

REQUEST FOR PROPOSAL

ATTACHMENT B



**KING COUNTY
PROCUREMENT SERVICES
DIVISION
620 K.C. ADMIN. BUILDING
500 - 4TH AVENUE
SEATTLE, WASHINGTON 98104
(206) 296-4210
(206) 296-4211 FAX**

DATE ISSUED: October 3, 1996

PROPOSAL NUMBER: 137-96RLD

PROPOSAL OPENING DATE: October 31, 1996 TIME: 2:00. P.M

ALL PROPOSALS MUST BE SUBMITTED TO THE PURCHASING AGENCY NO LATER THAN 2:00 P.M. EXACTLY

BUYER: Roy L. Dodman: eap 

REQUISITION #: 99912

TITLE: DEVELOP DESIGN AND WRITE RFP FOR KING COUNTY ELECTRONIC COURT RECORDS

Sealed bid proposals are hereby solicited and will be received only at the office of the King County Procurement Services Division in Room 620 of the King County Administration Building, 500 Fourth Avenue, Seattle, Washington 98104 to Develop Design and Write an RFP(s) for King County Electronic Court Records for the King County Department of Judicial Administration. These services shall be provided to King County in accordance with the following and the attached instructions, requirements and specifications.

Submittal: The original and one (1) copy of this entire RFP document package shall be signed and submitted including the original and seven (7) copies of the proposal response, data or attachments offered. The original shall be noted or stamped "Original."

Proposers are urged to use recycled/recyclable products and both sides of paper for printed and photocopied materials, whenever practicable, in preparing responses to this RFP.

Pre-Proposal Conference: A conference to discuss questions related to this RFP shall be held at 10:30 a.m., Tuesday October 15, 1996 in Conference Room #610, sixth floor, King County Administration Building, above address.

Questions: After the Pre-Proposal Conference, Proposers will be required to submit any further questions in writing prior to the close of business Tuesday, October 22, 1996 to the above address, in order for staff to prepare any response required to be answered by Addendum.

(Continued on Page 2)

NOTE: INFORMATION WITHIN BORDERED AREA MUST BE COMPLETED AND SIGNED.

LEGAL NAME OF OFFEROR/CONTRACTOR (PRINT OR TYPE)			NAME OF AUTHORIZED REPRESENTATIVE (PRINT OR TYPE)	
STREET			TITLE	
CITY	STATE	ZIP	SIGNATURE	
TELEPHONE NUMBER				

SECTION I - GENERAL INFORMATION

- A. King County is an Equal Opportunity Employer and does not discriminate against individuals or firms because of their race, color, creed, marital status, religion, age, sex, national origin, sexual orientation, or the presence of any mental, physical or sensory handicap in an otherwise qualified handicapped person.
- B. King County encourages the creation of supported employment programs for developmentally and/or severely disabled individuals. The County itself has such a program and is actively seeking to do business with those contractors and consultants which share this employment approach. If your firm has such a program, or intends to develop such a program during the life of this contract, please submit documentation supporting this claim with your bid/proposal/qualifications. If you have questions, or need additional information, please contact Della Shaffer, King County ADA Coordinator, 296-7705 or Terry Koyano, Compliance Supervisor, 689-3168.
- C. King County strongly encourages minority and women owned firms and community based organizations to submit proposals.
- D. All proposals submitted become public information and may be reviewed by appointment by anyone requesting to do so at the conclusion of the evaluation process.
- E. No other distribution of proposals will be made by the proposers prior to any public disclosure regarding the RFP, the proposal or any subsequent awards without written approval by King County. For this RFP all proposals received by King County shall remain valid for ninety (90) days from the date of submittal. All proposals received in response to this RFP will be retained.
- F. Proposals shall be prepared simply and economically, providing a straight forward and concise but complete and detailed description of the proposer's abilities to meet the requirements of this RFP. Fancy bindings, colored displays and promotional materials are not desired. Emphasis shall be on completeness of content.
- G. If a proposal contains any information that the proposer does not wish disclosed to the public or used for any purpose other than evaluation, all such information must be indicated with the following statement:

The information contained on pages _____ shall not be duplicated or used in whole or part for any other purpose than to evaluate the proposal; provided that if a contract is awarded to this office as a result of or in connection with the submission of such information, King County shall have the right to duplicate, use or disclose this information to the extent provided in the contract. This restriction does not limit King County's right to use information contained herein if obtained from another source.

Provided, the Washington State Public Disclosure Act (RCW 42.17) requires public agencies in Washington to promptly make public records available for inspection and copying unless they fall within the specified exemptions contained in the Act, or are otherwise privileged.
- H. King County reserves the right to reject any or all proposals that are deemed not responsive to its needs.
- I. In the event it becomes necessary to revise any part of this RFP, addenda shall be provided to all proposers who received the basic RFP.
- J. King County is not liable for any cost incurred by the proposer prior to issuing the contract.

- K. A contract may be negotiated with the proposer whose proposal would be most advantageous to King County in the opinion of the King County Department of Judicial Administration, all factors considered. King County reserves the right to reject any or all proposals submitted.
- L. It is proposed that if a selection is made as a result of this RFP, a fixed price contract will be negotiated. Negotiations may be undertaken with the proposer who is considered to be the most suitable for performing the work. This RFP is primarily designed to identify the most qualified firm. Price and schedule will be negotiated with the "first choice" proposer; negotiations may be instituted with the second choice and subsequent proposer until the project is cancelled or an acceptable contract is executed.
- M. The contents of the proposal of the selected proposer will become contractual obligations if a contract ensues. Failure of the proposer to accept these obligations may result in cancellation of their selection.
- A contract between the successful proposer and King County shall include all documents mutually entered into specifically including the contract instrument, the RFP, and the response to the RFP. The contract must include, and be consistent with, the specifications and provisions stated in the RFP.
- N. News releases pertaining to this RFP, the services, or the project to which it relates, will not be made without prior approval by, and then only in coordination with, the King County Department of Judicial Administration.
- O. King County Code 4.16.020 prohibits the acceptance of any proposal after the time and date specified on the Request for Proposal. There shall be no exceptions to this requirement.
- P. King County agencies' staff are prohibited from speaking with potential proposers about the project during the solicitation.

Please direct all questions only to:

Roy L. Dodman
Senior Buyer
(206) 296-4316

SECTION II - PROJECT BACKGROUND

SUMMARY: This Request for Proposal (RFP) is to obtain advice and RFP writing from a technology expert able to review the plans developed for electronic Superior Court records in the Court Clerk's Office, to revise and update those plans and to re-estimate costs with currently available technology in mind. The Contractor will develop a thorough understanding of the needs and requirements of Electronic Court Records (ECR) in King County. The Consultant will then prepare detailed technical descriptions of the system components required for ECR, which we will incorporate into the Department of Judicial Administration's (DJA) RFPs to begin implementation of the system as soon as possible in 1997. The Contractor will work under the direction of the ECR Project Manager, and will receive further direction and support from the Superior Court Clerk and the ECR Steering Committee. Where we reference "Project Management," we mean any or all of: the Project Manager, Superior Court Clerk, and ECR Steering Committee.

The case files of the Superior Court, for which the Clerk has custodial responsibility, are composed of original, signed documents which are the papers and pleadings of the case. The case file papers are most often in standard formats described in the *Rules of Court*. The Clerk's practice is to file a presented document if it clearly carries the case number and caption and is capable of long-term preservation as required by law.

The Superior Court and the King County Department of Judicial Administration (DJA, or "Clerk's Office") have concluded it is necessary to convert to a system where future case files will be composed of electronic documents. Electronic documents include documents imaged¹ through scanning and electronic digital text files.² Both substitute electronic items for hard copy, storing them on magnetic media, optical disks, and the like. Copies of pages from electronic case files can be quickly transmitted, while sending hard copy always takes time—even faxing is time-consuming and labor intensive.

A. The Problem with Hard Copy

A hard copy case file is solid and familiar, but also inefficient and limiting. The problem is that, while printed pages are a popular, compact, familiar, usable, and highly portable medium for information, they are expensive to create, cumbersome, and costly to preserve. The longer a paper is separated from its origination point, the more it is commonly thought that the information in the paper is "dated."

Each day more than 6,000 documents are filed in the Superior Court Clerk's Office, adding more than 28,000 pages a day to the Court files. About 7,000,000 new pages a year are added to already crowded court files. About 25 staff handle hard copy performing repetitive actions like stamping, sorting, retrieving, refiling, searching, delivering, and boxing. A microfilm agency employs more than a dozen people to break down files, remove staples, film, and stage and destroy the paper files.

B. Single-Copy Original Court Files

The Superior Court case file is now composed of the original signed documents in the case; there is only one file, so only one person can reference it at a time. With an electronic court record, many users could reference the same pages at the same time from different locations.

The parties to the case, the court, and the clerk file most documents. The pleadings and papers detail the progress and issues of the law case. They are referenced by the judge who manages the case, hears motions, or conducts the trial. They are used by the parties to the case. They may be read, unless sealed, by the public. Files are used by staff in the Clerk's Office, the case court reporter, and often by researchers, investigators, title companies, the public, the press, and the just plain curious.

When not checked out to someone else, and when located on the open shelving of the Clerk's Office, a file is available for a user at the Access counter in about 10 minutes after it is ordered. Juvenile case types are available at the Juvenile Court, several blocks from the

¹Imaging is the process of taking an electronic picture of a document and storing the electronic version instead of a paper version. Imaging entails capturing, storing, and retrieving information from micrographics or through optical disk technology. Images when compressed still require 50,000 to 80,000 bytes per page in computer storage or transmission bandwidth.

²Digital text files are made up of text created in a computer and maintained in the basic form of computer-constructed words and symbols. They are machine-readable, as evidenced by the fact they can be spell-checked, text searches can be performed, and data can be pointed to. Text files take up about 4,000 bytes per page.

Courthouse in Seattle. A number of files are stored off site. Persons wishing to see them must wait on twice-a-week visits by the DJA Courier.

The single-copy case file is at risk for loss, misfiling, or mischief. Though users reference case files in the Clerk's Office under the watchful eyes of Court staff, sometimes case files are subject to attempts to alter documents or remove them from the file. A number transposition error in filing a file folder makes it "lost" until searched out.

C. The Electronic Court Records (ECR) Project

Throughout the 1990s, we have seen an increasing number of papers filed in Superior Court case files. Our initial studies pointed toward document imaging as a possible solution to the problems of hard copy. Documents could be displayed on a computer (or printed out) and referenced by more than one user at a time.

In 1994, Washington's court leaders recognized that digital text files were feasible and could be used as an alternative to static images. Such electronic court records could be produced from any computer, displayed as images (thanks to embedded format codes), and take less computer space per page than an image. Where clerks now read and re-enter data into a mainframe (SCOMIS, the Superior Court Online Management Information System), routine data could be "read" from digital text files and posted to other systems, saving much costly data entry labor and reducing errors that are inevitable when data is re-entered.

D. Factors Recommending Implementing ECR Quickly

Since the initial ECR concept was developed, other requirements have arisen making implementation of ECR all the more pressing.

1. 1997 Budget

As part of the 1997 King County Budget process, DJA had to cut its quarter-million-dollar annual microfilming program. DJA must still remove as much hard copy from the shelves as will be filed in 1997. If those files cannot be microfilmed, they must be stored off-site, or they might be scanned and stored in the ECR system.

2. Regional Justice Center (RJC) Opening

The Regional Justice Center (RJC), which will open in Kent, Washington, in early 1997, will be responsible for approximately 30% of the case files of the Superior Court. Regular Courier service between the Courthouse and the RJC will include moving case file folders, but physically transporting files will take at least a day. This will create confusion and frustration for those wanting to reference a case file only to find it is located at the other Court site.

It is inevitable there will be times when a hearing or other judicial action is required at one site and the case's one-and-only file folder is located at the other. Neither sending the case file by the Courier (driving on Seattle's chronically congested freeways) nor faxing the documents will meet the needs of the Court for immediate reference to the file. We will need to make case files available electronically to meet the demand for quick reference.

3. Support to Videotaped Proceedings

The Regional Justice Center plans to use "video arraignment" in criminal matters. Logistics, security, and cost issues make transporting Jail inmates from the Regional Justice Center to the downtown Courthouse, or from the downtown Jail to the RJC, infeasible. Live video-conferencing will allow the Court to act without delay. Documents created at a video arraignment cannot be in the simultaneous physical presence of parties at the same time. Electronic documents which can be viewed by all participants through the network will be needed.

4. Electronic Forms

In criminal matters, cases conclude with the filing of a "Judgment and Sentence (J&S)," a form which contains substantial data on the case and the Court's rulings. The J&S, a state pattern form, is used by many agencies in the law and justice system. Throughout the life of the case and after, it is necessary that the J&S be retrieved and copied for clerks, the Court, the jail or penitentiary, and other agencies. Agencies need the J&S to perform duties relative to the convicted, the incarcerated, victims, and others. Today these papers

are photocopied, certified, and mailed or delivered by a clerk to the recipient. If scanned as images or prepared digitally, the J&S forms would be more readily available for all purposes. Such a project is under consideration as one of the early applications for ECR.

5. Case Schedules

Almost all cases before the Superior Court are assigned a Case Schedule at the time of filing. The schedule is used by the parties, the Court, and the Clerk to track completion of milestone events through the trial to case resolution. Case Schedules are changed by Court Order, upon a party's motion or for administrative reasons. Keeping track of a case schedule can be confusing when the original Schedule and subsequent amended schedules are found only in the original court file. The Clerk is looking at the maintenance of case schedules as electronic documents as an early application for ECR.

F. County-Wide Coordination and Infrastructure

King County has many data systems within the expanded government which came from the King County - Metro merger. The County's Wide Area Network (WAN) is expanding to include the County's many departments. A significant effort has been made to equip the County with an adequate technological infrastructure for large-scale data systems supporting government functions.

The Electronic Document Management Advisory Committee (EDMAC), formed this year as a forum for departments about to implement systems with substantial electronic document components, is an inter-departmental body which has effectively drawn attention to shared concerns. EDMAC's technical standards project is assembling "best practice" information and questions, *de facto*, and *de jure* standards for many of the issues which must be confronted in planning such systems. EDMAC promotes collaboration and adopting common approaches to similar problems. EDMAC's attention to the infrastructure issues assumes that unless the County succeeds in providing central services and common approaches, each department will have to bear the expense of developing its own infrastructure.

A common data gateway, a coordinated disaster recovery plan, shared technology facilities, a shared security plan and interface to Internet, common practices and methods for determining costs and charging for electronic data, document mark-up language, and other EDM system features are being tracked by EDMAC. DJA's ECR project and those of other departments hope to be able to plug into County services; otherwise, they must provide for them if they are not available when needed.

SECTION III - CONSULTANT QUALIFICATIONS

The successful proposer will demonstrate competence and a proven performance record in the required qualifications described here.

A desired, but not required qualification is to have a detailed familiarity based on direct involvement with one or more applications of electronic document management in a court of similar jurisdiction or size. The proposer may point to similar experience from a non-court application so long as it is shown how that area compares with the court.

A. Demonstrated knowledge of Electronic Document Management (EDM), in theory and practice, based on detailed knowledge of EDM systems currently in operation.

The proposer must have substantial knowledge of EDM from a combination of academic study, including advanced degree(s), special training by accredited or reputable organizations, and practical experience. Academic credentials and contact information for responsible individuals familiar with the proposer's experience in this area should be provided.

The proposer must be familiar with the range and variety of electronic document management uses in business, industry, and government today. The proposer will demonstrate how education, training, and experience have made the proposer conversant with Electronic Data Interchange (EDI), Electronic Document Management (EDM), Document Imaging, Workflow, Business Process Re-engineering, and the conversion to electronic records across an enterprise.

B. Knowledge of and experience with computer networks and experience in developing and implementing the architecture for a complex computer system involving linking multiple platforms.

The proposer must have substantial practical experience with complex computer installation involving networks and multiple platforms, including mainframe, UNIX, DOS, Windows, and other operating systems and environments. The proposer's involvement with systems must be shown to have required extensive and detailed understanding of their workings. The proposer preferably has had responsibility

for all or part of the integration and successful operation of the system.

C. Knowledge and experience in complex large-scale project management of similar or greater scope to King County's ECR Project.

The proposer will have led or participated in a large-scale, complex project involving multiple organizations, constituent groups, elected and appointed officials, and the public. The proposer will have used modern project management techniques and tools to ensure adherence to schedule, maintenance of critical path activities, involvement of stakeholders, and close monitoring of expenditures against budget.

The proposer will demonstrate experience in implementing a complex data or electronic document management, document imaging, or similar conversion to electronics in a significant business area of a large institution, corporation, or government agency. The proposer will demonstrate a successful record of implementation planning and implementation strategy selection and execution. Part of the demonstration of this qualification will be provided through references to responsible individuals in a position to have observed the proposer's performance and contributions first-hand.

D. Experience with workflow design and software implementation.

The proposer will have knowledge and experience with automated workflow systems and their installation. The proposer will demonstrate understanding and experience in helping workers and management at all levels to describe existing workflow relationships and procedures and to translate them into instructions for automated workflow systems. The proposer will show familiarity with the workflow software platforms and products available in the marketplace today. The proposer will supply references to attest to the proposer's ability to match the requirements of an organization with an appropriate selection of workflow products.

E. Experience implementing open system architecture, with demonstrated understanding of the direction of future technology and the techniques to use to keep options open.

The proposer will show how training and experience has prepared the proposer to develop the detailed technical requirements of a complex system such as King County's ECR project in such a way as to ensure that the resulting products will be open system architecture. The proposer will show how previous responsibilities have resulted in non-proprietary technological applications which have been able to be modified without reliance upon a single platform, system, or vendor.

F. Objectivity and absence of conflict of interest.

To ensure objectivity and prevent even the appearance of a conflict of interest, the Contractor (individual or firm) will not be permitted to be a proposer for any of the software, hardware, or services required for the ECR project, nor to have a financial interest in or receive other benefit from any company, individual, or firm which submits a successful bid. The Contractor will disclose any personal or financial connections with proposers at the time bids are being considered.

SECTION IV. CONTRACTOR SERVICES AND SCOPE OF WORK

TIMELINE: The Contractor (individual, team, or firm) will be expected to complete the tasks outlined in the Scope of Work (below) as soon as possible, but no later than (6) months after the execution of this award and notice to proceed.

A. Study proposed capacity requirements and hardware/software architecture for Electronic Court Records (ECR) Project.

The Clerk has developed proposed models (configurations of hardware, software, and services) which are thought to include the necessary components of an electronic court records system for King County. Specifically, a proposal submitted for the 1996 King County Budget contains estimates of the capacity and hardware/software configuration required for ECR. Elements of this proposal include: labor, scanners, gateway (receipt and screening) server, bulletin board, Internet, mark-up software, publishing software, hard disk array for data in process, optical disk storage systems and servers, document retrieval techniques and equipment, linkages with existing networks and mainframe systems, backup and disaster recovery, workstations and workstation upgrades for ECR compatibility, image display systems, and computer output to microfilm.

The Contractor will become thoroughly familiar with the business reasons for implementing ECR and will be responsible for raising questions to elicit information required to support present recommendations on hardware and software platforms to be solicited and

installed.

The Contractor will review and understand the concepts, ideas, and equipment proposed to date by the Clerk for ECR. The Contractor, with the ECR Project Manager, will discuss issues and requirements for ECR with key persons in affected organizations (King County DJA, Superior Court, Court Administrator, King County Prosecuting Attorney, Office of Public Defense and its contract Defender Agencies, Information and Telecommunications Systems Division, King County Correctional Facility).

The Contractor will consult with key persons in other County agencies and organizations to determine what will be required to implement ECR within the County's existing infrastructure and available resources.

B. Revise design to meet project objectives with current products and vendors.

Based on this study, the Contractor will assist project management in describing anew the components of ECR and their interrelationships, both in preliminary forms and in a final format developed jointly by Contractor and Project management.

Once the Contractor has a thorough understanding of the need for and requirements of ECR, the Contractor will propose alternative, updated approaches using contemporary equipment and techniques. (Previous estimates as to ECR requirements, specifications and costs were based in earlier years' technology and pricing.)

The Contractor will revise the design for ECR based on present and emerging market considerations and realities. This will ensure ECR is built using the most up-to-date components available using existing resources.

The Contractor will show ECR project management how each element of the revised model for ECR provides a required service or capability. Features which are mission critical for ECR will be clearly identified; optional features will also be identified. The final proposed design will be presented to the Steering Committee for discussion, clarification, identification of issues and questions, and approval.

The Contractor will ensure that the architecture will be open system, upgradeable, expandable, extensible, capable of plugging in new features and capabilities, and not closed off from future potential features or business process re-engineering.

The ECR Steering Committee will consider and have authority to adopt or direct modification in the design developed by the Contractor.

DELIVERABLE #1: Written description or conceptual model of the revised architectural plan for ECR, pointing out the components and costs to implement it in the Department of Judicial Administration (DJA). The description will clearly identify components, describe the relationships among them, and explain why each is recommended. Options and alternatives, if any, will be noted. Include an explanation of how the architecture meets the need to have open systems and the capacity for interoperability.

C. Research other jurisdictions for examples of similar applications.

The contractor and Project Manager (with advice from the Steering Committee) will contact selected leaders and technicians involved in pilot testing or implementing electronic document management systems in courts of similar size or jurisdiction. Initial research may involve a review of materials collected to date by the ECR Project Manager. Other research will be done through the World Wide Web and a survey of literature in technical and legal publications.

The Contractor will help the Project Manager and Steering Committee to understand the business case made for EDM systems, the strategy adopted by the jurisdiction, and the success or failure factors associated with each installation. The Contractor will guide the Project Steering Committee and Project Manager in minimizing avoidable problems by learning from the others.

In studying other EDM systems in courts around the nation and the world, the Contractor will pay close attention to the strategies used to pay for the installations, whether in legislative appropriations, technology bonds, user access fees, special grant funds, or otherwise.

DELIVERABLE #2: A synopsis of each project, system, etc., studied, with a brief explanation of strengths and weaknesses. Also, explain how the ECR design avoids problems identified in other

applications at other courts.

D. Review and revise relevant capacity and volume requirements.

Contractor will review the statistical basis for estimates of document and page load on the King County Superior Court and will help to express this load in system capacity terms. The Contractor will review information needed to indicate the basic requirements for such items as document storage, number of disk drives required for normal accessing of court files, space issues, bandwidth/network capacity issues, the requirements to allow for an adequate number of simultaneous users of the system, the speed requirements of the system, the labor impact, and the savings associated with ECR.

DELIVERABLE #3: Spreadsheet or other modeling tool that can express capacity projections for ECR and test a variety of assumptions

E. Clarify issues related to interface with other data systems, e.g., SCOMIS.

Confer with DJA, the Office of the Administrator for the Courts (OAC), Superior Court, the Information and Telecommunications Services Division (ITS) of King County, and other experts on systems with which ECR will need to interact or be integrated.

Prepare detailed recommendations for the integration of ECR with other systems. Advise project management on what role, if any, there should be for existing systems in connection with ECR, ensuring that ECR will remain a stand-alone file storage and retrieval system which is not dependent for its functioning on other systems. The Contractor's report on integration with other systems will address technical issues, though the Contractor may comment on other areas of concern, such as the advisability of combining efforts with the King County Recorder's Office to establish a common data dictionary, with shared standards and practices in naming data types in all agencies.

DELIVERABLE #4: Contractor will prepare a description for each system with which ECR must be prepared to interact, showing the requirements for ECR, the modifications (if any) required in other systems, modifications (if any) in ECR required, the person/team/organization in charge of the outside system(s), and any other information relevant to ECR implementation. This list will be updated as new information is obtained.

F. Write technical RFPs for components of ECR.

Review County technology standards and infrastructure plans, and identify what components of ECR need to be obtained from outside vendors via Requests for Proposal. Write the technical descriptions and details for RFPs to vendors to obtain the hardware, software, and other services required to implement ECR.

The Contractor will develop the specifications and present them to the ECR Project Manager. The Contractor will explain what each component provides. Once they have concurred, the Contractor and Project Manager will present their recommended specifications to the Steering Committee, which must approve the Requests for Proposal before they are issued.

RFPs must require that all vendors supply features, equipment, software, *etc.*, which are open architecture and not proprietary.

The Contractor will reserve adequate time to assist project management in reviewing Proposals and will make recommendations on the bidding vendors.

1. Recommend backup, disaster recovery, and security strategy.

Unless King County adopts a centralized backup, disaster recovery, and security program suitable for the ongoing operation of ECR, the Contractor will recommend best practices to be adopted by the Clerk within the available resource. This will become an aspect of the overall ECR project and its costs and details will be addressed with the work completed in Section II., F., above.

DELIVERABLE #5: Where County infrastructure projects or other services or features expected to be supplied from the "outside" are identified as (1) likely to be incomplete at the time of ECR

implementation, or (2) inadequate to meet the needs of ECR, the Contractor will identify "work-around," alternative methods to address the unmet need(s). The Contractor will produce detailed technical descriptions of the components of the ECR system for inclusion with the Requests for Proposal (RFPs). Unless provided by the County, the Contractor will prepare recommended approaches to backup, disaster recovery, and security and indicate what can be done within the available resource.

G. Detailed cost projections for all related organizations (DJA, Court, Prosecutor, Defense, etc.).

Costs projected in 1995 represented only costs associated with the Department of Judicial Administration (DJA) and only the revised/updated costs will be associated with the resource reserved by the County for ECR. The Contractor will compare current cost projections for the other agencies with the 1995 estimates. Projected costs will include adequate amounts for operation and maintenance over time (5-10 years). Costs will include the costs of connecting to County infrastructural services along with any ongoing County charges to maintain them.

Cost projections will clearly identify assumptions and sources of pricing information. They will also indicate and include the cost of Washington State Sales Tax and any other taxes which the County would have to pay in acquiring the hardware, software, and services needed for ECR.

The costs for other agencies which will be major ECR users (Prosecuting Attorney, Office of Public Defense, Defender Agencies, Superior Court Administration, King County Correctional Facility) will be reviewed with them.

The Contractor will construct educated estimates on the probable costs for installing features beyond the "core project," e.g., hypertext, smart documents, local notation capabilities. The Contractor will identify the ongoing cost of maintenance for system components, their probable life spans, and the timing and costs of replacement or upgrading.

The Contractor will assist project management in developing cost justifications for all components. This will contribute to project management's conclusions about ECR savings projections, revenue sources and cost recovery options, and impact on facilities and staffing. This includes helping to identify what is possible and reasonable to expect in terms of labor savings based on acquisition of ECR technology. The Contractor will estimate where the labor savings will occur and when the savings will happen.

DELIVERABLE #6:

Detailed listing of the equipment, software, and other services required to install ECR in DJA, along with prices (cited in a standard way to facilitate comparison), taxes, and other costs. Alternatives to first-choice components also be identified, with costs. The Contractor will determine the probable requirements (equipment, software, services, upgrades, etc.) and the approximate costs for adjunct departments and organizations to be able to use ECR properly.

H. Determine the technological requirements for levying and collecting user fees and other ECR revenues.

Since it is likely that ECR's costs will have to be recovered in large part from user and/or access and/or research/data compilation fees, and since ECR will enable the electronic payment of filing and other fees, identify technological bases for levying and collecting those fees. In projecting proposed fees, fee increases, and other forms of revenue associated with ECR, the Contractor will follow the guidance of State Government and King County on the accepted methodology to determine fees due and payable and in setting the rates to be used. The Contractor will identify the means available to King County, DJA, and others for charging customers for fees. The methods and techniques for collecting fees and revenues will comply with applicable laws and King County policies and procedures. Insofar as possible, the collection of fees and revenues associated with electronic court records will be automated, involving a minimum of time by DJA staff.

DELIVERABLE #7:

Being sure to coordinate with work under way by the Finance Manager of DJA and the King County Finance Office, as well as the Electronic Document Management Advisory Committee (EDMAC), identify the components required for ECR to implement methods approved for charging customers for fees, access time, copies, and other services.

I. Schedule and sequence project for a successful installation accommodating the Regional Justice Center (RJC) and using a

1997 microfilm alternative.

Advise project management on the best implementation strategy for ECR, *e.g.*, whether to contract with an integrator who will subcontract, or whether to handle all vendors as subcontractors to DJA and the Court.

Experienced with system implementation, the Contractor will assist ECR management in developing a detailed project implementation schedule, identifying critical path and dependencies, to help track system success. The Contractor will assist in developing an expenditure plan by identifying costs with stages of implementation. The implementation plan will meet the needs of the Court once the Regional Justice Center (RJC) has opened in Kent by helping ensure that documents needed at either site may readily be referenced. Since DJA will have to use RJC space and ECR disk space to hold files for which there is no 1997 microfilming resource, the schedule will address the need to implement full-scale scanning and retrieval services early in 1997.

DELIVERABLE #8: The Contractor will work with the Project Manager to develop a detailed implementation plan and schedule for the ECR project, with supportive features such as charting, alarms, delegation tracking, assignments, etc. It is expected that the Contractor will use software already available (e.g., Microsoft Exchange for mail, meetings, and other purposes) or, if choosing new software tools, will ensure that there is complete compatibility and ease of use between it and existing applications used by the Court, court staff, and the Department of Judicial Administration.

J. Train staff in technical aspects of ECR.

Prepare appropriate documentation for use by project leadership. This documentation needs to be adequate to familiarize the technical staff person with the workings and requirements of the proposed ECR system. As time permits, provide one-on-one training for selected DJA and Court staff.

DELIVERABLE #9: A detailed technical manual with operational instructions and trouble-shooting tools, to support project technical leaders in maintaining ECR on a day-to-day and continuous basis.

SECTION V. GENERAL REQUIREMENTS

- A. The King County Department of Judicial Administration will provide all pertinent data, such as installed hardware configuration, software application documentation, current procedures, state statutes, and county ordinances, current services being provided, and user lists.
- B. King County will make space available for on-site work for the duration of the contract.
- C. The Contractor will meet weekly with the ECR Manager to review project status.
- D. The Contractor shall provide a project plan, including timelines, to be given to the ECR Project Team. This plan shall include projected completion dates for each task and deliverable product. From this plan, acceptance criteria will be developed and will identify the completion of each phase.
- E. The Contractor shall assign dedicated personnel for the duration of this project.
- F. The Contractor shall furnish all necessary resources required to complete this project.
- G. The Contractor shall complete this project within six (6) months of this award. In the event the contractor has not completed the project, the contractor shall pay the Owner the Sum of \$1,000.00 per day as fixed, agreed, liquidated damages, but not as a penalty.
- H. The Contractor shall be responsible for the specification of the hardware and software components of the ECR system. The Contractor will be responsible for providing a design for the whole system integration and guarantees the validity of the integrated system design as a whole. This provision will constitute an express warranty on the part of the Contractor. Throughout the initial development and final design and implementation of the records system, King County requires a guarantee of functionality and

system integration.

SECTION VI: EVALUATION CRITERIA

The award of this contract will be made to the proposer submitting the best proposal in accordance with the evaluation criteria set forth in this section. A proposer shall be eliminated from consideration for failure to comply with or respond to any of the requirements set forth in Section V of this RFP.

To help proposers understand King County's priorities and to structure a fair evaluation of all proposals, the evaluation committee has developed the following criteria and the points each will receive in proposal review.

The evaluation process allows for two phases. Phase one, the recommendation for a short list of finalists, is based solely on the submitted proposals using the criteria and weighting specified below. Phase one may result in a selection on the basis of the proposal alone. Phase two is the interview/presentation of the top two or more finalists. If both phases are used, the award will be based upon the combined weight of the proposal and interview scores.

1. RFP Content - Phase 1 (80 points)

- 25 pts Total Cost. Provide the fixed cost, inclusive of materials, expenses, and tax for each deliverable. Indicate the rate(s) used by the proposer to determine costs, e.g., dollars per hour, hours per deliverable.
- 20 pts Experience with similar projects of this nature. Provide references that represent the contractor's personnel assigned to the project(s), indicating their involvement in them.
- 20 pts A "Statement of Work" that clearly addresses each individual requirement and provides a project timeline for the completion of each deliverable (Proposer may combine deliverables detailed above into a smaller number of actual products. If this option is used, proposer must show how each of the 11 deliverables is included in the combined deliverables).

Related Experience. Please provide references for each of the following: (Total of 15%)

- 3 pts Electronic Document Management systems knowledge and experience.
- 3 pts Design and/or implementation of architecture for complex system(s) involving computer networks and multiple platforms, operating systems, etc.
- 3 pts Large-scale project management, especially in a government setting.
- 3 pts Workflow design and implementation.
- 3 pts Writing detailed technical specifications for Requests for Proposal.

2. Interview/Presentation - PHASE II (20 points)

Interviews may be conducted with the top two or more proposers, if a selection is not made on the basis of the proposal alone. Final selection would then be based on the combined proposal/interview evaluation. If it is deemed appropriate to conduct interviews, they will have a maximum value of 20 points.

SECTION VII - ADDITIONAL CONTRACTOR RESPONSIBILITIES**A. Disclosure**

King County 3.04.120 requires that anyone entering into a contract with a value of more than \$2,500 must file a disclosure statement with the Board of Ethics and the King County Executive. The selected consultant agrees to the conditions of King County Code 3.04.120 and shall provide a Consultant Disclosure Form.

SECTION VIII - MINORITY AND WOMEN'S BUSINESS PARTICIPATION**A. Percentage Preference:**

Minority and/or Women's Business (M/WB) participation is not required on this project. However, a 5% preference will be applied in accordance with King County Code 4.18.

Woman-owned firms shall be at least 51% owned and controlled by women and Minority-owned firms at least 51% owned and controlled by minority persons. Minority person shall mean any ethnic person who is a resident of the United States or its territories, including Asians/Pacific Islanders, persons of African descent, Hispanics and Native-Americans/Alaskan Natives. The County's definition of Hispanic is narrower than that of State OMWBE, and MWBE's must perform a commercially useful function as defined by King County Code, Chapter 4.18.

All proposers shall identify by checking the appropriate item below for the type of contractor and subcontractor/supplier relationship(s) proposed for this contract.

- () 1. Proposer is a certified Minority and/or Women's Business (MWB) which will perform the entire contract unassisted or an MWB that will exclusively use certified MWBs as subcontractors or suppliers.
- () 2. Proposer is a certified MWB which alone or as part of a joint venture, serves as the prime contractor and performs at least 25% of the dollar value of the contract.
- () 3. Proposer is a non-MWB which uses MWBs as subcontractors or suppliers in an amount equal to 25% or more of the contract amount.
- () 4. Proposer is a non-MWB which will not use MWBs as subcontractors or suppliers to the extent set forth in three (3) above.

To demonstrate the County's commitment to encourage participation by Minority and Woman-owned Businesses, after an initial tabulation of selection criteria points of all applicants, if the highest rated applicant is a non-M/WBE, points equaling 5 percent shall be deducted from that applicant's score. If any eligible M/Wbe candidate, who is registered with, and properly certified by, the responsible state agencies, has a score greater than the reduced non-M/WBE applicant's score, that M/WBE applicant shall then be determined the interim most responsive proposer; otherwise, the highest rated non-M/WBE shall be determined the interim most responsive proposer.

NAME OF OFFEROR: _____

For those firms declaring a ranking of 1, 2, or 3, above, you must submit a completed Proposer's Declaration of M/WBE Participation form (page 15 and 16) with your proposal submittal. Include the nature of the tasks to be performed and the percentage of each proposed contract for the participation of the Minority-Owned Business(es) and/or Woman-owned Business(es). The back page to this form is only for M/WBE Primes to complete and notarize. In addition, all Minority and Women's Businesses participating in this project shall complete the MWB Registration form, page 17, and the Declaration of MWB Status, page 18. MWB joint venture partners must submit a copy of their joint venture agreement in the proposal response.

B. Minority and women's Business Liquidated Damages:

The County in general, and the M/WB program in particular, are damaged when a contract, or portion of a contract, to be performed by a Minority/Women's Business is not actually performed by a Minority/Women's Business in compliance with King County Code, Chapter 4.18. Because the actual amount of such damage is not reasonably calculable, the parties agree and stipulate that liquidated damages equal to the dollar value of the M/WB utilization lost to the County due to the violation, not to exceed 10% of the dollar value of the contract, shall be the amount required to compensate the County for resulting delays in carrying out the purpose of the program, the costs of meeting utilization goals through additional contracts, the administrative costs of investigation and enforcement and other damages and costs caused by the violation. The contractor shall be liable to the County for such liquidated damages in the event the contractor or subcontractor fails to perform a commercially useful function and/or operates as a broker, front, conduit or passthrough, as defined in King County Code, Chapter 4.18.

Legal name of person, firm or corporation submitting proposal