

## **Overview of Proposers' Conference Questions and Responses**

- Q. Please expand on the following statement in the scope of services: “develop solutions to meet best practices.”
- A. The Court is looking for an analysis of our current software and practices to determine how we rate in comparison to current best practices in the industry. We would like to know where we are now, where we should be in the future and the possible cost of reaching that future point.
- Q. Under the scope of services, are you asking the selected firm to develop solutions to meet best practices?
- A. The Court is requesting a document at the end of the assessment that will outline our current position as it relates to best practices. This document may assess our software, processes and/or procedures as it impacts reaching best practices of the industry. The Court is not asking the selected firm to develop software or recommend a particular product.
- Q. Please clarify the Court’s desire for the selected firm to be independent of any software vendor.
- A. The selected firm must not be a reseller of software products. The Court expects an independent assessment of its current situation that will not include recommended solutions tailored toward software products sold by the selected firm.
- Q. Would a firm that uses, implements, supports or modifies software from various vendors for its client, but does not sell software, be disqualified under your independence clause?
- A. No, you would not be disqualified. The Court is looking for a firm that has expertise in various software solutions and is capable of making an independent recommendation after evaluating our current situation.

- Q. Are you looking for the selected firm to provide a list of software vendors to meet your needs?
- A. The needs assessment should drive the selected firm to this decision. If the assessment determines our practices are lacking, need improvements or changes to eliminate disconnects between departments, the selected firm can recommend software that can eliminate these issues identified.
- Q. Have you been subject to any audits that determined any issues related to software or business processes?
- A. The Court is audited annually by the State Legislative Auditor as well as by our own internal auditor on a regular basis. The Legislative Auditor has recommended that we review our payroll process and possibly make some revisions. That recommendation prompted our decision to do an assessment to determine our long term goals and solutions rather than focusing on one issue.
- Q. Does the Court have any preference on the firm selected subcontracting the job to local or Louisiana firms?
- A. No. The Court has no preference. We are looking for a firm that is capable of performing the assessment. We do however prefer that the individuals performing the work are employees or long-term contractors of the selected firm. We are not looking for a firm that will build a team of subcontractors specifically for this contract.
- Q. Our firm not only assesses the required systems but we interview key individuals as part of our evaluation. Will we be allowed to interview key individuals? If so, how many would there be and where are they located?
- A. Yes, you will be allowed to interview key personnel. The majority of the interviews will be conducted in our main location at 400 Royal St. The number of individuals to be interviewed will be between 12 and 15. Our Human Resources staff is located in Baton Rouge, about a two hour drive from this location. The Human Resource Director comes to the New Orleans office at least once per week.

Arrangements could be made to bring her staff here to New Orleans, if necessary for interviews.

Q. Does the Judicial Administrator's Office of the Supreme Court interface or share data with other departments?

A. Yes. The Supreme Court is the umbrella that encompasses the Judicial Administrator's Office, the Clerk of Court, the Law Library and the Judicial College. The Clerk of Court and the Law Library have their own independent systems. At year end they both manually transfer data to the Judicial Administrator's Office for preparation of the Supreme Court's financial statements that are submitted to the State of Louisiana.

Q. Would there be a problem talking to other departments outside of the Judicial Administrator's Office?

A. No. This assessment has been initiated, funded and supported by the Justices of the Supreme Court. There will not be any problem interviewing staff to make an accurate assessment of our current position as it relates to financial and technology best practices.

Q. Are the satellite locations connected by LAN to your systems? Will there be a need to visit them?

A. The satellite offices are connected by LAN but they have no access to our systems. Their only connection to this assessment would be their time, attendance and leave reporting. There should be no need to visit these locations.

Q. Is the Court tied into the State's SAP system for payroll and human resources?

A. The Court's systems are independent of the State's systems.

Q. Are you currently electronically transferring funds between locations or transferring payroll information?

A. The Court currently pays only six (6) vendors by means of EFT. Most Judges and employees are on direct deposit but we do not have any electronic reporting of time or other payroll information.

Q. Are you looking to replace current systems with new technology or are you attempting to determine what you can do better with the systems you have in place now?

A. We are not making any assumptions concerning our software. We are doing this assessment to get an independent third party recommendation on how to move forward.

Q. How did the Court determine the one year timeframe for the assessment?

A. Funding is received by the Court on an annual basis. We simply used one year to coincide with our annual funding to avoid any possible shortfalls of funding in a future period. We are flexible in terms of the period required to do the assessment as long as it remains within the contracted costs for the project.

Q. Does the Court have a specific budget allotted for this project?

A. No. The Court does not have a specific budget. Based upon the bids received the Court will determine if it needs to request funding from the Legislature or use its own reserves to pay for the contract.

Q. Does the Court have a specific document or format it would like to see the assessment delivered in at the end of the project?

A. No. The Court expects at the end of the project to receive a report on the assessment that documents your findings and your recommendations. This will be used to build a business case for improving systems, processes and/or procedures for the Court, if any are required.

Q. Our company normally delivers a draft document that is reviewed and edited by the customer before the final product is delivered. How many copies will be needed for the review and editing process?

- A. The Court will need 6 copies for of the draft document for review.
- Q. Will there be a project manager assigned to the selected firm to assist in arranging interviews, acquiring rooms for interviews, requesting documentation and things of that nature?
- A. Yes. A project manager will be assigned by the Court. The Court will provide the necessary space and equipment to the selected vendor to conduct the assessment.
- Q. Will the Court make available to the selected firm documented procedures for each process?
- A. Documentation of procedures has disappeared over a period of time. The selected vendor will need to gain that type of information from staff interviews. The Court expects as part of the final report documentation on current processes and procedures and recommended improvements.
- Q. Does Delta currently support your software? Is Delta contractually obligated to provide assistance to the selected vendor?
- A. Yes, Delta currently supports our software. We will need to research the Delta contract to determine any obligation to provide assistance to the selected vendor.
- Q. Does the Court expect documentation on internal controls or the control environment?
- A. Yes. The Court would expect that any area of improvement identified by the assessment would be included in the final report.
- Q. Will additional questions that may arise between this conference and the RFP deadline be addressed?
- A. Yes. We will continue to accept questions that will help clarify our request and assist in the submission of proposals. All subsequent questions and responses will be posted our website.

- Q. Will the Court provide conference room space and equipment, such as telephones, fax machines and copiers to the selected vendor?
- A. Yes, the Court will provide access to facilities and equipment necessary to perform the contracted services, where available.