



RFP AOC-2016-01

RESPONSE TO MULTIPLE QUESTIONS RAISED REGARDING DIFFERENT PROVISIONS OF THE RFP

State Entity: State of Alabama Administrative Office of Courts (“AOC”)

RFP Number: SBD-2016-01

The Administrative Office of Courts (“AOC”) received several questions regarding numerous issues involving the RFP. The questions and our answers are posted below:

1. Are there federal dollars available to support this project or is the currently appropriated state funding all that is available?

Answer: The AOC does not know of any available federal funds at this time.

2. Is it the opinion of AOC that enough funding has been appropriated to complete the full requirements of this RFP within the 2017 fiscal year?

Answer: The legislature has appropriated funds to develop a Case Management Solution, and the RFP was drafted to obtain the Case Management Solution that is needed for the state court system.

3. In section 4.3.a the last sentence reads, “Sub-second response times are a must.” There may be multiple factors impacting network speeds between the AOC data center and the county courthouses around the state. Thus, would AOC consider these response times requirements as measured from the AOC data center’s line of demarcation or web-server tier as sufficient?

Answer: Although it is our goal to develop an application with the best possible response times, we will work with the selected vendor, and we will also consider the response times requirements as measured from the AOC data center’s line of demarcation or web-server tier as sufficient.

4. Section 4.2.d states the following:

“Develop appropriate interfaces to maintain integration with, and communication between, the Case Management Solution and current plug-ins, third-party software (such as AlaCourtPlus and AlaVault)...”

Is it the intent of AOC for these integration points to be updated by the third party vendors to use the new structure and/or naming conventions? Or, is the vendor expected to generate exchanges to match the current structure and naming convention?

Answer: That determination may be made on a case-by-case basis. The vendor selected for this project agrees to cooperate with any third parties to ensure the case management solution will work as efficiently as possible. (See Section 4.8.f.) Therefore, AOC thinks there will be some situations where the third party vendors will need to use a new structure or naming convention and other situations where the selected vendor for the case management solution will need to use existing structures or naming conventions.

5. Does AOC currently utilize third-party CASS certification software to order postal mailings and does AOC anticipate continued use of the product? If not, is it AOC's assumption that they will procure commercially available CASS certification software outside of this contract (similar to that planned for hardware needs)?

Answer: AOC will purchase the CASS software. The selected vendor is responsible for developing interfaces with whatever CASS software the AOC utilizes.

6. Other than the mainframe source code itself, what other documentation is available (ie. process documentation, requirements documentation, system architecture, flow diagrams, data dictionaries, etc.)

Answer: Copybooks, record layouts, program documentation and a limited data elements dictionary is available for review.

7. Has AOC considered whether a phased or by-module implementation approach is preferred to a big-bang rollout?

Answer: Yes.

8. Would AOC consider a train-the-trainer approach for end-user training?

Answer: Yes, we will consider a train-the-trainer approach for end-user training. However, the vendor will be responsible for all training materials (instructor and student) materials to include media, books, handouts, etc. be provided by the vendor.