

Louisiana Supreme Court
Office of the Judicial Administrator

LOUISIANA COURT CONNECTION
(City Court Case Management Information System)

**Pre-proposal Conference Inquiries and
Official Responses**

Question 1: Is my company on the state's vendor list?

Answer: Please contact Ms. DeFoe at the Office of State Purchasing to find out if your company is listed on the state vendor list:

Llewellyn DeFoe
Office of State Purchasing
1201 N. Third Street, Suite 2-160 (70802)
P. O. Box 94095
Baton Rouge, LA 70804
(225) 342-8020
FAX: (225) 342-8688

You may also check the following website: www.doa.louisiana.gov/oit

- Click CSSA - Consulting and Support Services Agreement
- Click 2006 CSSA Contractor Contact Information
- Click Application Development/Database Development/Web Development to look for you company

Question 2: Are we looking for a vendor with a proven system already for city government?

Answer: Please refer to the RFP page 24 section 5.2.1 of the RFP entitled “Organizational Overview”. This section describes the vendors prior work experience we need outlined in the proposals response.

1. Overall **professional and technical expertise** of the firm particularly **with projects of similar size, scope, and complexity**;
2. Qualifications of the individuals to be assigned to the project and **the prior experience of the assigned individuals in performing similar activities for other governmental and/or private entities**;
3. **Demonstrated knowledge and experience in subject area and proposer's ability and prior experience in performing the services, with preference given for demonstrated experience with the Louisiana Court System**;
4. Financial stability of proposer's organization;

Question 3: Are we looking for a vendor to develop a system?

Answer: Yes, please refer to section 1.1 page 8 of the RFP entitled “Purpose”.

“The Louisiana Court Connection will be developed in a two-stage process. The first stage will focus on development, alpha, beta, and Software Quality Assurance (SQA) testing. The second stage will encompass software installation, tailoring, and training at the LASC JAO central site and a minimum of two and up to four

additional pilot sites (see Section 1.4 Scope of Services). The Louisiana Supreme Court Judicial Administrator's Office (hereinafter LASC JAO) plans to enter into a contract with the successful bidder to complete work on the first and second stages of the project. The LASC JAO may enter into a new contract with the successful bidder for subsequent stages or issue other Requests for Proposals for consulting services to complete the work on subsequent phases."

Question 4: Is this package to enhance something we already have?

Answer: No, currently the city courts of Louisiana have no uniform case management system maintained by the LASC JAO. The *Louisiana Court Connection* is defined as a statewide city court case management system.

Question 5: Is the LASC JAO CMIS Division going to maintain the system ourselves? After the installation and testing, once we are given the source code, if we need to make changes are we going to do it ourselves?

Answer: Yes, the Louisiana Court Connection will be maintained by the staff of the LASC JAO CMIS Division. **Please refer to Appendix V page 51-52 of the RFP entitled "Software Assessment and Evaluations".**

The *Louisiana Court Connection* system shall be continuously tested throughout the development process on a module by module basis. Essentially, however, there shall be two-stages of assessing and evaluating results:

The ***first stage*** will involve Alpha, Beta, and Software Quality Assurance (SQA) testing. The Alpha phase involves testing the first functional version of the software to ensure that all of the basic functions are at least being addressed. During the Beta phase, the software is complete enough and stable enough to release it to external users for testing various pre-determined aspects of the software (basic functionality, user-friendliness, speed, reliability, etc.). SQA testing involves a suite of test cases that are used for testing the quality of the software in terms of certain key elements (recovery characteristics, performance, multi-tasking ability, security, etc.) at designated levels of transactions. This stage will occur before installation of the *Louisiana Court Connection* software at the Supreme Court and initial trainings sessions to be offered at up to four pilot sites.

The ***second stage*** will involve testing during the installation, tailoring, and training phases for the central LASC JAO site and up to four pilot sites to ensure overall software functionality and a reduction of errors and software malfunctions.

Contractor may perform software development activities at the contractor worksite. However, the LASC JAO requires that members of the LASC JAO's Planning Team be directly and frequently involved in all unit testing activities, at a convenient location within Louisiana, as milestones are reached to ensure proper functioning of all system deliverables.

In terms of the scope of this procurement, the selected vendor is responsible for conducting the first and second assessment stages described above.

After the project coordinator Chris Andrieu provides a letter of satisfaction stating that the selected vendor has successfully completed the first and second stages of development, the database administrator of the LASC JAO CMIS division will oversee all system modifications. The LASC JAO may elect to contract system modifications in the future to oversee software modifications if it is in the best interest of the court.

Question 6: Is it required that the system be developed from scratch? Can a vendor use a developed system?

Answer: No, the system does not have to be developed from scratch. However, any product(s) that a vendor uses to build any component of the Louisiana Court Connection shall not have copyright protection or a license agreement that could constitute infringement of an owner's exclusive rights under copyright when the source code is turned over to the Office of the Judicial Administrator, Louisiana Supreme Court. In terms of utilizing an off-the-shelf product, the vendor must be able to produce the source code at incremental deliverable stages.

Please refer to page 4 of the RFP "Notice to Proposers".

It should be known and understood that the source code developed in relation to this RFP is the property of the LASC JAO. The selected vendor is responsible for the development of the source code. The vendor will deliver a copy of the source code at each scheduled deliverable stage (See Section 1.4.2, Deliverables) to the Project Coordinator, Chris Andrieu, on CD-ROM/DVD or USB drive. No deliverable will be accepted without concurrent incremental source code delivery unless instructed otherwise.

Question 7:

Question 7a: The contract indicates phase I to be the development phase, and phase II to be the installation and training for up to 4 pilot sites. Is the \$350,000 expected to cover installation and training of the other 22 sites as well?

Question 7b: Is this a firm not-to-exceed price for phases 1 and 2 as outlined in the RFP?

Question 7c: The RFP states that the maximum value of the contract cannot exceed \$350,000. Does that amount include any needed hardware or software, such as

operating systems, SQL Server licensing, etc? Is the \$350,000 strictly for professional fees?

Question 7d: Is the total overall cost not to exceed \$350,000 for the initial POC (partial application capabilities) or for the whole product development and deployment effort?

Question 7e: Is the cost for 3rd party software products such as an application server, database, document management etc. included in the overall cost mentioned in question 7 a-d?

Question 7f. Does the budget amount of \$350,000 that the selected vendor must not exceed in its bid response include all hardware, COTS software and related items or is this only for the custom developed portions of the project i.e. if Microsoft SQL Server is the required database to be used, does the cost for this software come out of the \$350,000 budget or will be paid for from somewhere else?

Answer 7a, b, c, d, e, and f: Yes, \$350,000 is designated to cover the first and second stage of system development inclusive of installation, tailoring, training, and pilot testing in up to four sites. All costs should not exceed \$350,000. This set fee can be used to purchase any equipment (hardware and/or software) needed by the vendor to complete the delivery of professional services in terms of RFP# CMIS-CMSSCC01.

Please refer to Appendix V of the RFP entitled “Software Assessment and Evaluations”, see question 5 above.

Question 8: As an offshore corporation (outside of the United States) are we eligible for applying for this RFP?

Answer: Please refer to the RFP section 2.5 Corporation Requirements page 12 and Appendix: IV., page 44.

Section 2.5 Corporation Requirements states the following:

Upon award of the contract, if the contractor is a corporation not incorporated under the laws of the State of Louisiana, the contractor shall obtain a certificate of authority pursuant to R. S. 12:301-302 (See Glossary, Appendix IV) from the Secretary of State of Louisiana. If the contractor is a for-profit corporation whose stock is not publicly traded, the contractor shall ensure that a disclosure of ownership form has been properly filed with the Secretary of State of Louisiana. A copy bearing the stamp of the Secretary of State will be required with submission of the signed contract.

Appendix: IV. GLOSSARY - Definitions and acronyms related to the RFP states R. S. 12:301-302

§301. Condition precedent to transacting business

No foreign corporation or association, except one which has before January 1, 1969, been granted a certificate of authority to do business in this state which is still valid, shall have the right to transact business in this state until it shall have procured a certificate of authority to do so from

the secretary of state. No foreign corporation shall be entitled to procure such a certificate of authority to transact in this state any business which a corporation organized under Chapter 1 or 2 of this Title is not permitted to transact. A foreign corporation shall not be denied a certificate of authority by reason of the fact that the laws of the state or country under which such corporation is organized, governing its organization and internal affairs, differ from the laws of this state.
Acts 1968, No. 105, §1; Acts 1999, No. 342, §5.

Question 9: Which *on-site* services are required?

Answer: Both the first and second stage of development will require on-site service time.

First Stage of Development:

The *first stage* of development (alpha, beta, and Software Quality Assurance (SQA) testing) will require on-site meeting time for in-person discussions concerning development progress and deliverables.

Second Stage of Development:

The *second stage* of development will involve *on-site* service time during software installation, tailoring, and training phases for the central LASC JAO site and up to four pilot sites to ensure overall software functionality and a reduction of errors and software malfunctions.

Question 10: Will the LASC JAO consider a solution where source code remains the property of the bidder and is held in a third-party escrow account?

Answer: No, please reference “Notice to Proposer” page 4 and attachment F: Information Technology (IT) Professional Services Contract, Section 9.0, page 34 respectively.

Notice to Proposer:

“It should be known and understood that the source code developed in relation to this RFP is the property of the LASC JAO. The selected vendor is responsible for the development of the source code. The vendor will deliver a copy of the source code at each scheduled deliverable stage (See Section 1.4.2, Deliverables) to the Project Coordinator, Chris Andrieu, on CD-ROM/DVD or USB drive. No deliverable will be accepted without concurrent incremental source code delivery unless instructed otherwise.”

9.0 OWNERSHIP OF PRODUCT

Upon completion of this contract, or if terminated earlier, the LASC JAO will retain ownership of the software, source code (incremental, incomplete, and complete), data files, documentation, records, worksheets, or any other materials related to this contract. All such software,

customizations, records, worksheets or materials shall be delivered to the LASC JAO within fifteen (15) days of the completion or termination of this contract.

The vendor will deliver a copy of the source code at each scheduled deliverable stage (See Section 1.0) to Project Coordinator Chris Andrieu, on CD-ROM or USB drive. No deliverable will be accepted without concurrent incremental source code delivery unless instructed otherwise.

Question 11: Will the court be providing any programming resources for this project or will all development be the responsibility of the contractor?

Answer: No, the court will not provide any programming resources for this project. All development will be the responsibility of the contractor.

Question 12: Was the existing XML-based Integrated Juvenile Justice Information System (IJJIS) developed using internal court resources or by a third-party contractor?

Answer: The IJJIS system is being developed by a third-party contractor.

Question 13: Additionally, if such a contractor exists are they allowed to submit a bid on this RFP?

Answer: Yes, any contractor can bid on the RFP. The RFP was released to a statewide and national audience of vendors. The RFP was posted on both the Louisiana Procurement and Contract (LaPAC) network website: (<http://wwwsrch2.doa.state.la.us/osp/lapac/pubmain.asp>) and on the Louisiana Supreme Court website: (<http://www.lasc.org>).

Question 14: Are there any system diagrams, data schemas, technical documentation, or functional documentation that can be provided concerning the IJJIS system?

Answer: Yes, the selected vendor will receive technical documents regarding the IJJIS system. XML will be used to integrate data elements between the two systems.

Question 15: Will space be provided at the court house for the consultants working on this project?

Answer: No, central office space will not be provided by the LASC JAO for consultants working on the project. A designated work station at the LASC JAO central site will be assigned for the installation and tailoring of the *Louisiana Court Connection* software. Trainings sessions will take place at the LASC JAO central office and at up to four pilot sites.

Question 16: During the pilot phase of the project what are the operating hour expectations for “Help Desk” service? Is this only during normal business hours?

Answer: Expected hours of operation for the “Help Desk” service are from 9 a.m. to 5 p.m. Monday thru Friday. The majority of city court operations take place between the hours of 8 a.m. to 5 p.m.

Question 17: What document scanning solutions are currently being used by city courts?

Answer: The majority of city courts have no scanning solutions. The vendor is expected to propose a scanning solution that will seamlessly operate with the proposed case management system.

Question 18: Does the court have a preferred programming language that it would like to see implemented on this project? Is there a preference for server side technology J2EE versus Microsoft .NET and databases (Oracle versus DB2 versus SQL Server etc.)?

Answer: Yes, Microsoft SQL Server i.e. Microsoft Transact-SQL and Microsoft .NET languages, please refer page 8 of the RFP section 1.1 “Purpose”.

The purpose of this RFP is to solicit proposals for procurement of a **Microsoft SQL Server** integrated adult court case management system entitled “The Louisiana Court Connection” to be administered by the Louisiana Supreme Court Judicial Administrator’s Office CMIS Division.

Question 19:

Question 19 a.

Are there any limitations to the use of third-party tools as part of the execution of this project?

Answer: Yes, limitations must be considered. The LASC JAO must be able to obtain a license for the use of any third-party tools.

Question 19 b.

Are there any requirements as to which third party tools can be used to provide solutions for the Document Imaging and Image Enhancements as outlined in section A.5.5.19 – Document Imaging in the Functional Requirements document?

Answer: No, there are no requirements; the vendor should propose a scanning solution that is both cost effective and efficient.

Question 20: Besides Word 2003 and WordPerfect 12, what other versions of Word and WordPerfect does the system need to support?

Answer: The system should also support previous and up to date versions of Word and Word Perfect, **Word 2003 and WordPerfect 12.**

Question 21: Is it required as part of the solution to provide Smart Chip or Barcode devices?

Answer: No, the vendor does not need to provide smart chip nor barcode devices. The vendor should propose a document indexing system using barcoding technology. A “Smart Chip” solution is not a required solution, nor suggested in the **Application Functionality Requirements Agreement**. Louisiana City Courts are currently employing barcoding as their document tracking technology. Barcoding is a cost effective document tracking system and data entry procedure.

Please review the “Application Functionality Requirements Agreement” (1) page 9 section A.5.5.11 - Document Management/Reporting Capabilities, (2) page 12 section A.5.5.19 - Document Imaging, (3) page 18 section B.1.4.3 - Maintaining Uniqueness for All Identifiers, and (4) page 36 section B.2.1.1.5.1 - Bar-Coded Document Numbering System.

Section B.2.1.1.5.1 - Bar-Coded Document Numbering System:

“The *LOUISIANA COURT CONNECTION* system should automatically generate a unique, bar-coded incremental document identification number when triggered by an authorized user. The number shall be the case number with a sequential three (3) digit number appended to it signifying the document number. The order of the 3-digit number shall begin with “001” for each case. Unless the system can obtain digital documents from outside sources (e.g. filers), the system shall require the docket clerks or the minute entry clerks to enter the name and type of all printed documents, the name of the filer of the document, the date filed, and the date (if any) of the physical document. The document number shall provide the ability to index and associate digital and printed documents received by the court with a particular participant and/or case number. The system shall permit the user to enter the following additional information that may be associated through the physical document identification number with other data within the system:
Name of document; name of filer and the date of filing/submittal (date stamped).”

Question 22: Which types of barcode will need to be supported, i.e. Linear, Stacked, or 2D barcodes?

The proposed case management system should support a linear barcode system, for example:

Case number: A03152007

We need to index 2 documents:

1. Witness subpoena
2. Police report subpoena

Barcode Generation:

<u>Document</u>	<u>Document Index Number</u>
1. Witness subpoena	A03152007001
2. Police report subpoena	A03152007002

Question 23: Can you elaborate on section B.2.1.1.9 – Assessment Tools and Information – Probation and Service Division in the Functional Requirements document? What are the formulas to determine each of the Risk Indicators? What is the criterion that assigns an item to a Risk Indicator?

Answer: Standardized instruments are employed as screening tools for various risk indicators listed in section B.2.1.1.9. The standardized instruments are employed by city court probation and services divisions. The proposed case management system may allow for real-time data entry and scoring of standardized instruments. A standardized scoring protocol that develops a composite score from sub-scale items will be provided to the selected vendor at the end of the first stage of development.

For example, Composite 1: Alcohol Abuse

	Never = 1	Rarely = 2	Sometimes = 3	Always = 4
Response				
Question 1	X			
Question 2		X		
Question 3		X		
Question 4				X
Question 5			X	

Composite 1 Score= 1+2+2+4+3=12

Question 24: What are the Encryption Protocol requirements, i.e. AES/Rijndael, DES, Triple-DES?

Answer: The vendor is responsible for proposing an overall software integrity control protocol. One component of this protocol is to fully detail an encryption procedure that will secure all data transmissions. The protocol will utilize a minimum 128-bit symmetric key.

Question 25: Is there a requirement to use the FIPS security standards within the system, i.e. FIPS 140-2? If so, would the system be using software or hardware based FIPS 140-2 support? Who would be responsible for purchasing such systems?

Answer: No, FIPS 140-2 compliance is not a required security standard.

Please note: The federal information processing standards are presented in the Application Functionality Requirements Agreement in terms of geographic locations.

Please see section B.3.12 User-Defined Functions:

“These functions will be defined at the local court level to meet the case management needs of individual courts:

...Ability to use the mandatory Federal Information Processing Standards (FIPS) for geographic location of offense....”

Question 26: One of the requirements of the RFP is that hardware recommendations be made. In relation to that requirement, we have the following questions:

- a. How much storage is currently being used by current applications and data? What has been the rate of growth?

Answer: Current databases range in size from 1GB for character only databases to 70GB for systems that deploy imaging. Rate of growth is generally about 20% a year.

- b. Is a requirement of the RFP that the vendor design network security and suggest applicable appliances?

Answer: No, the vendor is not required to design a network security plan; however, the vendor is expected to have end-to-end data security and a system security plan. Please see Section A.5.5.8 - End-to-End Data Security page 8 and Section B.2.8 - System Security Plan, page 105-108.

Section A.5.5.8 - End-to-End Data Security page 8

“The system shall have end-to-end data security and integrity control through the database design, the use of encryption, and other controls.”

Section B.2.8 - System Security Plan page 105-108

“The user courts and the central system must ensure security and integrity of the case processing system, its data, and its documents during normal operations and after a system failure or outage. This should be accomplished through a combination of features in the case processing application software, the normal

computer hardware and system software, and all special purpose hardware and software. Audit trails must be maintained for all electronic data managed by the system. The system's security and data integrity capabilities also must address five types of systems users:

Role 1 – For court users (e.g. the clerk's office staff) who individually have different privileges on the system but can collectively enter data and documents, access most data and documents, and change some data and documents, the system must be protected from unauthorized access and erroneous data entry.

Role 2 – For official users outside the court who frequently submit filings and need information from the system, there must be protection from access to unauthorized parts of the system, from submission of erroneous data and documents, and from direct entry of data and documents.

Role 3 – For unofficial users (e.g. the public), there must be protection from any access that goes beyond viewing limited parts of the system's data and documents that will be displayed on the web.

Role 4 – For city court administrative staff with privileges on the system to define both "user" functions and "staff" access privileges. They will be allowed to enter data and access all documents. The system must be protected from unauthorized access and not allow authorized users the ability to delete vital functions nor override the deletion of voided records.

Role 5 – For LASC JAO users (e.g. chief information officer, system administrator, data base administrator, data analysts, data security officer), there will be access to files and data as defined within a Memorandum of Understanding between the city court and LASC JAO. The system will not allow the staff of the LASC JAO to have the ability to update, change, or delete any records.

Superimposed on the privileges and restrictions defined by the above roles are the security and integrity provisions assigned to specific case types, parts of cases, cases with special restrictions, device, locations, and system operations.

The *LOUISIANA COURT CONNECTION* shall include multiple levels of security controls both on the front-and back-ends of the system. The system shall have the ability to control access to information based on organizational and individual authorizations. It shall be able to tailor individual security profiles based on user ids, agency, location and types of cases. It shall be able to assign a weight and security level to each case type. The system shall perform locally defined edit and data validation checks such as content of the individual data field and the relationship of the data field to other data. It should be capable of identifying mandatory entries and invalid entries. It should be designed to ensure that electronic filings and orders cannot be modified. It should enable modification of other electronic records by properly authorized persons.

Minimal Security Issues:

- Electronic schedule and case management requests should be checked for viruses and related hazards prior to transmittal to the court.
- The system should have an automated method for ensuring anti-viral software is kept up-to-date.
- Case scheduling and management transmissions should be secure.

- The system should maintain an audit log of all transactions.
- The system should maintain a registry of all users with their identifying information (name, locators, State Bar ID, etc.).
- The system should have a method for authenticating users. At minimum this should include identification of schedulers with user IDs and passwords.
- Access to the system should be controllable by both the courts and CMIS (i.e., system administrators must be able to review usage, and if necessary, remove or change IDs and passwords).
- System security should provide for multiple levels of scheduling authority and access to schedules. Scheduling and access capability should be variable by user category, by user, by case type, by case and by event type.
- Viewing of judge assignments should be restricted except for court authorized personnel.
- Ensure electronic case records (e.g., electronic filings, docket entries, system-generated documents, and calendars) cannot be modified without proper authority.
- Allow restricted access to security authorization tables defined, maintained, and controlled by system administrators (e.g., access authorization tables controlled by system administrator).
- Create and maintain records on access privileges for specific groups of users and types of data (e.g., case, defendant, and victim).
- Restrict access to and permissible operations (i.e., view; add; change; delete; seal; and expunge) on case types, case categories, files, parts of files, and system functions from and to other system functions, device (e.g., terminals, PC's, printers) locations, users, and groups of users.
- Restrict access to certain cases, classifications of cases, and parts of cases (e.g., access to sealed cases, access to defendant name and address in suppressed indictments) from specific system functions, device (e.g., terminals, PC's) locations, users, and groups of users in accordance with rules, statutes, or court orders (e.g., active, inactive, archived cases and in large multi-court systems, a court clerk in one city or district should not be able to modify or delete case data in another city or district).
- Provide security for public access allowed viewings. System should have the ability to restrict certain data fields from public view, such as social security numbers, the address of the arresting officers.
- Provide secure passwords for user (e.g., require password change periodically, automatic password expiration, suppress password display, support user created passwords, etc).
- Provide automatic logoff of application after predetermined period of inactivity, user defined feature at the court level.
- Support positive authentication of user.
- Maintain and produce audit trail of additions, modifications, deletions, and rejected transactions (e.g., filings entered into docket) including

who made entry, when entry made, whether date entered and date filed differ.

- Allow court supervisors (e.g., clerk of court, deputy clerks, supervisors, system administrator) to determine access levels to specific groups of information (i.e., victim, witness, juvenile victim, and juvenile witness) in order to comply with locally defined procedures as they pertain to witness and victim protection.
- Support secure access by authorized non-justice agencies for the maintenance of compliance data resulting from court orders.
- Provide field level security.
- Provide security for standard and ad hoc reporting.”

- c. Is the court looking for a real-time disaster recovery plan for site to site data replication?

Answer: No, the court is not looking for a real-time disaster recovery plan for site to site replication. The Court already has a real-time disaster recovery plan in place where data is replicated on servers residing in northern Louisiana.

- d. Is the court looking for the required hardware only for the pilot sites or the suggested hardware for all sites?

Answer: The proposer should identify all host hardware required at the LASC JAO central office and for individual pilot sites.

Please see section B.1.1 – Operating Environments, page 16.

The system must be operational within the current environment of the LASC JAO Computer Center, or the Proposer must **identify all host hardware** (including the proposed server size and disk storage capacity), and software (including operating system, application software, and database software) that will be required, in addition to, or as an enhancement of, this platform. This also extends to any third-party software or technology licensing (such as the operating system, database, or system software) that may be required to implement the proposers’ solution.

Question 27: Which of the following technologies would be acceptable to the court for meeting the “Web Based” requirement? Would a combination of the following technologies be deemed acceptable? Is there any preference as to web client being pure HTML versus HTML in conjunction with ActiveX, Java Scripting etc.

Answer: Yes, a combination of the following is acceptable as a proposed “Web Based” requirement. The preference is to not load additional client components, but they will not be systematically forbidden.

- a. HTML application (HTA)
- b. Web Applications (Web forms)
- c. Web Services (XML, Web Services)
- d. Internet-Enabled Applications (Windows forms Smart Clients)
- e. ActiveX
- f. Java Scripting

Question 28: Does LASC have any concerns in allowing use of open source frameworks such as Apache/Axis web services framework or JBoss application server etc.

Answer: The vendor may elect to propose open source frameworks. The overall cost to deploy and maintain additional technologies by the CMIS department will be strongly considered when a vendor is selected.

Question 29: Is English the only language supported in the application or any other localization, multi-lingual requirements are there?

Answer: Please refer to page 38, section B.2.1.1.5.6 - Digital Document and Form Generation in the Application Functionality Requirements Agreement. Various forms and notices will be generated in both English and Spanish. The selected vendor will receive these forms and notices in their Spanish translation.

Question 30. The RFP states that the Louisiana Court Connection needs to 'interface' with the IJJIS system. Please describe the functions of the IJJIS system and the types of data which need to interface with the Louisiana Court Connection system.

Answer: Please refer to page 8 and 9 of the RFP section 1.2 Background.

“The Integrated Juvenile Justice Information System (IJJIS) is a juvenile justice case management system developed in the public domain as an XML web-based (SQL Server 2005) system that permits data sharing among juvenile justice agencies. This system is based on national standards and will enable data sharing among statewide and local juvenile justice agencies handling cases involving juvenile delinquency, juvenile traffic, formal FINS, and juvenile probation, detention, and corrections. The IJJIS system has four levels of integration: (1) functional integration, (2) case integration, (3) local data sharing, and (4) statewide data sharing. Overall, system functions include case initiation, document and form generation, docketing (calendar and scheduling), automated minute entry, and tracking and reporting.

Currently, stand-alone components of the IJJIS system have been developed by the Supreme Court and the Louisiana Children's Cabinet. **The IJJIS system will need to interface with the system to be developed under this RFP."**

Question 31. Please confirm that there are no special networking requirements (such as virtual private network) for access to the Louisiana Court Connection system other than normal Internet connectivity and perhaps a cost-effective encryption method such as Secure Socket Layer (SSL) protocol.

Answer: There are no special networking requirements. We currently utilize normal internet connectivity and a data security policy.

Question 32. Are any of the system components listed in the table describing the Louisiana Court Connection pre-existing or do all of these e components need to be developed under this RFP?

Answer: Please refer to section 1.3 "Overview" of the RFP, page 9. The Integrated Juvenile Justice Information System (IJJIS) currently under development will merge seamlessly with the *Louisiana Court Connection*.

LOUISIANA COURT CONNECTION*					
AUTOMATED ADULT AND JUVENILE CASE MANAGEMENT SYSTEM					
CASE MANAGEMENT(CMS)	FINANCIAL MANAGEMENT	CASE SCHEDULING	REPORTING	UTILITIES	DOCUMENT MANAGEMENT
<ul style="list-style-type: none"> • Criminal • Civil • Traffic • Probation-Special Sentencing • Appeals • Services • Juvenile** 	<ul style="list-style-type: none"> • Receipts • Fines • Payments 	<ul style="list-style-type: none"> • Calendaring • Docketing • CMS (Interface) 	<ul style="list-style-type: none"> • Form Generation • Standard • Ad-Hoc (Query) 	<ul style="list-style-type: none"> • Interface(s) • Importing/Exporting Capabilities 	<ul style="list-style-type: none"> • Indexing • Scanning

* The *Louisiana Court Connection* will be Global Justice XML Data Model (GJXDM) compliant to the greatest extent possible.

** The *Louisiana Court Connection* will have a seamless integration with the Integrated Juvenile Justice Information System (IJJIS).

Question 33.

Question 33 a. Describe the basic requirements for the Document Management component of the system.

Answer: The two main components for document management are indexing and scanning.

Question 33 b. How many document types must be supported?

Answer: A list will be developed at a later date. The majority of documents to be indexed and scanned will be generated by the software as Word or WordPerfect format.

Please review page 57-58 of the Application Functionality Requirements Agreement.

B.2.1.1.6 - Manual File Management (HIGH PRIORITY)

The *LOUISIANA COURT CONNECTION* should generate printed documents for placement in the manual file and shall automatically generate bar-coded folder labels by case number for attachment to each manual file as a means of organizing and tracking the location of each physical file. Further the system should also keep track of any person who may have checked out a specific file, when a file may have been checked out and when the file should be returned. The system should also provide notification to the user when a particular file may be eligible for off-site storage.

File Tracking and Storage (*HIGH PRIORITY*)

- Provide capability to track files (e.g., barcodes and smart chips) and generate labels.
- Track paper files from time checked out of clerk's office through each borrower (including those external to courts such as prosecutor) until returned to clerk's office.
- Identify location (e.g. storage facility, location in facility) for paper files (e.g. details about case storage box, including box#, data and box code; re-evaluate case information and set a new box date).
- View and print list of cases which are to be moved to off-site storage based on user defined parameters.
- Provide ability to track multi-volume files.
- Provide ability to flag electronic files when paper copy file has been reported lost.

Document Management (*HIGH PRIORITY*)

- Provide for or interface with an electronic document management system (e.g., the scanning, storage, retrieval, and display of digital images, word-processing documents, and other document types).
- Allow search, retrieval, view, and printing of electronic documents and images (e.g., the user should not know or care if the document is imaged or created by the court in Word; all documents relating to a case should show as title of the document and be available for viewing on demand).

- Provide capability to toggle between views of several different documents.
- Create and maintain electronic documents.

Question 33 c. Is optical character recognition and/or intelligent character recognition required or both?

Answer: Optical character recognition is required for document management. We will not require intelligent character recognition because we do not have a need to recognize hand writing.

Question 33 d. What is the volume of documents to be processed per day, per month, and per year?

Answer: TBD

Question 34. Does the Court have a desired implementation schedule for the work identified by this RFP?

Answer: Please see section 2.1 Expected Time Period for Contract.

“The period of any contract resulting from this RFP is tentatively scheduled to begin on or about June 30, 2007. The LASC JAO has the right to contract with the proposer for up to three years.”

A **one-year** implementation schedule will be a part of contract negotiations with the selected vendor.

Question 35. We understand that there will be a 20% holdback for each milestone deliverable of the project. Upon implementation and acceptance of the deliverable, is our understanding correct that 10% will be paid with the other 10% being held until overall project completion?

Answer: Please see section 2.6 of the RFP “Billing and Payment”.

“Eighty-percent (80%) of the allowable payment amount for each milestone will be remitted to the Contractor upon successful completion of that milestone. The remaining 20% will be retained until written acceptance by the LASC JAO of all deliverables provided by the contract, i.e., there will be a 20% holdback of each milestone payment. Upon written LASC JAO confirmation of the successful implementation of Phase II (see 1.1 Purpose), one-half of the retained funds will be paid to the Contractor. The remaining retained funds will be paid to the Contractor upon LASC JAO acceptance of the system following the warranty/maintenance period.”

For illustration purposes only see the description below:

<i>Total Funds Available \$350,000</i>	<i>Deliverable 1</i>	<i>Deliverable 2</i>	<i>Deliverable 3</i>	<i>Deliverable 4</i>	<i>Successful Phase II Implementation</i>	<i>Final Payment</i>	<i>Total Payment</i>
80% of Allowable payment	\$70,000	\$70,000	\$70,000	\$70,000	-	-	\$280,000
20% Retained	\$17,500	\$17,500	\$17,500	\$17,500	-		-
10% Released	-	-	-	-	\$35,000		\$35,000
Final 10% Retained						\$35,000	\$35,000
Total							\$350,000

Question 36. Page 22. Can we assume that the Court will provide all of the hardware, software and networking required to host the Louisiana Court Connection system?

Answer: Yes, the court will provide all hardware, software, and networking equipment necessary to host the *Louisiana Court Connection* system.

Question 37. Page 23. We understand that implementation of data conversion from local city courts to the Louisiana Court Connection system is not within the scope of the RFP. Is this understanding correct?

Answer: Correct, conversion of historical data is not within the scope of this RFP.

Question 38. What type of data sharing is desired/permitted in the system? Is it an 'all or nothing' type of sharing or is it selective based upon the agency and end-user?

Answer: Data sharing is extremely selective and based upon individual court, agency, and end-user preference.

Question 39. Is the functionality identified on these pages (priorities 1-10) all-inclusive for the scope of this RFP or are there other system functions desired that are not mentioned on these pages? If it is not all-inclusive, what other functions may be desired?

Answer: Appendix V of the application functional requirements lists priorities on pages 49-51 of the RFP. This listing contains an overview of key software functionality. Desired system functions are list in the Application Functionality Requirements Agreement. The proposer will decide which priorities to include in the proposal. A priority description of high, medium, and low is included per functionality to aid the proposers when deciding which functions to include in their proposal.

Please see B.2 – Global Case Processing Requirements – Local Users page 24 of the Application Functionality Requirement Agreement.

The level of priority of the function and sub-function is listed at the end of each description under these “Global Case Processing Requirements” as: “HIGH PRIORITY”; “MEDIUM PRIORITY”; or “LOW PRIORITY.” A function having “HIGH PRIORITY” must be developed within the scope of this Agreement either as specified by the requirements or in other more innovative ways as may be proposed by the developer. A function having “MEDIUM” or “LOW PRIORITY” should preferably be developed within the scope of this Agreement. However, if the developer cannot meet these priorities within the project’s budget, they may be omitted, provided such omissions do not impair the functionality of the mandated and “HIGH PRIORITY” requirements. The addressing of “MEDIUM PRIORITY” requirements will be valued and scored higher than the addressing of “LOW PRIORITY” requirements.

Question 40. Has the Court or State viewed other states or company's similar solutions or software that it has found desirable in its function or form? What State or Company's software and/or system was it and what was found desirable? A response to this question will better allow us to gauge the exact and specific functionality of the system the Court and/or State desires allowing us to better estimate our cost for development and thus provide the end client the best and lowest cost in response to the RFP.

Answer: No, other software or similar solutions or hardware in the current marketplace was found desirable in terms of function and form. Therefore, the Supreme Court elected to develop a system.

Question 41. Has the funding and spending authority for this project already been received?

Answer: Yes.

Question 42. Is any part of the funding for this project grant monies? If so, are their any timeframes or grant stipulations the vendor must be aware of or need to be aware of?

Answer: Yes, grant money supports the development of this project. Due to Hurricane Katrina our timelines have been extended, we will develop an implementation time schedule with the selected vendor not to exceed one-year.

Question 43. Has the Court embarked on any similar projects such as this in the past? If so, what is/are the status of those projects?

Answer: Yes, IJJIS system is being developed by the Supreme Court and the Louisiana Children's Cabinet. This system is currently being pilot tested.

Question 44. Will the State provide any additional bid consideration to vendors that are certified as minority and/or woman owned or certified as small business enterprise?

Answer: The evaluation process for all proposals will be uniform as outlined in the evaluation criteria. Please review section 5.2 "Evaluation Criteria" of the RFP pages 24-25.

Question 45. Page 10 – 1.4.2: Deliverables (c) – For clarification, is Appendix VI the Application Functionality Requirements Agreement (AFRA)? Is Appendix V also referenced here (as it does mention "overview")? Please clarify and elaborate on this deliverable.

Answer: Appendix V entitled "APPLICATION FUNCTIONAL REQUIREMENTS" with the subtitle "Functional Requirements Overview" serves as an introductory overview of the application functional requirements. The document entitled "Application Functionality Requirements Agreement" (Appendix VI) provides a detailed description of the required system functionalities of the Louisiana Court Connection.

Please see section A.1 – Purpose of the Application Functionality Agreement page 1 of the Application Functionality Agreement.

The purpose of this AFRA is to provide guidance to the LOUISIANA COURT CONNECTION software developer as a means of ensuring maximum uniformity of system functionalities, the accommodation of all essential operational needs of local user groups in terms of their unique business environments, and the data needs of local and statewide users.

We ask that the vendor systematically address components of the System Design - Functional Requirements Specifications (See Appendix VI for overview) i.e. Louisiana Court Connection Design Document.

Question 46. Is there a preferred tool to be used for the online help facility? Please elaborate on the expectations of this deliverable.

Answer: No, we did not select a preferred tool for the on-line help facility. The user should be able to click on an icon to access the on-line help facility. Help topics should

be indexed in alphabetical and thematic order. The user should be able to query various help topics. The facility should contain screen shoots and examples of data entry and query procedures. The vendor may elect to use video and/or voice recorded commands and examples to provide instruction.

Question 47. Please explain the first bullet. Is this intended to be a DVD of a live training session or a computer-based training video? Also, what is a shortcut documentation guide? How does the New LCC System User Guide differ from the User Manual mentioned in (c)? Or are the User Guide and the User Manual the same?

Answer: Please see section 1.4.2 “Deliverables” of the RFP page 10-11.

a. End-User Documentation and Training Aids

- DVD Training Video developed in conjunction with user manual (optional)

The vendor may elect to record training session presentations or develop a computer-based training video.

- Shortcut documentation guide

The short cut documentation guide will outline everyday procedures users utilize on a routine basis. Descriptions should be no longer than 5 pages per topic. The main function of this guide is to serve as a “How to guide?”

- Enter a criminal record
- Enter a traffic record
- Enter a civil case filing
- Enter a probation case
- Enter service data
- Document an appeal
- Print a receipt
- Enter financial data
- Schedule a case on the court docket
- Print a report
- Index case paperwork
- Export data
- Import data

The vendor will be provided with a suggested list of topics to be included in this document. The suggested list of topics will be requested directly from city court personnel.

- New “LOUISIANA COURT CONNECTION” system user guide

This guide is intended for end-users. We define end-users as judges, city court clerks, prosecutors, defense counsel, district attorneys, minute clerks, social workers, probation officers, correctional personnel, and others.

This guide should be user friendly and geared toward an audience of lay computer users. Descriptions should not use computer savvy user language i.e. data export features support the following: dat, txt, ASCII, and XML. Complete descriptions of case and financial management, case scheduling, reporting, IJJIS interface, importing and exporting capabilities and procedures, and document indexing and scanning procedures should be addressed. The guide should include a table of contents and index. The vendor is responsible the constructing a table of contents. In addition, the manual should include screen shoots and data entry examples.

b. User Manual

The user manual is intended for a mature audience of programmers, information technology specialists, statisticians, data security experts, and court personnel. The manual will serve as a technical guide for these users. This manual should contain an entity relationship diagram, overall file specification and case (i.e. traffic, criminal, etc.) and financial management component data element description, and a data table description. The vendor will provide the names of various data elements used per screen shot i.e. defendants last name appear on the screen which is coded in the database as “dlastn”. The manual will list the source code used to form the *Louisiana Court Connection*. Detailed descriptions in the form of comments will outline the source code. A listing of required data entry elements will be outlined for criminal, civil, traffic, probation, appeals, and services case management. The manual will include an error log and a description of data validation rules. The manual should also contain a complete description of case and financial management, case scheduling, reporting, IJJIS interface, importing and exporting capabilities and procedures, and document indexing and scanning procedures.

Question 48. Please elaborate on training expectations (e.g., Train-the-Trainer)? How many training sessions?

Answer: Formal training sessions will take place at the Louisiana Supreme Court and pilot sites. Training sessions are expected to fully detail utilization of the *Louisiana Court Connection* in terms of data and minute entry, retrieval, modifications and/or edits of criminal, civil, traffic, probation, appeals, and services. These sessions will outline the utilization of financial management, case scheduling, report generation and query features, file importing and exporting capabilities, and document management. The vendor is expected to summarize the user manual in the formal training session. Mock cases will be entered in the Louisiana Court Connection during training sessions. Training sessions should not extend beyond a 5-day period.

Question 49. Can you provide the locations of the four (4) pilot sites so that potential travel expenses can be estimated? If they have not been selected, can travel and expenses be billed outside the contract?

Answer: No, travel and expenses can not be billed outside of the contract. A list of four (4) pilot sites is not available as of April 24th, 2007. In addition, please see section 2.6 of the RFP “Billing and Payment”.

“Payment will be based on the successful completion of milestones and deliverables to be specified in the contract. This is a fixed fee contract; therefore, *travel, rent, and other expenses will not be reimbursed.*”

Question 50. Does the organization chart need to contain names or just positions and numbers of employees under each position?

Answer: The organizational chart should contain employee names and job titles of all employees. For larger companies i.e. staff greater than 75 individuals, the chart need only include the unit and/or department of architects, developers and programmers who will directly work on the Louisiana Court Connection development team. We also ask that you include the names of your companies support staff and financial contacts.

Question 51. If necessary, is LASC willing to trim lower priority functionality to meet the predetermined budget?

Answer: Yes, lower priority functionality items mentioned in the Application Functionality Requirements Agreement may be trimmed to meet the \$350,000 budget requirement. Please refer to section B.2 – Global Case Processing Requirements – Local Users

“The level of priority of the function and sub-function is listed at the end of each description under these “Global Case Processing Requirements” as: “HIGH PRIORITY”; “MEDIUM PRIORITY”; or “LOW PRIORITY.” A function having “HIGH PRIORITY” must be developed within the scope of this Agreement either as specified by the requirements or in other more innovative ways as may be proposed by the developer. A function having “MEDIUM” or “LOW PRIORITY” should preferably be developed within the scope of this Agreement. However, if the developer cannot meet these priorities within the project’s budget, they may be omitted, provided such omissions do not impair the functionality of the mandated and “HIGH PRIORITY” requirements. The addressing of “MEDIUM PRIORITY” requirements will be valued and scored higher than the addressing of “LOW PRIORITY” requirements.”

Question 52. Can you provide more detail on what you want expressed for the criminal and traffic data extraction plan, the document indexing methodology plan, and the historical data migration plan and cost analysis?

Answer:

Criminal and Traffic Data Extraction Plan

The CMIS Division of the Louisiana Supreme Court is currently forwarding traffic and criminal dispositions to the Office of Motor Vehicles and the Department of Public Safety. Data elements forwarded consist of defendants demographic and drivers' license information, trial, sentencing (probation, community service, drivers' license suspension, etc.), disposition, and traffic ticket violation information. The vendors plan should clearly detail a method for extracting data elements as an XML file (not limited to XML), data validation and quality assurance procedures, record count, file name, extraction time date stamp, number of novel and updated records, etc. Please review the extract file data element listing located on the Louisiana Supreme Court website www.lasc.org. Please note: the proposed extraction methodology plan is not limited to details provided in this paragraph. The vendor may elect to include innovative technological solutions.

Document Indexing Methodology Plan

The proposer should detail a plan for linking digital images of court documents to a case file. The user should be able to ascertain a digital image of a court document by clicking on an icon. In addition, each image should have a unique identifier (bar code) that will distinguish various documents associated with a case. Furthermore, the methodology plan must identify a method for obtaining, indexing, and storing a digital image.

Historical Data Migration Plan and Cost Analysis

The historical data migration plan should specifically identify a method for matching data elements in both the *Louisiana Court Connection* and a historical database. Historical databases may contain a variety of platforms thereby a cost analysis plan should consider the following: the cost of converting historical data based on data system analysis, building translations tables, system interfaces, and etc.