**SUPREME COURT OF LOUISIANA**
**400 ROYAL STREET, SUITE 1190**
**NEW ORLEANS, LA 70130-8101**

**RFP LASC-2019-01**

<u>**REQUEST FOR PROPOSALS FOR**</u>
<u>**INDEPENDENT DATA  ARCHITECTURE SERVICES FOR THE**</u>
<u>**COURT CASE MANAGEMENT INFORMATION SYSTEMS OFFICE**</u>

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## I.    PURPOSE

The Supreme Court of Louisiana, Court Case Management Information System department ("Court") invites qualified vendors to submit proposals to provide professional data architecture services to the , Court Case Management Information System ("CMIS") Department. A qualified vendor will work with the CMIS department to complete the transformation of CMIS' data architecture to enable the integration and warehousing of records from multiple data sources to support: (1) business analysis; (2) the implementation of a master data management model; and (3) automation of processes for sharing with external agencies as appropriate

## II.    SUBMISSION OF PROPOSALS

Proposals must be received no later than **4:00 p.m. (CST) on Wednesday February 13, 2019**. Any proposals received after this deadline will not be considered. Proposals may be submitted electronically via e-mail or secure file upload or may be submitted in paper format (with one original and three copies required). Proposals should be sent to the following address:

The Supreme Court of Louisiana
Office of the Judicial Administrator
400 Royal Street, Suite 1190
New Orleans, Louisiana  70130-8101
Attn: Caitlin Morgenstern

**Email:** cmorgenstern@lasc.org

All proposals submitted electronically must contain the subject "RFP LASC-2019-01 Proposals for Independent Data Architecture Services for the Court Case Management Information Systems Office."

All envelopes containing a paper proposal must bear the name of the entity or individual making the proposal, and must have the following clearly written or typed on the face of the envelope: "RFP LASC-2019-01 Proposals for Independent Data Architecture Services for the Court Case Management Information Systems Office."

The Court specifically reserves the right to reject, in full or in part, all proposals submitted, and/or to cancel this RFP, when such action is in the Court's best interests. Any contract which may be awarded shall be based upon the proposal which is most advantageous to the Court and its employees, costs and other factors considered. All contracts are subject to the availability of funds.

### III. PROPOSER'S QUESTIONS

All questions relative to this request for proposals ("RFP") should be directed to Caitlin Morgenstern who may be reached via telephone at (504) 310-2550 or via e-mail at cmorgenstern@lasc.org. All questions should be submitted by **4:00 p.m. (CST) on Wednesday, January 23, 2019**. The preferred method of receiving questions is via e-mail. Any oral explanations or instructions shall not be binding. The Court is under no obligation to respond to such inquiries, but may choose to do so. The Court, in its discretion, may choose to post some or all of the questions and answers on its website: www.lasc.org and/or provide them to known proposers. The Court will publish responses to questions, if any, by **Wednesday, January 30, 2019**. All communications regarding the RFP shall be directed to Ms. Morgenstern.

### IV.    TIMETABLE FOR PROPOSALS

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|---|---|
| **Issue date of RFP** | **Wednesday, January 9, 2019** |
| **Deadline for receipt of questions** | **Wednesday, January 23, 2019** |
| **Publication of Court's responses to questions, if any** | **Wednesday January 30 , 2019** |
| **Deadline for receipt of proposals** | **Wednesday, February 13, 2019** |

### V.    BACKGROUND

The Supreme Court of Louisiana is the highest court in the State. The Court presently employs approximately 212 full-time employees. A large majority of Court employees are

housed in the 400 Royal Street Courthouse or in other New Orleans locations, along with a small satellite office in Baton Rouge.

The Court's CMIS office is responsible for receiving and processing data from all courts in Louisiana. CMIS maintains a statewide database for tracking and managing criminal, civil, juvenile, traffic, and appellate cases receives data from courts statewide into a central repository for analysis, and distributes it to state and federal agencies for entry into their information systems. CMIS processes 1.2 million records per year from multiple sources and in a variety of formats including flat ASCII files and XML files. Records are evaluated for timeliness, accuracy, and completeness, and are forwarded to other agencies to update various databases.

The primary purpose behind the CMIS data architecture process is to automate manual processed through the implementation of an ETL solution; normalize the data structure to enable CMIS to perform more robust analysis on existing data and avoid data duplication; to enable CMIS to retain a complete data history; and to enable the creation of a data warehouse that will support more timely data quality feedback to the courts and improve the number of records accepted by agencies.

The successful vendor, if any, will provide services to CMIS in connection with grant funds. The successful vendor, if any, must abide by all laws, regulations, standard conditions, and special conditions applicable to the grant. These include, but are not limited to, the schedule of standard and special conditions of the grant.

## VI.    SCOPE OF SERVICES

The successful vendor, if any, will provide the following deliverables under this engagement:

### A. Vision Documents

- A vision document that outlines an overall enterprise data architecture and data flow for CMIS, which includes the logical design of data stores/warehouse and databases within the existing CMIS infrastructure, models for staging databases and ETL transformation processes which reflect and outline best practices and a third normal form database normalization schema.
- A vision document which outlines a CRM implementation, which includes specific information regarding the integration of the CRM model with the data architecture and needs of CMIS with regard to its daily operations.
- A vision document for a master data management model, which does not replace the existing transactional records, but enhances the data by allowing a person-based 360 degree view of a complete defendant history for court adjudication records with specific recommendations on how the Supreme Court of Louisiana can implement best practices with regard to process, personnel, training, software options, challenges and limitations.

- A logical model design document for ETL integration workflow for flat files and XML data sources that documents the lineage of data changes through phase of loading, cleansing, standardization, transformation, duplication detection and data storage in target warehouse(s) which includes detailed documentation and code.
- A workflow Control and Automation document, which outlines opportunities for automation, tools, and processes to establish and maintain control of the required processes to ensure reliable operation of data acquisition, transformation, warehousing and analysis within the existing CMIS resources, which reflect best practices.

## B. Solution Deliverables

- Create and implement automated ETL solutions using Talend ETL or equivalent software to satisfy business requirements to extract, transform, and load records in a systematized and versioned manner from a persisted source area to a normalized operational data store, and from an operational data store to analysis layer. These processes must retain a lineage that links records from and to each stage of the data integration workflow so that all transformations are logged, traceable, replicable, and are reversible. The ETL solution(s) must retain a history of ETL file operations with run times, success/fail status, record counts, and other essential system operations metadata.
- Create and implement ETL solution(s) to handle a variety of cases that includes robust transformations, standardization, fuzzy-matching, and enrichment of data, with a change data capture process to persist replaced values and the transformation operation, including support for manual updates to data values.
- Create and implement automated processes to populate a data warehouse to monitor ETL system performance in areas of timeliness, accuracy, and completeness of source records received, and in areas of timeliness, accuracy, and completeness by standards of various downstream agencies Including source code and files, and a narrative description of all work completed, including strategic options for future design improvements and extensibility.
- Create and implement automated processes to populate an analytical data warehouse that supports best practices for performance agility and analysis of strategic business initiatives in a Tableau business intelligence implementation including source code and files, and a narrative description of all work completed, including strategic options for future design improvements and extensibility.
- Create and deliver a data quality scoring rubric, and dynamically score data quality pre- and post-update based upon best practices.
- Create and implement an automated process to forward qualifying records to downstream agencies with conforming file specifications unique to each agency.

- Create a third normal form operational data store that satisfies requirements of updating records while retaining a history of record changes.
- Transform existing records from event-driven source records to a persons-based master data management model with associated events.
- Provide training and support as required to pass ownership and competency for the maintenance and continuity of data architecture and ETL workflows to the organization
- Ensure the overall architecture supports acceptable scalability and performance of data integration operations.

## VII.  CONTENTS OF PROPOSAL

Your proposal should address each of the areas outlined below (as applicable) and provide the information requested.  As your proposal will be evaluated based on the information you provide, failure to provide a complete and comprehensive presentation of your solution could negatively affect the Court's evaluation of your proposal. Your response should include the following:

### A.  Letter of Introduction

A signed letter of Introduction, on company letterhead, introducing the individual or firm and summarizing the individual or firm's qualifications. It should clearly state the individual or firm's understanding of the requirements under this RFP and highlight any unique qualifications.

### B.  Table of Contents

Include a Table of Contents displaying the organization of the proposal being submitted.

### C.  Approach to Scope of Services

The proposal should set forth a comprehensive description of the approach to providing the Services required in Section VI "Scope of Services" and should clearly demonstrate an understanding of the Court's requirements.

### D.  Qualifications

#### 1.  Proposer's Experience

The proposal must set forth a description of the proposer's experience with regard to the essential functions outlined in Section VI, Scope of Services. Qualifications should include:

- The lead must have a minimum of 10 years of direct experience in data architecture including data integration and transformation of legacy systems
- Advances SQL server DBA skills including XML parsing and schema creation, C# programming skills
- Direct experience in the creation of a person-based master data management model from an event-based model that supports retention of associated events
- Expertise in U.S. Department of Justice CJIS standards and NIEM compliance
- Experience using TALEND ETL or equivalent software and the ability to implement transformations on court records that includes standardization, fuzzy-matching, and creation of a data capture process to persist replaced values and the transformation operation
- The ability to demonstrate knowledge of and past experience implementing best practices in data architecture, records management, ETL processes, and business intelligence implementation with software such as Tableau

2. **Proposer's References**

The proposer's references shall include, but are not limited to, the following:

A minimum of 3 references from an official in courts where the proposer has implemented a data architect/ETL solution, or a reference from a similar agency where the proposer has implemented ETL systems and has implemented ETL systems and implemented a data architecture scheme as described in this RFP.

References provided should be for projects of similar scope and complexity and should include:

- Name
- Address
- Telephone number
- Email address
- Letters of reference (if available)

**Please note that the Court may or may not elect to contact references provided.**

### E. Cost

Please complete the Price-Business Proposal Form, attached hereto as Appendix A, which includes a schedule of total fees proposed for the completion of Section VI "Scope of Services" and a listing of estimated other direct costs.

## VIII. EVALUATION AND SELECTION

Proposals will be screened to ensure responsiveness to the requirements of the RFP by a Selection Committee. The Court may reject any proposal as non-responsive that do not provide evidence of the required minimum experience and qualifications or include the documents requested herein and referenced in Section VII "Contents of the Proposal." The Court reserves the right to request additional information and clarifications during the evaluation and selection process from any or all Proposers regarding their proposals. The Court may request an interview/presentation with any, some, or all of proposers prior to selection. The Court will evaluate all **responsive** proposals on the basis of the following criteria:

1. **Approach to Scope of Services (25 points)** – The degree, completeness and suitability of the proposer's approach to scope of services meets or exceed the requirements in this RFP.

2. **Qualifications and Experience (30 points) –** The proposer's experience and references to provide evidence of its depth and breadth of experience in data architecture services to enable the integration and warehousing of records from multiple data sources to support: (1) business analysis; (2) the implementation of a master data management model; and (3) automation of processes for sharing with external agencies as appropriate, with entities similar in scope to the Court and evidence of successful past performance with other project(s) of similar scope.

3. **Cost Proposal (15 points) –** This portion of the proposal will be evaluated based on reasonableness of the proposed costs and competitiveness of the amount compared with other proposals.

## IX. CONTRACT AWARD

The Court reserves the right to enter into a contract without further discussion of the proposal based on the content of the proposals submitted. Ordinarily, nonresponsive proposals will be rejected outright. Nevertheless, the Court may elect to conduct discussions, including the possibility of limited proposal revisions, but only for those proposals reasonably susceptible of being selected for award. If improper revisions are submitted, the Court may elect to consider only your unrevised initial proposal. The Court may also elect to conduct negotiations, beginning with the highest ranked proposer, or seek best and final offers. If negotiations are conducted, the Court may elect to disregard the negotiations and accept your original proposal.

If a contract is to be awarded, it may be amended to provide for increases in the contract value, provided, however, that any such amendments shall not cumulatively exceed 30% of the initially competitively bid contract amount.

## X.     TERM OF INITIAL AGREEMENT

If a contract is to be awarded it may be a one year period or a multiple year contract with the option to extend for additional periods.

## XI.     PUBLIC NATURE OF PROPOSAL AND PROSPECTIVE CONTRACT

All proposals submitted in response to this request for proposals, and any contract which might ultimately be agreed upon, will be open to public inspection by any interested person, firm or corporation.

Trade secrets or other proprietary information submitted by an insurer as part of its RFP may not be subject to public disclosure, provided the insurer specifies the relevant law supporting its request for confidentiality. However, the insurer must invoke the protections of this section prior to or upon submission of its proposal, must identify the specific data or other materials to be protected, and must state the reasons why protection is necessary. Any aspect of the proposal which addresses the cost of providing the requested goods and/or services will not be considered confidential under any circumstance. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

The proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as "confidential" in order to claim protection, if any, from disclosure. The proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of this legend:

> *The data contained in pages _____ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the Supreme Court shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the Supreme Court's right to use or disclose data obtained from any source, including the proposer, without restriction.*"

Further, to protect such data, each page containing such data shall be specifically identified and marked CONFIDENTIAL. Proposers must be prepared to defend the reasons why the material should be held confidential.  If a competing proposer or any other person seeks review or copies of another proposer's confidential data, the Court will notify the owner of the asserted data of the request.  If the owner of the asserted data does not want the information

disclosed, it must agree to indemnify the Court and hold the Court harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the Court to disclose the information. If the owner of the asserted data refuses to indemnify and hold the Court harmless, the Court may disclose the information.

The Court reserves the right to make any proposal, including proprietary information contained therein, available to court personnel and other state agencies, employees, or organizations for the purpose of assisting the Court in its evaluation of the proposals.

## XII. CHANGES, ADDENDA, WITHDRAWALS

The Court reserves the right to change the calendar of events or issue addenda to the RFP at any time. Such revisions and amendments, if any, shall be announced by addendum to this solicitation and posted on the Court's website. Proposers have the responsibility of visiting the website frequently and keeping themselves apprised of any addenda. The Court also reserves the right to cancel or reissue the RFP.

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, cross-referenced clearly to the relevant proposal section, prior to the deadline for proposal submission.

## XIII. COST OF OFFER PREPARATION

The Court is not liable for any costs incurred by proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing the proposal, and any other expenses incurred by the proposer in responding to the RFP are entirely the responsibility of the proposer, and shall not be reimbursed in any manner by the Court.

## XIV. AUDIT OF RECORDS

The State Legislative Auditor or other auditors so designated by the Court shall have the option to audit all accounts directly pertaining to the resulting contract for a period of three (3) years after project acceptance or as required by applicable State or Federal law. Records shall be made available during normal working hours for this purpose.

## XV. RECORDS RETENTION

The successful proposer shall maintain all records relating to any contract, which is agreed upon, for a period of at least three (3) years.

## XVI.  TERMINATION DUE TO UNAVAILABILITY OF FUNDS

Payment and performance obligations under the resulting contract shall be subject to the availability and appropriation of funds therefor or grants received. When funds are not

appropriated or otherwise made available to support continuation of performance, the contract shall be canceled.

# APPENDIX A

**PRICE-BUSINESS PROPOSAL FORM**

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|---|---|---|---|---|
| 1. | Data Architecture Services for the Court including, but not limited to, tasks listed in Section VI "Scope of Service"), inclusive of all travel expenses as well as maintenance and support for the first year. (Please provide breakout of costs below) | | | $ |
| | a. | Services for data architecture transformation | $ | |
| | b. | Software (ETL, reporting, other) | $ | |
| | d. | Implementation | $ | |
| | e. | On-site training | $ | |
| | f. | First year maintenance and support | $ | |
| | g. | Other associated costs | $ | |
| 2. | Interface & Customization Hourly Rate | Category | Hourly Rate | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| 3. | Support and Maintenance | Year 2 | $ | |
| | | Year 3 | $ | |
| | | Year 4 | $ | |
| | | Year 5 | $ | |
| 4 | Estimated travel expenses | | $ | $ |
| | | Total Years 2 - 5 | | $ |
| | Total Cost | | | $ |

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