

SUPREME COURT OF APPEALS OF WEST VIRGINIA

**REQUEST FOR PROPOSALS
INTEGRATED MANAGEMENT SYSTEM
FOR
COURT CASE / DOCUMENT / E-FILE**

Proposal Release Date

July 21, 2021

Proposal Submittal Date

October 1, 2021

To Director of Division of Legal Services

1900 Kanawha Blvd E,
Bldg 1, Room E-100
Charleston WV 25305

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1.0 INTRODUCTION

The Supreme Court of Appeals of West Virginia (“SCAWV”) is issuing this Request for Proposal (“RFP”) to acquire an electronic court case management solution, comprised of case management (“CMS”), document management (“DMS”), and E-file management system(s) (the “System”) for the new Intermediate Court of Appeals created in 2021 by the West Virginia Legislature. While the initial focus of the project will be on the new court, there is a possibility of future expansion to other levels of the West Virginia Judiciary.

Vendors may submit single-vendor solutions or solutions comprised of multiple vendors working together to provide the complete System. SCAWV reserves the right to reject proposals or parts thereof and to waive minor irregularities in responses. SCAWV reserves the right to accept the proposal based on criteria other than the lowest bid. SCAWV will direct special attention to the qualifications of the vendors when awarding this proposal, as well as software architecture, software features, and past successful installations.

Submit sealed proposals to Supreme Court of Appeals of West Virginia postmarked by October 1, 2021. All documents must be submitted via mail or other courier and be in an electronic format; i.e.: CD/DVD or USB drive. All submissions must be directed to the attention of the Director of the Division of Legal Services and should clearly denote "Proposal for an Electronic Court Case Management System.”

Direct any communication or questions concerning this RFP to RFP@courtswv.gov. Interested vendors should not attempt to contact any staff or officials within the West Virginia judicial system directly. Vendors may submit questions until August 23, 2021.

Following the conclusion of the open question period, SCAWV will share all questions and answers to any interested vendor. To request receipt of these questions and answers, or to be included on all future announcements and updates, please submit an email to RFP@courtswv.gov with the subject line “Management System Distribution List.”

Address the proposal to:

*Supreme Court of Appeals of West Virginia
Attn: Director of Division of Legal Services
RFP: Proposal for a Court Case Management System
1900 Kanawha Blvd
Bldg 1, Room E100
Charleston, WV 25305*

The Supreme Court of Appeals of West Virginia reserves the right to alter specifications prior to the proposal opening by issuance of an addendum to the vendors. If we deem necessary, we will extend additional time to comply with the specifications in the addendum.

2.0 BACKGROUND, EVALUATION METHOD, CRITERIA, & TIMING

2.1 BACKGROUND

The Supreme Court of Appeals of West Virginia is the state's highest court and the court of last resort. The SCAWV is the highest appellate court consisting of five justices and also administers a unified court system throughout the State of West Virginia, including the Supreme Court of Appeals, the new Intermediate Court of Appeals (ICA), circuit courts (including the Mass Litigation Panel, the Business Court Division, and treatment courts), family courts, and magistrate courts.

Until the implementation of the newly-created ICA, which begins July 1, 2022, the five Supreme Court justices hear appeals of decisions from all matters decided in the circuit courts, including criminal convictions, final child abuse and neglect orders, and other civil matters. The Supreme Court received 1,029 filings in 2020 and 1,163 filings in 2019. After July 1, 2022, the ICA will hear matters such as workers' compensation appeals and family court appeals.

Circuit courts are West Virginia's general jurisdiction trial courts of record. The state's fifty-five counties are divided into thirty-one circuits with seventy-five circuit judges.

Family court judges hear cases involving divorce; annulment; separate maintenance; paternity; grandparent visitation; issues involving allocation of parental responsibility; and family support proceedings, except those incidentals to child abuse and neglect proceedings. Family court judges also hold final hearings in domestic violence civil proceedings. There are twenty-seven family court circuits in the state served by forty-seven family court judges.

There are 158 magistrates serving West Virginia who oversee the application and enforcement of state laws, municipal laws, and court procedures. They have jurisdiction over civil cases with less than ten thousand dollars in dispute, misdemeanor criminal cases, preliminary matters in felony cases, emergency protective orders, and several other subjects.

Additionally, there are several specialty courts throughout West Virginia that maintain distinct caseloads.

PROJECT OBJECTIVES / SCOPE

1. SCAWV desires to obtain a System for the Intermediate Court of Appeals with an open architecture having the ability to expand across the SCAWV in various higher and lower courts.
2. SCAWV desires the System to
 - o provide easy access to information and an intuitive end-user reporting system;
 - o have a workflow engine that will allow business process configuration unique to the needs of the SCAWV;
 - o reduce redundant data entry, reduce paper flow, and streamline best practices;
 - o provide ePayments;
 - o provide user the ability to create API(s) for interface into other systems; and
 - o contain robust document management and storage.
3. SCAWV desires the System to utilize the following preferred standards:

Technical Function:	Preferred Technology Platform:
Server Operating Systems	Windows Server 2019+
Client Operating Systems	Windows 10
Database Software	MSSQL
Web Server Software	IIS
Web Browser	Microsoft Edge (Chromium Based)
Mail Server Software	Office 365
Authentication and Authorization	Active Directory
Office Applications	Office 365

SUMMARY OF KEY SPECIFICATIONS

1. SCAWV desires a System
 - o with financial reconciliation and reporting for the CMS and E-File modules within the System.
 - o that is Commercial off the Shelf (COTS) requiring minimal customizations.

- that could integrate with existing Court applications.
 - that is expandable and scalable to meet future business and technology needs.
 - that has a proven successful implementation history.
- 2. Vendor must provide all standard Federal and State required reports and remain in compliance as they change.
- 3. Vendor must comply with all applicable West Virginia law required for contracts with a state government entity, including banking requirements. If necessary, Vendor must agree to sign a STATE OF WEST VIRGINIA. ADDENDUM TO VENDOR'S STANDARD CONTRACTUAL FORMS ("WV-96").

2.2 EVALUATION METHOD

SCAWV will evaluate all proposals deemed responsive to this request.

SHORT LIST SELECTION

SCAWV may select multiple System vendors from the RFP responses for further evaluation. The short list will be selected by evaluating the vendor's response covering criteria outlined within this RFP. Additional discovery may be performed to assist in selecting the short list vendors. The short list vendors may be contacted in writing regarding their status as short-listed vendors. SCAWV reserves the right to withhold notice of the selection of short-listed vendors until a decision is made to award contract, or to forego awarding contract.

DEMONSTRATION SCENARIOS AND SITE VISITS

SCAWV will further evaluate vendor's solutions by utilizing scripted scenarios. Each short-listed vendor will be provided the scripted scenarios that are to be used to prepare for an on-site/virtual solution demonstration. The short-listed vendors will be further evaluated based on the results of reference checks, additional discovery and, at the option of SCAWV, organized site visits at vendor's customer sites. Vendors will provide SCAWV with a list of five (5) potential customer sites and unless other arrangements are made, SCAWV may select one or two sites to visit. Customer sites should be using the same major version of the software being proposed, and similar in scope and complexity.

Please note that on-site demonstrations for short-listed vendors will be conducted in November, 2021. Specific days and times for each short-listed vendor will be determined later, but vendors should be prepared to conduct the on-site or Virtual demonstrations during this timeframe

It is expected that the vendor's proposed project manager will take part in the on-site demonstration sessions.

FINAL SELECTION

The SCAWV will select the finalist by compiling the qualifications, solution demonstrations, site visits, references, and price evaluation criteria of the top ranked vendor that SCAWV feels would make the best solution provider. At the conclusion of solution confirmation and best offer, a recommendation for selection will be presented to the Justices of the SCAWV. Final selection must be approved by a majority of the Justices of the SCAWV.

SOLUTION CONFIRMATION/BEST OFFER

Upon selection of the finalist, SCAWV may request the finalist to conduct a solution confirmation workshop intended to confirm all requirements and representations in order to complete the best and final offer. This workshop may include additional demonstrations, confirmation of the Requirements worksheets, or any additional items that either party requires to be confirmed. The vendor will then complete a best offer. The best offer will form the basis for contract negotiation.

CONTRACT NEGOTIATIONS

Upon approval of the finalist, contract negotiations will be initiated. The final negotiated contract, along with the best and final offer, will be submitted to the Justices of the SCAWV for review and approval.

2.3 EVALUATION CRITERIA

The SCAWV intends to procure a functionally complete and cost-effective System. Responses to this RFP will be evaluated and scored according to the following criteria:

STAGE 1

Conformance with RFP Guidelines and Submittal Requirements: The vendor must follow all RFP guidelines and submittal requirements, including the completion of required forms and templates.

Vendor's Ability/Willingness to Accept the Terms and Conditions: The vendor's ability to accept the contract terms and conditions "as is," as outlined in the STATE OF WEST VIRGINIA. ADDENDUM TO VENDOR'S STANDARD CONTRACTUAL FORMS ("WV-96") and/or W. Va. Code § 5A-3-62, acknowledge responsibility for ensuring that the proposed solution is in line with the vendor's proposal and responses, and their willingness to incorporate their responses as part of the contract.

STAGE 2

System Functionality and Architecture: Including how well the System meets the overall needs of SCAWV, as well as the maturity of the software solution, the use of current technology that is in line with SCAWV capabilities, the proposed environment, and the overall architecture. The majority of points will be awarded based on the scoring of the requirements matrices.

Company Background and Experience: Including the vendor's financial and organizational stability, as well as the firm's experience performing work of a similar nature to that solicited in this RFP. Vendor agrees to allow the SCAWV to inquire with prior clients to the extent allowed under vendor's existing contractual relationships.

Staffing and Organization: Including the experience level and competence of the proposed consultants and organizational staff in performing similar work for other clients and the comparability of that experience to the business and technical environment of SCAWV.

Responsiveness: Including how well the vendor demonstrates its understanding of SCAWV project goals and objectives and how it perceives its role in carrying out the responsibilities required by this implementation.

Project Work Plan and Schedule: Including the vendor's demonstrated understanding of the overall scope of work for this project, the proposed project approach and methodology, as well as the thoroughness and completeness of the implementation, integration, testing, training, and deployment plans.

Cost Proposal: Pricing is an important aspect of the overall evaluation of the vendor's response, but not necessarily the sole deciding factor.

STAGE 3 (short-listed and finalist vendors only)

Demonstration of Scripted Scenarios: Short-listed vendors will be invited to provide demonstrations of the proposed solution, based on scripted scenarios provided by SCAWV.

Client References: SCAWV will conduct reference calls to other organizations similar in size and composition to the SCAWV. Topics discussed will include the quality and timeliness of work performed by the vendor and its proposed consultants for previous clients and the comparability of such work to the requirements of this RFP.

Site Visits: SCAWV may conduct site visits of customer sites recommended by the vendor.

Evaluation Factors	Points
Local (West Virginia) Preference	5
Compliance with functional and technical requirements	30
Configurability of solution	10
Customer and Technical services and support	10
Company financial stability and references	10
Implementation Approach	30
Total Cost of Ownership	10
Total Points	105

2.4 ESTIMATED PROCUREMENT SCHEDULE

RFP Schedule	
RFP Issue Date	July 21
Final Date for Vendors to Request Clarifications to RFP	August 23
SCAWV Response to Requested RFP Clarifications Published	September 7
Proposals Due from Participating Vendors	October 1
Anticipated Short List Selection	October 22
Solution Demonstrations by Short-Listed Vendors (2 days)	November
Vendor Site Visit	November
Anticipated Finalist Selection	December 1
Anticipated Project Start Date	January 1

SCAWV is an Affirmative Action – Equal Opportunity employer. Respondents to the RFP agree and warrant that in the performance of the work on this project, the firm will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, or physical disability. The respondents may be asked to provide their employment practices and procedures.

3.0 ADMINISTRATIVE REQUIREMENTS & CONTRACTUAL TERMS & CONDITIONS

3.1 ADMINISTRATIVE REQUIREMENTS

SCAWV requires a fixed fee for the Annual Maintenance Agreement and the license portion of the Software and Services Contract. The services portion shall have a “not to-exceed” amount. The vendor is expected to design, supply, install, configure, test, train on, commission, and host (if applicable) a system that fully complies with the specifications and requirements and the statement of work for the negotiated price.

Vendor should invoice SCAWV for services based on mutually agreed upon milestones.

SCAWV will retain 10% from each milestone-based service invoice and will release the retention 90 days after final acceptance of the software for each track of the project. The proposed System shall be defined to be finally accepted by SCAWV after the installation of the equipment, training, and successful completion of the following performance examinations: system hardware, software performance, system functional competence, system capacity, full-load processing capacity, approval of documentation (as-built, training, and system). SCAWV and its consultants shall be the sole judge of whether all conditions for final acceptance criteria have been met.

In case of default by the vendor, SCAWV may procure the articles or services from other sources and may deduct from any monies due, or that may thereafter become due to the vendor, the difference between the price named in the contract or purchase order and the actual cost thereof to SCAWV.

SCAWV shall be entitled to all future releases and upgrades, whether of a “minor” or “major” nature, of vendor software for no additional cost beyond the Annual Support Agreement fees.

The vendor must agree that solutions prescribed in their proposal response will remain available and supported for a minimum of ten (10) years from the time the contract is signed and that any material changes to vendor’s company or products will not affect SCAWV’s implementation or support.

All proposals must be signed with the vendor’s name and by a responsible officer or employee. Obligations assumed by such signature must be fulfilled.

Vendor must read SCAWV’s terms and conditions provided in this RFP.

3.2 SUBMISSION OF PROPOSAL

Submit sealed proposals to SCAWV postmarked by October 1, 2021. All documents must be submitted via mail or other courier and be in an electronic format; i.e.: CD/DVD

or USB drive. All submissions must be directed to the attention of the Director of the Division of Legal Services and should clearly denote "Proposal for a Court Case Management System."

- **Address the proposal to**

*Supreme Court of Appeals of West Virginia
Attn: Director of Division of Legal Services
RFP: Proposal for a Court Case Management System
1900 Kanawha Blvd
Bldg 1, Room E100
Charleston, WV 25305*

- Late bids will not be accepted. Each proposal must be sealed and submitted with the RFP name on the outside of the envelope/package.
- The electronic copies should include the entire RFP response and should be submitted in a Portable Document Format ("PDF") stored on CD/DVD or USB drive. The entire RFP must include the complete response, along with the cost proposal, references, vendor profile questionnaire, appendices, etc.
- All forms and questionnaires (including the requirements matrices and cost) must be completed using the templates provided by SCAWV.
- Information must be furnished in compliance with the terms, conditions, provisions and specifications of the RFP. The information requested and the manners of submission are essential to permit prompt evaluation of all proposals on a fair and uniform basis. The response must follow the RFP Response Outline provided in the RFP.
- SCAWV reserves the right to declare submission as non-responsive and reject any proposal in which material information requested is not furnished or where indirect or incomplete answers or information are provided.
- SCAWV reserves the right to refuse proposals, modifications, or corrections received after the closing date specified.
- Proposals shall include budgetary estimates for all phases of the implementation process.
- In the Transmittal Letter (see Section 4.2), vendors will designate, by name, who will receive offers and counteroffers. The person named must be an authorized agent of the vendor able to conduct negotiations or written offers in good faith.

- Please submit/forward all questions and matters relating to this RFP to the contact listed on the cover page of the RFP.

3.3 TERMS AND CONDITIONS

The successful vendor(s) must enter into a contract that complies with or incorporates W. Va. Code § 5A-3-62 and the terms and conditions in the State of West Virginia's Addendum to Vendor's Standard Contractual Forms "WV-96", attached as Addendum A to this proposal. **Additionally, the final contract will also include a copy of the vendor's proposal, including responses to the requirements matrices, and require that the successful vendor's products (software, hardware, hosted solutions, and services) are compliant with those responses.** Proposals should include a statement indicating the vendor's willingness/ability to accept the terms outlined in this RFP "as is," including proposed insurance requirements and acknowledgement that the vendor's proposal and responses will be included as part of the contract terms, or detailing the reasons why they are not willing or able to do so.

3.4 OWNERSHIP OF DATA AND CONFIDENTIAL INFORMATION

SCAWV owns all court record and customer data stored on the servers housing the System. In addition, information disclosed or obtained by one party in connection with and during the term of the final contract and designated as "Confidential" by the party claiming confidentiality at the time of disclosure remains confidential and shall not be disclosed. Confidential Information does not include any information which was previously known to the other party without obligation of confidence or without breach of the contract, is publicly disclosed either prior or subsequent to the other party's receipt of such information, or is rightfully received by the other party from a third party without obligation of confidence. The Vendor shall provide Customer's Confidential Information only to Vendor's employees that have a specific need for that information.

Vendor acknowledges that the SCAWV is a state government entity subject to West Virginia's Freedom of Information Act. Vendor should consult West Virginia law for an understanding of whether or not certain portions of its proposal, supplemental submissions, or executed contract are subject to production upon request.

3.5 PROPOSAL POSTPONEMENT AND ADDENDUM

SCAWV reserves the right to revise or amend the specifications or any other part of the RFP up to the time set for opening by way of written addendum. Verbal responses and/or representations shall not be binding on SCAWV. Copies of such addendums shall be furnished to all prospective vendors.

3.6 VENDOR COST TO DEVELOP PROPOSAL

All costs for preparing and submitting proposals, including travel, software demonstrations and labor in response to this RFP are to be the responsibility of the vendor and will not be chargeable in any manner to SCAWV.

3.7 VENDOR INVESTIGATION

Before submitting a proposal, each vendor shall perform all due diligence necessary to carry out the full performance of the contract and inquire with the SCAWV regarding any questions of concerns in that regard. If the vendor receives an award as a result of its proposal submission, failure to have made such investigations and examinations will in no way relieve the vendor from its obligation to comply in every detail with all provisions and requirements of the contract, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim whatsoever by the vendor for additional compensation.

3.8 AWARD

- SCAWV reserves the right to reject proposals, to waive any informality in the proposals, and to accept the proposal that appears to be in the best interest of SCAWV.
- SCAWV reserves the right to issue single or multiple contracts with one or more vendors.
- SCAWV reserves the right to negotiate modified proposals in the event it rejects one or more components of the software/services from the original proposal.
- In determining and evaluating the best proposal, the prices will not necessarily be controlling, but quality, efficiency, utility, general terms, delivery, suitability of the service offered, and the reputation of the service in general will also be considered with any other relevant factors. See Evaluation Criteria for specifics.
- Vendor shall submit to SCAWV, for approval, within ten business (10) days from notice of contract award, all Certificates of Insurance evidencing the required coverage as described under Part VI.
- The vendor shall not commence work under the terms and conditions of the contract until all Certificates of Insurance have been approved by SCAWV and vendor has received an executed copy of the contract from SCAWV.

3.9 NON-COLLUSION AFFIDAVIT

The vendor declares, by signing and submitting a proposal, that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the vendor has not directly or indirectly induced or solicited any other vendor to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any vendor or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the vendor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the vendor or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other vendor, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and, further, that the vendor has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

4.0 VENDOR RESPONSE FORMAT & CONTENT

Please format your proposal as described below. Deviating from this format may result in disqualification from further consideration during the evaluation stages.

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
4.1	Executive Summary
4.2	Company Background and Experience to include all Judgments, Litigation, and disputes
4.3	Software Pricing
4.4	Vendor References
4.5	Project Staffing and Organization
4.6	Implementation and Training Approach
4.7	System and Technical Description
4.8	Software Maintenance and Support
4.9	Project Team Resumes
5.0	System Requirements Matrix
6.0	Appendix
	A. WV-96 Addendum
	B. Contractor Qualification Form
	C. List of Sub Contractors
	D. Financial & Legal Stability Statement
	E. Insurability Statement

4.1 TITLE PAGE

The title page should include, at minimum, the following:

- **Name of Project** [Supreme Court of Appeals of West Virginia Electronic Court Case Management System]
- **Submitted by** [Company's Name]
- **Date of Submittal**

4.2 LETTER OF TRANSMITTAL

The transmittal letter will

- Indicate the intention of the vendor to adhere to the provisions described in the RFP without modification; the vendor should include a signature line for Contract Compliance
- Identify the submitting organization;
- Identify the person, by name and title, authorized to contractually obligate the organization;
- Identify the contact person responsible for this response, specifying name, title, mailing address, phone, fax, and email address;
- Explicitly indicate review and acceptance of legal requirements required to enter into a contract with the State of West Virginia and the SCAWV, provide acknowledgement that the proposal submitted, including responses to the Requirements worksheets, will be included as part of the contract, and identify exceptions or "deal breakers";
- Acknowledge the proposal is considered firm for one hundred and twenty (120) days after the due date for receipt of proposals or receipt of the last best and final offer submitted;
- Provide the signature of the person authorized to contractually obligate the organization;
- Signed by a company representative who is authorized to negotiate on behalf of the company.

4.3 TABLE OF CONTENTS

The table of contents should outline Sections 4.1. thru 4.9., as described previously in this section.

EXECUTIVE SUMMARY

Include a brief executive overview of your proposal, the benefits you bring to the project, any partnering and subcontracting arrangements you plan to use for this contract, and any additional noteworthy information.

VENDOR QUALIFICATIONS, FINANCIAL STABILITY, AND LITIGATION HISTORY

The vendor should provide

- A brief profile of the company;
- A brief description of the organization structure and primary products and services provided;
- A list of all entities in which Company's stakeholders have ownership or beneficial interest, and a description of the nature of such interest;
- Other major products or services offered;
- Company's strategic direction in software design and support;
- Company's present and future strategy (general) regarding court clients and related to the company's products and service specific to those clients;
- Company's commitment and track record serving court clients;
- A general description of the company's financial condition;
- Provide three years of financial statements;
- Provide information regarding any pending litigation, contract defaults, planned office closures, impending mergers, bankruptcies, or other conditions related to the financial health of the company;
- Company's experience in performing work of a similar nature to that solicited in this RFP;
- Highlight participation in similar work by the key personnel proposed for assignment to this project.

SOFTWARE PRICING

Pricing is an important aspect of the overall evaluation of the vendor's response. Vendors are instructed to use the Pricing Worksheet below. Failure to use the provided worksheet

may characterize the response as non-responsive and preclude the vendor from further consideration in this procurement. Please provide the level of detail as defined in the pricing worksheet. Clarification may be sought for incomplete responses. If clarifications are not received by the specified due date, they will be considered non-responsive and precluded from evaluation.

4.4 SYSTEM PRICING PROPOSAL

CORE PACKAGE (Include the Core Module and any other Modules required to meet the requirements as found in the Specification.)

(1) Module	(2) License Price	(3) License Metrics *	(4) Implementation	(5) Training	(6) Extension
1.					
2.					
3.					
4.					
5.					
6.					
A. CORE PACKAGE SUBTOTAL (sum of 1 through 6)				\$	

<p>* Each Proposer should indicate the license metrics of its pricing by using the following designators: "C" = Computer "N" = Named User, Single Server "U" = Concurrent User "E" =Enterprise "O" = Other</p>	
<p>INITIAL YEAR SUPPORT AND MAINTENANCE: (This obligation shall commence on the date the System is completely operational, tested, and accepted by the SCAWV and shall continue in effect for the 12-month period thereafter)</p>	
B. INITIAL YEAR SUPPORT AND MAINTENANCE:	\$
C. INITIAL YEAR HOSTING (if applicable):	\$
TOTAL PROPOSED PRICE (SUM OF A & B)	\$

EXTENDED PRICING

EXTENDED SUPPORT AND MAINTENANCE: (Extended support and maintenance will follow the initial year of support and maintenance and each year of extended support and maintenance shall be at the option of the SCAWV.)

Year 2 Extended Support and Maintenance	\$ _____
Year 2 Extended Hosting (if applicable)	\$ _____
Year 3 Extended Support and Maintenance	\$ _____
Year 3 Extended Hosting (if applicable)	\$ _____
Year 4 Extended Support and Maintenance	\$ _____
Year 4 Extended Hosting (if applicable)	\$ _____
Year 5 Extended Support and Maintenance	\$ _____
Year 5 Extended Hosting (if applicable)	\$ _____
Year 6 Extended Support and Maintenance	\$ _____
Year 6 Extended Hosting (if applicable)	\$ _____

DETAILED HARDWARE SPECIFICATION AND PRICING

(Include a description of the minimum, recommended, and optional hardware required to run the system and its client software.)

[Enter Text Here]

(Include description and pricing for hardware items for which the vendor is the sole proprietor.)

[Enter Text Here]

4.5 VENDOR REFERENCES

List five of your customers that we can contact for references related to the solution proposed, including contact names, addresses, phone numbers, and a brief project description. These customers should be able to talk about their experience with your product functionality, API, customer support, and implementation methodology. Please use the following format:

Organization Name	
Address	
Contact Person	
Phone No.	
Email	
Brief Project Description	

Organization Name	
Address	
Contact Person	
Phone No.	
Email	
Brief Project Description	

Organization Name	
Address	
Contact Person	
Phone No.	
Email	
Brief Project Description	

Organization Name	
Address	
Contact Person	
Phone No.	
Email	
Brief Project Description	

Organization Name	
Address	
Contact Person	
Phone No.	
Email	
Brief Project Description	

4.6 PROJECT STAFFING AND ORGANIZATION

This section shall identify key personnel who will be assigned to the project, assuming a January 1, 2022 start date. An organization chart for the project shall be provided. The chart shall indicate how the vendor intends to structure the project effort, and identify the Project Director/Engagement Manager, Project Manager, Technical Team Members, Trainers, and all other key personnel. The parties specifically acknowledge and agree that no vendor personnel shall be considered an employee of the SCAWV, and remain entirely under the direction, supervision, and control of vendor.

The Project Manager designated by the vendor shall have the overall responsibility to SCAWV. The Project Manager shall have the responsibility for the day-to-day communications with SCAWV, to coordinate the activities of the installation and implementation team, and to accomplish the scope of work within the contract budget and project schedule. **The Project Manager must have at least three years of experience in administering project management services of the proposed software for a statewide court system or other system of a similar magnitude.** A resume of the Project Manager must be provided.

Each team member included in the project organization chart shall be identified by name, and a resume or profile shall be provided for each key person. Each resume or profile shall be complete and concise, featuring experience that is most relevant to the task responsibility the individual will be assigned. If an individual is assigned to more than one position, the relevant experience shall be indicated for each task assigned. **Each proposed team member must have a minimum of three (3) years of experience with an installation of the current (or one previous) version of the proposed software for a client court.**

Please also indicate the anticipated percentage of time each team member will be dedicated to SCAWV implementation throughout the course of the project.

The specific staff identified in the proposal may not be changed prior to commencement of work or during the course of the project without two-week notice to the SCAWV. Replacement candidates must have the same or higher level of similar experience as the original project team member they replace. Resumes of replacements shall be submitted with all applicable information.

4.7 IMPLEMENTATION & TRAINING APPROACH

In this part, the vendor is requested to provide details of its methodology and implementation strategy plan ("Plan"). The Plan shall provide a narrative description of the implementation work tasks, as well as any substantive or procedural innovations used

by the vendor on similar projects that are applicable to the services described in this RFP. Note, the vendor's experience with similar organizations and "Industry Best Practices" should be reflected in the Plan. Additionally, the SCAWV may require vendor to perform Project Management activities on a web-based Project Management tool or portal of SCAWV's choosing to enhance review and collaboration.

The Plan shall address the following:

1. Detailed Implementation Schedule, assuming a January 1, 2022 project start date
2. Project Management Services
3. Planning
4. Implementation
5. System Integration Plan
6. Data Conversion Plan
7. Data / System Interface Plan
8. Test Plan
9. Training Plan
10. Documentation
11. System Deployment
12. Pre and Post Go-Live Support

The Plan must be prepared with suggested major tasks and payment milestones that include SCAWV acceptance review. These payment milestones should clearly identify quantifiable, measurable sub-tasks to allow determination of milestone completion status during all phases of the project. The Plan should indicate critical path tasks and dependencies between tasks.

The Plan should address the resources expected from SCAWV in order to successfully carry out all the implementation activities. The Plan should be of sufficient detail to provide SCAWV the necessary task, resource, and sequence information to allow for logistics and staff allocation planning. The vendor's Plan must state any facilities, data, and other requirements that SCAWV will be expected to provide, as well as any specialized system personnel that would be required at SCAWV to maintain and operate the proposed system.

The vendor's Plan should specify the recommended time period for each phase of the project. The vendor should cite instances of actual implementation timeframes (where the proposed strategy was applied) on previous similar engagements.

The Plan must include the proposed responsibilities of the Project Manager. The Plan must describe the vendor's program control methods for demonstrating vendor's performance, adherence to and control of the project schedule and budget.

The Plan must describe the vendor's commitment of resources for Technical and Functional-Area Team Members. This Team consists of the experts in the various modules of the proposed software for SCAWV. The Plan must display the amount and timing of the proposed effort within the project milestones.

The Plan must include the time and resource commitment for testing and accepting the system components and configuration within SCAWV's simulated production environment.

The Plan must include the vendor's recommended training curriculum for end users of the selected software and for SCAWV staff responsible for ongoing system maintenance and support. The curriculum must include detailed listings of training programs for technical staff, configuration staff/core users, senior management, and information/end users. Additionally, the Plan must state the method of training (instructor-led hands-on classroom training, train-the-trainer, offsite public classroom training, web-based training, etc.), the number of training hours to be provided, and the size of the recommended number of participants in each training program and the infrastructure and systems required.

The Plan must include the vendor's recommended deployment strategy for converting from the testing environment to the "live mode" of operation. This effort must describe the final steps of the process and the amount of resources required to successfully complete this task. The procedure must include vendor's site preparation, rollout, migration, turnover to production, and organizational transition strategies.

The Plan must include a description of the vendor's post-implementation technical support programs. This must include the types of programs available, the hours and days of operation, and information on response time for both urgent and non-urgent assistance requests. Full details of the service level agreements offered should be provided, including penalties for non-compliance.

Although SCAWV is requesting a Plan as part of the RFP response, it recognizes that the vendors may need to refine the Plan during implementation. Thus, the SCAWV expects the selected vendor to develop a detailed Plan as part to their Scope of Work and to be submitted no later than 30 days after execution of the contract.

SCAWV understands that each vendor will have their own implementation methodology derived from their industry experience and software requirements. However, to allow for

objective determination by SCAWV staff as to the quality and feasibility of each respondent's Plan, the Plan will need to be sufficiently detailed.

The Plan should be submitted in Gantt chart format. At a minimum, the Schedule must show phases, tasks, sub-tasks, and staff utilization, including new government resources. SCAWV may request task expansion or contraction, additional task details, and/or scheduling modifications within the Plan prior to award of the contract.

4.8 SYSTEMS AND TECHNICAL DESCRIPTION

Vendors should address the following:

SERVER CONFIGURATIONS

- Provide the number of servers, processor configurations and speeds that will support the proposed solution. Include number of processors, memory, and storage requirements for each server.
- Provide the communication requirements for servers.
- Identify the required operating system, version and service packs or patches required to support the proposed solution. Identify any additional software required to support the proposed solution.
- Please state if the needed servers may be virtual servers or cloud based; if so, please state what platforms are supported.

WORKSTATION CONFIGURATIONS

- Provide the workstation configurations that will support the proposed solution. Include processor speeds, memory, and storage configuration.
- Provide the communication requirements for PCs.
- Identify the required operating system, version and service packs or patches required to support the proposed solution. Identify any additional software required to support the proposed solution.

OVERVIEW OF SYSTEM DESCRIPTION

- Identify the supplied software modules, system architecture, and development tools.
- Identify the recommended hardware for all environments, including test, training, and production.
- Describe recommended redundancy and fault tolerance guidelines.

- Identify any additional recommended operating environments: test, training, and production.
- Describe the application security environment.
- Describe your future direction and plans for the software.
- Describe all pre-existing interface points.
- Describe the required skills and resources needed by SCAWV to technically support and maintain the system.
- Describe your upgrade policies, frequencies, and costs.
- Describe software licensing (server, user, processor based, etc.)
- Describe maintenance and support.

DETAILED TECHNICAL DESCRIPTION

This section should contain all pertinent information about the proposed hardware and operating system, utilities, and tools used in the development of the software, the database management system, the user interface, and the architecture of the system. At a minimum, the vendor shall discuss the following:

- **Scalability:** Analyze current and projected future system capacity.
- **Application configuration and support components:** Provide application development tool kit, load testing, automated scheduling, utilities to monitor resource utilization, web development tool kit, report generation scripts, audit and system logging, migration/change control tools, etc.
- **Database architecture:** Include utilities for database performance monitoring and tuning that comply with industry standards
- **Database performance and optimization:** Provide load balancing and/or clustering ability for extended scalability and performance
- **Database integrity:** Include history tracking within the database, logging options, record locking, etc.
- **Server architecture:** Provide the recommended system requirements, to include the minimum system requirements for each environment needed by SCAWV to achieve the requirements detailed in this RFP.
- **Configuration tool kit:** Include Database Configuration Tools, Business Process Management Tools, User Interface Management Tools, etc.
- **System Diagrams:** Include any applicable system diagrams to explain requirements and options more clearly.

- **End user experience:** Include expected response time benchmark test results based on recommended configuration.
- **Security:** Describe the technical controls that are in place to ensure confidentiality, integrity, and availability.

4.9 SOFTWARE MAINTENANCE AND CUSTOMER SUPPORT

At a minimum, the proposal must include information and pricing associated with all aspects of ongoing support and maintenance activities. This proposed support must include software maintenance, product help desk, product fixes, product enhancements and regular product releases based on a defined on-going maintenance fee. The vendor should discuss its upgrade policies and upgrade history of the proposed solution. The vendor must have the ability to provide remote support to diagnose and correct problems real-time. The vendor should describe the process for SCAWV to request future product enhancements. The vendor must propose the on-going costs for product maintenance and upgrades for a 5-year period in the pricing response. Software Maintenance and Support Services agreements will commence once the application has been accepted into production/go-live.

The vendor is also requested to provide details of its software maintenance and update methodology, including how software updates are distributed, frequency of updates and recommended approaches for SCAWV to test and install software updates prior to rolling them into production. The vendor should provide information regarding the types of skill sets required to implement incremental and major updates to SCAWV's production environment as well as how the vendor recommends ensuring that custom configuration and custom code is addressed during the upgrade to ensure that no customer-specific changes are lost.

The vendor should also describe the Quality Assurance measures in place to ensure code is thoroughly tested prior to releasing it to SCAWV.

The vendor should discuss if there is a forum where users can report and address software issues. Additionally, the vendor should discuss how much influence customers have in product direction, including technology used, enhancements, and new features, including the process used to provide input, feedback, and software roadmap reviews.

The vendor should disclose if national and regional user groups exist for users to meet and discuss the different ways in which the software can be implemented.

Vendors should also provide details on their Technical Support and Help Desk infrastructure, staffing levels, organizational structure, and abilities. This includes hours of operation, issue management and tracking tools, service level agreements, and a general description on how SCAWV would interact with Technical Support and Help Desk staff.

5.0 SYSTEM AND VENDOR REQUIREMENTS

This section lists the requirements for **Court Case Management, Document Management, and E-file Management** or **E-File** system(s) with a successful vendor.

Explicitly indicate whether your currently released product meets the requirement by placing an “X” in the appropriate column.

- **Yes:** Mark “yes” if the current release of your product meets every aspect of the requirement exactly as written. Comments elaborating on how you meet these items are encouraged, though not required.
- **Partial:** If you partially meet the requirement, mark “partial.” Provide comments in the related comments area regarding what aspects of the requirement you do or do not meet.
- **No:** If you do not meet the requirement, please mark “no.” If you do not currently meet the requirement but will in a future release or feel that you meet the requirement in an alternative way, please mark “no” and provide comments regarding that item. SCAWV, in its sole discretion, will determine whether any alternative version is acceptable.