes, methods, and best practices for using the proposed solution to implement MDM at the AOC.

Deliverable #4 – Support Plan

The Vendor will develop & procure a hardware and software support plan to include at a minimum:

- A limited warranty against material defects for at least 6 months
- Consulting assistance for at least 6 months after installation
- A fully featured documented service level agreement
- Technical support by web, phone and email
- Free or reasonable cost updates and upgrades for the product(s) during the contract term

VIII. Acceptance Criteria

- Criteria #1: Overall approach, work plan, and schedule are based on adequate discovery and analysis; and the results have been reviewed, assessed, and approved by ISD Project Manager and the AOC Project Management Office (PMO).
- Criteria #2: The master data management solution as defined in this RFP is installed, configured and integrated in accordance with the work plan and schedule.
- Criteria #3: All training and knowledge transfer has been delivered in accordance with the work plan and schedule
- Criteria #4: The support plan has been reviewed and accepted by AOC and is fully in place.

IX. Period of Performance

The period of performance for this engagement shall begin on 05/18/2009 and shall end on 06/30/2009.

X. Cost Proposal

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

Pricing Instructions

The Vendor must submit information detailing the proposed pricing of the Professional Services. 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 Vendor'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. Vendors may be asked to propose additional discounts, benefits, cost reductions, or savings that were not previously presented in the Vendor's response. Selected Vendors 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 Vendor must submit the cost proposal in a separate section. Vendors may submit additional pricing information as an appendix to their cost proposal.

Cost Categories

The Vendor must provide pricing proposals using the cost categories outlined below. The Vendor must provide the necessary detail within 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 Vendor must provide its cost proposal in the most discrete categories 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 AOC understands that Vendors may not be able to break out costs by individual functionality requirements. The Vendor should use its best efforts to develop a pricing proposal that segregates costs into the most discrete categories possible.

The cost elements are as follows:

- 1. Professional Services**
 - i. The Vendor must complete a pricing matrix (**Appendix B – Pricing Matrix**) for providing the Professional Services as described in Section V. Prices quoted must remain fixed for the duration of the contract executed as a result of this RFP. Cost proposals must itemize the basis for the pricing of services. The AOC will negotiate with the successful Vendor 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. The Vendor must propose cost on a per deliverable basis.
 - iii. Deliverables must be tied to milestones as described in the Vendor's Proposed Project Plan.
- 2. License/Purchase of Master Data Management Software**
 - i. Software procurement and licensing costs must be categorized based on the milestones or tasks accomplished as presented in the Vendor's implementation plan.
- 3. License/Purchase of Required Hardware**
 - ii. Hardware procurement and licensing costs must be categorized based on the milestones or tasks accomplished as presented in the Vendor's implementation plan.
- 4. Installation/Implementation Costs**
 - i. Installation and implementation costs must be categorized based on the milestones or tasks accomplished as presented in the Vendor's implementation plan.

- ii. The Vendor must base its categories on measurable milestones. It is expected that the categories should include such tasks as basic setup, profile and table definitions, system analysis, testing, project management, going live, and troubleshooting.

5. User Training

- i. Training and training material costs must be categorized based on the milestones or tasks accomplished as presented in the Vendor's implementation plan.
- ii. The Vendor must base its categories on measurable milestones. It is expected that the categories should include such tasks as materials procure, training developed etc.

6. User Support and Maintenance

- iii. Support and Maintenance costs must be categorized based on the milestones or tasks accomplished as presented in the Vendor's implementation plan.
- iv. The Vendor must base its categories on measurable milestones. It is expected that the categories should include such items as support contracts, consultation call out etc.

Proposed Price

Vendors should provide a pricing worksheet. If Vendor identifies additional cost categories, include those additional cost categories with the appropriate explanation.

Payment Schedule

The Vendor must propose a payment schedule. This 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.

XI. RFP Administration and Instructions to Vendors

RFP Coordinator

Upon release of this RFP, all Vendor communications concerning this acquisition must be directed to the RFP Coordinator listed on page 4 of this document. Unauthorized contact regarding this RFP with other AOC employees may result in disqualification. Contact is considered authorized only if the Vendor is referred to another AOC employee by the RFP Coordinator. Any oral communications will be considered unofficial and non-binding on AOC. Only written statements issued by the RFP Coordinator may be relied upon.

RFP Questions

Specific questions concerning the RFP must be submitted to the RFP Coordinator by email no later than the listed date in the RFP Schedule. Questions will not be accepted beyond this date. Responses will be posted at <http://www.courts.wa.gov/procure/>. Oral responses given to any questions are to be considered preliminary and non-binding. Only written responses to questions will be considered official.

Proposal Response Date and Location

The Vendor's Proposal, in its entirety, must be received by the RFP Coordinator in Olympia, Washington, in accordance with the schedule contained on page 4 of this RFP. Vendors assume the risk of the method of dispatch chosen. Responses may be delivered by mail, courier, hand-delivery, or email.

Proposal Format

Vendors must submit their Proposals electronically. Proposals must be reproducible upon receipt by AOC on standard 8-1/2 by 11 inch paper.

Proposal Requirements and Content

See Appendix A – Vendor Response Checklist.

Costs of Preparing Proposals

The AOC will not pay any Vendor costs associated with preparing Proposals submitted in response to this RFP.

Proposals Property of the AOC

All Proposals, accompanying documentation and other materials submitted in response to this RFP shall become the property of the AOC and will not be returned.

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 a letter of submittal (see Appendix A). A Vendor 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.

Procurement Schedule

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

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 3rd party service provider.

Performance Bond

The selected Vendor 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 Vendor 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 Vendor, and is not to be proposed or recoverable as a separate cost item. The Performance Bond or other suitable security shall be delivered to the AOC by the Vendor prior to finalizing the contract.

Insurance (A.K.A. Worker's Compensation)

The successful Vendor shall maintain in full force and effect, the insurance described in this section. The Vendor 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 Reports. In the event of cancellation, non-renewal, revocation, or other termination of any insurance coverage required by this Contract, Vendor shall provide written notice of such to the AOC within one (1) business day of Vendor'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:

1. 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;

2. 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;

3. Employers Liability

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

4. Umbrella Policy

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

5. 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

6. 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; Forger; Money and Securities; and Employee Dishonesty.

7. Industrial Insurance Coverage

Prior to performing work under this contract, Vendor 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 Vendor, or any Subcontractor or employee of Vendor, 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, Vendor 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

the Vendor fails to do so. In addition, such irrevocable stand-by letter of credit shall provide for payment of any 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.

- Vendor 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 Vendor 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 be given to the AOC by the insurer.
- All insurance provided by Vendor 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 interest (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 Vendor'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) calendar 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 Vendor. Such coverage and limits shall not limit Vendor's liability under the indemnities and reimbursements granted to the AOC in this contract.

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.

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 Procurement Website. If there is any conflict between amendments, or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

Proprietary Information/Public Disclosure

Any information contained in the Proposal that is considered proprietary and exempt from disclosure under the Washington State Public Disclosure Act, chapter 42.56 RCW, by the Vendor must be clearly designated. Each page must be identified by the word "confidential" printed in the lower right hand corner of the page and the particular exception from disclosure upon which the Vendor is making the claim shall be referenced below the word "confidential." Marking of the entire Proposal as proprietary will be neither accepted nor honored. If a request is made to view or obtain a copy of a Vendor's Proposal, the AOC will comply with applicable public disclosure requirements. If any information in the Proposal is marked as proprietary, the affected Vendor will be given an opportunity to seek an injunction or restraining order against the requested disclosure.

RFP Amendments/Cancellation/Reissue/Reopen

The AOC reserves the right to change the RFP Schedule or issue amendments to this RFP at any time. The AOC also reserves the right to cancel or reissue the RFP.

Minor Administrative Irregularities

The AOC reserves the right to waive minor administrative irregularities contained in any response.

No Obligation to Enter a Contract

The release of this RFP does not compel the AOC to enter into any contract.

The AOC reserves the right to refrain from contracting with any Vendor that has responded to this RFP whether or not the Vendor's Proposal has been evaluated and whether or not the Vendor has been determined to be qualified. Exercise of this reserved right does not affect the AOC's right to contract with any other Vendor.

The AOC reserves the right to request an interview with any Vendor who is a prospective contractor prior to entering a contract with that Vendor. If

a Vendor declines the request for an interview for any reason, the Vendor will be eliminated from further consideration.

Multiple Contracts

The AOC reserves the right to enter contracts with more than one Vendor as a result of this RFP.

Advance Payment

The AOC will not make advanced payment for services being procured under this solicitation. Therefore, the Vendor should anticipate payment at the end rather than the beginning of the invoice period in which it submits any services for which payment is due. Invoices should be submitted no more often than monthly.

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 on Page 4 of this RFP.

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

Non-responsive Proposals

All proposals will be reviewed by the RFP Coordinator to determine compliance with the 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 IV of this RFP; and
- Submission of incorrect, misleading, or false information.

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 Vendors, you must agree to designate the Professional Services Provider as the prime Vendor. The prime Vendor 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.

Withdrawal of Proposals

After a Proposal has been submitted, Vendors 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 Vendor must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Vendor may submit another proposal at any time up to the proposal submission date and time.

RFP Evaluation

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this procurement and any amendments issued. The evaluation will be performed in the following phases:

8. Phase 1 – Qualification Review

Each Proposal will first be screened to determine if the Vendor meets the minimum qualifications and complied with the pertinent instructions found in the RFP document. If the Vendor'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 meet the minimum qualifications will move to Phase 2 in the evaluation process.

The RFP Coordinator or designee will review:

- the Minimum Qualifications of the Vendor to provide the required services based on the Vendor's response to Section 4 of the RFP; and
- Appendix A, Section 1 – Submittal Letter.

9. Phase 2 – Evaluation

Proposals from Vendors that meet the Minimum Qualifications in Phase 1 will be evaluated by a panel using criteria specific to each deliverable. Scoring will be weighted according to Section P.

10. Phase 3 – Reference Checks

The panel or its designee(s) will check references and consider past contract performance of Vendors whose Proposal passed Phase 2. References beyond those listed in the Vendor's Proposal may be contacted and considered.

11. Phase 4 – Shortlisted Vendor Presentation

A shortlist of two to three vendors may be asked to provide an onsite demonstration of their MDM solution and asked to demonstrate various scenarios as well as respond to addition questions.

RFP Clarification

As part of the evaluation process, the RFP Coordinator may ask Vendors to clarify specific points in their Proposal. However, under no circumstances will the Vendor be allowed to make changes to the Proposal.

Scoring of Proposals

The following weighting will be assigned to the Proposal for evaluation purposes:

Technical Experience 60%

This score is an aggregate of the evaluation of the Vendor's previous success with MDM, the applicability of the vendor's proposed MDM solution to AOC gained from the technical information in the proposal and the Vendor Questions (Appendix D).

Professional Services

Consists of evaluating the Vendor's proposed personnel, company management, project management practices, references, and financial stability. 20%

Cost Proposal for Phase 1 20%

References [top-scoring Proposal(s) only] Pass/Fail

References will be contacted for the top-scoring Proposal(s) only and will then be scored on a pass/fail basis.

Your sub-total score for the written Proposal will be the average of the scores of the evaluators who review your written Proposal. Your final total Proposal score will be the average points awarded for your written Proposal, plus the response for references.

Post Evaluation

12. Shortlisted Vendor Presentations (optional)

A shortlist of two to three vendors may be asked to provide an onsite demonstration of their MDM solution and asked to demonstrate various scenarios as well as respond to addition questions.

13. Notification

The Apparently Successful Vendor and the Apparently Unsuccessful Vendors will be notified via email.

14. Debriefing of Unsuccessful Vendors

Vendors who submitted responses that were not selected will be given the opportunity for a debriefing conference. A request for a debriefing conference must be received by the RFP Coordinator within three (3) business days after the notification to Unsuccessful Vendors is e-mailed to Vendors. The debriefing must be held within three (3) business days of the request.

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

1. Evaluation and scoring of your Proposal;
2. Critique of your Proposal based on evaluators' comments; and
3. Review of your final score in comparison with other Vendors' final scores without identifying the Vendors.

15. Protest Procedures

In order to submit a protest under this RFP, a Vendor must have submitted a Proposal for this RFP, and have requested and participated in a debriefing conference. Vendors submitting a protest to this procurement shall follow the procedures described herein or their Proposal shall not be considered. This protest procedure constitutes the sole administrative remedy available to the Vendor under this procurement.

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;
- Bias, discrimination, or conflict of interest on the part of the evaluator

Only protests stipulating an issue of fact concerning a matter of bias, discrimination, a conflict of interest, or non-compliance with procedures described in the procurement document shall be considered. Protests not based on procedural matters will be rejected.

Protest Bond

The Vendor 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.

Protest Form and Content

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

- The name of the protesting Vendor, 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.

Submitting a Protest

The protest must be in writing and must be signed. You must mail or hand-deliver your protest to the RFP Coordinator. Protests may not be submitted by fax or email. The AOC must receive the written protest within five (5) business days after the debriefing conference.

In the event a protest may affect the interest of any other Vendor, such Vendor(s) will be given the opportunity to submit their views and any relevant information on the protest to the RFP Coordinator.

Protest Process

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

- This RFP and any amendments,
- The proposal,
- The evaluators' scoring sheets, and
- Any other documentation showing evaluation and scoring or the proposal.

Upon receipt of a protest, a protest review will be held by the AOC to review the procurement process utilized. This is not a review of responses submitted or the evaluation scores received. The review is to ensure that procedures described in the procurement document were followed, all requirements were met, and all Vendors were treated equally and fairly.

The AOC will follow these procedures in reviewing the protest:

- The AOC will conduct an objective review of the protest, based on the contents of the written protest and the above materials provided by the RFP Coordinator.

- The AOC will send the protesting Vendor a written decision within five (5) business days after receiving the protest, unless more time is required to review the protest and make a determination. The protesting Vendor 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 action as may be appropriate.

Protests shall not be accepted prior to selection of the apparent successful Vendor. Protests must be received within five (5) business days from the date of the notification of the Unsuccessful Vendor's Debriefing Conference. The Administrator or assigned delegate will then consider all the information available to her/him and render a written decision within five (5) business days of receipt of the protest, unless additional time is required. If additional time is required, the protesting party will be notified of the delay.

XII. Execution of the Contract

A. Generally

The Apparently Successful Vendor 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.

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 the proposal.

If the Vendor fails or refuses to sign the contract or any subsequent amendment within five (5) business days of delivery, 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.

B. General Terms and Conditions

The Vendor selected will be expected to enter into a contract with the AOC which will contain special terms and conditions related to this RFP and general terms and conditions. The Special Terms and Conditions will be based on the services to be provided as described in this RFP. **In no event is a Vendor to submit its own standard contract terms and conditions as a response to this RFP.**

C. Criminal Background Check

As a requirement of the contract, the AOC may require the Vendor, and any employee, assistant, agent, or subcontractor of the Vendor completing work under the contract, to provide the results of criminal background check. Such an investigation may include, but not be limited to, fingerprinting and criminal history records checks. The Vendor will agree to cooperate fully with the AOC in completion of this requirement. Results of the investigation and/or failure of the Vendor and any employee, assistant, agent, or subcontractor of the Vendor completing work under the contract to cooperate fully may be grounds for termination of the contract. General Terms and Conditions are attached as Appendix C.

D. Confidentiality Agreements

The Vendor contractor may have access confidential and/or propriety information during the period of performance. Vendor will sign a confidentiality agreement safeguarding such information.

E. Workstation and Facility Fees

AOC may provide workstations for the contract staff and a building access key a telephone and network connection. AOC will charge the CONTRACTOR a workstation fee of \$887.00 for the first month and \$395.00 per month thereafter to cover costs for each workstation provided to CONTRACTOR. This amount shall be invoiced by the CONTRACTOR on a monthly basis as a credit against invoiced charges to AOC.

F. Hardware and Software Responsibility

The Contractor shall ensure that its representatives have the hardware and software necessary to complete the engagement, unless special circumstances exist where either AOC's hardware or software is needed. Such special

circumstances should be noted in the Vendor's proposal. AOC will not supply hardware or software to the Contractor unless specifically agreed to in writing

XIII. Appendices

Appendix A – Vendor Response Checklist

- Submittal Letter
- Cost Proposal
- Vendor Questions (see Appendix D)
- References

Appendix B – Pricing Matrix

Appendix C – General Terms and Conditions

Appendix D – Vendor Questions

Explain how the proposed solution answers each of the following areas. Be sure that your response covers all the questions as well as the points listed below the questions.

Area One: Repository

How does the proposed MDM solution implement and manage the master data repository?

1. Data Model – What domains are included in the proposed solution and what tools are included for managing the schemas and the master data?
 - pre-defined schemas
 - restrictions with modifying and extending schemas
 - supported data types
 - skill set required to modify schemas (e.g. DBA, data designer, developer, business analyst, etc.)
 - relational, object oriented, or dimensional schemas or other
 - staging the schema changes
 - initial load
 - bulk updates after production implementation
2. Relationships – How does the proposed solution provide relationship management?
 - multi-relationships (i.e. one relationship associating more than two objects to each other)
 - relationships between dissimilar objects (e.g. vehicle and jurisdiction)
 - “many to many” relationships
 - maintaining relationships as data values change
 - relationships that span systems

- relationships with unstructured data (e.g. images)
 - hierarchies
3. Search – How does the proposed solution support searches?
- phonetic name searches
 - cross-language name searches (e.g. John, Jacques, Johann)
 - fuzzy logic techniques
 - multiple search criteria

Area Two: Data Quality

How does the proposed solution assess, track, and maintain data quality within the master data repository?

1. Referential Integrity – How does the proposed solution manage referential integrity?
 - globally unique identifiers (GUIDs)
 - relationship maintenance across schema changes (e.g. entities are split, combined, deleted, etc.)
 - avoidance of update collisions
 - units-of-work within the proposed solution and across systems
2. Data Constraint Validation – How does the proposed solution validate data?
 - data constraint enforcement
 - data type
 - mandatory values present
 - uniqueness
 - enumeration
 - ranges
 - referential integrity
 - proprietary business rules as data constraints
 - validation based on other data values in the repository
 - validation based on data values in another system
 - parameterized constraints
 - error recovery options (e.g. failure, acceptance with logging, with reporting, with email alerts, etc.)
 - constraint validation by role
 - constraint validation by process
 - data constraints exposed for profiling and data cleansing
 - data constraints exposed to external systems

Area Three: Workflow

What facilities are available in the proposed solution for automating recurring master data activities?

1. Scripting – How does the proposed solution manage workflow development?
 - workflow creation
 - workflow development tools
 - workflows within other workflows

- workflow branching (e.g. for cross-organizational approvals)
 - cross-system workflows
 - workflow modifications
 - workflow deployment
 - parallel workflow steps
 - workflow content used in workflow decision processing
 - workflow screen generation
2. Execution – How does the proposed solution manage workflow execution?
- local workflows activation
 - manual steps within a workflow
 - workflow activation from another system
 - workflow monitoring capabilities
 - role permissions to determine workflow execution
 - process permissions to determine workflow execution
 - limitations on workflow logic complexity
 - metadata for workflows

Area Four: Data Sharing

How does the proposed solution manage interactions within the local enterprise and with external systems?

1. System Integration – How does the proposed solution communicate and share data with other systems?
- synchronous, asynchronous, and batch integration
 - factors that affect propagation latency
 - scheduled data propagation
 - near real-time publication
 - accommodations for existing local ETL processes
 - integration methods and standards (e.g. web services, internal services, API, etc.)
 - external services (e.g. USPS address lookup, SSA deceased status, etc.)
 - accommodations for master data on external systems (e.g. WSBA attorney information)
 - data subscription as both a producer and a consumer
 - point-to-point integration as both a producer and a consumer
 - sequencing and serialization within local system and across multiple systems
 - functionality as services
 - functionality via an API
 - import and export data transformations
 - import and export data constraints enforcement
 - import and export data defaults
 - supported import and export data formats

2. Reference Data – How does the proposed solution manage reference data?
 - creation of reference data
 - initial population of reference data
 - external reference data access
 - reference data propagation within the local system and across external systems
3. Data Distribution – How does the proposed solution manage the dissemination of master data?
 - conditional data propagation (e.g. based on data value, security, role, process, source, date-time, target, etc., or any combination)
 - propagation content specific to a system (i.e. one system needs to receive more detail than another system)
 - monitoring propagation success for each consumer system
 - propagation initiation notification to target systems
 - notification for modifications of master data in other systems
 - guaranteed delivery of data to target systems

Area Five: Governance

How does the proposed solution provide information for data-related decision making and facilitate the enforcement of those decisions?

1. Auditing – How does the proposed solution track and record master data activity?
 - limitations with retaining historical data
 - level of detail for historical data (e.g. individual data values, user who made the update, role, timestamp, type of update, authorization, etc.)
 - historical data storage and formatting standards
 - historical data search capabilities
 - roll-back and/or undo of modifications
 - data lineage
 - recovery and/or viewing of deleted data
 - capability differences between master data and metadata
2. Security – How does the proposed solution provide access to the master data while preserving access and modification restrictions?
 - role-based security
 - interaction with external security services
 - single sign on
 - level of granularity for data entitlements and data policies (e.g. system, data object, row level, column level, data value based, read-only, etc., any combination of these)
 - security logging and tracking capabilities (e.g. access requests, denials, new user setup, password changes, etc.)

- multiple privileges for for the same item (e.g. someone needs update and approval privileges but cannot approve their own updates)
3. Control – How are changes to the proposed solution managed?
 - version identification and tracking
 - processes and tools for development and deployment
 - change requests, approvals, and status tracking

Area Six: Architecture

How do the various parts of the proposed solution fit together into a cohesive, manageable system that facilitates the growth, change, tuning, and reporting of that system?

1. Infrastructure – What hardware and software environment does the proposed solution require?
 - solution model (e.g. J2EE, Web 2.0, etc.)
 - languages and standards
 - preserving configuration and customization across upgrades
 - supported platform environments (e.g. mainframe, Windows, Linux, etc., or a combination of these)
 - recommended platform environment
 - required software licenses
 - version requirements (hardware, software, middleware, protocols, etc.)
 - thin or thick client component
2. Tools – What are the tools that support the proposed solution?
 - tool sets included in the proposed solution
 - tool sets available outside of the proposed solution
 - options for the master data, metadata, and tools repositories (platform, database, etc.)
3. Design – How does the design of the proposed solution provide functionality, flexibility, and extensibility?
 - composition of the proposed solution (e.g. a single unified application, individual integrated components, primary application with plug-ins, etc.)
 - architectural style (e.g. external reference, registry, reconciliation engine, transaction hub, etc.)
 - real-time, batch, and queued events
 - performance (e.g. vertical scaling, horizontal scaling, load balancing, caching, etc.)
 - reliability (e.g. failover, hot spares, redundancy, etc.)
 - operational usage while maintaining performance SLAs
 - ad hoc query usage while maintaining performance SLAs
 - web services
 - multi-team multi-site customization and configuration

4. Administration – How does the proposed solution accommodate administrative activities?
 - monitoring (e.g. SLAs, KPIs, messages, workflows, security, database CRUD activity, etc.)
 - accommodations for external monitoring tools
 - remote operation
 - tracking and managing distributed ownership
 - grouping of customization and configuration changes for deployment
 - enforcement of predefined thresholds
 - assignment and enforcement of task priorities
5. User Interface – What usability features exist in the tools provided in the proposed solution?
 - interface standards for a consistent look and feel
 - user assistance within the interface (e.g. filed level help, reference data drop-down lists, etc.)
 - visual aids to enhance communicate (e.g. relationships, hierarchies, inheritance, models, workflows, security, etc.)
 - profiles, patterns, and configuration defaults (e.g. modeling, scripting, security, etc.)
 - form generation methods (e.g. manual definition, constructed by a tool, ad hoc generation based on metadata, etc.)
 - separation of presentation, business logic, and data manipulation
 - “undo” limits
 - level of technical expertise required to understand the various interface components
6. Testing – What testing facilities are provided in order to test the proposed solution and any configuration and extension of the solution?
 - types of testing (e.g. unit, integration, acceptance, performance, reliability, recoverability, scalability, etc.)
 - testing methods (e.g. manual, scripted, automated, continuous, etc.)
 - measurement and reporting of test results
7. Knowledge Transfer – How does the proposed solution provide sufficient knowledge transfer to assure that the AOC is capable of managing the solution?
 - installation and troubleshooting
 - customization and configuration
 - documentation formats (e.g. hardcopy, storage media, online help, web site, etc.)
 - level of support during implementation

- level of ongoing support after implementation

Area Seven: General

1. Why is the proposed solution the right solution for AOC?
2. What are the distinguishing characteristics that differentiate your proposed MDM solution from other MDM solutions?
3. How many installations of the proposed solution have been implemented in the proposed configuration? When was the first such implementation? When was the most recent implementation?

Appendix E – Technical Details

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. Appendix **Table 1** displays the applications that make up the JIS application portfolio.

Table 1 – JIS Applications

| Application / Service | Description | Data Store |
|-----------------------|--|---------------------|
| 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. | JIS Data Repository |
| 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. | JIS Data Repository |
| 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. | JIS Data Repository |
| JCS | <i>Juvenile and Corrections System (JCS)</i> -- This application is the | JIS Data |

| | | |
|-------------------------------------|---|---|
| | primary case and detention management system used by the juvenile courts. | Repository plus |
| 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. | JIS Data Repository |
| 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. | JIS Data Repository |
| 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 the JIS Data Repository. | Local Desktop Repository |
| 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. | JIS Data Repository, Windows Server Repository, ODS |
| 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. | Windows Server Repository |
| 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. | JIS Data Repository only |
| Web site Services | 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. | JIS Data Repository, Windows Server Repository, ODS |
| Stand-alone 3rd Party System | | |
| MCIS | <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 the JIS Data Repository for current adjudicated criminal cases as well as domestic violence cases and protection orders. | Local Database |

- **JIS Technology Landscape**

The current JIS environment operates a mixed environment of technologies that deliver services to approximately 270 courts in 39 counties. The JIS systems are tightly coupled, various interdependencies and data is duplicated across multiple system databases. Data services are also very limited or not yet implemented.

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

4. **Data Warehouse**

The AOC uses MS SQL Server 2000 (currently migrating to 2005) 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 Informatica BOXI 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 F – 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:

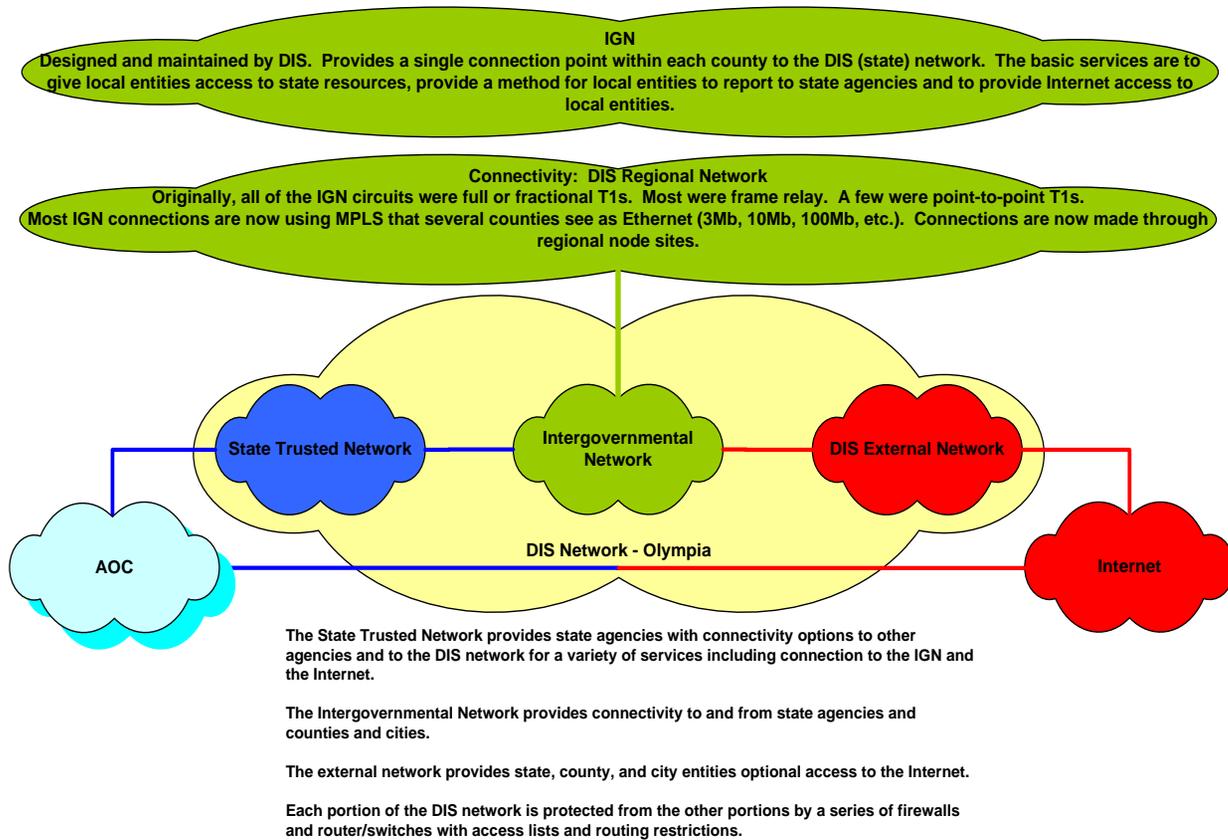
| Appliance | Description |
|------------------|---|
| BIGIP | Provides load balancing of TCP/IP applications and SSL encryption. Currently, four boxes are being used. |
| Neoteris | Provides VPN access to the AOC internal network. |
| Nokia | Firewall-1 Services – Two appliances for the SGN connection, 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 system outside of the JIS. Seattle Municipal Court (SMC) is one of our largest court organizations that operate their own system. 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.

Appendix F – Network Diagrams

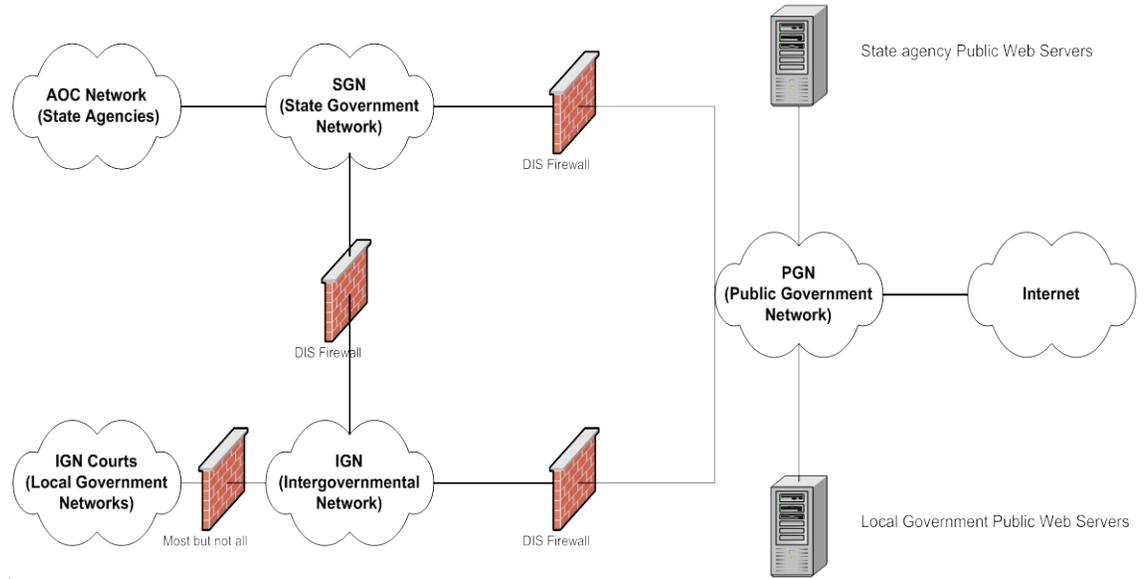


Formatted: Indent: Left: 0.5", No widow/orphan control

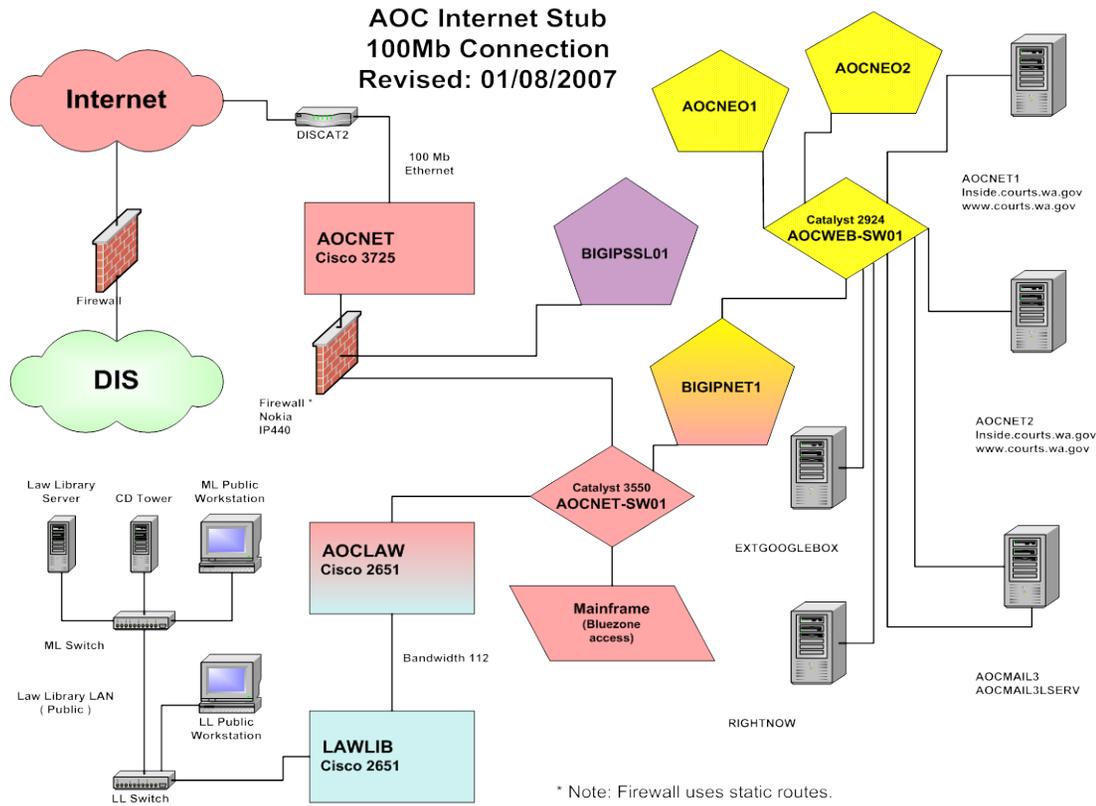
Formatted: Indent: Left: 0"

Field Code Changed

Washington State Government Network
Intergovernmental Network



Field Code Changed



Field Code Changed

Formatted: Font color: Auto
 Formatted: Indent: Left: 0", No widow/orphan control