MARYLAND JUDICIARY

ADMINISTRATIVE OFFICE OF THE COURTS
580 TAYLOR AVENUE, 4TH FLOOR
ANNAPOLIS, MARYLAND 21401

REQUEST FOR PROPOSALS
PROJECT NUMBER K11-0030-29

MARYLAND ELECTRONIC COURT CORE ACQUISITION

ISSUED: September 1, 2010

Offerors are specifically directed NOT to contact any Judiciary personnel or its contracted consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award and execution of a contract. Unauthorized contact with any Judiciary personnel or the Judiciary's contracted consultants may be cause for rejection of the Offeror's proposal.

A prospective Offeror who has received this document from a source other than the Procurement Officer should immediately contact the Procurement Officer and provide the prospective Offeror's name and mailing address so that amendments to the RFP or other communications can be sent to the prospective Offeror. Failure to contact the Procurement Officer may result in non-receipt of important information.

Procurement and Contract Administration
http://www.mdcourts.gov

NOTICE TO PROSPECTIVE OFFERORS

In order to help us improve the quality of solicitations and to make the procurement process more responsive and business friendly, we ask that you take a few minutes and provide comments and suggestions regarding the enclosed solicitation. Please return your comments with your proposal. If you have chosen not to submit a proposal, please email this completed form to *susan.howells@mdcourts.gov*.

Title: Maryland Electronic Court Core Acquisition
Project No: K11-0030-29

1. If you have responded with a "no proposal", please indicate the reason(s) below:
    ( )   Other commitments preclude our participation at this time.
    ( )   The subject of the solicitation is not something we ordinarily provide.
    ( )   We are inexperienced in the work/commodities required.
    ( )   Specifications are unclear, too restrictive, etc. (Explain in REMARKS section.)
    ( )   The scope of work is beyond our present capacity.

    ( )   We cannot be competitive. (Explain in REMARKS section.)
    ( )   Time allotted for completion of the proposals is insufficient.
    ( )   Start-up time is insufficient.
    ( )   Insurance requirements are restrictive. (Explain in REMARKS section.)
    ( )   Proposals requirements (other than specifications) are unreasonable or too risky. (Explain in REMARKS section.)

    Other: _____

2. If you have submitted a proposal, but wish to offer suggestions or express concerns, please use the Remarks section below. (Use reverse side or attach additional pages as needed.)

REMARKS:
_____

_____

Name: _____

Contact Person: _____   Phone (____) _____ - _____

Address: _____

KEY INFORMATION SUMMARY SHEET

THE MARYLAND JUDICIARY

MARYLAND ELECTRONIC COURT CORE ACQUISITON

Request for Proposals – Project Number K11-0030-29

RFP Issue Date: September 1, 2010

Procurement Officer: Susan Howells
Administrative Office of the Courts
Procurement and Contract Administration
580 Taylor Avenue, A-4
Annapolis, Maryland 21401
410-260-1410
susan.howells@mdcourts.gov

Proposals are to be sent to: Susan Howells
Administrative Office of the Courts
Procurement and Contract Administration
580 Taylor Avenue, A-4
Annapolis, Maryland 21401

Procurement Method: Competitive Sealed Proposals

Pre-Proposal Conference: **September 20, 2010; 2:00 PM**
Judiciary Education and Conference Center
Upper Level, Rooms 9 and 10
2011D Commerce Park Drive
Annapolis, Maryland 21401

Closing Date and Time: **October 27, 2010; 2:00 PM(EST)**

SECTION 1 - GENERAL INFORMATION

1.1 SUMMARY STATEMENT

The Administrative Office of the Courts (herein after referred to as the "AOC" or "Judiciary") has initiated a project to procure and implement a new court management environment that will create an integrated environment for managing and reporting court information. This environment will facilitate the establishment of a statewide process for exchanging key justice information throughout the justice community. A major factor in achieving this goal is having a case management component capable of collecting key justice information. The Maryland Judiciary's current legacy court management systems are strained beyond their capabilities to generate and transfer needed court data in an efficient and timely manner. The Judiciary currently operates five major legacy court management systems and 22 significant court applications. As a result of inefficiencies with having outdated and disparate court management systems, the Judiciary has decided to replace its existing systems.

The Judiciary established an Advisory Committee to manage the planning process for the acquisition, development, and implementation of a single, Judiciary-wide, integrated Maryland Electronic Court (MDEC). The Advisory Committee determined the essential required functionality for the new system as follows:

- Web-based case processing and interoperability for the intergovernmental transfer of data

- Fully electronic document management

- Electronic filing, improved access to data, electronic payment and enhanced statistics

- Enhanced reporting for court management

The Advisory Committee advances three anchoring strategic goals to guide and prioritize the tasks to be accomplished:

- Public safety

  » Share information within the court system and with justice partners

  » Enable and advance information technology (IT) interoperability with justice partners

  » Facilitate better-informed decision making

  » Enable more rapid dissemination and enforcement of court orders

- Access to justice

  » Improve support to litigants

  » Reduce barriers to access, such as language, education, and others

  » Enable access from anywhere, anytime

- Fair and efficient administration of justice

    » Reduce delays

    » Better enable and manage flexibility and improvement in court operations statewide

    » Better schedule and coordinate use of Judiciary and other government resources

    » Enable better-informed decision making

The Judiciary's new MDEC will comprehensively automate all court case management and provide the necessary interoperability to facilitate the timely transfer of court information to all participants in the judicial process.

A thorough assessment of the Maryland court environment identified many issues in the Judiciary's ability to input, maintain, manage, and retrieve case information. The Judiciary's current IT systems have been designed and built over a period of many years, resulting in applications that do not fully support all case management activities in all the courts and do not interoperate well. By replacing current applications with an integrated MDEC, the Judiciary will obtain the following business results for both criminal and civil cases:

- Eliminate paper files for new cases

- Enhance interoperability between case management and other applications both internally and externally

- Eliminate process delays, both internal and external

- Support all court operations with case management capabilities

- Increase the number and quality of services provided to justice partners, lawyers and self-represented litigants

- Facilitate statewide commonality in business processes, data models, and code sets

1.1.1 System Characteristics

The Judiciary seeks a system that will be deployed statewide. The Judiciary desires that each county go through a single implementation of the entire system as opposed to a staged or iterative deployment of various case types or components in both the circuit court and District Court locations. The objective is to concentrate the implementation effort and limit its corresponding impact on the individual court locations.

In addition to the implementation approach described above, the Judiciary is seeking proposals that include the following:

- Software that meets the Judiciary's stated requirements

- Hardware on which the system will operate

- Data that conforms with the Judiciary's data model and national standards

- Network demands that utilize existing network capacity while ensuring quality of service

- Services necessary to assemble, implement, and support the system

1.2 ABBREVIATIONS AND DEFINITIONS

Contract	The Contract awarded to the successful Offeror pursuant to this RFP. The Contract will be in the form of ATTACHMENT E.
Contractor	The selected Offeror that is awarded the Contract as a result of this solicitation.
Days	Means calendar days.
Fixed Hourly Labor Category Rates	Fully loaded maximum hourly rates established in the Contract that include all direct and indirect costs and profit for the Contractor to perform additional work through a Task Order (TO). Indirect costs shall include all costs that would normally be considered general and administrative costs and/or routine travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to a TO as described in RFP Section 2.7.1.
Local Time	Time in the Eastern Time Zone as observed by the State of Maryland
NTE	Not-to-Exceed Ceiling - Pertains to both Fixed Price and all Time and Material and Labor Hours types of Task Orders (TO) awarded under the Contract. It is a discrete dollar amount, listed in the TO that may not be exceeded. If the Contractor reaches this NTE Ceiling while performing under a TO, it shall stop performing any services for which it would seek payment beyond the NTE Ceiling amount, unless the Procurement Officer via Change Order authorizes an increase to allow the continuation of services.
NTP	Notice to Proceed. Written notice given by the AOC to the Contractor as authorization and direction to begin work in the areas specified.
RFP	This Request for Proposals for the Maryland Judiciary, Solicitation Number K11-0030-29 dated September 1, 2010 including any amendments.

1.3 CONTRACT TYPE

The Contract that results from this RFP shall be a firm-fixed price for the MDEC Core System and related services and an indefinite quantity contract with fixed unit prices.

1.4 CONTRACT DURATION

The Contract resulting from this RFP shall be for a period of 6 years. The Judiciary shall have the right to exercise as many as five, one-year renewal options at its sole discretion.

1.5 <u>PROCUREMENT OFFICER</u>

The sole point-of-contact in the AOC for purposes of this RFP prior to the award of any contract is the Procurement Officer (PO) as listed below:

> Ms. Susan Howells
> Executive Director
> Maryland Administrative Office of the Courts
> Department of Procurement & Contract Administration
> 580 Taylor Avenue, 4th Floor
> Annapolis, Maryland 21401
> Telephone #410-260-1410
> E-Mail: *susan.howells@mdcourts.gov*

The AOC may change the Procurement Officer at any time by written notice.

1.6 <u>AOC CONTRACT MANAGER</u>

The Contract Manager (AOC CM) is the AOC representative who monitors and assesses the performance of the Contractor and is designated below:

> Ms. Susan Howells
> Executive Director
> Maryland Administrative Office of the Courts
> Department of Procurement & Contract Administration
> 580 Taylor Avenue
> Annapolis, Maryland 21401
> Telephone #410-260-1410
> E-Mail: *susan.howells@mdcourts.gov*

The AOC may designate or change the Contract Manager at any time by written notice to the Contractor.

1.7 <u>MDEC PROGRAM MANAGER</u>

The MDEC Program Manager (MDEC PM) is the AOC representative who directs and coordinates the overall activities encompassed within the scope of this procurement and is designated below:

> Mr. Mark Bittner
> Program Manager
> Judicial Information Systems
> 2661 Riva Rd.
> Suite 900
> Annapolis, Maryland 21401
> Telephone # 410-260-1139
> E-Mail: *mark.bittner@mdcourts.gov*

The AOC may designate or change the MDEC Program Manager at any time by written notice to the Contractor.

1.8 **PRE-PROPOSAL CONFERENCE**

A Pre-Proposal Conference will be held September 20, 2010; 2:00 PM, at the following location:

> Maryland Judicial Education and Conference Center
> 2011 D Commerce Park Drive, Training Rooms 9 and 10
> Annapolis, Maryland 21401

Attendance at the Pre-Proposal Conference is not mandatory, but all interested Offerors are encouraged to attend in order to facilitate better preparation of their proposals. In addition, attendance may improve the Offeror's overall understanding of technical requirements and the ability to meet the Judiciary's Minority Business Enterprise (MBE) goals, affidavits and other administrative requirements.

The Pre-Proposal Conference will be summarized in writing. As promptly as is feasible after the Pre-Proposal Conference, a written summary of the Pre-Proposal Conference and all questions and answers known at that time will be distributed, to all prospective Offerors known to have received a copy of this RFP.

In order to assure adequate seating and other accommodations at the Pre-Proposal Conference, please submit the Pre-Proposal Conference Response Form to the attention of Susan Howells, via e-mail at susan.howells@mdcourts.gov with such notice no later than September 15, 2010. The Pre-Proposal Conference Response Form is included as ATTACHMENT B to this RFP. In addition, if there is a need for sign language interpretation and/or other special accommodations due to a disability, it is requested that at least five days advance notice be provided. The AOC shall make reasonable efforts to provide such special accommodation.

1.9 **QUESTIONS**

Questions may be submitted to the Procurement Officer by e-mail. E-mailed questions must include the solicitation number, K11-0030-29, in the subject line. Questions, both oral and written, shall also be accepted from prospective Offerors attending the Pre-Conference. If possible and appropriate, these questions shall be answered at the Pre-Conference.

Questions shall also be accepted after the Pre-Proposal Conference. All post-Conference questions should be submitted in writing in a timely manner to the Procurement Officer only. The Procurement Officer shall, based on the availability of time to research and communicate an answer, decide whether an answer can be given before the proposal due date. Answers to all substantive questions that have not previously been answered, and are not clearly specific only to the requester, will be distributed to all Offerors who are known to have received a copy of the RFP and posted on the Judiciary's Procurement website. See RFP Section 1.23 concerning timely submission of exceptions.

1.10 PROPOSALS DUE (CLOSING) DATE

An unbound original and 11 bound copies of each proposal (technical and financial) must be received by the Procurement Officer, at the address listed in RFP Section 1.5, no later than **2:00 p.m. (EST)** on **October 27, 2010**, in order to be considered.

Requests for extension of the closing date or time shall not be granted. Offerors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Procurement Officer. Proposals received by the Procurement Officer after the due date, **October 27, 2010 at 2:00 p.m. (EST)**, shall not be considered. Proposals may not be submitted by e-mail or facsimile. Proposals shall not be opened publicly.

1.11 DURATION OF OFFER

Proposals submitted in response to this RFP are irrevocable for 180 days following the closing date of proposals or of Best and Final Offers (BAFOs), if requested. This period may be extended at the Procurement Officer's request only with the Offeror's written agreement.

1.12 REVISIONS TO THE RFP

If it becomes necessary to revise this RFP before the due date for proposals, amendments shall be provided to all prospective Offerors who were sent this RFP or otherwise are known by the Procurement Officer to have obtained this RFP. Amendments made after the due date for proposals shall be sent only to those Offerors who submitted a timely proposal and shall be posted on the Judiciary's Procurement website.

Acknowledgment of the receipt of all amendments to this RFP issued before the proposal due date must accompany the Offeror's proposal in the transmittal letter accompanying the Technical Proposal submittal. Acknowledgement of the receipt of amendments to the RFP issued after the proposal due date shall be in the manner specified in the amendment notice. Failure to acknowledge receipt of amendments does not relieve the Offeror from complying with all terms of any such amendment.

1.13 CANCELLATIONS; ACCEPTANCE; MINOR IRREGULARITIES AND DISCUSSIONS

The Judiciary reserves the right to cancel this RFP, accept, or reject any and all proposals, in whole or in part, received in response to this RFP, to waive or permit cure of minor irregularities; and, to conduct discussions with all qualified or potentially qualified Offerors in any manner necessary to serve the best interests of the Judiciary. The Judiciary also reserves the right, in its sole discretion, to award a contract based upon the written proposals received without prior discussions or negotiations.

1.14 ORAL PRESENTATION

Offerors will be asked to make oral presentations summarizing their technical proposal and regarding their proposed software to the Maryland Judiciary's representatives. The purpose of these

discussions is twofold: 1) to clarify information in Offeror's proposal, and 2) to demonstrate how the software to meet the requirements of the RFP. Key project personnel will be required to attend, including Offeror's proposed project manager and lead architect.

The presentation may include, but is not limited to, the following by the Offeror:

- Scripted demonstrations of requested functionality, including demonstrations of selected functional requirements and application components

- A review of approach to development of yet-to-be-built components, assembly of MDEC Core System components, and testing and deployment of the MDEC Core System

- Review of key clients and projects

- Answers to questions posed by attendees

The purpose of the demonstration is to confirm the information provided within the proposal based on the Offeror's product, evaluate ease of use, and system output accuracy levels. No customization of software to meet the specific requirements outlined in this RFP will be required to the Offeror's product for the purpose of these demonstrations. The demonstration and presentation could potentially take up to two days.

The demonstration will focus on illustrating how the functional requirements in the RFP and ATTACHMENT C – Functional Requirements are met and include the following:

- Application overview

- A list of all software and hardware used in live demo (laptop specification and MDEC Core Software suite name and version)

- Any necessary orientation for the evaluation team members to understand the software operations being demonstrated. The demonstration should replicate the functionality in the Offeror's proposal

The AOC will provide the facilities (projector, video and audio conferencing facilities, and internet connection) for the presentation.

1.15 SITE VISIT TO OBSERVE DEPLOYED SOFTWARE IN A USER SETTING

As a follow up to the demonstration described in the RFP Section 1.14, the evaluation committee may, at its discretion, request a field visit to a successful implementation of the Offeror's software that is the same version of the production system that was demonstrated. The visit would take place after the demonstration at the Maryland Judiciary's facility and the Offeror would coordinate dates and locations with its client and provide availability times and a contact point in the client organization to the Procurement Officer. The Procurement Officer will then make final arrangements for the site visit directly with the Offeror's client. The Offeror may advise its client that an evaluation team would desire a limited demonstration of the software in a production environment. The evaluation team representatives will discuss and observe the application with their

client counterparts to obtain firsthand knowledge of the system operation and gain insight into customer experience and satisfaction of the product and satisfaction with the Offeror.

1.16 INCURRED EXPENSES

The Maryland Judiciary shall not be responsible for any costs incurred by an Offeror in preparing and submitting a proposal, in making an oral presentation, in providing a demonstration, or in performing any other activities relative to this RFP.

1.17 ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Offeror's proposal to meet the requirements of this RFP.

1.18 PROTESTS/DISPUTES

Any protest or dispute related respectively to this solicitation or the resulting Contract shall be subject to the provisions of Article IV of the Maryland Judiciary's Procurement Policy.

1.19 MULTIPLE OR ALTERNATE PROPOSALS

Neither multiple nor alternate proposals will be accepted.

1.20 MINORITY BUSINESS ENTERPRISES

A Minority Business Enterprise (MBE) subcontractor participation goal of **35** percent of the dollar value of the Contract has been established for this procurement.

Questions or concerns regarding the MBE requirements of this solicitation must be raised before the receipt of proposals.

ATTACHMENTS D-1 and D-2 must be completed and submitted with each Offeror's proposal. **Failure of the Offeror to complete, sign, and submit ATTACHMENTS D-1 and D-2 at the time it submits its proposal in response to the RFP will result in the rejection of the Offeror's proposal. This failure is not curable.**

1.21 ACCESS TO PUBLIC RECORDS NOTICE

An Offeror must clearly identify those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the Judiciary under the Public Information Act, Title 10, Subtitle 6, Part III of the State Government Article of the Annotated Code of Maryland or Rules 16-1001 through 16-1011, the Court Access Rules.

All information which is claimed to be confidential is to be submitted on yellow paper and identified with particularity, set out in bold-face upper case type, placed after the Title Page and before the Table of Contents in the Technical Proposal and if applicable in the Financial Proposal

Offerors are advised that, upon request for this information from a third party, the Procurement Officer is required to make an independent determination whether the information can be disclosed.

1.22 OFFEROR RESPONSIBILITIES

The selected Offeror shall be responsible for all products and services required by this RFP. All subcontractors shall be identified and a complete description of their role relative to the proposal shall be included in the Offeror's proposal. Additional information regarding MBE subcontractors is provided under RFP Section 1.20 above.

If an Offeror that seeks to perform or provide the services required by this RFP is the subsidiary of another entity, all information submitted by the Offeror, such as but not limited to references and financial reports, shall pertain exclusively to the Offeror, unless the parent organization will guarantee the performance of the subsidiary. If applicable, the Offeror's proposal shall contain an explicit statement that the parent organization will guarantee the performance of the subsidiary.

1.23 MANDATORY CONTRACTUAL TERMS

By submitting an offer in response to this RFP, an Offeror, if selected for award, shall be deemed to have accepted the terms of this RFP and the Contract, attached as ATTACHMENT E. A proposal taking any exceptions to the terms and conditions of the RFP will not be considered. The AOC will only entertain exceptions raised prior to submission of proposals. See RFP Section 1.9.

1.24 PROPOSAL AFFIDAVIT

A completed Bid/Proposal Affidavit must accompany the Technical Proposal submitted by an Offeror. A copy of this Affidavit is included as ATTACHMENT F of this RFP.

1.25 ARREARAGES

By submitting a response to this RFP, each Offeror represents that it is not in arrears in the payment of any obligations due and owing the State of Maryland, including the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of the Contract if selected for contract award.

1.26 PROCUREMENT METHOD

This Contract will be awarded in accordance with the competitive sealed proposals process.

1.27 VERIFICATION OF REGISTRATION AND TAX PAYMENT

Before a corporation can do business in the State of Maryland, it must be registered with the Department of Assessments and Taxation, State Office Building, Room 803, 301 West Preston Street, Baltimore, Maryland 21201. It is strongly recommended that any potential Offeror complete registration prior to the due date for receipt of proposals. An Offeror's failure to complete registration with the Department of Assessments and Taxation may disqualify an otherwise successful Offeror from final consideration and recommendation for Contract award.

1.28 NON-VISUAL ACCESS

The Offeror warrants that the information technology offered under this solicitation, including all documentation and training materials (1) provides equivalent access for effective use by both visual and non-visual means; (2) shall present information, including prompts used for interactive communications, in formats intended for both visual and non-visual use; (3) if intended for use in a network, can be integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired; and (4) is available, whenever possible, without modification for compatibility with software and hardware for non-visual access. The Offeror further warrants that the cost, if any, of modifying the information technology for compatibility with software and hardware used for non-visual access shall not increase the cost of the information technology by more than five percent. For purposes of this regulation, the phrase "equivalent access" means the ability to receive, use, and manipulate information and operate controls necessary to access and use information technology by non-visual means. Examples of equivalent access include keyboard controls used for input and synthesized speech, Braille, or other audible or tactile means used for output.

1.29 CONFLICT OF INTEREST

Potential Offerors should be aware that the State Ethics Law, State Government Article, § 15-508, might limit the Offeror's ability to respond to this solicitation, depending upon specific circumstances.

1.30 NON-DISCLOSURE AGREEMENT

All Offerors are advised that if a contract is awarded as a result of this RFP, the successful Offeror shall be required to complete a Non-Disclosure Agreement. A copy of this Agreement is included for informational purposes as ATTACHMENT G of this RFP. This Agreement must be provided within five business days of notification of proposed Contract award.

1.31 BACKGROUND INFORMATION

This section provides general information on the current technology and business environment within the Maryland Judiciary.

1.31.1 Court Structure Overview

The Maryland Judiciary is divided into four levels with two trial courts and two appellate courts. The structure of the Judiciary is shown in ATTACHMENT A – Court Structure and Office Locations.

Cases are filed in either the District Court or a circuit court depending on the nature and severity of the case or the amount in controversy. Cases filed in the District Court may be transferred to the circuit court where there is concurrent jurisdiction, a litigant requests a trial by jury, or there is an appeal of the District Court's decision.

1.31.1.1 District Court

The District Court is a unified statewide court system of limited jurisdiction with 34 locations in 12 districts. Headquartered in Annapolis, Maryland, the District Court employs over 1,300 personnel, including 112 judges, 278 commissioners and 12 administrative judges, commissioners and clerks. The District Court jurisdiction includes the following case types that amount to approximately two million filings annually:

- Tort, contract ($5,000–$30,000), miscellaneous civil

- Actions between landlord and tenant

- Small claims up to $5,000

- Civil protection/restraining orders

- Felony, misdemeanor, preliminary hearings

- Traffic/other violations

1.31.1.2 Circuit Court

The circuit courts are trial courts of general jurisdiction with one in each of Maryland's 24 political subdivisions and organized geographically into 8 judicial circuits statewide. These courts are comprised of 157 judges, 67 judicial masters, 1,372 clerk office personnel, and 786 court staff. Each court is directed by an administrative judge and each circuit is led by a circuit administrative judge, both of whom are appointed by the Chief Judge of the Court of Appeals. Judges in the circuit courts are elected to 15-year terms of office after an initial appointment by the Governor. The clerk's office in each political subdivision is overseen by a Clerk of Court who is elected to a 4-year term of office. Court staff is directed by a court administrator who is appointed by the administrative judge.

The circuit courts' jurisdiction includes the following case types:

- Major civil cases

- Serious criminal cases

- All juvenile and family cases

- Civil protection/restraining orders

- Probate cases in Harford and Montgomery Counties only

- Appeals and jury trial prayers from the District Court

- Problems for review of administrative decisions

1.31.1.3 Court of Special Appeals

The Court of Special Appeals is an intermediate appellate court, responsible for hearing appeals cases from the circuit courts. Cases are generally heard in a panel of three judges per case. The

Court of Special Appeals has exclusive initial appellate (mandatory) jurisdiction over any reviewable judgment, decree, order, or other action of a circuit court for civil, non-capital criminal, administrative agency, juvenile and interlocutory decision cases.

1.31.1.4   Court of Appeals

The Court of Appeals is the highest appellate court in Maryland with ultimate appellate jurisdiction in all applicable cases including all capital cases, matters related to the discipline of judges and lawyers, certified questions of state law from the federal courts, as well as civil, domestic, and criminal matters.

1.31.2 Administrative Office of the Courts (AOC)

The AOC serves the Chief Judge of the Court of Appeals of Maryland in support of his administrative responsibilities.   Within the AOC is the Judicial Information Systems (JIS) Department that is responsible for the following:

- General administration of technology systems of the Judicial Branch

- Data center operations and network support, including technical support, call center, wide-area and local-area networks connecting statewide court facilities

- Project oversight and management of software, hardware and related technology design, development, acquisition, maintenance, and integration, to include mainframe and web-based computing applications, computer-based transaction processing and reporting, and data and information warehousing and analysis

- Assurance of information and data integrity through security and access management; systems integration with criminal justice agencies

- Determination of long-term needs, research and development and overall strategies for development and management of Judiciary-wide IT

- Proposal and administration of IT program and operational budget

Also within the AOC is the Court Business Office (CBO) that will work closely with JIS during the development and implementation of a new MDEC. Implementing and managing the business process governance, the CBO is involved in the following:

- Managing the conceptual process baselines

- Maintaining the actual work flow baselines

- Defining and maintaining the Differentiated Case Management (DCM) framework

- Defining and improving all process benefits

- Providing stewardship over the main informational building blocks of each line of business

- Advising the State Court Administrator regarding rule changes and their impact

- Advising the circuit courts regarding their DCM plans and educating them on the DCM framework

- Delivering budgets and forecasts relative to the cost of business process and work flow changes

1.31.3 Project Structure Overview

In order to support the successful implementation of the new MDEC, the AOC is creating a structure to provide key technical and business expertise as well as policy and project governance. Below is an illustration and brief description of the organization and anticipated roles and estimated staffing levels to support the design, development, deployment, and implementation of the new system. Resource or budgetary constraints may alter the type and amount of support provided from the Judiciary.
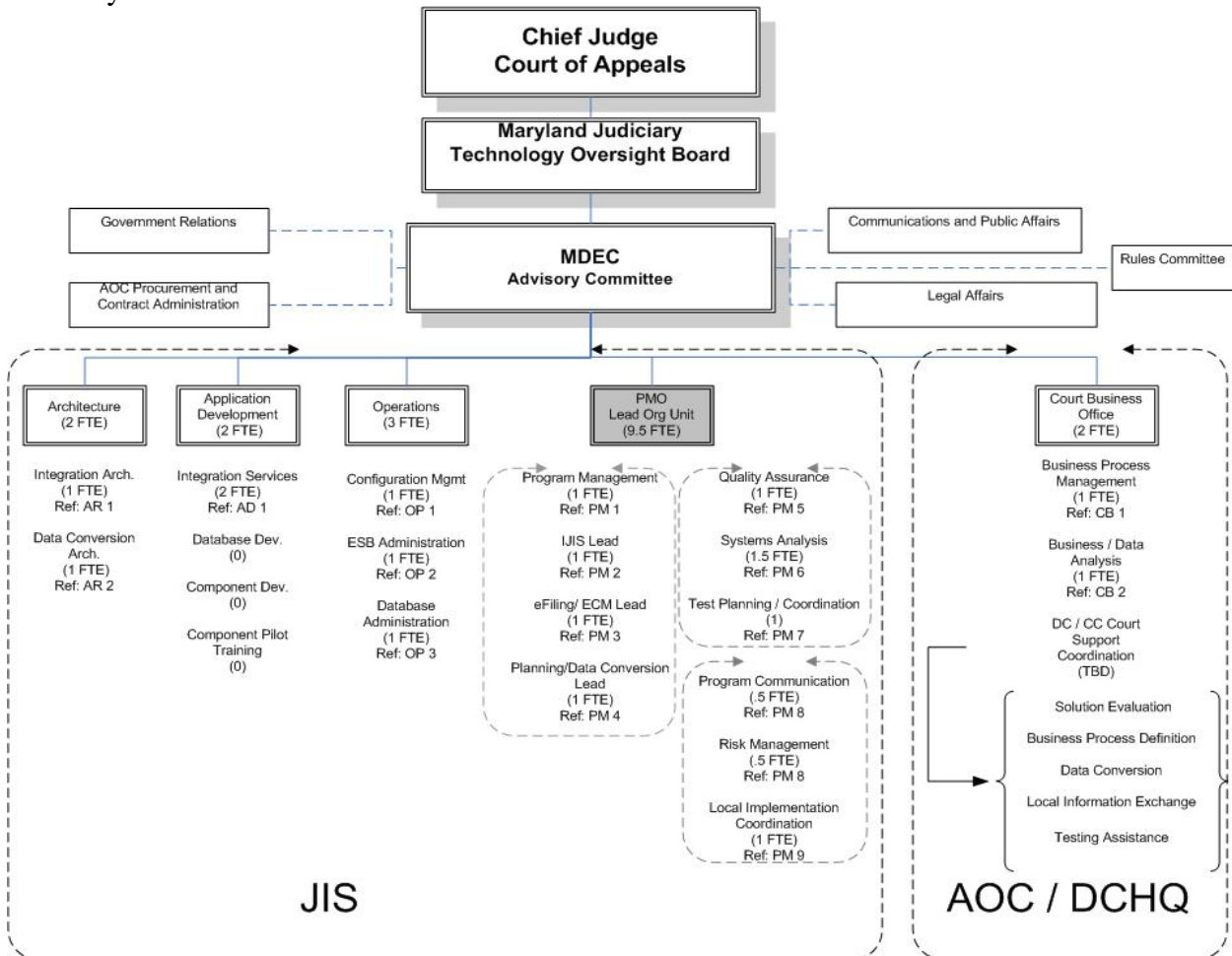
The MDEC Advisory Committee provides oversight for this project. The Advisory Committee reports directly to the Technology Oversight Board. Both of these entities are described below.

1.31.3.1   Technology Oversight Board (TOB)

The TOB was established in 1999 to provide advice and guidance with respect to Judiciary technology projects to the Chief Judge of the Court of Appeals. The TOB is chaired by the Chief Judge of the Court of Appeals, and is composed of representatives from the Court of Special Appeals, circuit courts, District Court, clerks and administrators, and the AOC.

While it does not have oversight over personnel and administrative issues or the day-to-day operations of JIS, the TOB does provide advice and guidance on several matters including:

- Priority of technology projects

- Long-term needs and overall strategies for the development and management of IT for the Judicial Branch

- Assurance of the integrity of Judiciary data

1.31.3.2 Advisory Committee

The Advisory Committee was appointed by the Chief Judge of Maryland to act as a steering committee for the MDEC project. The Advisory Committee is chaired by the Chief Judge of the District Court. Specifically, the Advisory Committee identifies any conflicts between organizational policies, standards, relevant external requirements, and/or project objectives, identifies business practices that adversely may impact the project's ability to successfully meet its objectives, and makes recommendations to address such issues.

1.31.3.3 Supporting Organization Staff

Judiciary staff will be available to support the design, development, deployment, and implementation of the new system.

1.31.3.3.1 Architecture

The following resources will provide architecture support.

- *AR 1 - Integration Manager/Architect (Solution Center) -* Establishes integration requirements, integration project management, integration standards; Service Oriented Architecture (SOA) Governance (SOA Metadata Management-Registry), Service Level Agreement (SLA), Life Cycle and Policy management. Performs Integration / SOA environment planning and maintenance. Participates in all projects using the SOA environment. Provides guidance on the effective use of all Enterprise Service Bus (ESB) tools.

- *AR 2 - Data Management & Conversion Manager/Architect -* Works with the CMS Data Conversion Lead to oversee project work in building the Enterprise Data Model in preparation for data conversion efforts. In conjunction with the CMS Lead, plans and oversees all data conversion efforts. Oversees planning activities aimed at moving, standardizing, storing, accessing, and processing court data in a new integrated technical environment.

1.31.3.3.2 Application Development

The following resources will provide application development support.

- *AD 1 - Web Services - SOA Developer(s)* - Developers working with Integration Architect/Manager and Integrated Justice Information System (IJIS) Component Lead, IJIS Business Analyst to develop web services between components and data exchanges with external entities with Oracle ESB and J2EE / SOA framework

1.31.3.3.3   Operations

The following resources will provide operations support.

- *OP 1 - Change/Configuration Manager* - Change management, configuration management, release management, problem management. Creates and maintains processes to segregate and promote components and services through the development, test, and implementation project phases. Performs promotion activities in accordance with established processes.

- *OP 2 - ESB Administrator* - Performs installation, maintenance, and systems programming supporting the SOA suite; BPEL (orchestration / SOA), Oracle Web Services Managers, Workflow business rules; ODBC/JDBC connections to the ESB; ESB resources management; J developer application server (WebLogic)

- *OP 3 - Enterprise Oracle Data Base Administrator (DBA)* - Works with the Data Stewards/Architects/Administrators to create and maintain specific database structures. Works with Application Component Architect to fine-tune data structures to meet system performance standards.

1.31.3.3.4   Project Management Office

The following resources will provide project management support.

- *PM 1 - Program Manager (PM)* - Provides lead management and coordination for the overall MDEC program; works closely with all vendors and implementation services.

- *PM 2 - IJIS Component Lead* - Leads planning and implementation efforts of all data exchanges needed to create the targeted Integrated Justice Information System. This function will focus on the project planning, technical standards, and exchange, access, and integration requirements to meet the needs of the Judiciary.

- *PM 3 - eFile/ECM Component Lead* - Leads planning and implementation efforts of the Electronic Filing (eFiling) capabilities. This function will focus on the project planning, technical standards, and access / integration requirements to meet the needs of the Judiciary. Major duties include: Developing integration / exchange standards for external eFiling services, developing operating models for the Judiciary managed eFiling service and eFiling manager components of MDEC based on the capabilities of the chosen eFiling solution, developing plans and schedules as needed, Monitoring the plan against work efforts.   Participates in efforts to implement eFiling functionality through the newly established SOA environment using ESB tools.

- *PM 4 – CMS Planning, Data Conversion Component Lead* - Leads the planning and implementation efforts of the core case management capabilities. Focus on the

project planning and data conversion. Major duties include: Developing a comprehensive strategy, plan, and schedule for the finalization of an enterprise data model and the conversion of data from that model to the target case management solution, developing operating models as needed for specific court system usage of core case management components of MDEC based on the capabilities of the chosen solution, developing plans and schedules as needed, Monitoring the plan against work. Participates in efforts to implement case management functionality through the newly established SOA environment using ESB tools.

- *PM 5 - Software Quality Assurance Manager* - Establishes and directs a software quality assurance program that includes policies, processes, procedures and standards for software requirements and testing. Integrates testing efforts into project efforts. Coordinates requirements and testing activities with project managers and component leads.

- *PM 6 - Systems Analysis* - Subject Matter Experts (SME) in the area of existing case management system capabilities, data structures, and business rules.

- *PM 7 - Test Planning / Coordination* - Works with the Software Quality Assurance Manager to provide templates, standards, and processes for the planning and performance of functional and performance. Coordinates the overall testing efforts and monitors testing efforts.

- *PM 8 - Communication, Content, Risk Management* - Working with the MDEC PM, implements and administers the MDEC communication plan; coordinates project status and updates with Office of Communications and Public Affairs; manages project risk; produces MDEC content, manages content distribution through various medium (print, web, etc.)

- *PM 9 – Local Implementation Manager* - Coordinates project implementation at a local (jurisdiction) level. Activities include: Identification of project impacts and implementation considerations at a jurisdictional level, coordination of jurisdictional data exchanges and interfaces with local entities, scheduling of jurisdictional project support and resource participation in project review and testing, coordination with JIS for site surveys to determine local needs and configuration, assess training facilities, and oversee go live schedules.

1.31.3.3.5 Court Business Office (CBO)

The following resources will provide subject matter expert support:

- *CB 1 - Business Process Manager* - Manages all aspects of process definition, change, and implementation within the courts. Works with the Quality Assurance Manager to secure user acceptance testing support. Works with the Local Implementation Manager to coordinate local implementation issues. Serves as the primary point of contact with court personnel on the project. Works with the MDEC PM to integrate business and technical project activities.

- *CB 2 - MDEC Business Analyst* - This position performs functional and data analysis in support of the MDEC program.

1.32 <u>FUTURE VISION</u>

The Maryland Judiciary is seeking to transform the manner in which justice information is delivered, accessed, processed, and exchanged between the courts and the participants in the judicial process. In order to achieve this vision, modern tools, methods, and standards must be employed. This section outlines the future vision for court management technology in Maryland.

1.32.1 Infrastructure Environment

The target enterprise architecture should be based on open standards and consists of the following components:

- A highly available, high-performance IBM server and NetApp storage infrastructure that supports virtualization of servers, as well as scalable processing and storage capacity for the near future;

- Industry-leading Oracle application and database server platforms;

- Integration interfaces between internal systems through data replication and Message-Oriented Middleware, including IBM WebSphere MQ, Oracle Advanced Queuing, and Java Messaging Service (JMS); and

- Integration interfaces with external systems through Web services and information exchanges based on GJXDM/NIEM.

It is anticipated that the physical infrastructure environment will change only as much as is required to operate the selected MDEC Core System. Other changes to the infrastructure environment will be based on the JIS enterprise architecture and will likely focus on changed or increased bandwidth and processing needs, as well as support for future functionality.

1.32.2 Future Applications Environment

The MDEC project will radically alter the applications inventory maintained by the Maryland Judiciary, as well as the manner in which the Maryland Judiciary's applications interact with one another and external partner applications. The application components to be included in the court application suite will be integrated and managed as a single portfolio of applications.

Rather than being composed of a series of focused applications working in loose coordination with one another, the MDEC will be an integrated environment managed by a small number of core technologies. These core technologies will deliver services across all component applications to provide a single point of entry and retrieval to entities with which the court application suite will interoperate. The figure below provides a visual representation of the structure of the court application suite and its components.

This illustration represents the full future vision of court technology in Maryland. The items in red are the components that the Judiciary is <u>seeking to acquire</u> in this procurement. The other items represent projects either in place, under way, or not yet started. Further information on the status of these projects is provided in Section 2.1.2.
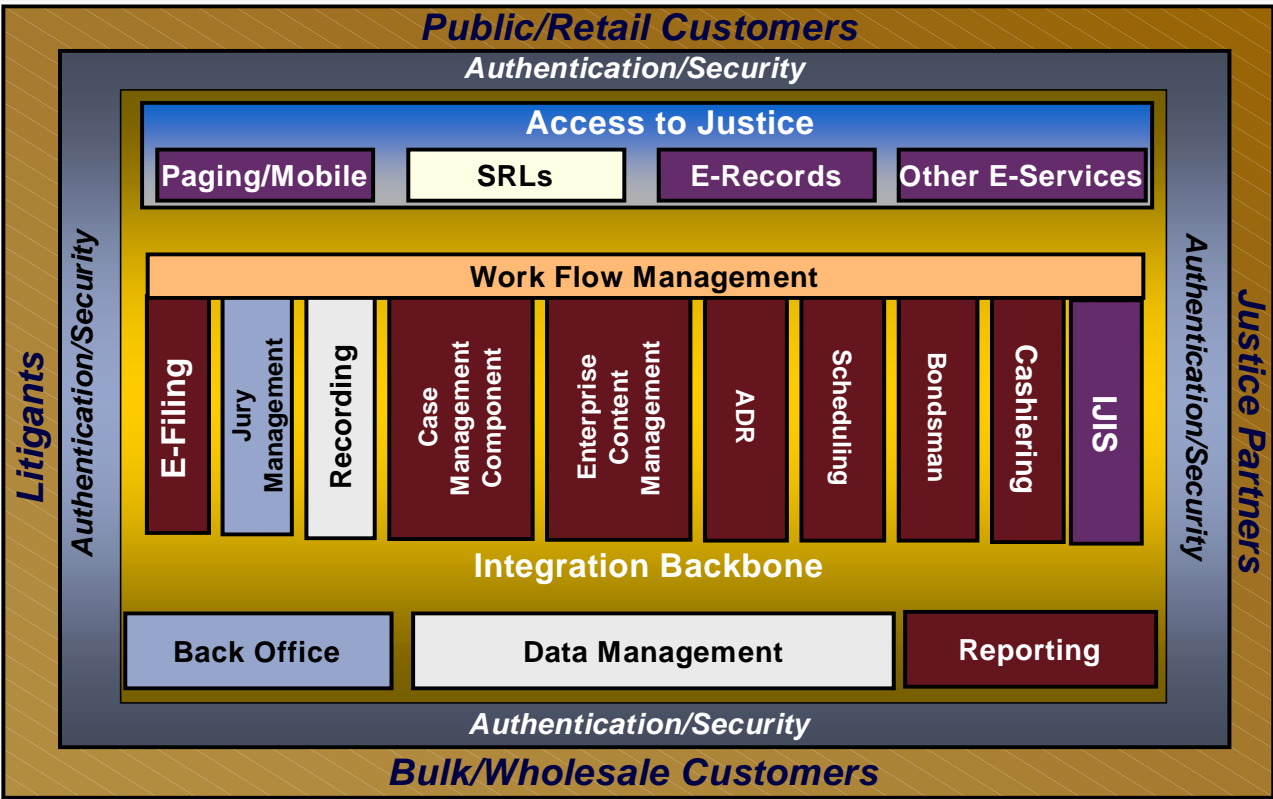
The court application suite components are described below. These components may be made up of one or more applications and will create, maintain, and update the primary data stores for MDEC.

- *Authentication/Security* – The authentication/security component of the court application suite will provide a single point of access to all court application suite components for internal and external users. The level of access will be determined by the role of the user.

- *Integration Backbone* – The integration backbone will provide the point of entry to, and exit from, any component in the court application suite.

- *Work Flow Management* – The Work Flow Management component will serve as the mechanism to model, test, execute, maintain, and enforce business logic directing the work flows of the data into, through, and out of components of the court application suite. This very likely will be provided through the Business Process Management Component of the Integration Backbone.

- *E-Filing* – The e-filing component will provide the full set of capabilities described by Electronic Court Filing (ECF) 4.0.

- *Jury Management* – The jury management component will provide functionality to develop and maintain jury pools, track time served, and maintain other jury-specific information.

- *Recording* – The recording component will record and store digital audio recordings of court proceedings.

- *Case Management Component* – This component will serve to manage standardized and differentiated case management activities for appellate courts, circuit courts, and the District Court.

- *Enterprise Content Management (ECM)* – The ECM component will serve as a repository for electronic documents and other electronic file types. The ECM and work flow components may be acquired in a single system.

- *Alternative Dispute Resolution (ADR)* – The ADR component will serve as the CMS for those dispute resolution processes that do not fall into traditional processes, such as mediation or other programs.

- *Scheduling* – The scheduling component will be used to schedule court resources and personnel (such as courtrooms, interpreters).

- *Bondsman* – The bondsman component will be used to maintain a registry of bondsmen, their statuses, and the bonds associated with specific cases.

- *Cashiering* – The cashiering component will provide point-of-sale functionality for court-imposed fines and fees, as well as other case-related charges and other revenue collected by the courts. The cashiering component provides aggregated transaction data to the local and general accounting systems.

- *Integrated Justice Information Systems (IJIS)* – These facilities enable extra-enterprise application integration with criminal justice partners. It will leverage all of the major features of the Integration Backbone.

- *Access to Justice* – This component is made up of a series of sub-components, all of which are intended to improve the accessibility of court information and resources to self-represented litigants and the public. The primary element of Access to Justice will be E-records, which will continue to leverage mappers indices and the domain model that have already been developed by the Judiciary to extend access to the legacy databases.

- *Back Office* – This component is the financial, procurement, and personnel management system to be used by the AOC. It will be incorporated into the court application suite as needed to support court operations.

- *Data Management* – The data management component represents a series of database and application management tools that will be utilized by JIS staff to maintain the court application suite.

- *Reporting* – The reporting component of the court application suite will access all components of the court application suite to provide in-depth reporting capabilities.

The components above will be deployed in a service-oriented manner. As appropriate, the functionality provided by each of the components will be available to all MDEC constituents, as they are needed.

The court application suite's Integration Backbone will provide the capability to push data to or retrieve data from its components through a single point of entry rather than requiring access (and the required corresponding interface) to each system from which data are needed. An approved plan between the Maryland Judiciary and the Department of Public Safety and Correctional Services

(DPSCS) stipulates that a common identifier for criminal defendants will be used by the new case management systems of both entities to enhance interoperability.

1.32.3 Future Integration Environment

The Judiciary has developed a concept of operations for the courts in which all court records are electronic. In addition, all of the information received and distributed by the courts can be exchanged (and is preferred to be exchanged) in electronic format.

In the future environment, the ESB and components of the MDEC will work together to provide integration functionality. The use of work flow-based information exchanges will require a significant level of business process standardization across all courts. To address this need, the Maryland Judiciary has established a CBO to manage the standardization of business processes and data entry.

Electronic data exchanges will be supported through a limited number of robust information web services drawn from or updating MDEC application suite databases. The following is the list of potential standardized information web services:

- *Cashiering* – A series of inbound interfaces from cashiering and e-payment applications for receipt transactions.

- *Disbursement* – An outbound transaction to initiate a funds transfer or other disbursement.

- *Booking* – An inbound transaction notifying the court of individuals admitted into the detention facility and requiring a hearing.

- *Criminal Charging Documents* – An inbound interface.

- *Requests and Petitions* – Inbound interface. These are requests of the court, including:

    » Petitions for probation violation

    » Applications for a protective or peace order

    » Motions

- *Citations* – An inbound interface for traffic and other offenses.

    » *Affidavits* – An inbound interface with a sworn and authenticated statement of fact. This will likely include a document image and metadata about that document.

- *Reports and Notices to the Court* – Inbound interfaces with information concerning a matter before the court. These may include but are not limited to:

    » Arrest reports

    » Report of service

    » Results of and progress reports for court-ordered treatment or other services

    » Notice of capture, detention, escape, or release

- *Writ List* – An outbound transaction identifying the individuals from a detention facility that are to appear in court.

- *Event Notification* – An outbound transaction that provides notification of an event that has been recorded in a case, including failure to appear and summary of proceedings.

- *Order Detail* – A series of outbound transactions that provide electronic artifacts that represent an order by the court. These may include but are not limited to:

  » Notice of appointment of counsel

  » Orders to agents of the courts, including presentence investigation orders

  » Warrants issued and recalled, including

    – Search warrants

    – Arrest warrants

    – Bench warrants

    – Body attachments

  » Summons

  » Subpoena

  » Protective or peace orders issued and terminated

  » Detainers (including Authorization to Continue Detention)

  » Remand orders

  » Diversion orders

  » Dismissals

  » Release orders (including Personal Recognizance Bond)

  » Sentences and modifications to sentences

  » Expungement orders

  » Sentencing Guidelines

- *Judgments* – A series of outbound transactions that represent an order of court final in its nature entered pursuant to the Maryland Rules. These may include but are not limited to:

  » Acquittals

  » Convictions

  » Findings of violation of probation

  » Injunctions

  » Civil judgments

  » Decrees of divorce

> » Declaratory judgments
>
> » Appellate decisions

- *Motor Vehicle Abstracts* – An outbound interface of citation disposition records.

- *Victim Notification* – An outbound interface providing information about court schedules and events.

- *Collections* – A set of bidirectional interfaces transmitting out information about obligations to the court and receiving information about payments received against those obligations.

- *Scheduled Event* – A bidirectional interface with calendar information including, event, location, participants, and resources. This would support notification of hearing/trial dates and postponements, court dockets, and scheduling requests.

- *Case Detail* – An outbound transaction providing all or a subset of the records filed for a case, with the current status.

- *Jury Pool* – A bidirectional interface providing information about juror status, including candidates and decedents.

Approximately half of these transactions address interfaces in place for one or more current case management system implementations. In addition, this list of 18 standard information web services will be augmented by a well-defined set of e-filing capabilities, based on ECF 4.0. These major design elements (MDEs) include:

- *Filing Assembly MDE* – Enables a filer to create a filing message for submission to a court and for service on other parties in the case, returning the response from the court to the filer.

- *Filing Review MDE* – Enables a court to receive and review a filing message and prepare the contents for recording in its case management and document management systems, sending a response concerning the filing to the Filing Assembly MDE. The Filing Review MDE also enables filers to obtain court-specific policies regarding electronic filing and to check on the status of a filing.

- *Court Record MDE* – Enables a court to record electronic documents and docket entries in its case management and document management systems and returns the results to the Filing Review MDE. The Court Record MDE also enables filers to obtain service information for all parties in a case, to obtain information about cases maintained in the court's docket and register of actions and calendars, and to access documents maintained in the court's electronic records.

- *Legal Service MDE* – Enables a party to receive service electronically *from* other parties in the case. Note that service on other parties in the case is performed by the Filing Assembly MDE.

E-filing and the Judiciary's 18 standardized information web services greatly expand the information that is automatically shared between the courts and their constituents. This set of standard interfaces will be developed to support all administrative interaction between the courts and their partners and customers.

The standardized information web services will be used to support multiple legacy interfaces. In addition, there are clear extensions to support e-filing. The data from these standardized information web services will be controlled, tailored, translated, and routed by the tools in the ESB.

1.33 CURRENT TECHNICAL ENVIRONMENT

Over the course of the last 15 years, the Maryland Judiciary's systems environment has evolved as business needs and technology have changed. This continuing evolution has taken place primarily through internal development and maintenance of applications. In cases where existing applications were unable to meet changing needs, new applications were developed. Over time, this resulted in the current environment where many systems work in an integrated environment to serve the business needs of the Maryland Judiciary.

1.33.1 Infrastructure

Infrastructure provides the foundation upon which all information systems are built and comprises the computing hardware, network components, and foundational software (database management software, operating system software, network management software).

1.33.2 Data Center

JIS operates a data center in Annapolis that includes two separate computer rooms. In order to distribute and mirror all data center operations across two locations, there is interest in establishing a second "lights out" data center and balancing the load of IBM AIX applications between the two sites. However, there are no current plans to establish the second data center. JIS contracts with SunGard for a disaster recovery "warm site" in Philadelphia. Recovery of the network and District Court and circuit court applications running at the disaster recovery site was last tested in January 2010.

1.33.2.1 Data Center Network

The JIS data center is the hub of the Maryland Judiciary's wide area network (WAN). The data center has redundant Asynchronous Transfer Mode (ATM) OC-3 and frame relay DS3 connectivity to Verizon and Ethernet connectivity to networkMD, the Judiciary's Internet Service Provider (ISP). These circuits are deployed in a SONET ring configuration to eliminate any single point of failure. The JIS Sonet ring consists of five nodes in the Annapolis area – two Verizon central offices and three Judiciary locations. The data center has two Cisco 7206 core routers, and each remote location typically has one or two Cisco 3845, 3745, 2851, or 1801 routers.

In the JIS data center, there are three Cisco firewalls that separate the network from the Internet and the land records systems. Spam-blocking is provided by three Barracuda Networks spam firewall appliances. Intrusion protection is provided through two Cisco 4250 appliance sensors. Remote access is available to some users through redundant Cisco 3060 Virtual Private Network (VPN) concentrators that support IP security (IPsec) – based VPNs.

The local area networking environment in the data center is primarily Fast Ethernet (100 Mb per second) segmented into virtual LANs (VLANs). In the JIS data center, the Cisco 6513 switches and

some servers are connected to the core routers with Gigabit Ethernet. In addition, JIS is rolling out wireless networking to select locations.

1.33.2.2 Data Center Servers

The following servers and storage systems are hosted in the JIS data center:

- One IBM z890 2086 Mainframe with a 5.2 TB IBM Shark direct access storage device (DASD) and an IBM TotalStorage Virtual Tape Server (VTS) system

- 29 IBM p620 and p660 AIX servers, each with 400 GB to 1 TB of local storage

- Three IBM p570 AIX servers connected to a 40 TB NetApp Storage Area Network (SAN)

- One IBM AS/400

- Four IBM PC Servers

- Various Sun Microsystems servers

- Two Google search appliances

1.33.2.2.1 Remote Sites

The WAN consists of approximately 70 remote sites, including circuit courts, the District Court of Maryland, and commissioners' offices.

1.33.2.2.2 Wide Area Network

Thirty circuit court and other remote sites have ATM DS3 connections to the JIS data center. Thirty District Court remote sites have ATM DS1 connections to the JIS data center. Ten District Court and other remote sites have point-to-point VPN connections to the JIS data center via the Internet (Verizon DSL).

The local area networking environment in the remote sites is primarily Fast Ethernet (100 Mb per second) segmented into VLAN. Each remote site has one or more Cisco 3550 or 3750 switches, with the exception of one Nortel Networks switch.

JIS supports 802.11-based (Wi-Fi) networking in its remote sites. However, approximately 150 JIS staff, judges and Court Administrators currently use Evolution-Data Optimized (EV-DO) mobile wireless broadband services and a VPN to remotely access the network.

1.33.2.2.3 Remote Servers

JIS has 38 production NetWare servers running version 6.5 of Novell's NetWare. There are also four IBM 7025 F30/F50 and 7013 J50 servers in Anne Arundel County, Baltimore County, and Baltimore City that run IBM AIX 4.3.

1.33.2.2.4 Clients

JIS supports approximately 4,000 PCs, 3,400 of which are network-connected through Novell. In addition, JIS rolls out approximately 500 to 800 new PCs each year through a

cyclical replacement program. Most of these systems are currently configured with Microsoft (MS) Windows 2000 or XP.

There are also approximately 45 IBM mainframe terminals, 50 Telex terminals, and 12 KDS X Windows terminals.

1.33.2.2.5 __Peripherals__

JIS supports approximately 4,000 printers in the data center and the remote sites, including more than 3,300 Hewlett-Packard (HP) laser and ink jet printers and 400 receipt printers. The remaining printers include a variety of laser ink jet, bubble jet, dot matrix, bar code, and label printers. JIS also supports approximately 25 HP scanners.

1.33.2.3 Applications

JIS maintains a relatively large number of internally developed and commercial-off-the-shelf (COTS) applications that may or may not be assimilated into the future court application suite. The major court data repositories are described below.

- *8th Circuit Criminal System* – The criminal court CMS maintains an exclusive repository of criminal court data for Baltimore City.

- *Uniform Court System (UCS)* – This court database includes criminal, traffic, and civil case and juvenile data for all circuit courts except the courts serving Montgomery and Prince George's counties. It also excludes criminal and juvenile case data for Baltimore City.

- *District Court Civil* – This database maintains data for all civil cases heard in the District Court, excluding actions between landlord and tenant (which do not have automated records in most counties).

- *Traffic* – This includes traffic case records for the District Court.

- *Prince George's County* – This database maintains court case information for civil, juvenile, criminal, and domestic violence (DV) matters for this county's circuit court.

- *Montgomery County* – This database maintains court case information for civil, juvenile, criminal, and DV matters for Montgomery County's circuit court.

- *Baltimore City Quest* – While not supported by JIS, the Quest system represents a significant data store that houses Juvenile data for Baltimore City.

- *DV Central Repository (DVCR)* – This is a database accessible through a secure Web-based application, providing information and images of all protective and peace orders issued by circuit courts and the District Court.

- *Case Search* – This Oracle repository houses data replicated on a real-time basis from the case management databases above. Through indices built and maintained within this application, it provides the means by which a statewide case search can be made.

An important characteristic of the data that is currently being recorded and maintained in these case records is the inclusion of the State Identification Number (SID) and criminal justice tracking

number for criminal defendants. The SID is a unique person identifier issued by the DPSCS and is based upon the fingerprints of the defendant. It is important to note that approximately half of criminal cases currently do not contain a SID; some cases may never receive a SID due to the manual work flows between the courts and their justice partners. Regardless of whether a case has a SID or not, case management in the courts is currently centered entirely on case-based records; person identifiers are not linked. As noted above, the use of SID as a common person identifier will be adopted in the future systems environment through consistent system and data functionality and business process standardization.

1.33.3 Integration

The Judiciary has established a plan for integration that will utilize an ESB for integration with external entities and inter-component integration where practical.

The MDEC Core will be required to publish information about MDEC core transactions and events to the ESB and to accept transactions from the ESB in support of current interfaces, e-filing (ECF 4.0) and the AOC's Standard Web Services. The AOC will support ECF 4.0 for e-filing.

All current interfaces must be kept intact from the justice partner's perspective. For all future interfaces, the AOC will support a limited set of robust, standardized, and bi-directional web services which partner can easily find and employ (AOC's Standard Web Services). JIS will be responsible for building those interfaces from the ESB to justice partners that are exclusive of e-filing in support of the current interfaces and building the AOC's standard web services.

SECTION 2 - STATEMENT OF WORK

2.1 <u>MDEC CORE COMPONENTS</u>

The figure in Section 1.32.2 provides an overall view of the components that will make up the future court management environment. The Judiciary recognizes that functional overlaps exist among the listed components, and the component through which each individual function is ultimately delivered may vary significantly from the model provided. This model is intended to reflect the Judiciary's plans to acquire a component-based and service-oriented system.

The MDEC Core System components to be acquired in this procurement are described below. The components may be made up of one or more applications and are intended to serve as the primary data stores for the MDEC. The following subsections define what components are included in the scope of this procurement and which are not.

2.1.1 Components

The component listing provided below is not intended to dictate the architecture of the proposed system. The list is intended to describe the functionality to be acquired in terms of commonly-available functional components.

2.1.1.1 _E-Filing_

The e-filing component will provide external entities with the capability to file documents with the court via the internet. The e-filing component shall be made up of the following subcomponents:

- _Filing Assembly MDE_ – Enables a filer to create a filing message for submission to a court and for service on other parties in the case, returning the response from the court to the filer.

    » The Contractor will be responsible for providing a filing assembly MDE that will support ECF 4.0.

    » The Contractor will provide an open architecture that will allow additional filing assembly providers to offer electronic filing to the Maryland Judiciary in order to provide diversity of service providers and access to court records.

- _Filing Review MDE_ – Enables a court to receive and review a filing message and prepare the contents for recording in its case management and document management systems, sending a response concerning the filing to the Filing Assembly MDE. The Filing Review MDE also enables filers to obtain court-specific policies regarding electronic filing and to check on the status of a filing.

- _Court Record MDE_ – Enables a court to record electronic documents and docket entries in its case management and document management systems and returns the results to the Filing Review MDE. The Court Record MDE also enables filers to obtain service information for all parties in a case, to obtain information about cases maintained in the court's docket and

register of actions and calendars, and to access documents maintained in the court's electronic records.

● *Legal Service MDE* – Enables a party to receive service electronically *from* other parties in the case. Note that service on other parties in the case is performed by the Filing Assembly MDE.

● *Fee Collection* – The e-filing component must provide the ability to collect court fees in a manner that supports traditional fee processing (including fees based on specific document and case types, waiver of fees, etc.), as well as the option to assess convenience fees as the court allows.

2.1.1.2   Trial Court Case Management

This component will serve to manage standardized and DCM activities for circuit courts and the District Court, and accommodate inter-jurisdictional data exchange between the trial courts. The jurisdiction of the Maryland Courts is generally set forth in the Maryland Constitution and the Courts and Judicial Proceedings Article 10-402 of the Maryland Annotated Code. These activities include, but are not limited to the following:

● District Court

   » Civil and Small Claims

   » Actions between landlord and tenant

   » Traffic

      – Payables (traffic cases that do not require a court appearance)

      – "must appear" traffic cases

   » Criminal

      – Felonies within District Court jurisdiction

      – Misdemeanor

● Circuit Courts

   » Civil Non-Domestic

   » Civil Domestic

   » Juvenile Justice

   » Juvenile Child Welfare

   » Criminal

This component must support inter-jurisdictional notification and data transfer between District Court and the circuit courts.

2.1.1.3   Appellate Court Case Management

This component will serve to manage appellate cases for the Court of Appeals and Court of Special Appeals. Given the different needs of the appellate courts, the appellate court component may be separate from the trial court component. The appellate court component must accommodate the exchange of data to and from the trial courts.

2.1.1.4   Enterprise Content Management (ECM)

The ECM component will serve as the repository for electronic documents and other electronic file types, and will serve as the primary repository for all court documents. The ECM component will include scanning and indexing capabilities necessary to capture documents and their metadata.

2.1.1.5   Alternative Dispute Resolution (ADR)

The ADR component will serve for those dispute resolution processes that do not fall into traditional processes, such as mediation or other programs. ADR processes utilize time-based case tracks and milestones to manage trial court processes, using much of the same data used for more traditional case processing. As a result, the ADR component must be closely tied to the trial court case management component.

2.1.1.6   Scheduling

The scheduling component will be used to schedule court sessions, resources, and personnel (such as courtrooms, interpreters). The scheduling component may be a part of the case management component; however, it is important that the trial and appellate court schedules are integrated and available from each respective MDEC Core System.

2.1.1.7   Bail Bond Tracking

The Bail Bond Tracking component will be used to maintain a registry of bondsman information regarding their ability to post bonds. Primarily, this shall include statewide tracking of bonds written and the bond writing statuses of the bondsman and surety. The purpose of this component will be to manage the bail bonds process centrally with the ability to view across the state, to ensure that all bonds posted, satisfied, and forfeited are done so legally and are secured appropriately and to track non-professional sureties who wish to use their property to post bonds.

2.1.1.8   Cashiering

The Cashiering component will provide point-of-sale functionality for court-imposed fines and fees, as well as other case-related charges. The cashiering component will also track and manage receivables and billing, escrow account management and will provide aggregated transaction data to the local and general accounting systems.

2.1.1.9   Reporting

The reporting component of MDEC will access all components of the MDEC Core System to provide in-depth reporting capabilities. There must be a single reporting application for all of

MDEC that provides a set of standard or "canned" reports as well as the ability to create ad hoc reports, without the need for programming, and provides the capability to export reports to various file formats.

2.1.2 Components Not Required in this Procurement

The following components have been, or in the process of being, acquired through other efforts outside of this procurement.

Component	System	Est. Implementation Date
Jury Management	Jury Systems, Inc.	Pilot Court: April, 2010 Roll Out Complete: June 2012
Back Office	Oracle	Pilot Court: N/A Roll Out Complete: Financials - Dec. 2012
ESB	Oracle	SOA Lab - Sept. 2010 Production Operation - April, 2011
IJIS	In-house Oracle	Ongoing
Recording	CourtSmart/For the Record	Currently operational.
Authentication/Security	Oracle Single Sign-On (SSO)	Currently operational.
Data Base Management Software	Oracle	Currently operational.
Access to Justice	To Be Determined	To Be Determined

.
The Judiciary recognizes that Offerors may have the capability to provide one or more of these functions as part of an application or suite of applications. If the Contractor offers one of these applications, the judiciary may choose to employ that application.

2.2 BUSINESS PROCESS CONFORMANCE

ATTACHMENT H – Court Business Process Profiles is made up of a series of process profiles that provide high-level summaries of the Judiciary's anticipated future business processes, based on analysis of current business processes and the anticipated capabilities of the technology to be acquired. The MDEC Core System should support the court rules, data relationships, and work flow indicated in each of the given profiles. Any changes to business processes will be managed through the CBO change management process.

2.3 FUNCTIONAL REQUIREMENTS

ATTACHMENT C – Functional Requirements matrix provides the functional requirements for the MDEC Core System.

2.4 <u>TECHNICAL REQUIREMENTS</u>

ATTACHMENT I – Technical Requirements matrix provides the technical requirements for the MDEC Core System.

2.5 <u>REQUIRED SERVICES AND DELIVERABLES</u>

The Contractor must provide the following services and deliverables. All timeframes specified below are subject to revision without contract modification at the approval of the AOC Contract Manager. ATTACHMENT L – Deliverable Table identifies the items to be delivered to the AOC. Items are categorized by project phase. Items are to be delivered by the Contractor to the AOC within the number of calendar days listed in the due date column. Reference to each deliverable is provided in both the Statement of Work (RFP Section 2) and the functional and technical requirements found in the RFP, ATTACHMENTS C and I. The Contractor's ability to invoice will be measured against the completion of written and accepted deliverables.

Note: The asterisk (*) in ATTACHMENT L – Deliverable Table denotes the dates submitted in the Contractor's Project Management Plan (PMP) required by RFP Section 2.5.1.1. Accordingly, the Contractor's PMP shall have each of the deliverables specified. Because deliverable due dates are dependent upon the AOC's declaration of a Notice to Proceed (NTP), the PMP timing shall be expressed in terms of NTP + X calendar days.

2.5.1 Project Management

Requirements in this category outline specific management and control services associated with the implementation of MDEC.

2.5.1.1 MDEC Core Project Management Plan (PMP) (Deliverable)

The Contractor is required to develop a comprehensive and detailed MDEC Core PMP. This should reflect best practices in project management applied to the unique needs of the MDEC Project. The PMP must include the following elements:

- Project organization, including structure, roles, responsibilities, and human resource management

- Project work breakdown structure and schedule, fully loaded with dependencies and resource requirements

- Approach to managing scope, budget, and schedule. This Change Management process should include how potential revisions to scope, budget, or schedule will be identified, recorded, reviewed, and approved.

- Approach to ensuring effective project communication

- Approach for identifying, tracking, and resolving issues and risks, including roles, responsibilities, escalation process, and tools for reporting issues and risks to the MDEC PM

- Approach to configuration management for reviewing, accepting and maintaining version control on all project deliverables

- Approach for quality management, for ensuring high quality deliverables and project quality control

- Approach to decision management, outlining a structured approach to documenting and resolving key project decisions

The Contractor is required to submit a draft PMP to the MDEC PM 60 days after issuance of a NTP. Upon review and acceptance, the final PMP will serve as the basis for controlling all project management activities.

2.5.1.2   MDEC Core Project Management (Deliverable)

It is anticipated that MDEC implementation will involve a number of inter-related projects to construct/configure applications, refine court procedures, enable interoperability with other applications, convert legacy data, and roll out the applications into the courts around the state. The Contractor will be responsible for the ongoing planning, monitoring, controlling, and reporting project performance across all elements within the scope of this engagement. The Contractor shall coordinate their project management efforts and reporting with the efforts of the JIS PMO. In addition, they will coordinate their efforts and reporting with the AOC's CBO and the courts where the MDEC Core System is being installed. All of these efforts are under the direction of the MDEC Program Manager.

These services shall be provided by one or more currently certified Project Management Professionals (certification through PMI) on site, primarily in Annapolis, on a full time basis.
At a minimum, the Contractor shall provide project management services to:

- Ensure that all deliverables are produced as scheduled

- Respond to inquiries about project status and risks

- Identify issues, risks, and alternative solutions to address these matters

2.5.1.3   Written Monthly Status Report (Deliverable)

The Contractor will be required to deliver monthly project status reports to the MDEC Program Manager throughout the duration of the project. Project status reports are intended to be a brief snapshot of the project's status, and should consist of the following information:

- Updated project work plan, schedule, staff plan, and budget

- Report of project status and performance against all plans

  » Progress against the project work plan completed in the reporting period

  » Variance in schedule between actual and planned activities

- Subsequent reporting period's planned activities

- Report of issues and issue resolution efforts and progress

- Report of risks and risk mitigation efforts and progress

2.5.1.4 *Monthly Status Meeting (Deliverable)*

In conjunction with monthly status reports, the Contractor shall be prepared to attend, as requested, meetings monthly with the Advisory Committee regarding the status of the project. Issues, risks, and challenges to the project will be discussed during this meeting, and the Advisory Committee will either resolve the issue or elevate it to the TOB. If matters are referred to the TOB, the Contractor may be requested to make a presentation to the TOB.

2.5.1.5 *Project Management Tools (Deliverable)*

The Contractor shall propose project portfolio management software that supports:

- Multi-project work breakdown structure development

- Project, phase, task, activity, milestone, deliverable, resource, and cost scheduling

- Budgeting (at the same level)

- Expenditure reporting (financial and other resources) at the budgeted level

- Progress reporting against plan

- Change management versus original and revised plans

- Risk management

- Issue management and resolution

These tools must be integrated and should be seamlessly interoperable. They should be maintained by the Contractor or third party. If accepted by the MDEC PM, the Contractor shall provide licenses for its entire staff involved in project management along with licenses for 10 Judiciary project management staff within 90 days after issuance of a NTP. As a part of this deliverable, the Contractor will provide the licenses and procedures that enable the AOC to adopt and employ these tools during and beyond the term of the engagement.

2.5.2 System Design and Construction

Requirements in this category include all activities necessary to develop, assemble, and otherwise prepare the contracted set of applications for implementation. This includes but is not limited to:

2.5.2.1 *MDEC Core System Design and Construction Plan (Deliverable)*

The Contractor will be required to submit its plan for assembling the proposed components into a single system for deployment to the courts. The schedule and resources required for system design and construction should be reflected in the PMP. This plan must include, at a minimum:

- Approach to design and construction

- Design and construction schedule

- Resources required (Court, AOC, and Contractor) for each step in development

The Contractor is required to submit a draft MDEC Core System Design and Construction Plan to the MDEC PM 60 days after issuance of a NTP. Upon review and acceptance, the final System Design and Construction Plan will serve as the basis for controlling all system design and development activities.

2.5.2.2   Requirements Gap Analysis (Deliverable)

The Contractor must (working with a representative group of SMEs selected by the Judiciary) conduct and complete business and technical analysis to determine the gaps between the needs of the Judiciary and what the Contractor's system provides. This analysis must incorporate the Contractor's response to requirements as presented in the Contractor's proposal. Major gaps that are identified must be accompanied by a plan for resolving the gap through system configuration, additional development, or additional component incorporation. This must result in a detailed inventory of system customizations or other modifications required to meet the needs of the Judiciary.

- *2.5.2.2a - Requirements Gap Analysis Template (Deliverable)*

- *2.5.2.2b - Requirements Gap Analysis (Deliverable)*

The Contractor is required to submit a proposed format for this deliverable to the MDEC PM 60 days after issuance of a NTP. Upon review and acceptance, the Contractor is required to submit this deliverable in draft. Upon review and acceptance, the final Requirements Gap Analysis will serve as the basis for managing the scope of modifications to the MDEC Core System.

2.5.2.3   Requirements Traceability Matrix (Deliverable)

The Contractor must provide a mechanism for tracking adherence to the requirements identified in this RFP as well as additional requirements identified in gap analysis and system design activities. This mechanism must support change management and system testing, including user acceptance testing. The Contractor is required to submit a proposed format for this deliverable to the MDEC PM 60 days after issuance of a NTP. Upon review and acceptance, the Contractor is required to submit this deliverable in draft. Upon review and acceptance, the final Requirements Traceability Matrix will serve as this benchmark for quality assurance.

- *2.5.2.3a   Requirements Traceability Matrix Template (Deliverable)*

- *2.5.2.3b   Requirements Traceability Matrix (Deliverable)*

2.5.2.4 MDEC Core System Design (Deliverable)

The Contractor must provide functional and technical design documentation for the MDEC Core System along with the libraries, tools, and facilities to maintain this documentation. This documentation shall include:

- Use case documentation

- Data dictionary

- Information Exchange Packet Documentation

- Network design and inventory

- Hardware design and inventory

- Application design and inventory

- Change control documentation for all aspects of the design

The Contractor is required to submit this deliverable in draft to the MDEC PM. Upon review and acceptance, the approved MDEC Core System design will be the basis for construction of these applications through prototypes, Pilot, and Release 1.0.

2.5.2.5 MDEC Core Interoperability Prototype (Deliverable)

Within 180 days after issuance of a NTP for this deliverable or in a time frame approved by the AOC, Contractor must provide a prototype proving that all hardware, network, and software components proposed to implement the MDEC Core System will interoperate. The hardware and software necessary to operate the Interoperability Prototype must reside at JIS. This hardware and software must be provided by the Contractor and the Contractor's onsite staff may be responsible for its management. This proof of concept for all MDEC Core System components must demonstrate basic functionality and interoperability for at least one case type. This prototype must demonstrate all proposed available software for:

- E-filing preparation

- E-filing management

- E-Service

- Filing and Case Initiation

- Record Keeping

- Electronic Content Management

- Scheduling & Calendaring

- Document Generation

- Case Flow Management

- Courtroom Operations

- Disposition

- Funds Management

- Accounting

- Accounts Receivable

- Bookkeeping

- General Ledger

- System Security

- Operations/Management Reporting

- Automated Interfaces

- Electronic Quality Assurance

- Integration between Systems and Components

- Document retrieval

- Statistical reporting

- Ad hoc reporting

- Ad hoc inquiry

- Integration with Case Search via event publication to the USB

While this must be a live demonstration, it is not required to be error free nor meet application performance requirements.

2.5.2.6   MDEC Core Performance Prototype (Deliverable)

120 days prior to the initiation of the Pilot Implementation, the Contractor must successfully complete a demonstration of the performance prototype. This prototype must demonstrate all MDEC Core functions for all case types. In addition, the prototype must complete all documented use cases within the peak operational performance requirements (transaction, hourly, daily, and weekly). It must simulate production operating conditions on equipment and network in Maryland's four largest and two most dispersed counties/cities:

- Large

    » Montgomery County

    » Prince Georges County

    » Baltimore County

    » Baltimore City

- Dispersed

  » Garrett County

  » Worcester County

While this must be a live demonstration, it is not required to be error free.

2.5.2.7   MDEC Core System Test Plan and Environment (Deliverable)

The selected Contractor must provide plans, data, and tools for all testing efforts of every aspect of the MDEC Core System. The Contractor may also be requested to provide the hardware and software necessary to create the appropriate testing environment. The MDEC Core System Test Plan and Environment must include:

- Test plans

- Test environments and test databases for unit testing, major component testing, product acceptance testing, and county level user acceptance testing

- Automated test tools supporting all prototype, pilot, release, and local court deployment testing

- Automated test scripts, test data, and other testing tools/materials

This deliverable must provide the AOC with the infrastructure, licenses, and training to efficiently test new releases and each deployment of MDEC Core System. These resources must be extendable, enabling the AOC to verify Contractor tests and conduct additional tests of the MDEC Core System and other AOC applications. The hardware and software required to establish the test environment(s) must be specifically identified in the cost worksheets.

The plan and environment must be completed and fully functional prior to key project milestones, including:

- ***2.5.2.7a - Pilot Implementation Test Package (Deliverable) -*** *See* RFP Section 2.5.3.1 for definition of Pilot MDEC Core System.

- ***2.5.2.7b - Release 1.0 MDEC Core System Test Package (Deliverable)*** - See RFP Section 2.5.3.3 for definition of Production MDEC Core System Release 1.0 implementation.

- ***2.5.2.7c - Release 2.0 MDEC Core System Test Package (Deliverable)*** - See RFP Section 2.5.3.5 for definition of Production MDEC Core System Release 2.0 implementation.

Tests of interim releases (produced after the pilot implementation) include any release of the MDEC Core System to address any errors or provide any enhancements to the Pilot, Release 1.0, and Release 2.0. The test for an interim release must meet the requirements of the test of the subsequent major release, for example, the test for a Release 1.1 must meet the requirements of Release 2.0, testing for all counties implemented to date.

In addition, test plans and environment structure must describe and support testing of:

- All functional requirements defined in the Requirements Traceability Matrix deliverable (2.5.2.3)

- All performance requirements

- Individual court data conversion and configuration

Testing of individual components may be performed prior to full system assembly. However, the Contractor must provide a testable full version of the MDEC Core System prior to moving to the pilot implementation.

2.5.3 System Delivery

The Contractor will provide three releases of the MDEC Core System: Pilot; Production Release 1; and Production Release 2. These may be delivered as an application suite operating on Maryland AOC servers, court servers, or as a combination of the two. The Contractor will also prepare an initial and a long-term release plan for the MDEC Core System.

2.5.3.1 *Pilot MDEC Core System (Deliverable)*

It is anticipated that the Contractor will deliver the Pilot MDEC Core System as some combination of: (1) custom developed software created as a work for hire and intellectual property of the Judiciary; (2) Contractor provided software licensed to the Judiciary; and (3) third party software that is licensed to the Judiciary. As a part of this deliverable, the Contractor shall ensure that all software components are clearly itemized. A well organized and verifiable copy of the source code for software delivered as described in (1) and (2) above shall be loaded on the Judiciary servers. The Contractor shall place executable versions of the Pilot MDEC Core System on test, training, staging, recovery, and production servers (see RFP Section 2.8).

The MDEC Core System must be deployed in a pilot county in both the circuit court and the District Court locations. In addition, the pilot must support the operations of the Maryland Court of Special Appeals and Court of Appeals. The pilot will be a fully operational application providing all trial court MDEC Core System, appellate court MDEC support, ECM, and e-filing.

This deliverable will include all software required for the pilot MDEC Core System operation, in both source and executable formats. The Contractor shall integrate and configure it based upon input from JIS and the courts involved in this implementation. This shall include both technical (DBMS, client software images) and functional (forms, reports, security) configurations. The pilot implementation shall integrate with the enterprise authentication and authorization (security) protocol and shall include the baseline configuration of the MDEC Core System for the remaining jurisdictions.

This deliverable will include a comprehensive system documentation package comprised of the complete library of documentation related to this release, including but not limited to:

- User guide

- Step-by-step process instructions

- Standard operating procedures

- Off-line operating procedures

- General system administration, including but not limited to:

  » Configuration

  » System maintenance

  » Database maintenance

  » Troubleshooting

  » Backup and restoration

- Training materials as specified in RFP Section 2.5.5.4

- Updated design documentation as described in RFP Section 2.5.2.4.

This deliverable shall be fully tested in accordance with RFP Sections 2.5.2.7 and 2.5.4.4 with fully converted data in accordance with RFP Section 2.5.4.3 and local configuration for the pilot site in accordance with RFP Section 2.5.4.2 prior to deployment. Documented test scripts, data, routines, and results must be provided to the MDEC PM in accordance with accepted deliverable 2.5.2.7 a. The test must be complete and fully documented with no Severity 1 or Severity 2 errors as defined below. The MDEC Core System shall be in a format that can be readily deployed and installed at the pilot installation sites. This deliverable shall be accepted after verification testing by the AOC using the test environment and the documentation provided to the MDEC PM.

Severity 1 Error	An event when a Contractor provided product (including software, hardware, or network services) causes a mission critical application or application component to fail and no work-around is immediately available. This is evident when:

- All or a substantial portion of a court's mission critical data is at a significant risk of loss or corruption.

- Courts or the AOC have had a substantial loss of service.

- Court business operations have been severely disrupted.

Severity 2 Error	Major functionality is severely impaired.

- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.

- A major milestone is at risk. Ongoing and incremental installations are affected.

- A temporary workaround is available.

Severity 3 Error	Partial, non-critical loss of functionality of the software.

- Impaired operations of some components, but allows the user to continue using the software.

- Initial installation milestones are at minimal risk.

Severity 4 Error	General usage questions.

- Cosmetic issues, including errors in the documentation.

2.5.3.2   MDEC Core System Initial Release Plan (Deliverable)

Once the MDEC Core System pilot is complete, the Contractor must make modifications to the system based upon the lessons learned from the pilot implementation prior to full production rollout. The Contractor shall document the results of the pilot implementation, identifying the modifications that will be made prior to production rollout. The Contractor shall prepare a plan for the design, development, and testing of what will be the first release of the Production MDEC Core System. In addition, the Contractor will outline the plans for the next two releases of MDEC (release 2.0 and beyond).

2.5.3.3   Production MDEC Core System Release 1.0 (Deliverable)

This will be the MDEC Core System that will be rolled out to the various court locations and will be based upon stated requirements in the RFP, results from the Gap Analysis, the Requirements Traceability Matrix, the MDEC Core System design, and the results of the pilot. The MDEC Core System must be a single, integrated set of applications that are configurable to the needs of each court location and are able to be maintained through a statewide update and patch release cycle. This release shall include and implement facilities and procedures for software promotion from development through testing and into production (along with rollback facilities and procedures). This deliverable will include all software required for MDEC Core System operation, in both source and executable formats. The Contractor shall integrate and configure it in a mutually agreed upon standard configuration. This shall include both technical and functional configurations. This shall include the updated baseline configuration of MDEC Core System for all the Maryland courts.

This deliverable will include a comprehensive system documentation package comprised of the complete library of documentation related to this release. This will include updates of all of the elements outlined in the description of the comprehensive system documentation package described in RFP Section 2.5.3.1.

This deliverable shall be fully tested in accordance with RFP Sections 2.5.2.7 and 2.5.4.4 with fully converted data in accordance with RFP Section 2.5.4.3 and local configurations in accordance with RFP Section 2.5.4.2 prior to deployment. Documented vendor test scripts, data, routines, and results must be provided to the MDEC PM in accordance with accepted deliverable 2.5.2.7b. The test must be complete and fully documented with no Severity 1 or Severity 2 errors as defined in RFP Section

2.5.3.1. The MDEC Core System shall be in a format that can be readily deployed and installed. This deliverable shall be accepted after verification of the Contractor tests by the AOC using the established test environment(s) and the documentation provided to MDEC PM.

2.5.3.4   *Long Term Release Plan (Deliverable)*

Once Release 1.0 of the MDEC Core System has been accepted and in operation for one year, modifications to the MDEC Core System, based upon the lessons learned from initial production, will be identified. The Contractor shall prepare a plan for the design, development, and testing of what will be the second major release of the Production MDEC Core System. In addition, the Contractor will outline the plans for the next two releases of the MDEC Core System (releases 3.0 and beyond).

2.5.3.5   *Production MDEC Core System Release 2.0 (Deliverable)*

This will be the second major release of the MDEC Core System and will be based on the results of Release 1.0 of the MDEC Core System plus any changes or enhancements accumulated through the Change Management process. The MDEC Core System must be a single, integrated set of applications that are configurable to the needs of each court location and are able to be maintained through a statewide update and patch release cycle. This deliverable will include all software required for MDEC Core System operation, in both source and executable formats. The Contractor shall integrate and configure it in a mutually agreed upon standard configuration.

This deliverable will include a comprehensive system documentation package comprised of the complete library of documentation related to this release. This will include updates of all of the elements outlined in the description of the comprehensive system documentation package described in RFP Section 2.5.3.1.

This deliverable shall be fully tested in accordance with RFP Sections 2.5.2.7 and 2.5.4.4 with fully converted data in accordance with RFP Section 2.5.4.3 and local configurations in accordance with RFP Section 2.5.4.2 prior to deployment. Documented test scripts, data, routines, and results must be provided to the MDEC PM in accordance with accepted deliverable 2.5.2.7c. The test must be complete and fully documented with no Severity 1 or Severity 2 errors. The MDEC Core System shall be in a format that can be readily deployed and installed in the pilot installation sites. This deliverable shall be accepted after verification of the Contractor tests by the AOC using the established test environment(s) and the documentation provided to MDEC PM.

2.5.4 MDEC Core System Implementation

MDEC Core System implementation services and deliverables include all of the activities necessary to configure and deploy the MDEC Core System as assembled across the Judiciary. It is anticipated that the application will be deployed county by county. Deliverables associated with this phase of work will include, but are not limited to:

2.5.4.1 Deployment Plan (Deliverable)

This plan shall provide details on the schedule, approach, and resources necessary to deploy the full Pilot and Production MDEC Core System to the various court locations across the state. The plan will include:

- Locations

- Schedule

- Scope and objectives of both pilot and production deployments

- Tasks, human resources and other resources required for each local implementation, including:
    - » Court
    - » AOC
    - » Contractor

This plan must be based on a site survey of network and equipment conducted by the Contractor in coordination with the JIS Site Evaluation staff. It must effectively factor in lead time for resource scheduling / acquisition, data conversion, and deployment. It must also address parallel processing procedures in the courts during deployment. This plan must also include the use of two or more teams, provided by the Contractor, to support the iterative deployment approach noted in RFP Section 2.5.4.5 and in ATTACHMENT L – Deliverable Table.

The Contractor is required to submit a draft of the Deployment Plan to the MDEC PM. Upon review and acceptance, the accepted deployment plan will serve as the basis for managing deployment to the various court locations.

2.5.4.2 Local Configuration (Deliverable)

After the establishment of a configuration baseline, it is anticipated that the MDEC Core System will permit each court location to make local configuration decisions as approved through the CBO. The Contractor will work with the AOC CBO and selected staff at each court location to gather configuration requirements, provides training and business analysis services to ensure optimal system performance. This support will include training on:

- Configuration tool usage

- Configuration deployment and management methods

- Configuration testing methods

While court and CBO personnel will be responsible for configuring the application, the Contractor shall supply the resources necessary to enable them to successfully complete this effort on schedule.

2.5.4.3   Local Data Conversion (Deliverable)

The Contractor will begin conversion efforts upon NTP for the deliverable. The Contractor must perform an in-depth analysis of provided data structures and values, develop a plan for translating data, and develop procedures for migrating and validating data. The Contractor will be responsible for conducting three or more tests of the conversion for each location to ensure that conversion expectations are met.

The Contractor must provide documentation of the successful conversion to the MDEC Program Manager. Approval will be based on court verification of the Contractor conversion test results based on this documentation and validation testing performed by court staff in accordance with the approved validation procedures above. After receiving AOC approval, the Contractor must convert provided data. This effort will be supported by knowledgeable AOC personnel. This shall be performed for each county, Baltimore City, and both appellate courts.

2.5.4.4   Local Testing (Deliverable)

The Contractor will participate with the management and staff in preproduction testing of the locally configured application and converted data. The Contractor shall work with the AOC and design a structured and repeatable testing protocol that:

- Supports the implementation schedule

- Incorporates both program office (JIS) and court work site testing

- Employs automated testing tools to minimize the staff required to fully test the local implementation of the MDEC Core System

- Enables testing of parallel court processing procedures

The Contractor shall prepare one protocol to apply to testing of the MDEC Core System in all courts. AOC and local court staff will lead and perform local testing. The Contractor will be responsible for:

- Implementation of the testing environments, data, and tools required

- Development of the repeatable testing protocols and scripts

- Component and business analysis support

- Troubleshooting

In the event of errors, the Contractor and the MDEC PM will jointly develop a plan of the necessary corrective action and associated time frame to resolve all errors discovered prior to production operations.

2.5.4.5 *Production MDEC Core System Deployment (Deliverable)*

It is anticipated that the MDEC Core System will be deployed iteratively, where iteration will roll out the full MDEC Core System to multiple counties on a quarterly basis. The Contractor will provide two weeks of on-site support of local management, court administration, and technical activities for each court location in the successful implementation of MDEC Core pilot and production releases. The Contractor will provide two or more deployment teams to support the iterative approach and schedule noted in ATTACHMENT L – Deliverable Table.

2.5.5 Training / Introduction Services

Implementing the MDEC Core System applications will require specific training and introduction services tailored to specific roles within the judicial system, including but not limited to judges, court administrators, clerk staff, justice partners, litigants, lawyers, public participants, etc. Training deliverables must include an effective combination of written material coupled with classroom sessions, hands-on practice, computer-based modules, and other delivery means as appropriate. All training materials shall be effectively cataloged, reusable, and modifiable by the AOC.

2.5.5.1 *MDEC Core System Training Plan (Deliverable)*

The Contractor is required to submit a plan for training in support of the design, construction, assembly, implementation, and ongoing use of the MDEC Core System. It should support training and awareness of everyone affected by the MDEC Core system, including, but not limited to, program management, JIS, and court IT staff, court personnel, and external users such as attorneys and law enforcement personnel. The training plan must describe the training and awareness activities to be undertaken throughout the design and construction, system delivery, system implementation, and system support phases of the project for each of these audiences. The plan must also outline the delivery method(s) to be used for each audience as well as the resources involved in preparing, staging, delivering, and maintaining training materials and content.

The Contractor is required to submit a draft MDEC Core System Training Plan to the MDEC PM 60 days after issuance of a NTP. Upon review and acceptance, the final Training Plan will serve as the basis for managing all training activities.

2.5.5.2 *Pre-design Training of Program Personnel (Deliverable)*

It is anticipated that MDEC program staff and management will need to make well informed design decisions throughout this engagement. The Contractor will provide training on all MDEC software components to the MDEC program staff and management upon issuance of a NTP. This should include training on the technical and functional features and controls of all of the components that comprise the MDEC Core System. This training should identify the design decisions that will be made in preparing the MDEC Core System for implementation statewide. It should also cover the design and configuration decisions that will be needed with each local implementation. This training will be performed on-site in Annapolis.

2.5.5.3 MDEC Core System User and Administrator Training (Deliverable)

The Contractor will be required to provide training tailored to the various roles within the Judiciary and instructions for system access by key stakeholders. The roles to be considered include, but are not limited to:

- MDEC trainers within AOC

- Judicial officers

- Court administrators

- Court / Clerk staff

- Judiciary management

- AOC system administrators

- AOC business analysts

- Technical support

- Justice partner staff

The training approach should:

- Account for specific roles, as noted above

- Focus training to develop the knowledge and skills needed to effectively use MDEC functions according to the daily activities of each role

- At a minimum, employ a train the trainer approach

- Consider the limitations of training facilities in some local court locations

This training will be performed in each county, Baltimore City, and both appellate courts as space allows. Computer-based training shall be provided as appropriate for externally-accessible MDEC components (such as e-filing) that includes notification to the Judiciary that the training was completed.

2.5.5.4 Training Documentation (Deliverable)

The Contractor will be required to provide training and technical documentation for all MDEC software components. The Contractor is required to submit a draft of all training materials to the MDEC PM 30 days prior to scheduled training sessions.

- ***2.5.5.4a - Pilot Training Documentation Package (Deliverable)***

- ***2.5.5.4b - Release 1.0 Training Documentation Package (Deliverable)***

- ***2.5.5.4c - Release 2.0 Training Documentation Package (Deliverable)***

The documentation should include, but is not limited to:

- Computer based training materials

- Lesson plans

- Training presentations

- Training work books

- Training advance preparation materials

- Trainer educational materials

- Trainee test materials

2.5.6 MDEC Core System Support

MDEC Core System support services must include all of the activities necessary to train users and administrators and support the system in the event of technical or other issues. At a minimum, the Contractor will be expected to provide the following services:

2.5.6.1   *Version and Patch Release Management (Post Release 1) (Deliverable)*

The Contractor must provide a plan and structure for managing requests for system modifications and bug fixes. This structure shall be designed to operate under the direction of the MDEC Program Management organization. Any issue that requires a MDEC Core System-wide change must be tracked and included in either a patch for critical issues or a future release for functionality expansions or non-critical issues.

Given the component-based nature of the MDEC, a critical element of release management will be the methods used to ensure that a version update to a single MDEC component does not "break" the interactions that the component has with other MDEC components by altering data structures or processing models. Releases must be well documented, identifying the nature of the changes made, configuration issues, and changes in business processes. The Contractor must provide a plan and protocol for planning, announcing, developing, testing, and deploying releases to ensure that software updates do not interrupt critical business processes.

2.5.6.2   *Backup and Recovery Procedures and Facilities (Deliverable)*

The Contractor must provide procedures, tools, and facilities for MDEC Core and data backup and recovery to support the system availability performance requirements. Backup and recovery practices and procedures must be consistent with industry standards. They should leverage AOC back-up and recovery facilities and procedures.

2.5.6.3   *On-Site Support (Post Pilot) (Deliverable)*

The Contractor shall provide on-site support to AOC, JIS, and court staff and management for activities associated with implementation of the MDEC Core. This will be provided throughout the implementation of the MDEC Core in all court locations and for a period of one year after formal

acceptance of each implementation. This shall include troubleshooting, technical assistance, configuration assistance, and ad hoc training.

2.5.6.4   Level 1 Help Desk Support (Deliverable)

The Contractor must assist the AOC in establishing a Level 1 Help Desk support structure and staff the help desk until such time as the MDEC Program Manager determines that the AOC is fully capable of operating the help desk using its own staff. This help desk support level will be the first to receive incidents and attempts to provide users with needed information and is expected to resolve a high percentage of common problems or routine service matters. This help desk support must meet the response and problem resolution time requirements in the Performance tab of ATTACHMENT I – Technical Requirements. This support will apply to all Contractor provided hardware, software, infrastructure, and services. The support shall provide complete, accurate, and timely information about each request for service in the JIS incident tracking application.

The Contractor shall provide documentation and training to AOC help desk staff and management. This should establish full help desk capability (at the level required for long term, MDEC Core System maintenance) within 1 year of the successful completion of the pilot implementation. The Contractor shall augment AOC help desk staff until the AOC has realized full help desk capability and shall provide additional resources sufficient to meet the additional short term demand resulting from the implementation of MDEC.

2.5.6.5   Ongoing Level 2 Support and Problem Resolution (Post Pilot) (Deliverable)

The Contractor shall provide Level 2 Help Desk support to solve specific problems not resolved by Level 1. This level of support should resolve more than 90% of all problems and must meet response and problem resolution time requirements in the Performance tab of ATTACHMENT I – Technical Requirements. This support will apply to all Contractor provided hardware, software, infrastructure, and services. The support will be coordinated by the MDEC PM through up to six designated Maryland AOC points of contact. In addition, this support shall provide complete, accurate, and timely information about each request for service in the JIS incident tracking application.

2.5.6.6   Other Software and Hardware Maintenance (Post Pilot) (Deliverable)

The Contractor shall provide the following support and maintenance services for the products delivered and/or licensed to the AOC as a part of this engagement:

- Provision of known error corrections by delivery of available patches via electronic communication and for download via the Internet.

- Provision of available minor updates (bundling of several error corrections in one version) for download via the Internet.

- Provision of available medium upgrades (version with additional/enhanced functions) for download via the Internet.

- Provision of available major upgrades (version with substantially enhanced volume of functions).

- Provision of information via electronic communication (e-mail) when new minor/medium/ major updates are available.

- Extension of hardware manufacturer and third party software provider warranties.

- Through system support the Contractor ensures that the MDEC Core System shall remain compatible with the current and future AOC operating system software or any third party software used in direct association with the MDEC Core System to perform the Judiciary's business functions.

- System support includes MDEC Core System software updates and modifications as required as a matter of federal law and/or regulation in connection with the Judiciary's compliance standards.

The granting of rights of use and the delivery of the relevant license files for all upgrades shall be limited to the number and type of products provided by the Contractor in this engagement.

2.6 CONTRACTOR KEY PERSONNEL

The Contractor shall provide the key personnel identified below. Key personnel must be based on-site and available when necessary to meet the requirements of the MDEC Project. The Contractor may not assign key personnel to other Contractor projects in any way that results in a conflict in their ability to meet the requirements of the Contract. The Contractor shall provide those individuals accepted as key personnel throughout the Contract term, in accordance with RFP Section 2.6.3. The labor categories the AOC recommends are listed in this section; however, the Contractor shall employ other personnel as it sees fit to accomplish the requirements of the Contract.

2.6.1 Key Personnel Qualifications

The Contractor shall certify that key personnel meet the qualifications identified in this RFP (see RFP Section 2.12 for Security Requirements).

On a case-by-case basis, Contractor key personnel may be approved by the AOC for performance in multiple skill categories for which they are qualified.

No Substitution of Education for Experience. For key personnel requiring a Bachelor's Degree, a Master's Degree or higher may not be substituted for the general and specialized experience required.

Substitution of Experience for Education. If the Contractor proposes to substitute experience for the education required for any key personnel, the Contractor shall explain why the experience is a satisfactory substitute.

2.6.2 Substitution of Key Personnel

Stability of key personnel is critical to project success. For this reason, the Contractor shall retain key personnel interviewed and accepted by the AOC for a minimum period from the NTP through implementation. All proposed substitutes for key personnel, for other than emergency situations

(illness, death, emergency resignation, or emergency disciplinary termination), shall be submitted for approval, in writing, at least to the AOC CM 15 business days in advance of the substitution.

The Contractor shall permit the AOC to interview and accept or reject any proposed substitute for a key employee. The resume of any proposed substitute shall be signed by the substitute and by the Contractor's PM, and the resume of the previous key employee shall be provided for comparison purposes.

The AOC's CM must agree to the substitution in writing before it becomes effective.

Any proposed substitute for a key employee shall have qualifications at least equal to those in Section 2.6.3. The burden of illustrating this comparison is the Contractors.

If one or more key personnel are unavailable for work under the Contract for a continuous period exceeding 10 business days, the Contractor will be required upon learning of the unavailibity to immediately notify the Contract Manager and replace the personnel with approved substitutes of equal or better qualifications within 10 business days after notification.

2.6.3   Qualifications for Key Personnel

The following key outlines the qualifications of the key personnel.

2.6.3.1   *Contractor's Project Manager (PM)*

Duties: The Contractor's PM is assigned the management of the MDEC project for the work performed under the Contract. Performs project planning and day-to-day management of the project, identifies issues and risks, and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between the AOC and the Contractor. Is responsible for ensuring that work performed under the Contract is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, or other related discipline. Project management certification (PMP) from the Project Management Institute (PMI) is required.

General Experience: At least ten years of experience in project management.

Specialized Experience: At least five years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget.

2.6.3.2 Senior Systems Engineer

Duties: Must be able to analyze information requirements. Must be able to evaluate problems in workflow, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff as needed.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have six years of experience in systems engineering.

Specialized Experience: At least three years of experience in the supervision of system engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

2.6.3.3 Database Manager

Duties: Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports project managers and application developers in planning preparation, load analysis, and backup and recovery of data. Must be able to prepare and deliver presentations on Database Management System concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have seven years of experience in the development and maintenance of database systems.

Specialized Experience: At least five years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

2.6.3.4 Senior Business Process Consultant (Court Administration):

Duties: Develops business requirements and business processes re-engineering methodologies. Solves application and process related problems by creating detail process and system design specifications; and works with other areas across the Functional Units to support a total solution approach. Communicates business requirements for reports and applications development. Facilitates collaboration within and across functional units and across IT functions. Resolves problems and improves operational effectiveness.

Education: Bachelor's Degree from an accredited college or university in Business, Human Resources Management or a related field. An MBA or MPA is preferred.

General Experience: At least eight years experience in business process re-engineering.

Specialized Experience: At least five years of experience in re-engineering large scale business processes that directly pertain to Court operations.

2.6.3.5 *Applications Programmer:*

Duties: Analyzes functional business applications and design specifications against stated functional and performance requirements. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have five years of computer experience in information systems design and development.

Specialized Experience: At least three years of experience as an application programmer on large-scale DBMS, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.

2.7 **OPTIONAL SERVICES**

The contract type for services described under this section shall be considered indefinite quantity with a fixed unit price. The AOC may or may not require use of these services. The AOC has no estimate of what quantity of services may be required.

2.7.1 Task Order (TO)

The AOC may issue a TO describing the services required for each of these additional services. These additional services may be required at any point during the term of the Contract. The Contractor shall respond to the TO with a Task Order Proposal (TOP) that includes the labor categories required to satisfy the request, the estimated number of hours required for each labor category, the total estimated effort and cost, and the estimated start and finish date for the TO. Upon acceptance of the TOP, the MDEC PM will issue a NTP to the Contractor. Invoicing and payment shall be based on TO completion and acceptance of services.

2.7.2 Services

Optional services may include:

- Data conversion

- System interface development

- Set-up, deployment and tuning for network equipment

- Security

- Quality assurance testing

- GAP analysis support

- Documentation writing

- Customized reporting

- Functional or technical training

- On-site Customer / Help Desk support

2.7.3 Labor Categories and Qualifications

The following sections describe the labor categories to be provided for the Optional Services:

2.7.3.1   *Junior Database Management Specialist*

Duties: Must be capable of providing highly technical expertise and support in the use of DBMS. Must be able to evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery procedures for the processing environments, and ensures that data integrity, security, and recoverability are built into the DBMS applications.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have three years of experience in DBMS systems analysis and programming.

Specialized Experience: At least one year of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.

2.7.3.2   Testing Specialist

Duties: Must be capable of designing and executing IT software tests and evaluating results to ensure compliance with applicable regulations. Must be able to prepare test scripts and all required test documentation. Must be able to design and prepare all needed test data. Analyzes internal security within systems. Reviews test results and evaluates for conformance to design.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have four years of experience in computer software development.

Specialized Experience: At least two years of software testing experience (integration and acceptance).

2.7.3.3   Software Engineer

Duties: Reviews and analyzes system specifications.   Prepares programming specifications. Analyzes existing systems/subsystems for reusability benefits and needed changes. Prepares design plans and written analyses, prepares unit and test scripts and documentation.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have three years of experience as a software engineer.

Specialized Experience: At least two years of experience working with Ada, SQL, or third/fourth generation languages in the design and implementation of systems and one year working with DBMS.

2.7.3.4   System Security Specialist

Duties: Provides expert-level advice, analysis, and functional expertise to tasks. Demonstrates exceptional oral and written communication skills. Reviews requirements and task documentation for accuracy and applicability.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: This position requires a minimum of 12 years of experience in system security.

Specialized Experience: At least seven years of highly specialized experience in one or more information, computer, or network security disciplines. These disciplines could include penetration testing, intrusion detection and audit analysis, public key infrastructure, cryptography, strong authentication, risk analysis, and multilevel security.

2.7.3.5   *Documentation Specialist*

Duties: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation.

Education: Associate's Degree in related field. A Bachelor's degree is preferred.

General Experience: Must have four years of experience in technical writing and documentation experience pertaining to all aspects of IT.

Specialized Experience: A minimum of two years of experience in preparing technical documentation, which is to include researching for applicable standards.

2.7.3.6   *Junior Computer Programmer*

Duties: Must be capable of translating detail program flowcharts into program-coded instructions used by third- and fourth-generation, or current state-of-the-art computers.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have three years of computer programming experience.

2.7.3.7   *Training Specialist/Instructor*

Duties: Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education: A Bachelor's Degree from an accredited college or university with a major in education/training in the areas of Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year of specialized and two years of general experience.

General Experience: Must have four years of experience in information systems development, training, or related fields.

Specialized Experience: At least two years of experience in developing and providing IT and end user training on computer hardware and application software.

2.8 SOURCE CODE

Contractor shall deliver two copies of each software source code and software source code documentation for all MDEC Core System source code, object code, design and architecture documentation, and data files directly to the Deputy State Court Administrator. The AOC shall have the right to audit the software source code and corresponding software source code documentation for each software product that comprises the Contractor's solution. The Contractor shall provide the AOC with software or other tools required to view all software source codes. All MDEC Core source code, object codes, design and architecture documentation, and data files shall be the property of the AOC.

The source code shall be stored on compact discs or other media designated by the MDEC PM in a format acceptable to the AOC, and shall be easily readable and understandable by functional analysts and technical personnel with the skill set for that type of component, subcomponent, or software code.

2.9 DELIVERABLE SUBMISSION AND ACCEPTANCE PROCESS

 For each written deliverable, draft, and final, the Contractor shall submit to the MDEC PM one hard copy and one electronic copy compatible with Microsoft Office 2003, Microsoft Project 2003, and/or Visio 2003 as applicable.

Drafts of all final deliverables are required at least two weeks in advance of all final deliverable due dates. Written deliverables defined as draft documents must demonstrate due diligence in meeting the scope and requirements of the associated final written deliverable. A draft written deliverable may contain limited structural errors such as poor grammar, misspellings or incorrect punctuation, but must:

- Be presented in a format appropriate for the subject matter and depth of discussion

- Be organized in a manner that presents a logical flow of the deliverable's content

- Represent factual information reasonably expected to have been known at the time of submittal

- Present information that is relevant to the section of the deliverable being discussed

- Represent a significant level of completeness towards the associated final written deliverable that supports a concise final deliverable acceptance process

Upon completion of a deliverable, the Contractor shall document each deliverable in final form to the MDEC PM acceptance. The Contractor shall memorialize such delivery in an AOC Receipt of ATTACHMENT J – Receipt of Deliverable Form. The MDEC PM shall countersign the AOC Receipt of Deliverable Form indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the MDEC PM shall commence acceptance testing or review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of acceptance testing or review, the MDEC PM shall issue to the Contractor notice of acceptance or rejection of the deliverables in ATTACHMENT K - Acceptance of Deliverable Form. In the event of rejection, the Contractor shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the MDEC PM or the AOC Contract Manager has specifically issued in writing a waiver for conditional continuance of project tasks. Once the issues have been addressed and resolutions accepted by the MDEC Program Manager, the Contractor will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance. When presented for acceptance, a written deliverable defined as a final document must satisfy the scope and requirements of the RFP for that deliverable. Final written deliverables shall not contain structural errors such as poor grammar, misspellings, or incorrect punctuation, and must:

- Be presented in a format appropriate for the subject matter and depth of discussion

- Be organized in a manner that presents a logical flow of the deliverable's content

- Represent factual information reasonably expected to have been known at the time of submittal

- Present information that is relevant to the section of the deliverable being discussed

The required milestones and deliverables are defined in ATTACHMENT L – Deliverable Table. Within each task the Contractor may suggest other subtasks or deliverables to improve the quality and success of the project. Deliverable expected completion dates specified as NTP + Days(s) are due as a final deliverable no later than the last business day of the month. For example, an NTP is issued on September 1, 2011 for a deliverable with an expected completion date specified as NTP + 60 Days. Because the last day of the second month falls on a Sunday, the deliverable Expected Completion date is October 29, 2011.

2.10 JUDICIARY RESPONSIBILITIES

The Judiciary shall:

- Provide a dedicated MDEC PM to serve as a single point of contact to the Contractor. Duties include:

  » Coordination of plan development

  » Schedule coordination

  » Management of the AOC's project team

  » Monitor and facilitate approval of deliverables

  » Authorize payment of invoices pending approval of deliverables

  » Coordinate access to both technical and business knowledge experts

  » Provide project status reports to Governance Committees

» Provide AOC Change and Configuration Management documentation

- Support data conversion efforts of all necessary legacy applications.

- Define requirements, design, develop and test all custom reports (those not provided as part of the MDEC Core application), for each implementation, according to the baseline schedule established during the planning phase.

- Define requirements, design, develop, test, and implement interfaces to all remaining legacy case management systems.

- Coordinate all project meetings among Contractor, with applicable staff and technical team members.

- Provide office space, data center space, security, HVAC, power, and associated physical device connectivity for the following hardware configurations:

    » Production Environment

    » Disaster Recovery Environment

    » Development/Testing Environment

    » Training Environment

    » Reporting Environment

- Perform data backup activities such as storage media rotation and off-site storage.

- Provide network related troubleshooting with assistance from the Contractor as necessary and as requested with respect to MDEC Core.

2.11 CONTRACTOR GENERAL REQUIREMENTS

The Contractor shall:

- When conducting activities within any Judiciary facility, at all times, comply with the following:

    » Provisions of all applicable directives of the Judiciary

    » All applicable Federal, State and local statutes, ordinances, laws, regulations, codes, directives, and/or orders

- Provide on-site support to assist the Judiciary with hardware installation / configuration required for the MDEC Core System applications in the Judiciary's Data Center. Under the direction of JIS, install and configure the MDEC Core hardware and operating system, including all licensed third-party security software approved by the MDEC PM. To ensure compliance with the JIS networking protocols & security requirements, all hardware and software must be approved by the person selected by the MDEC PM prior to being connected

to the JIS network. The Contractor shall be responsible for fixing all non-compliant items at the Contractor's expense.

- Communicate the delivery schedules of all hardware and software to allow the MDEC PM the ability to track deliveries and coordinate arrivals. All hardware and software, purchased from the Contractor shall become the property of the Judiciary.

- Install the required servers and peripherals necessary to support the MDEC Core applications. At the direction of the MDEC PM, the Contractor shall provide, install, and configure these same units at locations identified by the AOC.

- Comply with the AOC's Change and Configuration Management requirements, including any software version updates. The Contractor will be responsible for notifying the MDEC PM to coordinate approval of any updates prior to installation.

- Provide for each server the AOC purchases from the Contractor, a solution with automatic failover to the Disaster Recovery environment with no single points of failure with an Uninterrupted Power Supply.

- Provide system, application, and data backup recovery any time prior to the Judiciary's assumption of ownership. Following the Judiciary's assumption of ownership, the JIS will be responsible for the execution of any form of backup recovery event.

- Be responsible for installing and configuring the MDEC Core System application software in Judiciary data centers,

- For all software provided (that is, the operating system as well as application-related software) provide vendor-supported versions. Should a software version selected for MDEC Core no longer be supported by a vendor, the Contractor shall be responsible for upgrading it.

- Coordinate all MDEC project related activities through the MDEC PM and not through members of the user community groups or technical project team members unless specifically given delegated authority by the MDEC PM.

2.12 CONTRACTOR SECURITY REQUIREMENTS

- All Contractor personnel shall follow all applicable Judiciary and State security policies, laws, and regulations while working on the project.

- The Contractor shall coordinate staff on-site visitations with Judiciary staff.

- In the event of a security incident or suspected security incident, Contractor staff and users shall notify the JIS's Chief Information Security Officer (CISO) for investigation. The Contractor shall cooperate fully in all security incident investigations.

- Access rights of a Contractor employee will be updated within 24 hours of notification to the JIS of a change in status. Contractor shall immediately notify the MDEC PM of any change in the employment status of Contractor's or subcontractor's employees and, upon termination of any employee, immediately sever that employee's access to the Judiciary's premises and systems.

- The Contractor shall comply with and adhere to the JIS Security Policy and Standards. These policies may be revised from time to time and the Contractor shall comply with all such revisions. Current and revised versions of the security policy are available on-line at: http://mdcourts.gov/aoc/pdfs/jis-securitypolicystandards.pdf   The JIS reserves the right to monitor computer usage for compliance with its policies.

- The Contractor shall not connect any Contractor owned equipment to any AOC LAN/WAN without prior written approval from the MDEC PM. The AOC will provide equipment as necessary for support that requires connection to the AOC LAN/WAN, or give prior written approval as necessary for connection.

- The authorized Contractor staff will be given secured remote access privileges into the AOC system needed to the extent that remote access privileges are granted by the MDEC PM. To ensure compliance with the JIS access security policies, the configuration of remote access into AOC will be accomplished by the AOC's JIS staff to include an audit of the Contractor's remote site. The AOC's JIS staff will monitor all remote access activities.

- The Contractor shall have the capability to remotely monitor all hardware and software for error/failure notifications as appropriate. The MDEC PM must give prior written approval for the software used, and the method of the secured technical environment prior to this capability being activated.

- The Contractor's personnel shall complete all required paperwork for security access to the AOC's systems as directed and coordinated with the AOC's Security Officer and MDEC PM.

- The Contractor shall obtain a Criminal Justice Information System (CJIS) State and Federal criminal background check, including fingerprinting, for each employee performing services under the Contract. This background check must be performed by a public or private entity. A successful CJIS State criminal background check shall be completed prior to any Contractor employee providing services on site at any location covered by this Contract. The AOC reserves the right to refuse to allow any Contractor's employee to work on State premises, based upon criminal record.

- All Contractor personnel assigned to work on this project shall submit to a fingerprint based criminal history background check prior to starting work and may be subject to rejection as the result of the check. Any person, who is working at the AOC's facilities or has access to identification and criminal data, must be approved by the AOC. The AOC CM will approve in writing any Contractor personnel assigned to work on this project before the performance of work.

- All Contractor personnel assigned to this project shall be monitored throughout the life cycle of this project and shall consent to such monitoring. Contractor's detection of any unlawful conduct must be reported to the AOC CM immediately for resolution.

- The Contractor shall implement a process for authorized employees to access the MDEC application, which must be approved by the AOC. In the event that any authorized Contractor employee no longer requires access to the MDEC system, the Contractor must notify the AOC site security coordinator. The Contractor will be responsible for verifying the list of authorized employees on a monthly basis.

- Situations that require Contractor employees to make "on site" visitations will need to be planned and coordinated with the MDEC PM.

- Any individual who is an employee or agent of the Contractor or any subcontractor shall display his or her company badges at all times while on Judiciary premises. Each such employee or agent upon request of Judiciary personnel shall provide additional photo identification.

- The AOC CM may impose additional restrictive conditions regarding the nature of prior criminal convictions and pending criminal charges that would result in an employee of Contractor not being permitted to work on Judiciary's premises. Upon receipt of the Judiciary's more restrictive conditions regarding criminal convictions, the Contractor shall provide an updated certification to the Judiciary regarding the personnel working at or assigned to the Judiciary's premises. Contractor must notify the AOC CM of all charges filed against any employee or subcontractor's employee during this project.

- At all times, at any facility, the Contractor's personnel shall ensure cooperation with Judiciary site requirements to include being prepared to be escorted at all times, and providing information for obtaining a badge and wearing the badge in a visual location at all times.

2.13 CONTRACTOR INSURANCE REQUIREMENTS

The Contractor shall at all times during the term of the Contract maintain in full force and effect, the policies of insurance required by this Section:

- The Contractor shall, at its own expense, procure and maintain during the entire performance period of this contract, insurance of at least the kinds set forth below in the minimum amount specified herein or in writing by the PO. Evidence that the required insurance coverage has been obtained may be provided by Certificates of Insurance duly issued and certified by the insurance company or companies furnishing such insurance. Such evidence of insurance must be delivered to the PO before the actual implementation of the Agreement. No acceptance and/or approval of any insurance by AOC shall be construed as relieving or excusing the Contractor from any liability or obligation imposed upon it by the provisions of the Contract.

- All insurance policies shall be endorsed to provide that the insurance carrier will be responsible for providing immediate and positive notice to the AOC in the event of cancellation or restriction of the insurance policy by either the insurance carrier or the Contractor, at least 60 days prior to any such cancellation or restriction. All insurance policies shall name as an additional insured the Administrative Office of the Courts and the Maryland Judiciary.

- The limits required below may be satisfied by either individual policies or a combination of individual policies and an umbrella policy. The insurances required of Contractor shall be in addition to and not in any way in substitution for all the other protection provided under the Contract.

    o The Contractor shall maintain Worker's Compensation insurance as required by the laws of the State of Maryland and including Employer's Liability coverage with a

minimum limit of $500,000-each accident; $500,000 disease-each employee; and $500,000 disease-policy limit.

o Occurrence forms of comprehensive general liability insurance covering the full scope of this agreement with limits not less than $1,000,000 per occurrence and $2,000,000 aggregate for personal or bodily injuries and $1,000,000 per occurrence and aggregate for property damage. A combined single limit per occurrence of $2,000,000 is acceptable. Such insurance shall include but shall not be limited to, the following:

i). Comprehensive general liability insurance including a comprehensive broad form endorsement and covering: a) all premises-operations, b) completed operations, c) independent contractors, d) liability assumed by oral or written contract or agreement, including this contract, e) additional interests of employees, f) notice of occurrence, g) knowledge of occurrence by specified official, h) unintentional errors and omissions, i) incidental (contingent) medical malpractice, j) extended definition of bodily injury, k) personal injury coverage (hazards A and B) with no exclusions for liability assumed contractually or injury sustained by employees of Contractor, l) broad form coverage for damage to AOC's property and property of others, resulting from completion of the Contractor's services.

ii). Comprehensive business automobile liability insurance covering use of any motor vehicle in conjunction with this contract, including hired automobiles and non-owned automobiles.

- The insurance required under this section shall provide adequate protection for the Contractor against claims which may arise from the Contract, whether such claims arise from operations performed or not performed by the Contractor or by anyone directly or indirectly employed by Contractor, and also against any special hazards which may be encountered in the performance of the Contract. In addition, all policies must not exclude coverage for equipment while rented to another.

- The Contractor shall require subcontractors, or anyone directly or indirectly employed by any of them, to procure and maintain the same coverages in the amounts specified above.

SECTION 3 - PROPOSAL FORMAT

3.1 <u>SUBMISSION INFORMATION</u>

Offerors must submit proposals in two separate volumes:

- Volume I - TECHNICAL PROPOSAL

- Volume II - FINANCIAL PROPOSAL

Each Offeror is required to submit a separate sealed package for each "Volume," which is to be labeled Volume I-Technical Proposal and Volume II-Financial Proposal. Each sealed package must bear the RFP title and number, name and address of the Offeror, the volume number (I or II), and the closing date and time for receipt of the proposals on the outside of the package.

An unbound original, so identified, and 11 copies of each volume are to be submitted. An electronic version of both the Volume I - Technical Proposal and the Volume II- Financial Proposal in MS Excel format must also be submitted with the unbound originals, technical or financial volumes, as appropriate.

Electronic media shall be a CD and bear a label with the RFP title and number, name of the Offeror, and the volume number (I or II).

3.2 <u>VOLUME I – TECHNICAL PROPOSAL</u>

The paragraphs are numbered for ease of reference. In addition to the instructions below, the Offeror's technical proposal shall be organized and numbered in the same order as this RFP. This proposal organization shall allow Judiciary officials and the Evaluation Committee to "map" Offeror responses directly to RFP requirements by paragraph number. All pages of both proposal volumes must be consecutively numbered from beginning (Page 1) to end (Page "x").The technical proposal shall include the following sections in the stated order:

A. **Transmittal Letter**

A transmittal letter must accompany the Technical Proposal. The purpose of this letter is to transmit the proposal and acknowledge the receipt of any addenda. The transmittal letter shall be brief and signed by an individual who is authorized to commit the Offeror to the services and requirements as stated in this RFP.

B. **Title and Table of Contents**

The technical proposal shall begin with a title page bearing the name and address of the Offeror and the name and number of this RFP. A table of contents for the Technical Proposal should follow the title page. Note: Information that is claimed to be confidential under RFP Section 1.21 is to be printed on yellow paper and placed after the Title Page and before the Table of Contents in the Offeror's technical proposal, and if applicable, also in the Financial Proposal. Unless there is a compelling case, an entire

proposal should not be labeled confidential. Offeror must clearly designate any information that can reasonably be shown to be proprietary or confidential.

C. Executive Summary

The Offeror shall condense and highlight the contents of the Technical Proposal in a separate section titled "Executive Summary."

D. Software Functional Matching

The Offeror shall fill out and submit ATTACHMENT C - Functional Requirements and ATTACHMENT I - Technical Requirements to reflect those requirements that can be met with the proposed solution, those areas where third party software will meet the requirement, those areas requiring configuration, those areas requiring customization and finally, any comments or explanations that are necessary. Follow the instructions to submit required data as explained in ATTACHMENT C – Functional Requirements and ATTACHMENT I - Technical Requirements.

E. Technical Response to RFP Requirements

1. General

The Offeror shall address each RFP requirement in the Technical Proposal and describe how its proposed services will meet those requirements. If the AOC is seeking Offeror agreement to a requirement, the Offeror shall state agreement or disagreement. Any paragraph that responds to a work requirement shall not merely rely on a stated agreement to perform the requested work; but rather, the Offeror should outline how the Offeror can fulfill the requested tasks in a manner that best meets the Judiciary's needs.

2. System Architecture

The Offeror shall provide a draft architecture document and diagrams that conform to ATTACHMENT I - Technical Requirements of the RFP. The architecture and configuration shall be detailed for each of the following environments and must depict specific component connections to an Oracle ESB. The Production Environment shall operate in a primary and secondary site in complete redundancy. Provide a graphic illustration to show hardware configurations for each of the following environments. If additional/other environments are recommended, describe their respective hardware configurations as well.

- Production Environment
- Disaster Recovery Environment
- Development/Testing Environment
- Training Environment
- Reporting Environment

3. Hardware Requirements

The hardware proposal detail will include a list of all hardware necessary to support each environment specified in the System Architecture. Assume each person requiring access to the system has a work station. Describe the need, to include hardware manufacturer's name, item nomenclature, model number, specification, and quantity, for any element necessary to maintain the application at peak operational efficiency and availability. For external storage, describe the technology/methodology.

4. Modular Integration

The Offeror shall describe the proposed software modules that are fully integrated (part of the MDEC) and which will publish (integrate) with the Oracle ESB in accordance with the requirements in the Interoperability tab of ATTACHMENT I – Technical Requirements. If there are proposed third-party applications, explain how they are integrated into the application, how the third-party applications share security definitions and similar menu structures, what processes are handled in "real-time" and what processes require batch processes.

5. Technology Architecture

When identifying the proposed technical architecture to meet the requirements included in ATTACHMENT I – Technical Requirements, the Offeror shall identify the optimal as well as minimal requirements. Offerors shall include a response for each of the following areas:

- Describe the optimal and minimal hardware environment (both client and server) required to utilize the proposed software. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each.

- Describe the optimal and minimal network environment required to utilize the proposed software. This includes identifying the appropriate network performance required to support the end users of the proposed application. In the event that there is more than one suitable network configuration, list all options, including the relative strengths and weaknesses (if any) of each.

- Identify the operating system required by the proposed hardware environment recommended above. In the event there is more than one suitable operating system or an optimal system, list all options indicating the relative strengths and drawbacks (if any) of each.

- Identify the ideal database platform choices for the proposed software. In the event that there is more than one suitable database platform, list all options, including the relative strengths and drawbacks (if any) of each.

6. Administration/Development Toolsets

Offeror shall describe the following:
- project and portfolio management tools recommended for use on this effort

- application toolsets included with the software

- unique programming requirements

- tools available to customize the software (to add fields, create new tables and reports, change menus)

- Automated testing tools recommended for use on this effort

7. *Security*

Offeror shall describe the following:

- security tools included with the software

- how application restricts access to the administrative tool, application, menu, records, fields, and querying/reporting

- what is included in the user security profile

- how is the security profile defined

8. *Upgrade Tools*

Offeror shall describe the following:

- recommended upgrade frequency for the proposed software

- frequency of upgrades provided, both minor and major

- how patches, fixes and upgrades are deployed and applied

- what happens to software customizations (user-defined tables, source code changes, and fields) during an upgrade

- how many prior versions of the software does the Offeror support

- length of time to implement a typical upgrade in an organization similar in size to the Judiciary

9. *Reporting and Analysis Tools*

Offeror shall describe the following:

- querying and reporting tools

- on-line analytical processing tools

- interfaces to common desktop application packages

- security definitions that apply to the reporting tools on the main software application

- list of standard reports and examples, by module (available "out of the box")

10. **Project Management Plan**

   Submit a sample Project Management Plan (PMP) that substantially conforms to the requirement as stated in the RFP Section 2.5.1.1.

11. **Deliverable Table**

   Submit a completed ATTACHMENT L - Deliverable Table included in ATTACHMENT L – Deliverable Table indicating the proposed due dates for each deliverable.

12. **Gap Analysis**

   Submit a sample Requirements Gap Analysis that substantially conforms to the requirements as stated in RFP Section 2.5.2.2.

13. **Traceability Matrix**

   Submit a sample Requirements Traceability Matrix that substantially conforms to the requirements as stated in RFP Section 2.5.2.3.

14. **Test Plan**

   Submit a sample Test Plan that substantially conforms to the requirements as stated in RFP Section 2.5.2.7.

15. **Training Plan**

   Submit a sample Training Plan that substantially conforms to the requirements as stated in RFP Section 2.5.5.

16. **Assumptions**

   Submit a list of assumptions used in the development of the technical proposal and a risk analysis that reflects potential barriers to successful project completion.

17. **Service Level Agreement (SLA)**

   Submit the Offeror's proposed SLA to meet all delivery and service requirements contained in this RFP.

18. **On-Going Internal Functional and Technical Support**

   Offeror shall describe the recommended make-up of internal functional and technical support of the system, the number of staff, and the skill sets required to adequately maintain the system post implementation.

19. **Help Desk Services**

   The Offeror must describe the help desk services available by telephone to hardware and software support technicians and system users beyond and after the requirements stated in RFP Sections 2.5.6.3 and 2.5.6.4. Describe the method for problem notification (such as 24 hour available hot line support, remote diagnostics, etc.). Describe the ability to remotely monitor and diagnose computing hardware, all associated devices, operating system software and services, and application

software in their proposed system. Describe the process and procedures that would be utilized by the Judiciary's helpdesk personnel when issues require escalation. Provide a copy trouble escalation procedures complete with the names, titles, addresses, and telephone numbers of the persons who are to be notified.

20. *Reliance on Business Practices/Degree of Process Reengineering Imposed or Required*

Offeror shall describe in detail the best business practices that are built into the proposed software. Explain how these practices pertain to the Judiciary's business processes and technical operations in particular.

21. *Training*

Offeror shall provide an overview describing the recommended approach and training services as follows:

- Customization of Offeror's existing training presentations or written materials addressing modifications, configurations, and procedures, employing the Judiciary's terminology

- Certification tests that challenge the trainee to demonstrate hands-on proficiency

- Remediation options other than repeating the training

- Efficient and effective use of classroom training

- Follow-up training materials for more realistic, extensive hands-on practice to prevent loss of knowledge and skills

- Online, self-paced instruction in combination with or complementary to other delivery techniques

F. Offeror Experience and Capabilities

Offerors shall include information on past experience with similar requirements. Offerors shall describe their experience and capabilities through a response to the following:

An overview of the Offeror's experience providing solutions similar to that included in this RFP. This description shall include:

- Experience with serving multiple organizations within a combined entity of at least 1,000 total users

- Detailed description of existing customer base to which Offeror has provided similar software systems

- The number of years the Offeror has provided these services

- The number of clients and geographic locations the Offeror currently serves

- Listing of clients, including contact information, who used the software similar to that required in this RFP

G. References

Provide three current customer references where the customer is similar in size to the Maryland Judiciary. Provide the following information for each client reference:

- Name of Client Organization

- Name, title, and telephone number of Point-of-Contact for client organization

- Value, type, and duration of contract(s) supporting client organization

- The services provided, scope of the contract, geographic area being supported, and performance objectives satisfied, and number of employees serviced

H. Financial Information

Financial Capability and Insurance: The Offeror shall include the following:

- Evidence that the Offeror has the financial capacity to provide the MDEC Core System software and services via profit and loss statements and balance sheets for the last two years. In addition provide details of any loans in default.

- A copy of the Offeror's current certificates of insurance (property, casualty, automotive and liability), which, at a minimum, shall contain the following:

  » Carrier (name and address)

  » Type of insurance

  » Amount of coverage

  » Period covered by insurance

  » Exclusions

I. Legal Actions

The Offeror shall include the following:

- A brief description of all pending legal actions by or against the Offeror, specifying the case name, court (or other forum) and jurisdiction, all parties, and the occurrence or conduct out of which the action arose

- A brief description of any settled claims against the Offeror over the past three years, specifying the information requested in the first bullet above

- A description of any judgments against the Offeror within the past five years, specifying the amount of the judgment and the information requested in the first bullet above

J. Subcontractors

Offerors must identify non-MBE subcontractors, if any, and the role these subcontractors shall have in the performance of the Contract.

K. **Required Affidavits, Schedules, and Documents to be submitted by Offeror in the Technical Proposal**

- Completed MBE Forms RFP ATTACHMENT D-1 and D-2

- Completed Bid/Proposal Affidavit (ATTACHMENT F – with original of Technical Proposal)

- Completed RFP ATTACHMENT C – Functional Requirements and ATTACHMENT I - Technical Requirements

- Completed RFP ATTACHMENT L – Deliverable Table

3.3 VOLUME II - FINANCIAL PROPOSAL

Under separate sealed cover from the Technical Proposal and clearly identified with the same information noted on the Technical Proposal, the Offeror must submit an original unbound copy, 11 bound copies, and one electronic copy (in MS Excel 2003 format) of the Financial Proposal in a separate envelope labeled as described in RFP Section 3.1. The Financial Proposal must contain all price information in the format specified in ATTACHMENT M – Price Proposal Worksheets. Information which is claimed to be confidential is to be clearly identified in the Offeror's Financial Proposal. An explanation for each claim of confidentiality shall be included as part of the Financial Proposal.

This is a firm, fixed-price Contract; prices are all inclusive and shall encompass all requirements in the RFP. The hardware and software necessary to support the prototype should be specified in the Financial Proposal. In addition, any hardware and software required to establish the test environment(s) must be specifically identified in the Financial Proposal.

The Contractor will not be reimbursed for any travel expenses including but not limited to transportation, meals, hotel accommodations except as approved in advance by the AOC CM.

SECTION 4 - EVALUATION CRITERIA AND SELECTION PROCEDURE

4.1 EVALUATION CRITERIA

Evaluation of the proposals shall be performed by a committee organized for the purpose of evaluating the technical proposals. Evaluations shall be based on the criteria set forth below. The Contract resulting from this RFP shall be awarded to the Offeror that is most advantageous to the Judiciary, considering price and the evaluation factors set forth herein. In making this determination, technical factors shall receive greater weight than price factors.

4.2 TECHNICAL CRITERIA

The criteria to be applied to each technical proposal are listed in descending order of importance:
- Functional capability of the proposed solution
- Performance of the proposed solution
- Offeror's technical response to the RFP requirements
- Proposed technical architecture
- Offeror's experience and capability

4.3 FINANCIAL CRITERIA

All qualified Offerors will be ranked from the lowest to the highest price based on their total price proposed on ATTACHMENT M – Price Proposal.

4.4 SELECTION PROCESS AND PROCEDURES

4.4.1 General Selection Process:

The Contract shall be awarded in accordance with the competitive sealed proposals process subject to the provisions of the Judiciary's Procurement Policy. The competitive sealed proposals method is based on discussions and revision of proposals during these discussions.

Accordingly, the AOC may hold discussions with all Offerors judged reasonably susceptible of being selected for award, or potentially so. However, the AOC also reserves the right to make an award without holding discussions. In either case of holding discussions or not doing so, the AOC may determine an Offeror to be not responsible and/or not reasonably susceptible of being selected for award, at any time after the initial closing date for receipt of proposals and the review of those proposals.

4.4.2 Selection Process Sequence:

The first level of review shall be an evaluation for technical merit by the evaluation committee. During this review, oral presentations and discussions may be held. The purpose of such discussions shall be to assure a full understanding of the AOC's requirements and the Offeror's ability to perform, and to facilitate understanding of the Contract that shall be most advantageous to the AOC.

Offerors must confirm in writing any substantive oral clarifications of, or changes in, their proposals made in the course of discussions. Any such written clarification or change then becomes part of the Offeror's proposal.

The Financial Proposal of each Offeror shall be evaluated separately from the technical evaluation. After a review of the Financial Proposals of Offerors, the Procurement Officer may again conduct discussions.

When in the best interest of the AOC, the Procurement Officer may permit Offerors who have submitted acceptable proposals to revise their initial proposals and submit, in writing, BAFOs.

Upon completion of all discussions, demonstrations and negotiations, reference checks, and site visits, if any, the Procurement Officer shall recommend award of the Contract to the responsible Offeror whose proposal is determined to be the most advantageous to the Judiciary considering evaluation and price factors as set forth in this RFP. In making the most advantageous Offeror determination, technical shall be given greater weight than price factors.

SECTION 5 ATTACHMENTS

Attachment A - Court Structure and Office Locations
Attachment B – Pre-Proposal Conference Response Form
Attachment C – Functional Requirements
Attachment D – MBE Forms
Attachment E – Standard Contract
Attachment F – Bid/Proposal Affidavit
Attachment G – Non-Disclosure Agreement
Attachment H – Court Business Process Profiles
Attachment I – Technical Requirements
Attachment J – Receipt of Deliverable Form
Attachment K – Acceptance of Deliverable Form
Attachment L – Deliverable Table
Attachment M - Price Proposal Worksheets