

Administrative Office of the Courts

REQUEST FOR INFORMATION

ELECTRONIC STORAGE FOR COURT REPORTER NOTES

Release Date Friday February 9, 2007

RESPONSES DUE BY:
FRIDAY MARCH 16, 2007, 3:00 P.M. PST

Judicial Council of California
Administrative Office of the Courts
2860 Gateway Oaks, 4th Floor
Sacramento, CA 95833

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I. Invitation to Respond

You are invited to respond with information to assist the Judicial Council, Administrative Office of the Courts (“AOC”), and the Superior Courts of California in a Request for Information (RFI) to evaluate commercial software products that will assist court personnel in the electronic storage of court transcripts and other relevant documents. Only vendors who respond to this RFI shall be considered eligible to respond to subsequent invites to request for proposal that will result from this RFI.

Your response will be submitted to the AOC. Please use the information contained within this document and the format requested as the basis for your response.

A. Background

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (“AOC”) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

B. Project Description

One of the challenging problems encountered by the courts today is how to provide adequate storage for an ever-increasing volume of court reporter notes. First, the courts are mandated by state statutes to store reporter notes for long periods of time. This can require a significant amount of physical storage space. Next, there is the issue of ensuring that the storage space is environmentally secure, that the notes will not be damaged by heat or dampness. Finally, there is the issue of how to locate a given note file when it is needed; this is often the most challenging aspect.

Therefore the AOC is requesting information from vendors that have the proven experience and a good track record with other partnerships to provide software that can address the storage problem, the security problem, and finally the access problem.

Ease of installation and use is an essential requirement. The vendor will be required to provide storage, retrieval, and security programs. All programs should reside on main a server, located either on or off site. Additionally, it is a further requirement that the server/s be constantly monitored and supported by the vendor. The software feature must include at the minimum.

- a) User friendly.
- b) Thoroughly tested by its target audience and in use for a number of years.
- c) Provide extensive security for transcript notes files.
- d) Requires very little involvement in terms of setup by the courts IT staff.
- e) Provides for in-house training.
- f) Reasonably priced.

II. Requirements

A. Court Breakdown

Many courts have multiple locations. The following numbers of judges below are useful in terms of representing the order of magnitude of court sites:

Small Court – (forty-six) 46 Locations - between 1 – 30 Judges

Medium Court – (eight) 8 Locations -between 30 – 100 judges

Large Court - (three) 3 Locations - between 100 - 250 Judges

Extra Large Court - (one) 1 Location - between 250 – 470 Judges

Total number of Courts Statewide = 58

III. Response Format

The following is the format outline for a response to this RFI. This outline is intended to minimize the effort of the respondent and structure the responses for ease of analysis by the AOC. Please adhere to this format.

A. System Features

Questions in this section address the function of servers, file features as well as system security.

1. Once the court notes are downloaded on floppy disk how are these files stored on the server?

Response:

2. Once files have been downloaded to the vendor's server, how are they accessed by the court?

Response:

3. What is the maximum storage capacity a given court may be allowed?

Response:

4. How do you offer security protection for the software program? Describe how your service will protect from unauthorized copying, alteration or deletion of court files?

Response:

5. Does your software program provide for search or retrieval of previously loaded court notes?

Response:

6. Do you provide each user with independent passwords to the system?

Response:

7. The system administrator will require the option to delegate the use of this software to other authorized users, can that be accommodated?

Response:

8. Provide the capacity limit for download per file and retrieval per file?

Response:

9. Where is the storage server located?

Response:

10. Describe what other files may be downloaded to the server?

Response:

11. What is the maximum duration for storage of files?

Response:

12. Do you provide any time access to software storage program?

Response:

13. Does your application have a report feature? If so, describe what type of reports may be obtained using this software?

Response:

14. Which operating systems are compatible with this software?

Response:

15. May this software be used in conjunction with other technology?

Response:

B. Management, Training & Support

Questions in this section address file management, software training and program technical support.

1. Court Reporters are required to comply with the California statutory requirements as it pertains to the storage of court notes. Are you able to accommodate the courts on this requirement?

Response:

2. Death penalty images (files) will have to be maintained indefinitely until ordered deleted by the authorized court personnel. Are you able to accommodate the courts with this request?

Response:

3. It is standard procedure that a 30 day notice is given by the vendor to the court prior to the deletion of any note files? Are you able to accommodate the courts with this request?

Response:

4. Explain how the court will receive records of the note files stored? In what format are these records to be submitted to the court?

Response:

5. In the event the contract is terminated by the court and removal of the software is required, describe the ease and completeness of this process?

Response:

6. In the event the agreement between the parties is terminated, what options are available to the court with respect to files stored previously?

Response:

7. Specify how often back-ups will be performed on the server?

Response:

8. May the court's system administrator have the opportunity to work with the vendor on how to customize/ configure the software?

Response:

9. Does the vendor have a website that allows the court to seek assistance and report operational and/or system problems?

Response:

10. How is the storage server monitored?

Response:

11. What are the hours for telephone technical support?

Response:

12. How many simultaneous users are supported?

Response:

13. How much in-house training is required in order to manage the software?

Response:

14. Are their special network requirements (LAN or WAN) for optimal operation of this software?

Response:

15. What telecommunications connectivity/speeds are required for optimal use of this software?

Response:

16. What internet browser is the most compatible with this software?

Response:

17. Does this software have any known conflicts or incompatibilities? If so, please describe?

Response:

18. Does your software support blocking by protocol, activity, pop-ups, email, etc?

Response:

19. In the event the main storage server malfunctions due to technical difficulties, describe how service will continue for the courts?

Response:

C. Pricing & Cost Alternatives

Questions in this section relate to the several aspects of pricing. Please Identify non-recurring and annual recurring costs. Also, discuss (if applicable) cost drivers, cost tradeoffs, and schedule considerations.

1. What if the court elects to have a storage server on site? What is the cost associated with this request?

Response:

2. What are the initial set-up costs for this software?

Response:

3. What type of technical support is offered with this software? Does it come at an additional fee?

Response:

4. How is the software priced? By the workstation? By the number of workstations? By the number of Simultaneous users? What are the increments in which licenses are offered - e.g. 1-49, 50-99, 100-499, 500-999?

Response:

5. Is there an annual subscription or renewal fee required for the software? And how long are the quoted renewal prices guaranteed?

Response:

6. Are discounts offered for volume purchasing? If so, please explain the discount structure.

Response:

D. Corporate Expertise

Briefly describe your company, your products, customer base and services, history, ownership and other information you deem relevant.

E. Project Experience

Please describe in particular, any projects you have been involved in that are similar in concept to what is described in this RFI.

F. Additional Materials

Please provide any other materials, suggestions, and discussion you deem appropriate.

IV. RFI Submission Information

A. Confidential or Proprietary Information

All materials submitted in response to this RFI will be returned only at the AOC's option and at the expense of the vendor submitting the response. One copy of a submitted response will be retained for official files and become a public record. Any material that a vendor considers as confidential but does not meet the disclosure exemption requirements of the California Public Records Act should not be included in the vendor's proposal as it may be made available to the public.

B. Reservation of Rights

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation or an offer. Vendors who respond to this RFI shall be considered eligible to respond to subsequent invites to request for proposal that will result from this RFI. Responders are solely responsible for all expenses associated with responding to this RFI.

C. Contact Information

All email submissions sent to the Solicitation Mailbox, TCSolicitation@jud.ca.gov and MUST contain the subject referencing "**Electronic Storage for Court Reporter Notes RFI**" and other appropriate identifying information in the email subject line. If a vendor's question relates to a proprietary aspect of its proposal and the question would expose proprietary information if disclosed to competitors, the vendor may submit the question in writing, conspicuously marking it as "CONFIDENTIAL."

Following is the point of contact this RFI:

Alexi Andersen, Contract Specialist
Email: TCSolicitation@jud.ca.gov

D. Response Time

Deadline for submitting this RFI is Friday March 16, 2007. Please submit responses via e-mail in Microsoft Office document format by 3:00 P.M. PST. Supplemental hardcopy materials such as brochures, etc. may be sent to:

Administrative Office of the Courts
Finance Division – Business Services
Attn: Trisha Hatcliff
Contract Specialist
2860 Gateway Oaks, 4th floor
Sacramento, CA 95833-3660

E. Information Exchange

After the AOC has had a chance to review the submitted material, your firm may be contacted and asked to participate in an information exchange with the AOC.