



Administrative Office of the Courts

REQUEST FOR INFORMATION

SHARED SERVICES ENVIRONMENT

February 28, 2002

**RESPONSES DUE BY:
MARCH 18, 2002, 9:00 A.M. PST**

Judicial Council of California
Administrative Office of the Courts
455 Golden Gate Avenue
San Francisco, CA 94102-3660

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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 trial courts of California in defining a shared services environment. The environment will house and support staff and technology including:

- numerous business applications
- application hosting services
- application Help Desk functions
- network infrastructure for application and desktop support
- systems analysis and technical consulting services as required
- the ability to add hardware, software, telecommunications, and applications for additional court locations and users
- the ability to support multiple logical configurations and security requirements in a single physical application implementation

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.

The Judicial Council's Strategic Plan (<http://www.courtinfo.ca.gov/reference>) establishes the broad statewide goals for judicial branch information technology efforts for Planning, Case Management Systems, Infrastructure, Information Standards and Communications. These objectives provide the framework for managing judicial branch technology resources. Specifically, this Request for Information (RFI) is in response to the **Infrastructure Objective**:

Design and put into place an infrastructure that will provide the staff, hardware, software, and technology management necessary to support the computing services and telecommunications required to meet the information technology needs of the branch.

The Information Services Division (ISD) of the AOC is responsible for supporting this objective by coordinating branch-wide technology planning, developing and serving as advocates for technology funding requests for the branch, monitoring the expenditure of technology funds allocated to the courts, and recommending and supporting judicial branch technology standards.

B. Project Description

Consistent with the Judicial Council's Strategic Objectives, the AOC has a number of technology efforts underway:

- creating a unified network architectural standard for all 58 of the trial courts
- upon acceptance of the network architecture, developing and implementing a pilot eleven Bay Area Courts.
- defining requirements for a statewide network.
- creating a service bureau environment for 5 trial courts that are in immediate need of desktop and application support.
- reducing the number of case management systems (CMS) used by the trial courts by establishing CMS certification criteria
- identifying and implementing applications to support trial court administrative functions (e.g. HR and fiscal)
- identifying and implementing data sharing capabilities between the courts and their justice partners, both state (e.g. DMV and DOJ) and local

The objective of this RFI is to explore the different models that the AOC could employ to build a shared services environment that would physically house and support the products that result from the above efforts and would allow for further functional expansion. The most immediate need is to support the housing and running of the application chosen to support the fiscal administrative functions. The fiscal system is scheduled to convert the first trial court in September 2002. The second priority is to house and support one of the approved CMS systems that will be certified in December 2002, which will be used by the 5 service bureau courts, about 250 users. The facility and services must be scaleable and robust enough to support a large portion of the trial courts' current and future technology requirements.

II. Requirements

The AOC is requesting information from vendors that have proven experience in the role of a systems integrator and a good track record of partnerships with managed service providers and web hosting entities. The vendor may also provide, in addition to performing the functions of a systems integrator, primary support in one or more of the other services (e.g. ASP and Help Desk) required.

The AOC is requesting vendors interested in leading and participating in this effort to present information on the various models that might be used to construct a shared services environment by 3rd quarter 2002. The AOC has no predisposed specific solution other than to keep the number of direct vendor relationships to a manageable number and ensure clear lines of responsibility and accountability for the projects.

A. Projects In Progress

Information on the shared services environment project should account for the inclusion of the projects listed below:

- Services to Trial Courts in Outsourced Payroll Processing - RFP link <http://www.courtinfo.ca.gov/reference/rfp/payrollrfp.htm>. RFP in progress.
- Software and Implementation Services Enterprise Financial System – RFP link <http://www.courtinfo.ca.gov/reference/rfp/tcfsrfp.htm>. Chosen vendor SAP
- Trial Court Local and Wide Area Network Architecture – RFP link <http://www.courtinfo.ca.gov/reference/rfp/lanwan.htm>. Chosen Vendor SBC/Pac Bell
- The Service Bureau Project – This project consists of two parts. The first part is to establish a desktop infrastructure for 5 courts. The second part is to install a certified case management system. The desktop infrastructure is well on its way to being completed. Interlink Solutions Group is the company that has been responsible for designing and installing the desktop environment. The vendor that the AOC has been working with for CMS certification is Sustain (<http://www.sustain.net>). The Sustain product is expected to be ready for installation in December 2002. At that time, the AOC expects to have a shared services environment that will support the desktop and application functions.

B. Future Application Requirements

In addition to the Fiscal, HR, and Sustain CMS applications mentioned above, the AOC envisions supporting another 3 to 4 CMS applications. The case management system (CMS) is the main application used within the court for management of cases. This application is the repository for all cases and all events associated with each case. Currently, there are multiple CMS applications running throughout the state. Many counties are running numerous CMS systems in support of different case types. The AOC is in the process of identifying viable

long-term strategic CMS application vendors to house in the shared services environment.

The following chart depicts the distribution of CMS applications by county as of June 2001.

Court Case Management Systems												
Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unfld.	Family	Small Claims	Probate	Mental Health	Minimum CMSSs Used
Alameda	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	DOMAIN	Inhouse	Inhouse	DOMAIN	Inhouse		2
Alpine	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	1
Amador	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	1
Butte	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Calaveras	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Colusa	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Contra Costa	Inhouse	Inhouse	Inhouse	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	2
Del Norte	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
El Dorado	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	1
Fresno	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Glenn	SCT	AGS	AGS	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	2
Humboldt	Crimes	Crimes	C.A.R.T.S.	Facts	Facts	Facts	Facts	Facts	Facts	Facts	Facts	3
Imperial	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Inyo	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Kern	CJIS	CJIS	Jalan	CJIS	PSI	PSI	PSI	PSI	PSI	PSI	PSI	2
Kings	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Lake	AGS	InHouse	InHouse	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	2
Lassen	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Los Angeles	InHouse7	InHouse7	InHouse8	InHouse4	InHouse4 InHouse5	InHouse1 InHouse2 InHouse3	SusDOS	SusDOS SusIE	SusDOS SusIE	SusDOS AIS	ISDXiv	12
Madera	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	1
Marin	CJIS	CJIS	InHouse	InHouse	InHouse	PSI	PSI	Inhouse	PSI	Inhouse	Inhouse	3
Mariposa	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Mendocino	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Merced	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	1
Modoc	InHouse	InHouse				InHouse	InHouse	InHouse				1

Figure 10. Court Case Management Systems

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unfiled	Family	Small Claims	Probate	Mental Health	Minimum CMISs Used
Mono	InHouse	InHouse	InHouse									1
Monterey	CJIS	CJIS	InHouse	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	3
Napa	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Nevada	Inhouse	Inhouse	JDS	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	2
Orange	KPMGI	inhouse	inhouse	KPMGI	SCT	InHouse	SCT	SCT	SCT	SCT	SCT	3
Placer	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Plumas	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	1
Riverside	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	2
Sacramento	CJIS	CJIS	ISD	Inhouse	Inhouse	Sustain	Sustain	Sustain	PROTEM	Sustain	Sustain	5
San Benito	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
San Bernardino	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDcrim	2
San Diego	InHouse2	J1 (?)	InHouse3	InHouse4	InHouse4	InHouse1	InHouse1	InHouse1	InHouse1	InHouse1		5
San Francisco	Inhouse	Inhouse	SATS	AGS	AGS	ACIS	ACIS	ACIS	Small Claims	ACIS	ACIS	5
San Joaquin	CJIS	CJIS	CJIS	CJIS	CJIS	ACS	InHouse	InHouse	InHouse	InHouse	InHouse	3
San Luis Obispo	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	2
San Mateo	CJIS	CJIS	JDS	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	3
Santa Barbara	Sustain	ISD	ISD	Sustain	Sustain	ISD	Sustain	Sustain	Sustain	Sustain	Sustain	2

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Lid.	Civil Unfld.	Family	Small Claims	Probate	Mental Health	Minimum CMSSs Used
Santa Clara	CJIS	CJIS	InHouse	AGS	AGS	AGS	AMA	AMA	InHouse			5
Santa Cruz	ISD	ISD	MVS	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	3
Shasta	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Sierra	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	1
Siskiyou	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Solano	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Sonoma	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	1
Stanislaus	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	1
Sutter	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Tehama	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Trinity	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Tulare	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Tuolumne	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Ventura	KPMG2	KPMG2	KPMG2	KPMG2	ISDCIV	ISDCIV	ISDCIV	ISDCIV	ISDCIV	ISDCIV	ISDCIV	2
Yolo	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Yuba	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1

Figure 10. Court Case Management Systems

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In addition to the CMS applications, there will be other supporting applications that will be housed in the shared services environment, such as the ACS Jury System and the JSI Jury + system.

C. Volume Information

Characteristics describing the courts that would fundamentally distinguish their size and volume are the number of Authorized Judicial Positions (AJPs) that represents the combined number of Judge, Referee and Commissioner positions funded within each court. The number of Authorized Judicial Positions (AJPs) is based on a formula incorporating the key business factors of the court: case volume in total, case volume by type, and the amount of time and resources required to process each type of case. Authorized Judicial Positions is representative of the court workload. The workload has been broken into four groups:

<u>Group</u>	<u>AJP Range</u>	<u>No. Of Courts</u>
Small	2 – 11	32
Medium	11 – 50	17
Large	51 – 200	8
Extra Large	201 +	1

It is important to note that these ranges were established at a point in time (June 2001) and are not static. The above figures are valid for planning purposes.

The chart on the following page summarizes the volume information by court.

Below are the column definitions.

FTEs - All other Court employees that do not fall under the Authorized Judicial Positions number listed above. Thus, the number of staff plus the AJPs represents the total number of employees at each court (across all locations).

Total Filings - The number of cases that are filed each year. Cases are distinguished by type, i.e., criminal, traffic, probate, etc. There are differences in how each of these cases is processed, but for planning purposes the gross number is represented below.

Locations - There is a minimum of one location for each court, and often significantly more. The number of locations within each court is listed in Figure 9. This number includes the main locations within the courts' county. The numbers listed within this report are useful in terms of representing the order of magnitude of sites. Following is a detailed list of Courts by Grouping.

Court Statistics Fiscal Year 1999-2000				
Group A - SMALL	AJPs 2-11	FTEs	Total Filings	Locations
Alpine	2	5	1,833	1
Amador	2	24	9,129	1
Butte	11	120	46,263	7
Calaveras	2	21	7,274	1
Colusa	2	12	13,063	2
Del Norte	2	29	10,729	2
El Dorado	8	94	29,757	5
Glenn	2	20	2,412	4
Humboldt	8	92	28,404	5
Imperial	11	94	56,294	6
Inyo	3	18	15,213	3
Kings	9	74	35,768	7
Lake	4	34	15,260	3
Lassen	2	16	11,957	2
Madera	7	65	32,446	4
Mariposa	2	14	2,295	1
Mendocino	9	72	17,548	7
Merced	10	99	64,623	10
Modoc	2	11	3,293	2
Mono	2	14	6,378	2
Napa	8	82	26,847	5
Nevada	7	56	27,936	3
Plumas	2	16	7,489	4
San Benito	2	22	10,700	2
Sierra	2	5	1,280	1
Siskiyou	5	58	23,842	6
Sutter	5	39	21,942	3
Tehama	4	43	25,059	5
Trinity	2	12	-	3
Tuolumne	4	35	11,827	2
Yolo	10	109	42,243	3
Yuba	5	45	14,834	1

Figure 9. Court Statistics by Grouping

Group B - MEDIUM	AJPs 11-50	FTEs (FY 2000-2001)	Total Filings	Locations (2001)
Contra Costa	49	394	215,679	21
Fresno	44	447	191,689	15
Kern	40	388	184,832	12
Marin	15	156	59,186	3
Monterey	20	183	98,105	8
Placer	12	102	64,704	9
San Joaquin	28	269	167,162	13
San Luis Obispo	14	146	65,523	5
San Mateo	33	339	164,021	8
Santa Barbara	24	249	112,281	8
Santa Cruz	14	130	56,876	6
Shasta	11	148	47,828	8
Solano	22	226	103,800	3
Sonoma	19	191	102,780	7
Stanislaus	22	200	62,722	6
Tulare	20	177	90,955	6
Ventura	31	335	182,241	5

Group C - LARGE	AJPs 51-200	FTEs (FY 2000-2001)	Total Filings	Locations (2001)
Alameda	84	828	165,000	15
Orange	142	1564	189,000	12
Riverside	68	726	201,000	21
Sacramento	62	744	466,000	12
San Bernardino	70	832	258,000	23
San Diego	151	1593	463,000	22
San Francisco	64	534	161,000	4
Santa Clara	89	791	424,000	17

Group D - EXTRA LARGE	AJPs 201+	FTEs (FY 2000-2001)	Total Filings	Locations (2001)
Los Angeles	579	5726	2,766,385	69

Figure 9. Court Statistics by Grouping

D. Information Characteristics

a. Partners in the Justice System

There are two primary categories of users that the Courts communicate with, Local and State Users. Local users include agencies associated with the County that the Court is located in and include other interested parties that the Courts share information with. These users include but not limited to:

Sheriff	Police
Jail	Public Defender
Private Attorney	District Attorney
Grand Jury	Local Bar
General Public	Business (e.g. small claims)
Community Services	Employees of the Court
Probation	County Governments
	Social Services
	Parks Department
	Elections Board
	County Counsel

State users include agencies where there is a direct need for information exchange including agencies that the Courts have a reporting relationship with. These users include but not limited to:

Courts of Appeal	Supreme Court
Administrative Office of the Courts	Department of Motor Vehicles
State Social Services	Department of Justice
CA Highway Patrol	State Controller
Legislative Analysis Office	Department of Corrections
Schools	State Licensing Agencies
Franchise Tax Board	State Public Defender
Consumer Affairs	

b. Information Flow

Because the majority of communication revolves around case processing, a chart (Figure 6) relating each of the ten case types with the flow of information to these users was developed. For example, during the processing of a Probate case, the interaction is with only four users: a Private Attorney, the General Public, the Court of Appeal, and the AOC.

USERS/CASE TYPES: INFORMATION FLOWS

LOCAL Users	Case Types									
	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Sheriff	x	x	x	x		x	x		x	
Police	x	x	x	x		x	x			
Jail	x	x	x	x		x	x			
Public Defender	x	x	x	x	x	x	x			
Private Attorney	x	x	x	x	x	x	x	x		x
District Attorney	x	x	x	x	x	x	x			x
Grand Jury			x							
General Public	x	x	x	x	x	x	x	x	x	x
Community Services			x	x			x			
County Government	x	x	x	x	x	x	x			x
Probation		x	x	x			x			
Courts of Appeal	x	x	x	x	x	x		x		

STATE Users	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Supreme Court			x							x
AOC	x	x	x	x	x	x	x	x	x	x
DMV			x	x			x		x	
DOJ			x			x	x			
CA Highway Patrol			x	x			x			
Dept of Corrections			x	x		x				
Schools				x						
State Licensing Agencies			x							
Franchise Tax Board		x	x				x			

Figure 6. Users/Case Types: Information Flow

c. Pictorial Representations

The figure on Page 15 represents the flow of information within the trial court and between the state and local users. The Facilities Management entity represented in the chart represents the facilities management functions of the shared services environment.

The figure on Page 17 shows the regional organization of the trial courts.

E. Operational Support and Application Service Requirements

The shared services environment must be run as a full-fledged technology center with all the attendant support and service level agreements. The following support services must be provided:

Account management	System administration
Production environment	Network administration
Dev/test environment	Database administration
Service levels	SAP Basis administration
Data Retention	Batch Jobs
Backup and Recovery	Software license management
Upgrades	Help desk

See **Appendix A** for more detail.

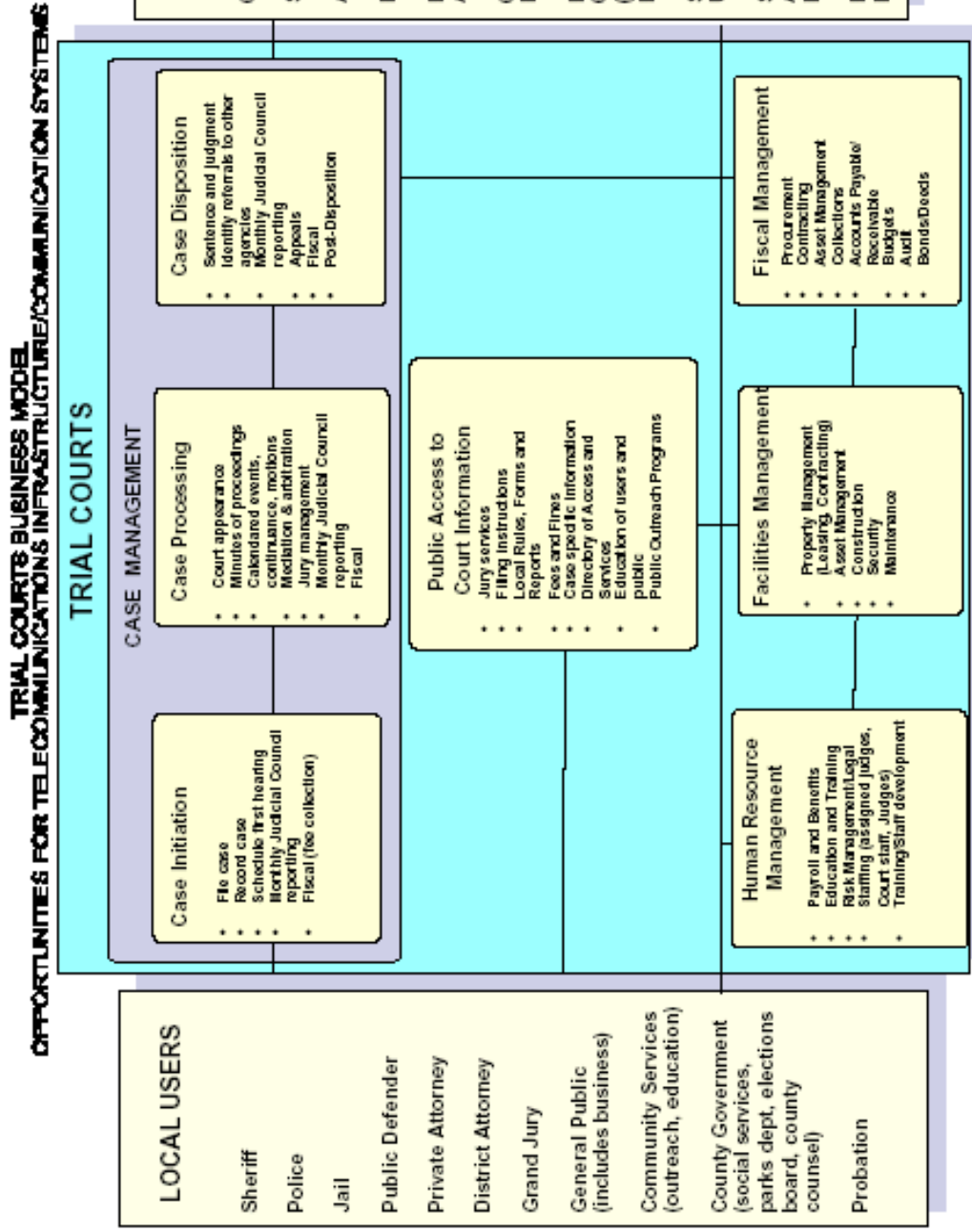


Figure 4.

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REGIONAL STATE TRIAL COURTS MAP

Administrative Office of the Courts



January 28, 2002

III. Response Format

The following is a suggested outline and page counts 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 without compromising your response.

A. Section 1 - Conceptual Alternatives

Briefly describe two or more alternative strategies for the shared services environment, include the reliability and availability characteristics of the alternatives. Discuss how the relationships would be constructed from a management, financial, and contractual perspective. Discuss the capability for expansion to meet future requirements. Discuss alternative network service approaches. (2-4 pages per alternative with one diagram per alternative. Where possible identify the brand/type of equipment that would typically be deployed).

B. Section 2 – Support Service Assessment

Please refer to the list of topics in Appendix A and construct service and support models that address the “response” column. The topics in **Appendix A** correspond to those listed in **Section II.E. - Operational Support and Application Service Requirements**

C. Section 3 – Feasibility Assessment

Briefly describe the feasibility of each alternative and comparative tradeoffs and risks. (1 page per alternative).

D. Section 4 – Cost and Schedule Estimates

Provide cost estimates for each alternative and the contract pricing terms. Identify non-recurring and annual recurring costs. Also, discuss cost drivers, cost tradeoffs, and schedule considerations. (1-2 pages)

E. Section 5 – Corporate Expertise

Briefly describe your company, your products and services, history, ownership, financial information, and other information you deem relevant. (Keep it brief)

In particular, please describe any projects you have been involved in that are similar in concept to what is described in this RFI, including management and operations approach, security requirements, security assurance processes, and any relevant lessons learned (1-2 pages per project).

Include any comments on the structure of the requirements for a formal RFP response.

F. Section 6 – Additional Materials

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

IV. Submission Information

A. Disclaimer

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation. All information received in response to this RFI that is marked Proprietary will be handled accordingly. Responses to the RFI will not be returned. This request for information by the AOC and corresponding responses by vendors to this notice is not an offer and cannot be accepted by the AOC to form a binding contract. Responders are solely responsible for all expenses associated with responding to this RFI.

B. Contact Information

Following is the point of contact this RFI:

Emily Strachan
(415) 865-7403
Emily.Strachan@jud.ca.gov

Please submit responses via e-mail in Microsoft Office format by 9:00 A.M. PST on March 18, 2002, to: Emily.Strachan@jud.ca.gov. You may also submit supplemental hardcopy materials such as brochures, etc. to:

Emily Strachan
Administrative Office of the Courts
Information Systems Division – 3rd Floor
455 Golden Gate Avenue
San Francisco, CA 94102-3660

C. 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. The objective of this forum is to gain further understanding of your proposed alternatives.

Appendix - A

Since the SAP Financial System is the first to be implemented in the shared services environment, please address the following questions regarding Service Level Agreements:

Service During Production	Response
Account Management	Describe how the AOC account would be managed (i.e. single point of contract, problem escalation, issue resolution, etc.).
Production Environment	Indicate what level of support will be provided for the Production Environment.
Development/Test Environment	Indicate if a Development/Test Environment can be accommodated and how often the data will be refreshed from Production data.
Service Levels	Describe the general service level monitoring and performance reporting.
Data Retention	Describe the online data retention (months), and data retention for older data.
Backup and Recovery	Describe the daily, weekly, monthly, full system backups provided.
Disaster Recovery	Briefly describe the general disaster recovery procedures.
Upgrades	Describe how the vendor will work with the AOC to keep the SAP system environment current with SAP's current releases and upgrades.
System Administration	List services provided (establish and monitor CPU, memory and disk utilization maximums, install h/w to reduce system utilization, monitor and maintain file system, escalate problems to operating system vendors, apply system patches, etc.)
Network Administration	List services provided (manage WAN and routers, monitor network utilization, etc.)
Database Administration	List services provided (monitor table utilization, monitor and tune db performance, apply patches, etc.)
SAP Basis Administration	Describe the SAP administration support that can be provided.
Batch Jobs	Indicate if batch jobs can be executed and monitored, the quantity, and run frequency.
Software License Management	Indicate which licenses (operating system software, Server Utility Software) will be managed, and compliance reporting that will be provided.
Help Desk	The AOC requires 24x7x365 Basis Support provided in Enterprise Application Hosting, and general help desk services 54x12x260.

Describe the Service Level Agreements (SLAs) that can be provided for the following categories: Application Services, Network Services, and Disaster Recovery Services

SLA Category	Service	Response
<i>Application SLA</i>	Application Availability	
	Application Response time	
	Benchmarking of multiple transactions and reporting to a key metric	
<i>Network SLA</i>	Network Response	
	Network Availability	
	Network Throughput	
	Network Data Loss	
	Network Security	
<i>Disaster Recovery SLA</i>	Initial response time to declared disaster	
	Redundant circuits to the fail over system	