



MASTER AGREEMENT

AGREEMENT NUMBER MA-2017-16
TAXPAYER IDENTIFICATION NUMBER 850304264

- In this Master Agreement (“Agreement”), the term “Contractor” or “JSI” refers to **Justice Systems Inc.**, and the term “Establishing Judicial Branch Entity” or “Establishing JBE” refers to the **Judicial Council of California**. This Agreement is entered into between Contractor and the Establishing JBE for the benefit of the Participating Entities identified in Exhibit 1 (Definitions). The Establishing JBE and the Participating Entities are collectively referred to as “Judicial Branch Entities” or “JBEs” and individually as “JBE”.
- This Agreement is effective as of **May 1, 2019** (“Effective Date”) and expires on **April 30, 2024** (“Expiration Date”).
This Agreement includes one 3-year option to extend through **April 30, 2027**, and an additional 2-year option to extend through **April 30, 2029**. If this Agreement is extended the new Expiration Date will be the end date of the optional extension period.
- The title of this Agreement is: **Master Agreement for Full Court Enterprise Case Management System Software License, Professional Services, and Maintenance and Support.**

The title listed above is for administrative reference only and does not define, limit, or construe the scope or extent of this Agreement.

- The parties agree that this Agreement, made up of this coversheet, the Exhibits listed below, and any attachments, contains the parties’ entire understanding related to the subject matter of this Agreement, and supersedes all previous proposals, both oral and written, negotiations, representations, commitments, writing and all other communications between the parties.

Exhibit 1 – Definitions	Exhibit 9 – Contractor Expense and Travel Reimbursement Guidelines
Exhibit 2 – Background and Purpose	Exhibit 10 – Maintenance and Support
Exhibit 3 – General Terms and Conditions	Exhibit 11 – Training
Exhibit 4 – Licensed Software and Additional Terms	Exhibit 12 – Transition Services
Exhibit 5 – Specifications	Exhibit 13 – Participating Addendum
Exhibit 6 – Statement of Work	Exhibit 14 – Unruh and FEHA Certification
Exhibit 7 – Acceptance and Sign-Off Form	Exhibit 15 – Accessibility
Exhibit 8 – Fees, Pricing and Payment Terms	Exhibit 16 – Specifications Comments

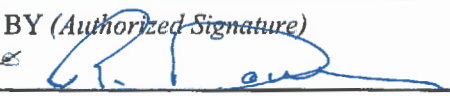

ESTABLISHING JBE’S SIGNATURE	CONTRACTOR’S SIGNATURE
Judicial Council of California	Justice Systems, Inc.
BY (Authorized Signature) 	BY (Authorized Signature) 
PRINTED NAME AND TITLE OF PERSON SIGNING Robert Downs, Principal Manager	PRINTED NAME AND TITLE OF PERSON SIGNING Ron Fauquher, CEO
DATE EXECUTED 4/29/19	DATE EXECUTED 4-29-19
ADDRESS 455 Golden Gate Avenue San Francisco, CA 94102	ADDRESS 4600 McLeod NE Albuquerque, NM 87109

EXHIBIT 1

DEFINITIONS

1. **Agreement:** the entire integrated master agreement, including all contract documents, Exhibits, Attachments, and Amendments incorporated therein, signed by the Establishing JBE and Contractor, for performance of the Work.
2. **Amendment:** written contract document issued by a JBE, and signed by both Contractor and the JBE, which, in the case of the Establishing JBE, modifies the Agreement or, in the case of any Participating Entity, modifies the Participating Entity's Participating Addendum, including any (1) change in the Work; (2) change in fees, pricing and payment terms; (3) change in schedule for delivery and performance of Work; or (4) change to other terms and conditions.
3. **Appropriation Year:** authorized period of time for government spending for a defined purpose. The Appropriation Year for state-funded agreements ends on June 30th of each year.
4. **Confidential Information:** (i) any financial, statistical, personal, technical, or other data or information that is designated confidential by a party to this Agreement or any Participating Addendum, (ii) all information related to the business of the JBE that may be obtained orally, in writing, or from any source, or on any JBE mainframe, JBE or judicial branch computer network or workstation, and all software, whether owned or licensed by the JBE and whether accessed by Contractor by direct or remote access method, (iii) any information relating to the methods, processes, financial data, lists, apparatus, statistics, programs, research, development, or related information of the JBE concerning the past, present, or future official business and/or the results of the provision of services to the JBE, and (iv) information relating to JBE personnel and JBE users. Confidential Information also includes (i) Contractor's copyrighted Licensed Software and all enhancements, extensions, modules, and documentation of the Licensed Software, (ii) Contractor's business plans, business partners, the manner in which Contractor conducts its business or intends to conduct its business, (iii) any nonpublic information about Contractor, its owners, officers, directors and employees, and (iv) research and development concepts, ideas, creations, discoveries, improvements, and enhancements (whether or not patentable or copyrightable). Confidential Information does not include: (i) information that is already known by the receiving party, free of obligation of confidentiality to the disclosing party; (ii) information generally and lawfully available to the public, other than as a result of disclosure by the receiving party in breach of this Agreement; (iii) information independently developed by the receiving party without reference to the Confidential Information; and (iv) information that the receiving party rightfully obtains from a Third Party free of the obligation of confidentiality to the disclosing party.
5. **Contractor:** individual or entity, contracting with the JBEs to do the agreed Work and supply any Deliverable under this Agreement and any Participating Addendum. Contractor is a party to this Agreement.
6. **Data:** information, including, but not limited to, articles, papers, charts, records, reports, studies, research, memoranda, computation sheets, questionnaires, surveys, and other documentation.
7. **Deliverable(s):** Licensed Software, third party software, firmware, documentation, services or other items, specified in the Agreement or any Participating Addendum, that Contractor shall complete and deliver or submit to JBEs.
8. **Documentation:** (i) all documentation published by Contractor for the Licensed Software, and (ii) all technical architecture documents, technical manuals, user manuals, flow diagrams, operations guides, file descriptions, training materials and other documentation related to the Deliverables.
9. **Go-Live:** the date that a Participating Entity begins live use of the Participating Entity's Licensed Software in a production, non-test environment.

10. **Licensed Software:** Contractor's commercially available Software applications set forth in Exhibit 4 (Licensed Software and Additional Terms) and Exhibit 8 (Fees, Pricing and Payment Terms), together with all Upgrades thereto.
11. **Maintenance:** enhancements, Upgrades and new releases of the Licensed Software (including without limitation those updates required to allow the Licensed Software to operate properly under new releases of the operating system or database platform), which Contractor agrees to provide the JBEs under the provisions of Section 4 of Exhibit 3 (General Terms and Conditions), Exhibit 4 (Licensed Software and Additional Terms), and Exhibit 10 (Maintenance and Support).
12. **Maintenance Release(s):** those modules, improvements, enhancements, Upgrades or extensions to the Licensed Software as more particularly defined in Exhibit 10 (Maintenance and Support) and Exhibit 3, Section 4.
13. **Material(s):** software, designs, technology, tools, information, and all types of tangible personal property, including but not limited to goods, supplies, equipment, commodities, and hardware.
14. **Notice:** written document signed by an authorized representative of either party to this Agreement, providing formal notification and sent by either: (1) depositing in the U.S. Mail or commercial express mail, prepaid, to the address of the authorized representative of the other party. Notice will be effective on the post-marked date; or (2) hand-delivery to the other party's authorized representative, as set forth in this Agreement. This Notice shall be effective on the date of receipt.
15. **Participating Entities:** Any of the California Superior Courts or Judicial Council of California, by executing a Participating Addendum with Contractor, shall be deemed a Participating Entity and shall have the right to participate in this Agreement.
16. **PCC:** California Public Contract Code.
17. **Project Lead:** Contractor's representative who will operate as the main interface with the JBE regarding the Work to be performed under this Agreement or any Participating Addendum. Contractor's Project Lead may vary by Participating Entity.
18. **Project Manager:** JBE representative who will operate as the main interface between Contractor and the JBE regarding the Work to be performed under this Agreement and each Participating Addendum.
19. **Source Code:** the source language code of the Licensed Software as the same is written by the programmers thereof.
20. **Specifications:** collectively (i) the functional specifications for the Licensed Software, as such functional specifications may be developed and revised from time to time, and (ii) the additional specifications required by a JBE to be implemented in addition to the specifications for the Licensed Software. Specifications include, without limitation, the technical specifications for the Licensed Software as established in the Documentation accompanying the Licensed Software. The Specifications in effect as of the Effective Date of this Agreement are set forth in Exhibit 5 (Specifications).
21. **Stop Work Order:** written notice to Contractor from a JBE, directing Contractor to stop performance of Work for a period of ninety (90) days, or for a longer period by mutual agreement of the parties.
22. **Subcontractor:** a person or business entity that has a contract (as an independent contractor and not an employee) with Contractor to provide some portion of the Work of this Agreement.
23. **Support Services:** those services required to support or maintain the Licensed Software in accordance with the terms of Section 4 of Exhibit 3 (General Terms and Conditions), Exhibit 4 (Licensed Software and Additional Terms), and Exhibit 10 (Maintenance and Support).

24. **Task:** one or more functions, services, or actions, as specified in this Agreement or a Participating Addendum, to be performed by Contractor for the JBE.

25. **Third Party:** any individual or entity not a party to this Agreement.

26. **Third Party Materials:** any Materials that are licensed to or obtained by Contractor from a Third Party.

27. **Transition:** Contractor assistance services as outlined in Exhibit 12 (Transition Services).

28. **Upgrades:** means all new versions, bug fixes, error-corrections, workarounds, patches and new releases of Licensed Software, and/or Documentation. “Upgrades” shall also include any modification, improvement, enhancement, added feature, or added functionality to the Licensed Software that Contractor develops, distributes, or enables in connection with or as a result of any individual Participating Entity’s participation in this Agreement. Such Upgrades shall become part of the Licensed Software and available to all other Participating Entities under the terms of this Agreement.

29. **Work:** any or all labor, services, training, supplies, Tasks, and any other items or activities necessary for the performance and completion of Contractor’s obligations in compliance with the requirements of this Agreement or a Participating Addendum.

END OF EXHIBIT 1

EXHIBIT 2

BACKGROUND AND PURPOSE

1. Background, Purpose, and Ordering.

- 1.1** This Agreement sets forth the terms and conditions that apply to Contractor's provision of Work to the JBEs. This Agreement does not obligate a JBE to place any orders for Work under this Agreement, and does not guarantee Contractor a specific volume of Work.
- 1.2** Each JBE shall have the option to place orders under this Agreement for any of the Work or Deliverables. A JBE may place orders for Work or Deliverables by entering into a Participating Addendum with Contractor in the form attached as Exhibit 13 (Participating Addendum). Pricing for Work and Deliverables shall be in accordance with the prices set forth in this Agreement. After a Participating Addendum has been presented to the Contractor by a JBE, the Contractor shall acknowledge, sign, and perform under the Participating Addendum in a timely manner. Contractor shall provide the Work and Deliverables for each JBE in accordance with the terms of this Agreement and the applicable Participating Addendum.
- 1.3** Each Participating Addendum constitutes and shall be construed as a separate, independent contract between Contractor and the JBE signing such Participating Addendum, subject to the following: (i) each Participating Addendum shall be governed by this Agreement, and the terms in this Agreement are hereby incorporated into each Participating Addendum; (ii) the Participating Addendum may not alter or conflict with the terms of this Agreement; and (iii) the term of the Participating Addendum may not extend beyond the expiration date of the Agreement. The Participating Addendum and this Agreement shall take precedence over any terms and conditions included on Contractor's invoice or similar document. Contractor shall notify the Establishing JBE within ten (10) business days of receipt of a Participating Addendum from a Participating Entity. The Participating Entities (other than the Establishing JBE) are third party beneficiaries of this Agreement, and they may enforce their rights and seek remedies pursuant to this Agreement.
- 1.4** Any term in a Participating Addendum that conflicts with or alters any term of this Agreement or exceeds the scope of the Work provided for in this Agreement, will not be deemed part of the contract between Contractor and JBE. Fees and pricing in any Participating Addendum may not exceed the prices or rates set forth in this Agreement except to the extent that it deviates from the assumptions and specifications outlined herein.
- 1.5** The JBE signing the Participating Addendum shall be solely responsible for: (i) the acceptance of and payment for the Work under such Participating Addendum; and (ii) its obligations and any breach of its obligations. Any breach of obligations by a JBE shall not be deemed a breach by any other JBE. Under no circumstances shall a JBE have any liability or obligation except pursuant to a Participating Addendum signed by such JBE, nor shall any breach by a JBE under a Participating Addendum give rise to a breach under any other Participating Addendum or be deemed grounds for termination of this Agreement by Contractor. The Establishing JBE shall have no liability or responsibility of any type related to: (i) any other JBE's use of or procurement through this Agreement (including any Participating Addendum), or (ii) such JBE's business relationship with Contractor. The Establishing JBE makes no guarantees, representations, or warranties to any Participating Entity.
- 1.6** This Agreement is a nonexclusive agreement. Each JBE reserves the right to provide, or have others provide similar services. Contractor shall reasonably cooperate with any third parties retained by a JBE to provide such services.

END OF EXHIBIT 2

EXHIBIT 3

GENERAL TERMS AND CONDITIONS

1. Scope of Work; Acceptance; Prior Work.

A. Scope of Work; Statement of Work. Pursuant to a Participating Entity's Statement of Work (in a form substantially similar to the exemplar Statement of Work set forth in Exhibit 6), Contractor will perform and complete all Work set forth in a Participating Addendum, including any attachments, in compliance with the requirements of this Agreement, and to the satisfaction of Participating Entity. Participating Entity's acceptance shall not be unreasonably withheld. The Statement of Work shall, at a minimum, include:

- a) itemized list of services, Deliverables, and Work to be performed, including any requirements to perform the Work;
- b) any projected milestone schedule for the completion of the services, Deliverables, and Work;
- c) any acceptance criteria in addition to the acceptance criteria herein;
- d) the personnel to be assigned, along with their job classification, if applicable;
- e) the anticipated number of hours to be expended by each such person in the performance of Statement of Work;
- f) the name of Contractor's Project Lead, if applicable; along with such additional information, terms and conditions as the parties may agree upon and wish to include;
- g) a draft project plan that addresses the scope and detail of services to be performed; and
- h) to the extent not provided in Exhibit 8 (Fees, Pricing and Payment Terms), any additional fees and costs that may be applicable to the Statement of Work as the parties may agree upon.

B. Acceptance.

B.1. All Work and Deliverables provided by Contractor under this Agreement are subject to written acknowledgement and acceptance by the JBE's Project Manager. The JBE's Project Manager will apply the mutually agreed to acceptance criteria set forth in the applicable Statement of Work, (which may include timeliness, completeness, technical accuracy and conformance to statistical, industry or marketplace standards) to determine acceptance or non-acceptance of the Work.

B.2. The JBE's Project Manager shall use the Acceptance and Sign-off Form, in the form provided on Exhibit 7 (Acceptance and Sign-Off Form) to notify the Contractor of acceptance or non-acceptance within ten (10) days of delivery of Work or Deliverable.

B.3. If the Work or Deliverable is not acceptable, the JBE's Project Manager shall detail its failure to meet the mutually agreed acceptance criteria. Contractor shall have fifteen (15) business days or if longer, a mutually agreed to acceptance period from receipt of Acceptance and Sign-Off Form to correct the failure(s) to conform to the applicable acceptance criteria. Contractor will re-submit the Work or Deliverable and the Project Manager shall re-apply the acceptance criteria to determine its acceptance or non-acceptance. Thereafter, the parties shall repeat the process set forth in this Section 1.B.3 until Contractor's receipt of the JBE's written acceptance of such corrected Work or Deliverable; provided, however, that if the JBE rejects any Work or Deliverable on at least two (2) occasions, the JBE may exercise the dispute resolution process in Section 14.

B.4. Intentionally deleted.

B.5. Notwithstanding any other provisions of this Agreement, if the JBE uses the Licensed Software for thirty (30) days or more from Go-Live production operations of the JBE, Contractor's prior Work is deemed accepted.

C. Prior Work. Prior work, performed by Contractor pursuant to the JBE's authorization, but before execution of this Agreement, will be considered as having been performed subject to the provisions of this Agreement.

D. Non-Exclusivity. This is a non-exclusive agreement. The JBEs reserve the right to perform, or have others perform the Work of this Agreement. The JBEs reserve the right to request bids for the Work from others or procure the Work by other means.

2. Changes in Work; Stop Work.

A. Changes in Work.

A.1. The JBEs reserve the right to require Contractor to make changes in the Work, as set forth in the applicable Statement of Work, which may include additions, deletions, or modifications to the Work, or changes in the timing or level of effort for the Work.

A.2. For any change proposed by a JBE or Contractor, Contractor will submit in writing:

- a) a description of the proposed change and the reasons for the change;
- b) a summary of the total compensation to be paid Contractor with a breakdown of tasks and costs, including any reduction in work or costs resulting from the change; and
- c) a statement of the expected impact on schedule.

A.3. If the JBE and Contractor agree on a change, the JBE will issue an Amendment documenting the change, for the parties' execution.

A.4. If the parties cannot agree to the terms of a change, Contractor will proceed diligently with Work, as previously agreed to in writing by the parties, unless otherwise directed by the JBE, and any continuing disagreement will follow the process set forth in the provisions entitled "Dispute Resolution." Contractor should not proceed with any change prior to receiving a written directive or Amendment from the JBE. All costs for changes performed by Contractor without the JBE's prior written approval will be at Contractor's sole risk and expense.

B. Stop Work.

B.1. The JBE may, at any time, by delivery of a written Stop Work Order to Contractor, require Contractor to stop any or all of the Work, for ninety days after the Stop Work Order is delivered to Contractor, and for any further period to which the parties may agree.

B.2. Upon receipt of the Stop Work Order, Contractor will immediately comply with its terms and take all reasonable steps to minimize the costs incurred to the JBE during the applicable Stop Work period. Within ninety days after a Stop Work Order is delivered to Contractor, or within any mutually agreed extension of that period, the JBE will either cancel the Stop Work Order or terminate the Work, as provided in Section 26 (Termination).

B.3. If a Stop Work Order is cancelled, or the period of the Stop Work Order or any extension thereof expires, Contractor will resume Work. The JBE may make an equitable adjustment in the delivery schedule, the contract price, or both, if (a) the Stop Work Order increases Contractor's costs or the time required for performance; and (b) Contractor asserts its right to an equitable adjustment within thirty days after the end of the applicable Stop Work period.

B.4. If a Stop Work Order is not canceled and the Work covered by the Stop Work Order is terminated other than for cause, the JBE shall pay reasonable costs resulting from the Stop Work Order and for reasonable fees for Work performed.

B.5. The JBE will not be liable to Contractor for loss of profits because of any Stop Work Order.

3. Software License.

A. Grant of Rights.

A.1. For any JBE that signs a Participating Addendum, Contractor grants to that JBE a perpetual, irrevocable (except as provided in this Agreement), and non-exclusive license to: (i) install and use the Licensed Software for the fees and number of users set forth in the Participating Addendum for the purpose of the JBE conducting its business as a court in the State of California; and (ii) make a reasonable number of copies of the Licensed Software for archival and/or backup purposes. The JBE's rights hereunder shall permit JBE to enable access to and use of the Licensed Software by: (i) any law enforcement, immigration, judicial or other governmental entity for purposes reasonably related to the administration of, or adjudication in, the courts of the State of California, (ii) any court user or party needing the Licensed Software for the purpose of connecting to, making use of (such as lawyers, litigants, parties and the general public) or supporting the operations of the courts of the State of California, (iii) third parties that perform processing services and/or disaster recovery services for the JBE or on behalf of JBE as long as the Licensed Software is used only as defined herein, and (iv) the JBE's service providers, but only in connection with their provision of services to the courts of the State of California.

A.2. Notwithstanding any other provision in this Agreement, the Judicial Council of California (and its agents, employees, and contractors) and JBE third-party contractors may: (i) install, use and host the Licensed Software for the benefit of the JBE at the facilities of the JBE or the facilities of Contractor or third-party contractors; (ii) install and use the Licensed Software for the purpose of providing the JBE with implementation and configuration services in connection with the Licensed Software; (iii) install and use the Licensed Software for the benefit of the JBE; and (iv) make a reasonable number of copies of the Licensed Software for archival and/or backup purposes.

B. Additional Terms

B.1. Additional License Terms. The JBE and Contractor agree to the license terms, if any, set forth in Exhibit 4 (Licensed Software and Additional Terms), as additions to (as applicable) the terms of this Section 3.B.1. In the event that the additional terms set forth in Exhibit 4 (Licensed Software and Additional Terms) directly conflict with the terms of this Exhibit 3 (General Terms and Conditions), the terms of this Exhibit 3 shall control.

4. Maintenance and Support Services.

A. Maintenance. In consideration of payment for Maintenance and Support, Contractor shall provide the applicable JBE with Maintenance for the Licensed Software as follows: (i) such improvements, enhancements, Upgrades, updates, new releases, extensions and other changes to the Licensed Software, as and when made generally available by Contractor to its other customers or as and when made specifically available by Contractor to any other JBE, including but not limited to modifications, improvements, renamed products, correction of defects, and fixes relative to the usual, general, and ordinary use and application of the Licensed Software; (ii) updates to the Licensed Software if and as required to cause the Licensed Software to operate under new versions or releases of the supported operating system or database platform as addressed in Exhibit 16 or the then-current FullCourt Enterprise System Configuration Guide, within a reasonable time after the general release of such new versions or releases of an operating system or database platform; and (iii) Maintenance Releases to the Licensed Software if and as required.

For updates to the Licensed Software if and as required to cause the Licensed Software to support business operations of the JBEs conducted in order to comply with specific provisions of California and other applicable law (including the California Rules of Court), as and when such law may change from time to time during the term, Contractor will grant the JBEs using CitePayUSA a credit that can be used for the purpose of providing software upgrades and modifications that are required due to changes in the law or regulations. For clarification, JBEs not using CitePayUSA will not receive the credit contemplated herein. This credit is calculated each year (beginning January 1st and ending December 31st) and is equal to 10% of the CitePayUSA transaction fees that are paid to Contractor that year as a result of CitePayUSA payments associated with California Courts. For instance, if the CitePayUSA transaction fees paid to Contractor in a given year equals \$350,000, Contractor will issue a credit to the JBEs (or, as directed, to the Establishing JBE on behalf of the JBEs) for \$35,000 that can be used to purchase these software upgrades or modifications. These credits are good for 12 months following the date of issue. Any additional amount for providing these software upgrades and modifications over the credit will be chargeable services and payable by the JBEs pursuant to an additional statement of work for professional services under the JBE's Participating Addendum.

CitePayUSA is an optional service that Contractor offers to courts. JBE may elect CitePayUSA by negotiating and executing Contractor's separate CitePayUSA agreement forms.

Notwithstanding any provision to the contrary in this Agreement, in the event that one Participating Entity under this Agreement pays for any updates or upgrades pursuant to a new or separate Statement of Work or change order, Contractor will provide or make available such updates and upgrades to all other Participating Entities at no additional cost.

Maintenance Releases shall also include those new modules, improvements, enhancements, Upgrades or extensions which provide additional features or additional material functionality: (a) in the event that such modules, improvements, enhancements, Upgrades or extensions are distributed by Contractor free of charge to its customers; (b) in the event that such modules, improvements, enhancements, Upgrades or extensions are distributed to or developed by Contractor for any other JBE; (c) if Contractor requires the JBE to install such new module, improvement, enhancement, Upgrade or extension in order to receive or continue receiving a Maintenance Release(s) of the Licensed Software; or (d) if such modules, improvements, enhancements, Upgrades or extensions constitute a new product, released by Contractor as a substitute for the Licensed Software, under circumstances where Contractor discontinues releases of or support for the Licensed Software.

B. Installation of Maintenance Releases. The JBE shall have the right to refuse the installation or implementation of any such Maintenance Release that necessitates: (i) re-training of the JBE's users, (ii) conversion of the JBE's case management system to a new platform or operating system, (iii) significant reprogramming or reconfiguration of the Licensed Software, or (iv) undesired functionality.

C. Support Services. In consideration of payment for Maintenance and Support, Contractor shall provide to the JBE the Support Services as more particularly described in Exhibit 4 (Licensed Software and Additional Terms) and Exhibit 10 (Maintenance and Support).

D. Support Service Levels. In the event that the Licensed Software fails to perform in accordance with the Specifications or otherwise contains errors, defects, bugs, nonconformity or malfunctions, the JBE shall notify the Contractor of such condition, and Contractor shall respond to the JBE's requests for Support Services in accordance with the Service Levels set forth in Exhibit 10 (Maintenance and Support). The JBE shall assign the applicable Service Level, as described in Exhibit 10 (Maintenance and Support) to each request for Support Services and Contractor shall respond according to the applicable response requirements set forth in Exhibit 10 (Maintenance and Support), based on the severity of the error, defect, bug, nonconformity or malfunction designated by the JBE. Contractor shall perform such correction or repair at no additional charge to the JBE. In the event that Contractor is unable to complete the corrections or repairs necessary to permit the Licensed Software to perform and conform to the Specifications or to correct such error, bug, nonconformity or malfunction, then the parties shall invoke the Escalation Procedure set forth in Exhibit 10 (Maintenance and Support).

E. Suspension of Maintenance. As long as the JBE has paid any undisputed amounts of the Maintenance and Support Fee, the JBE shall be entitled to receive Maintenance and Support Services from Contractor. Contractor shall not suspend or terminate Maintenance and/or Support Services without first obtaining either the JBE's prior written consent or an order of a court of competent jurisdiction (from which no appeal has been or can be taken) affirmatively authorizing such suspension or termination. Notwithstanding the aforementioned, Contractor will provide Support Services, in accordance with this Agreement, for the most current release (as generally available to any JBE) of the Licensed Software and for the two (2) previous releases of the Licensed Software. Contractor has no obligation to provide Support Services for earlier releases of the Licensed Software.

5. INTENTIONALLY OMITTED.

6. INTENTIONALLY OMITTED.

7. Audit; Retention of Records.

A. Audit. Upon reasonable notice, Contractor will provide to the JBE, to any federal or state entity with monitoring or reviewing authority, or to the JBE's authorized representatives, access to and the right to examine and audit all records and documents relating to performance and billing under this Agreement, and, as necessary, to determine compliance with relevant federal, state, and local statutes, rules, and regulations. Contractor agrees to provide the JBE with all relevant information requested, and will permit access to its premises at reasonable times, for the purpose of interviewing employees and inspecting and copying any relevant records. Such information will be made available to JBE at Contractor's premises. Without limiting the foregoing, this Agreement is subject to examinations and audit by the State Auditor for a period of three years after final payment. Such audits shall not occur more frequently than once per year.

B. Retention of Records. Contractor will maintain all financial Data, supporting documents, and all other records relating to performance and billing under this Agreement for a period in accordance with applicable state and federal law. The minimum retention period will be four years from the date of the submission of the final payment request or until audit findings are resolved, whichever is later.

8. Assignment. Contractor will not assign its rights or obligations under this Agreement (including any Participating Addendum), either in whole or in part, without the prior written consent of the Establishing JBE. Any attempted assignment will be void or invalid. This Agreement binds the parties as well as their heirs, successors, and assignees. JBE acknowledges that any change of ownership of Contractor, whether by way of asset purchase, stock purchase, merger or other operation of law, shall not be considered an assignment of this Agreement.

9. Choice of Law; Jurisdiction and Venue.

A. Choice of Law. This Agreement and performance under it will be exclusively governed by the laws of the State of California without regard to its conflict of law provisions.

B. Jurisdiction and Venue. Contractor irrevocably consents to the exclusive jurisdiction and venue of the state and federal courts located in the State of California in any legal action concerning or relating to this Agreement.

10. Certifications and Representations. Contractor's signature on the cover page of this Agreement shall also serve as certification for the following paragraphs in this Section 10.

A. ADA Compliance. Contractor certifies that it and its Subcontractors comply with applicable provisions of the Americans with Disabilities Act (“ADA”) of 1990 (42 U.S.C. Sections 012101 *et seq.*), which prohibits discrimination on the basis of disability, as well as with all applicable regulations and guidelines issued pursuant to the ADA.

B. FEHA Compliance. Contractor certifies that it and its Subcontractors comply with all applicable provisions of the Fair Employment and Housing Act, Calif. Gov. Code, §12990 *et seq.*, and all applicable regulations promulgated under Calif. Code of Regulations, title 2, § 7285 *et seq.*

Contractor does not unlawfully discriminate against any employee or applicant for employment because of age (40 and over), ancestry, color, creed, disability (mental or physical) including HIV and AIDS, marital or domestic partner status, medical condition (including cancer and genetic characteristics), national origin, race, religion, request for family and medical care leave, sex (including gender and gender identity), and sexual orientation.

Contractor certifies that it and its Subcontractors will not unlawfully harass, including sexually harass, any persons with whom Contractor or its Subcontractors interact in the performance of this Work. Contractor and its Subcontractors will take all reasonable steps to prevent such harassment.

C. Drug-free Workplace. Contractor certifies that it and its Subcontractors will provide a drug-free workplace as required by Calif. Gov. Code, §§ 8355–8357.

D. Labor/Collective Bargaining. Contractor certifies that it and its Subcontractors will provide notice of their obligations under the foregoing provisions to labor organizations with which it or they have collective bargaining agreements, prior to execution of this Agreement.

E. National Labor Relations Board (NLRB) Certification. Contractor certifies that, within the immediately preceding two-year period, no more than one final, unappealable finding of contempt of court by a federal court has been issued against Contractor because of Contractor's failure to comply with an order of the National Labor Relations Board.

F. Prohibition Against Hiring Court Employees. Contractor certifies and will require all Subcontractors to certify to the following:

“Former Court employees will not be offered employment position for two years from the date of separation, if that employee participated in the decision-making process relevant to the Agreement, or for one year from the date of separation if that employee was in a policy-making position in the same general subject area as the proposed Agreement, within the prior twelve-month period of Court employment.”

G. No Interference with Other Contracts. Contractor certifies that to the best of Contractor’s knowledge, this Agreement does not create a conflict of interest or default under any of Contractor’s other contracts.

H. No Litigation. Contractor certifies that no suit, action, arbitration, or legal, administrative, or other proceeding or governmental investigation is pending or, to Contractor’s knowledge, threatened against or affecting Contractor or Contractor’s business, financial condition, or ability to perform this Agreement, except any suit, action, arbitration, proceeding, or investigation that individually or in the aggregate with others will not or would not have a material adverse effect on Contractor’s business, the validity or enforceability of this Agreement, or Contractor’s ability to perform this Agreement.

I. Domestic Partners, Spouses, Gender, and Gender Identity Discrimination. Contractor will comply with PCC 10295.3 and PCC 10295.35. If it is determined that Contractor is not complying with PCC 10295.3 or PCC 10295.35, the JBE may notify Contractor in writing describing the failure and Contractor will have a period of the greater of six (6) months or the

Contractor's next open enrollment period after receipt of that written notice to remedy the failure. If Contractor does not remedy the failure in this time period, then the JBE may terminate this Agreement and applicable Participating Addendum for cause.

J. Expatriate Corporation. Contractor certifies that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of PCC 10286.1, and is eligible to contract with the JBEs. (Expatriate corporations are certain foreign incorporated entities that are publicly traded in the United States. For additional information, see PCC 10286.1.)

K. Sweatfree Code of Conduct. If this Agreement provides for furnishing equipment, materials, or supplies (except related to the provision of public works), or for the laundering of apparel, garments or corresponding accessories:

a) No apparel, garments or corresponding accessories, equipment, materials, or supplies furnished to the JBE under this Agreement have been laundered or produced in whole or in part by sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor. Contractor further declares under penalty of perjury that it adheres to the Sweatfree Code of Conduct as set forth on the California Department of Industrial Relations website located at www.dir.ca.gov, and PCC 6108.

b) Contractor cooperates fully in providing reasonable access to Contractor's records, documents, agents, and employees, and premises if reasonably required by authorized officials of the Department of Industrial Relations, or the Department of Justice to determine Contractor's compliance with the requirements under this section and shall provide the same rights of access to the JBE.

L. Child Support Compliance Act.

a) Contractor recognizes the importance of child and family support obligations and shall fully comply with all applicable State and federal laws relating to child and family support enforcement, including, but not limited to, disclosure of information and compliance with earnings assignment orders, as provided in Chapter 8 (commencing with section 5200) of Part 5 of Division 9 of the Family Code; and

b) Contractor, to the best of its knowledge, is fully complying with the earnings assignment orders of all employees and is providing the names of all new employees to the New Hire Registry maintained by the California Employment Development Department.

M. Small Business Preference Contract Clause. This provision is applicable if Contractor received a small business preference in connection with this Agreement. Contractor's failure to meet the small business commitment set forth in its bid or proposal constitutes a breach of this Agreement. Contractor must within sixty (60) days of receiving final payment under this Agreement report to the Establishing JBE the actual percentage of small/micro business participation that was achieved. If Contractor is a nonprofit veteran service agency ("NVSA"), Contractor must employ veterans receiving services from the NVSA for not less than 75 percent of the person-hours of direct labor required for the production of goods and the provision of services performed pursuant to this Agreement.

N. Federally-funded Agreements. If this Agreement is funded in whole or in part by the federal government, then:

- (a) It is mutually understood between the parties that this Agreement may have been written for the mutual benefit of both parties before ascertaining the availability of congressional appropriation of funds, to avoid program and fiscal delays that would occur if the Agreement were executed after that determination was made.

- (b) This Agreement is valid and enforceable only if sufficient funds are made available to the JBE by the United States Government for the fiscal year in which they are due and consistent with any stated programmatic purpose. In addition, this Agreement is subject to any additional restrictions, limitations, or conditions enacted by the Congress or to any statute enacted by the Congress that may affect the provisions, terms, or funding of this Agreement in any manner.
- (c) The parties mutually agree that if the Congress does not appropriate sufficient funds for any program under which this Agreement is intended to be paid, this Agreement shall be deemed amended without any further action of the parties to reflect any reduction in funds.
- (d) The parties may amend the Agreement to reflect any reduction in funds.

O. Iran Contracting Act

Contractor certifies either (i) it is not on the current list of persons engaged in investment activities in Iran (“Iran List”) created by the California Department of General Services pursuant to PCC 2203(b), and is not a financial institution extending \$20,000,000 or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the Iran List, or (ii) it has received written permission from the JBE to enter into this Agreement pursuant to PCC 2203(c).

P. Conflict Minerals

Contractor certifies either: (i) it is not a “scrutinized company” as defined in PCC 10490(b), or (ii) the goods or services the Contractor will provide to the JBE are not related to products or services that are the reason the Contractor must comply with Section 13(p) of the Securities Exchange Act of 1934.

11. Conflict of Interest; Prohibition Against Gratuities.

A. Conflict of Interest.

A.1. Contractor has no interest that would constitute a conflict of interest under (i) PCC 10365.5, 10410 or 10411; (ii) Government Code sections 1090 et seq. or 87100 et seq.; or (iii) California Rules of Court, rule 10.103 or 10.104, which restrict employees and former employees from contracting with the JBEs.

A.2. Contractor and its Subcontractors and employees will not participate in proceedings that involve the use of JBE funds or that are sponsored by a JBE if the Contractor, its Subcontractors, or their employees, principals, partners, family members, or organizations have a financial interest in the outcome of the proceedings.

A.3. Contractor and its Subcontractors and employees will not engage in actions resulting in, or creating the appearance of:

- a) use of an official position with the government for private gain;
- b) preferential treatment to any particular person associated with this Work or Agreement;
- c) impairment of a JBE’s independence or impartiality;
- d) a decision made outside official channels; or
- e) adverse effects on the confidence of the public in the integrity of the JBE.

B. Prohibition Against Gratuities.

B.1. Contractor covenants that no gratuities, in the form of entertainment, gifts, or otherwise, were offered by Contractor or any agent, director, or representative of Contractor, to any officer, official, agent, or employee of a JBE,

in an effort to secure the Agreement or favorable treatment with respect to any determinations concerning the performance of the Agreement.

B.2. For any breach or violation of this covenant, the JBE has the right to terminate the Agreement or the Participating Addendum, as applicable, for cause, either in whole or in part. The JBE's rights and remedies under this provision are in addition to any other rights and remedies provided by law or under this Agreement.

12. Consideration; Payment. The consideration paid to Contractor is the entire compensation for all Work performed under this Agreement, including all of Contractor's approved reimbursable expenses incurred, such as travel and per diem expenses, unless otherwise expressly provided, as set forth in Exhibit 8 (Fees, Pricing and Payment Terms).

A. Payment Does Not Imply Acceptance of Work. The JBE's payment will not relieve Contractor from its obligation to replace unsatisfactory Work in accordance with this Agreement, even if the unsatisfactory character of such Work may have been apparent or detected at the time such payment was made.

13. Contractor Status.

A. Independent Contractor.

A.1. Contractor, Subcontractors, and their officers, agents, employees, and all others acting on behalf of Contractor for this Work, act as independent contractors and not as JBE agents, officers or employees. Contractor has no authority to bind or incur any obligation on behalf of the JBEs.

A.2. This Agreement will not be considered under any circumstance to create a joint-venture relationship.

A.3. If any governmental entity concludes that Contractor is not an independent contractor, the JBE may terminate this Agreement or applicable Participating Addendum immediately upon Notice.

B. Contractor's Employees.

B.1. Contractor's employees will be entirely and exclusively under the direction, supervision, and control of Contractor. All terms of employment including hours, wages, working conditions, discipline, hiring, and termination, or any other employment issues or requirements of law, will be determined by Contractor.

B.2. Contractor will issue W-2 forms or other forms as required by law for income and employment tax purposes for all of Contractor's employees, consultants, and independent contractors.

B.3. If the Internal Revenue Service or any other federal or state governmental entity should investigate or challenge Contractor's independent status with respect to JBE, the parties agree that (i) each will inform the other party of such investigation or challenge; and (ii) JBE will have the right, but not the obligation, to participate in any discussion or negotiation occurring with the federal or state entity, regardless who initiates such discussions or negotiations.

C. Exclusive Control of Means and Method of Performance. Contractor will determine the method, details, and means of performing or supplying the Work under this Agreement. Contractor will be responsible to Participating Entities only for the requirements and results specified in this Agreement and more particularly as set forth in the Participating Entity's Statement of Work, and will not be subjected to the JBE's control with respect to the physical action or activities of Contractor in fulfillment of this Agreement or any Participating Addendum. Contractor will have the "right to control" and bear the sole responsibility for the job site conditions and safety.

D. Permits, Laws, and Regulations.

D.1. Contractor must observe and comply with all applicable laws, rules (including the California Rules of Court), and regulations affecting or relating to the performance of the Work or Contractor's obligations under this Agreement. Contractor will, at all times, obtain and keep in full force and effect, all permits and licenses necessary to accomplish the Work. Such permits and licenses will be made available to the JBE, upon request.

D.2. Contractor will promptly provide Notice to the JBE of any conflict discovered between the Agreement or any applicable Participating Addendum and any applicable laws, rules, regulations, and/or permits and licenses, and await resolution of the conflict. If Contractor proceeds with the Work in question without resolution of the conflict, Contractor will be solely liable for any costs, fines, penalties, or damages that accrue, including costs for remedial work required to comply with such requirements.

E. Subcontracting.

E.1. Contractor will incorporate the applicable portions of this Agreement and any applicable Participating Addendum in any subcontracting relationship. Contractor will be liable for all Subcontractor acts or omissions.

F. Authority. Contractor has all requisite power and authority to conduct its business, and to execute and perform the Agreement and any Participating Addendum. If Contractor is a corporation, limited liability company, or limited partnership, Contractor is qualified to do business and in good standing in the State of California.

14. Dispute Resolution. The JBE and Contractor will attempt, in good faith, to resolve any disputes informally. Contractor will meet with the JBE's Project Manager or other designated representative to discuss the matter and any actions necessary to resolve a dispute.

A. Escalation.

A.1. If a dispute remains unresolved either party may give Notice requesting each party's chief executive officer ("CEO") or designated representative to meet, exchange information and attempt resolution within fifteen days of receipt of the Notice.

A.2. If the matter is not resolved as set forth in the preceding subsection, the aggrieved party will submit a second Notice which will:

- a) provide detailed factual information;
- b) identify the specific provisions in this Agreement or applicable Participating Addendum on which any demand is based;
- c) advise if the demand involves a cost adjustment and, if so, provide the exact amount, accompanied by all supporting records; and
- d) attach a declaration that the demand is made in good faith, the supporting data are accurate and complete, and the amount requested properly reflects the necessary adjustment. Notice will be signed by an authorized representative of the aggrieved party.
- e) If the negotiations do not result in resolution of the dispute within forty- five (45) calendar days after receipt of the Notice, the parties agree to mediation prior to any party initiating a legal action or process in court.

A.3. Each party will comply with reasonable requests for additional information. Any additional information will be provided within fifteen days after receipt of a written request, unless otherwise agreed.

B. Confidentiality During Dispute Resolution. All dispute resolution negotiations are considered confidential, and will be treated as compromise and settlement negotiations, to which California Evidence Code § 1152 applies.

C. Continued Performance of Work. Pending final resolution of any dispute, Contractor agrees to proceed diligently with the performance of the Work as previously agreed upon in writing by both parties, including Work associated with the dispute, unless otherwise directed by the JBE. Contractor's failure to diligently proceed in accordance with the JBE's instructions will be considered a material breach of the Agreement and any applicable Participating Addendum.

15. INTENTIONALLY OMITTED.

16. Indemnification.

A. Contractor will indemnify, hold harmless, and defend (with counsel satisfactory to the indemnified party) the JBEs and their respective agents, officers, and employees from and against any and all claims, damages, losses, judgments, liabilities, expenses, and other costs, including litigation costs and attorneys' fees, arising or resulting from, or in connection with: (i) bodily injury, death or damage or destruction to tangible property (real or personal) to the extent any of these were caused by any willful or negligent act or omission on the part of the Contractor, its agents, or its personnel, (ii) Contractor's violation of applicable state or federal law or regulation, and (iii) infringement or misappropriation of any trade secret, patent, copyright or other third party intellectual property by Contractor or its products and services. This indemnity applies regardless of the theory of liability on which a claim is made or a loss occurs. This indemnity will survive the expiration or termination of this Agreement or any Participating Addendum, and acceptance of any services and Work. Contractor shall not make any admission of liability or other statement on behalf of an indemnified party or enter into any settlement or other agreement that would bind an indemnified party, without the affected JBE's prior written consent, which consent shall not be unreasonably withheld; and such JBE shall have the right, at its option and expense, to participate in the defense and/or settlement of a claim through counsel of its own choosing. Contractor's duties of indemnification exclude indemnifying a party for that portion of losses and expenses that are finally determined by a reviewing court to have arisen out of the negligence or willful misconduct of the indemnified party. Except for the indemnification obligations in this Section 16, the Contractor's liability to any individual JBE under this Agreement, regardless of the cause of action, shall not exceed the lesser of two (2) times the total contract value of the individual JBE's Participating Addendum or three million five hundred thousand dollars (\$3,500,000) and such amounts cannot be aggregated or otherwise combined with any other JBE. The parties shall not be liable for any indirect, incidental, special, or consequential damages or other damages for lost revenue, lost opportunity, or lost data.

B. Contractor's obligation to defend, indemnify, and hold the JBEs and their respective agents, officers, and employees harmless is not limited to, or restricted by, any requirement in this Agreement that Contractor procure and maintain a policy of insurance.

17. Insurance Requirements.

- 17.1** The Contractor shall provide to each JBE and maintain the following types of insurance in full force during the term of this Agreement and each Participating Addendum:
- A.** *Commercial General Liability.* The policy must be at least as broad as the Insurance Services Office (ISO) Commercial General Liability "occurrence" form, with coverage for liabilities arising out of premises, operations, independent contractors, products and completed operations, personal and advertising injury, and liability assumed under an insured contract. The policy must provide limits of at least \$1,000,000 per occurrence and annual aggregate.
 - B.** *Workers Compensation and Employer's Liability.* The policy must include workers' compensation to meet the minimum requirements of the California Labor Code, and it must provide coverage for employer's liability bodily injury at minimum limits of \$1,000,000 per accident or disease.

- C. *Automobile Liability.* The policy must cover bodily injury and property damage liability and be applicable to all vehicles used in Contractor's performance of this Agreement whether owned, non-owned, leased, or hired. The policy must provide combined single limits of at least \$1,000,000 per occurrence.
- D. *Errors and Omissions (Professional Liability).* The policy must cover liability resulting from any act, error, or omission committed in Contractor's performance of services under this Agreement, at minimum limits of \$1,000,000 per occurrence and annual aggregate. If the policy is written on a "claims made" form, Contractor shall maintain such coverage continuously throughout the Term and, without lapse, for a period of three (3) years beyond the termination and acceptance of all Services provided under this Agreement. The retroactive date or "prior acts inclusion date" of any such "claims made" policy must be no later than the date that activities commence pursuant to this Agreement.

- 17.2 Umbrella Policies.** Contractor may satisfy basic coverage limits through any combination of basic coverage and umbrella insurance.
- 17.3 Aggregate Limits of Liability.** The basic coverage limits of liability may be subject to annual aggregate limits. If this is the case the annual aggregate limits of liability must be at least two (2) times the limits required for each policy, or the aggregate may equal the limits required but must apply separately to this Agreement.
- 17.4 Deductibles and Self-Insured Retentions.** Contractor shall declare to each JBE all deductibles and self-insured retentions that exceed \$100,000 per occurrence. Deductibles and self-insured retentions do not limit Contractor's liability.
- 17.5 Additional Insured Endorsements.** Contractor's commercial general liability policy, automobile liability policy, and, if applicable, umbrella policy, must be endorsed to name the following as additional insureds with respect to liabilities arising out of the performance of this Agreement: the Establishing JBE, the State of California, the Participating Entities, and their respective judges, subordinate judicial officers, executive officers, administrators, officers, officials, agents, representatives, contractors, volunteers or employees.
- 17.6 Certificates of Insurance.** Before Contractor begins performing services and Work, Contractor shall give the Establishing JBE (and on request, any Participating Entity) certificates of insurance attesting to the existence of coverage, and stating that the policies will not be canceled, terminated, or amended to reduce coverage without thirty (30) days' prior written notice to the Establishing JBE.
- 17.7 Qualifying Insurers.** For insurance to satisfy the requirements of this section, all required insurance must be issued by an insurer with an A.M. Best rating of A- or better that is approved to do business in the State of California.
- 17.8 Required Policy Provisions.** Each policy must provide, as follows: (i) the policy is primary as it applies to any insurance or self-insurance maintained by Judicial Branch Entities and Judicial Branch Personnel; and (ii) the insurance applies separately to each insured against whom a claim is made or a lawsuit is brought, to the limits of the insurer's liability.
- 17.9 Partnerships.** If Contractor is an association, partnership, or other joint business venture, the basic coverage may be provided by either (i) separate insurance policies issued for each individual entity, with each entity included as a named insured or as an additional insured; or (ii) joint insurance program with the association, partnership, or other joint business venture included as a named insured.
- 17.10 Consequence of Lapse.** If required insurance lapses during the Term, the JBEs are not required to process invoices after such lapse until Contractor provides evidence of reinstatement that is effective as of the lapse date.

18. Confidentiality, Non-Disclosure, and Data Security.

A. Contractor's Responsibilities. While performing Work, Contractor and its Subcontractors may gain access to Confidential Information that, if disclosed to Third Parties, may be damaging to the JBE, its personnel, JBE users, or other government entity. Neither Contractor nor its Subcontractors acquires any right or title to the Confidential Information, and Contractor and its Subcontractors agree not to disclose any Confidential Information to any third party. All Confidential Information disclosed to or received by Contractor or its Subcontractor will be held in strict confidence and used only in performance of Work. In the event of any discovered unauthorized disclosure or loss of Confidential Information, Contractor will provide Notice to JBE in a commercially reasonable amount of time (not to exceed 24 hours), with pertinent details of the unauthorized disclosure or loss, and any remedial measures taken.

B. Permissible Disclosures. Contractor may disclose a JBE's Confidential Information on a "need to know" basis to Contractor's employees and Subcontractors and any representatives of the JBE that are working on the project, provided that Contractor requires its Subcontractors to comply with the confidentiality provisions of this Agreement. Additionally, Contractor may disclose the Confidential Information, to the extent necessary to (i) comply with any applicable law, rule, regulation, or ruling; (ii) respond to any enforceable summons or subpoena; or (iii) enforce its rights under this Agreement.

C. Court's Responsibilities. The JBE agrees that: (a) the Licensed Software shall be treated as the Confidential Information of Contractor; (b) the JBE shall take all commercially reasonable actions necessary to protect and ensure the confidentiality of the Licensed Software and, without limiting the foregoing, will exercise at least the same degree of care to safeguard the confidentiality of the Licensed Software as the JBE would exercise to safeguard the JBE's Confidential Information. JBE agrees that Confidential Information also includes (i) all enhancements, extensions, modules, and documentation of the Licensed Software, (ii) Contractor's business plans, business partners, the manner in which Contractor conducts its business or intends to conduct its business, (iii) any nonpublic information about Contractor, its owners, officers, directors and employees, (iv) research and development concepts, ideas, creations, discoveries, improvements, and enhancements (whether or not patentable or copyrightable).

D. Return of Confidential Information. Upon the written request of the JBE, Contractor shall deliver to the JBE all items, including, but not limited to, drawings, descriptions, test data or other papers or documents, which may contain any of the JBE's Confidential Information, as well as any copies thereof, that Contractor has in its possession.

E. Breach of Confidentiality. Contractor and the JBE each acknowledge as the receiving party that, due to the unique nature of the disclosing party's Confidential Information, there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach will likely result in irreparable harm to the disclosing party, and therefore, that upon any material breach of the confidentiality obligations in this Section 18 (Confidentiality; Non-Disclosure), the disclosing party shall be entitled to appropriate equitable relief, without the requirement of posting a bond, in addition to its other remedies at law.

F. JBE Data Security and Access.

"**JBE Data**" means information or other content related to the business or operations of a JBE and its users or personnel, including without limitation court case information, personally identifiable information, a JBE's Confidential Information, and any information or content that a JBE's personnel, agents, and users upload, create, or modify through the services, software, or networks provided by Contractor under this Agreement. Unauthorized access to, or use or disclosure of JBE Data (including data mining, or any commercial use) by Contractor or third parties is prohibited. Contractor shall not, without the prior written consent of an authorized representative of JBE, use or access the JBE Data for any purpose other than to provide the Work under this Agreement. In no event shall Contractor transfer the JBE Data to third parties, or provide third parties access to the JBE Data, except as may be expressly authorized by JBE. Contractor is responsible for the security and confidentiality of JBE Data that Contractor receives or has access to. JBE owns and retains all right and title to JBE Data, and has the exclusive right to control its use.

Contractor shall implement and maintain administrative, physical, technical, and procedural safeguards against the destruction, loss, misuse, unauthorized disclosure or access, or alteration of JBE Data, and Contractor shall comply with privacy and data security requirements set forth in applicable laws or this Agreement. The JBE and Contractor shall take precautions to encrypt confidential, sensitive, or personally identifiable information in accordance with its respective policies and procedures, applicable laws, and this Agreement when transmitting or storing such data. Contractor shall maintain and enforce, at its offices and facilities, appropriate safety and physical security policies and procedures. If performing Work at a JBE facility, Contractor shall comply with the safety and security policies and procedures in effect at such facility. Contractor may agree to additional safeguards requested by an individual JBE under a Participating Addendum.

No services or Licensed Software (and related Work) shall be provided from outside the continental United States. Remote access to JBE Data from outside the continental United States is prohibited unless approved in advance by the JBE. The physical location of Contractor's data center, systems, and equipment where JBE Data is stored shall be within the continental United States. Upon the JBE's request, all JBE Data in the possession of Contractor shall be provided to JBE in a manner reasonably requested by JBE, all copies shall be permanently removed from Contractor's system, records, and backups, and all subsequent use of such information by Contractor shall cease.

To the extent that California Rule of Court 2.505 applies to this Agreement or any Participating Addendum, Contractor shall provide access and protect confidentiality of court records as set forth in that rule.

G. Data Breach.

Upon discovery or reasonable belief of any Data Breach, Contractor shall notify the JBEs affected by the Data Breach through the fastest means available and also in writing, and in any event within twenty-four (24) hours after Contractor's discovery (or reasonable belief) of the Data Breach. A "**Data Breach**" means any access, destruction, loss, theft, use, modification or disclosure of JBE Data by an unauthorized party. Contractor's notification shall identify: (i) the nature of the Data Breach; (ii) the data accessed, used or disclosed; (iii) who accessed, used, disclosed and/or received data (if known); (iv) what Contractor has done or will do to mitigate the Data Breach; and (v) what corrective action Contractor has taken or will take to prevent future Data Breaches.

Contractor shall promptly investigate the Data Breach and will provide daily updates, or more frequently as agreed upon by the parties, regarding findings and actions performed by Contractor until the Data Breach has been effectively resolved to the JBE's satisfaction. Contractor shall conduct an investigation of the Data Breach and shall share the report of the investigation with the JBE. The JBE and/or its authorized agents shall have the right to lead (if required by law) or participate in the investigation. Contractor shall cooperate fully with the JBE, its agents and law enforcement, including with respect to taking steps to mitigate any adverse impact or harm arising from the Data Breach. After any Data Breach, Contractor shall at its expense have an independent, industry-recognized, third party perform an information security audit. The audit summary results shall be shared with the JBE within seven (7) days of Contractor's receipt of such results. Upon Contractor receiving the results of the audit, Contractor shall provide the JBE with written evidence of planned remediation within thirty (30) days and promptly modify its security measures in order to meet its obligations under this Agreement.

H. Security Assessments

Upon advance written request by a JBE, Contractor agrees that a JBE shall have reasonable access to Contractor's operational documentation and Security audit reports summaries that relate to data security. Upon a JBE's request, Contractor shall, as reasonably required, at its expense, provide documentation of Contractor's compliance with its data security obligations. Contractor shall provide summary reports of any third-party audits that Contractor conducts and take corrective actions necessary to bring Contractor's organization in to compliance with the standard of the applicable audit standards followed.

I. Data Requests

Contractor shall promptly notify the JBE upon receipt of any requests which in any way might reasonably require access to the JBE Data. Contractor shall not respond to subpoenas, service of process, Public Records Act requests, and other legal requests directed at Contractor regarding this Agreement, any Participating Addendum, or JBE Data without first notifying the affected JBE. Contractor shall provide its intended responses to the JBE with adequate time for the JBE to review, revise and, if necessary, seek a protective order in a court of competent jurisdiction.

19. Ownership of Intellectual Property.

A. As between the parties, "JBE Works" are works made, conceived, or reduced to practice solely by the Court, and all modifications, enhancements and derivative works thereof, including all Intellectual Property Rights in any of the foregoing. JBE Works are the Intellectual Property of the JBE and the JBE retains all rights, title, and interest in and to JBE Works.

B. "Contractor Works" are (a) works developed or otherwise obtained by or for Contractor independently of this Agreement, including all works and Intellectual Property Rights owned by Contractor as of the Effective Date of the Agreement, including but not limited to Contractor's Licensed Software. Developed Works are works created, made, or developed by Contractor, either solely or jointly with the JBE or JBE Contractors, in the course of the performance of the Services under this Agreement, and all Intellectual Property Rights therein and thereto, including, without limitation, (i) all work-in-process, data or information, (ii) all modifications, enhancements and derivative works made to Contractor Works, and (iii) all drafts and final copies of Deliverables. Contractor retains all intellectual property rights, title, and interest in and to Contractor Works and Developed Works.

C. Contractor shall set forth in an exhibit to each Statement of Work any Third Party Materials that Contractor intends to use in connection with that Statement of Work. The JBE shall have the right to approve in writing the introduction of Third Party Materials into any Work prior to such introduction.

D. Notwithstanding any other provision to the contrary, this Master Agreement grants the JBEs no title or rights of ownership in the Licensed Software. Contractor's Licensed Software and all modules, extensions, modifications and Documentation thereto are the copyrighted Intellectual Property of the Contractor and may be used only as permitted by the License granted to JBEs. Contractor retains all intellectual property rights, title, and interest in and to Contractor's Licensed Software and all modules, extensions, modifications and Documentation thereto.

20. Modification. No modification or change to this Agreement or any Participating Addendum will be valid without written approval by the affected JBE, in the form of an Amendment, including any changes to a Statement of Work.

21. Prohibited Bids for End Product of this Agreement. No person, firm, or subsidiary thereof which has been awarded a consulting services agreement may submit a bid for, or be awarded an agreement for, the provision of services, procurement of Materials or Data, or any other related action which is required, suggested, or otherwise deemed appropriate in the end product of this Agreement. This provision will not apply to any person, firm, or subsidiary thereof, which is awarded a subcontract under this Agreement in an amount no more than ten percent of the total monetary value of this Agreement.

22. Standard of Performance; Warranties.

A. Intentionally Omitted.

B. Warranties.

B.1. Services Warranty. Contractor warrants that the Work and all Deliverables furnished to the JBE will conform to the requirements of this Agreement and the JBE's Participating Addendum for one (1) year from Acceptance. In the event of a breach of the foregoing warranty, Contractor shall re-perform the applicable Work or Deliverable at no additional cost to JBE. Contractor warrants that it will provide the labor and services for the Deliverables using reasonably qualified personnel and provide such services in a professional manner.

B.2. Licensed Software Warranty. Contractor warrants that the Software shall materially comply with the applicable Specifications for a period of one (1) year from Go-Live. In the event of a breach of the foregoing warranty, Contractor shall correct the nonconformity at no additional cost to JBE.

B.3. Virus Protection Warranty. Contractor warrants that it takes reasonable measures to avoid allowing a Virus to be introduced into the Software. If a Virus is found to have been introduced into any Licensed Software as a result of a breach of the foregoing sentence, Contractor will, as part of the Support Services, assist the JBE in eradicating the Virus. "Virus" shall mean (i) program code or programming instruction(s) or set(s) of instructions intentionally designed to disrupt, disable, harm, interfere with or otherwise adversely affect computer programs, data files or operations; or (ii) other code typically described as a virus, trojan horse, worm, file infector, or boot sector infector. For the sake of clarity, a license key that can expire, a license counter that limits the capacity used, or similar disabling code designed to ensure the JBE does not exceed the licensed capacity is not considered a Virus, nor is any fail safe utility that is expressly permitted.

B.4. Four-Digit Date Compliance. Contractor represents and warrants that it will provide only Four-Digit Date Compliant deliverables and/or services to the JBE. "Four-Digit Date Compliant" deliverables and services can accurately process, calculate, compare, and sequence date data, including, without limitation, date data arising out of or relating to leap years and changes in centuries. This warranty and representation is subject to the warranty terms and conditions of this Agreement and does not limit the generality of warranty obligations set forth elsewhere in this Agreement.

B.5. Warranty of Law. Contractor warrants and represents that to the best of Contractor's knowledge: (i) there is no claim, litigation or proceeding pending or threatened against Contractor with respect to the Licensed Software or any part of the Work alleging infringement of any patent or copyright or any trade secret or any proprietary right of any person; (ii) Contractor has full authority to enter into this Agreement and any Participating Addendum and to consummate the transactions contemplated hereby; and (iii) Contractor's performances under this Agreement and any Participating Addendum are not materially impaired or prohibited by any other agreement to which Contractor is a party or by which it may be bound. Contractor warrants that it complies with all laws, rules and regulations applicable to Contractor's business and services.

B.6. Warranty of Title. Contractor warrants and represents that (i) it has good title to the Licensed Software (ii) it has the right to grant to the JBE the licenses granted hereunder; (iii) the JBE shall quietly and peacefully possess and use any Licensed Software provided hereunder, subject to and in accordance with the provisions of this Agreement; and (iv) Contractor shall be responsible for, has and shall have full authority to license all proprietary and/or third party software modules, algorithms and protocols that are incorporated into the Licensed Software (the "Title Warranty").

B.7. Support Services Warranty. Contractor hereby warrants and represents that each of its employees, independent contractors or agents assigned to perform any Support Services or provide any technical assistance in configuration, development and implementation, training, use and related services under the terms of this Agreement shall have the skill, training, and background reasonably commensurate with his/her level of performance or responsibility, so as to be able to perform in a competent and professional manner.

B.8. Effect of Breach of Warranty. If, at any time during the term of this Agreement or any Participating Addendum, Contractor breaches any warranty under this Section 22, the JBE shall promptly notify Contractor in writing of such

alleged breach of warranty, and shall include if applicable the information required pursuant to Exhibit 10 (Maintenance and Support). If the breach relates to the Licensed Software Warranty or Virus Protection Warranty, then Contractor shall correct any such deficiency in the Licensed Software in accordance with the Service Level criteria set forth in Exhibit 10 (Maintenance and Support). If the breach relates to Section 22.B.5 (Warranty of Law), then Contractor shall promptly correct the identified deficiency. If the breach relates to Section 22.B.6 (Warranty of Title), then Contractor shall promptly either: (a) procure for the JBE the right to continue use of the Licensed Software at no additional charge to the JBE, (b) modify such Licensed Software to avoid the claimed infringement (provided that such modification does not adversely affect the JBE's intended use of the Licensed Software) at no additional charge to the JBE, or (c) replace said Licensed Software with an equally suitable, compatible and functionally equivalent non-infringing software, including installation and configuration as required, at no additional charge to the JBE. If none of the foregoing options is practicable, then the JBE may terminate this Agreement or applicable Participating Addendum as hereinafter provided in this section. If the breach relates to Section 22.B.7 (Support Services Warranty), then Contractor shall promptly re-perform the nonconforming Support Services, until such time as the nonconformance is corrected or the parties otherwise agree in writing. If after reasonable efforts Contractor is unable to correct any such breach of warranty as described in this section, and the resulting non-performance or deficiency materially affects the ability of the JBE to utilize the Licensed Software, then the JBE may terminate this Agreement in accordance with Section 26.A (Termination for Cause), subject to the transition provisions of Exhibit 12 (Transition Services).

B.9. All warranties will inure to the JBE, its successors, and assigns.

23. Personnel Requirements.

A. Contractor will use adequate numbers of qualified individuals with suitable training, education, experience, and skill to perform the Work. For continuity, Contractor will endeavor to retain the same individuals during the performance of Work.

B. The JBE reserves the right to disapprove Contractor's personnel, if dissatisfied with their performance. Upon receipt of such Notice, Contractor will assign replacement personnel, with equivalent or greater experience and skills, who are acceptable to the JBE's Project Manager. JBE's acceptance will not be unreasonably withheld.

C. Contractor will be responsible for all costs associated with replacing personnel, including additional costs to familiarize replacement personnel with the Work.

24. Background Checks.

A. For Contractor's employees, Subcontractors, or agents performing work, and with access to the JBE's systems (on-site or remotely) in the performance of their Work under this Agreement, the JBE will have the right, but not the obligation, to request or conduct a background check, before granting access to the JBE's premises or systems or at any other time. Contractor will cooperate with the JBE in performing any background checks, will provide prompt Notice to the JBE of (i) any person refusing to undergo such background check, and will immediately remove such person from the project, and (ii) the results of any background check as requested by the JBE. Contractor will obtain all releases, waivers, or permissions required for the release of such information to the JBE. Any costs for JBE requested background checks beyond contractor's normal background check process will be borne by JBE.

B. Granting or denying access will be at the sole discretion of the JBE. Contractor will receive a written response with a notification of "Approved" or "Denied" for the facility access for each individual. No background information will be released to Contractor.

C. It is the responsibility of Contractor to notify the JBE of any additional staff or change in staff, to submit to the JBE a completed and signed Application and Consent for Background Check form for each person, and to receive authorization from the JBE before the individual begins to work in a JBE facility.

25. Survival. All provisions of this Agreement, which by their nature or intent, extend beyond the term of this Agreement will survive termination or expiration of this Agreement, including, without limitation, the following provisions: License, Assignment, Audit Rights and Retention of Records, Confidentiality, Indemnification, Limitation of Liability, Warranties and Transition, and Contractor's obligations regarding privacy and data security. Notwithstanding any provision to the contrary, all representations, warranties, and certifications made by Contractor: (i) shall be deemed to be made to all JBEs; (ii) shall, in addition to this Agreement, be deemed to be made for and under each Participating Addendum; and (iii) shall remain true during the term of this Agreement and any Participating Addendum, as well as during any Transition Period under Exhibit 12. Contractor shall promptly notify each JBE if any representation, warranty, or certification becomes untrue.

26. Termination; Term of Agreement.

A. Termination for Cause. The Establishing JBE may terminate this Agreement, in whole or in part, immediately "for cause" (and a JBE may terminate a Participating Addendum, in whole or in part, immediately "for cause"): if (i) Contractor fails or is unable to meet or perform any of its duties under this Agreement or a Participating Addendum, and this failure is not cured within thirty (30) days following Notice of default; (ii) Contractor or Contractor's creditors file a petition as to Contractor's bankruptcy or insolvency, or Contractor is declared bankrupt, becomes insolvent, makes an assignment for the benefit of creditors, goes into liquidation or receivership, or otherwise loses legal control of its business; or (iii) Contractor makes or has made under this Agreement (or any Participating Addendum) any representation, warranty, or certification that is or was incorrect, inaccurate, or misleading. All costs to the JBE arising from Contractor's default, including costs to complete or correct the Work, will be deducted from any sum due Contractor. Contractor will not be entitled to recover overhead or profit on the uncompleted portions of the Work.

B. Termination for Convenience.

B.1. The Establishing JBE may terminate, in whole or in part, this Agreement (and a JBE may terminate, in whole or in part, a Participating Addendum) for convenience upon thirty (30) days prior Notice. Upon receipt of the termination Notice, Contractor will promptly discontinue Work as specified in the Notice.

B.2. If the Establishing JBE terminates all or part of this Agreement (or a JBE terminates all or part of a Participating Addendum) other than for cause, the JBE will pay Contractor for the Work satisfactorily performed prior to the termination. Contractor will not recover overhead or profit on the uncompleted portions of the Work.

C. Termination Due to Changes in Budget or Law. Each JBE's payment obligations are subject to annual appropriation and the availability of funds. Expected or actual funding may be withdrawn, reduced, or limited prior to the expiration or other termination of this Agreement or Participating Addendum. Funding beyond the current appropriation year is conditioned upon appropriation of sufficient funds to support the activities described in this Agreement (including a Participating Addendum). The Establishing JBE may terminate this Agreement (and any JBE may terminate a Participating Addendum), and each JBE may limit Contractor's Work (and reduce proportionately Contractor's fees) upon Notice to Contractor without prejudice to any right or remedy of the JBEs if: (i) expected or actual funding to compensate Contractor is withdrawn, reduced or limited; or (ii) the Establishing JBE determines that Contractor's performance under this Agreement (or a JBE determines that Contractor's performance under a Participating Addendum) has become infeasible due to changes in applicable laws

D. Effect of Termination.

D.1. Upon any expiration or termination, the JBE will have the right to take possession of any materials, equipment, Deliverables, and other Work including partially completed Work.

D.2. Upon termination of any kind, the JBE may withhold from payment any sum that the JBE determines to be owed to the JBE by Contractor, or necessary to protect the JBE against loss due to outstanding liens or claims of former lien holders.

D.3. **Transition services.** Contractor shall provide the transition services and procedures set forth on Exhibit 12 (Transition Services), upon request of the JBE, in the event of any termination of this Agreement.

E. Escrow of Source Code. Concurrently with or within a reasonable time after the execution of each Participating Addendum, upon request by the Participating Entity, the parties agree to execute, and to abide by and comply with, an escrow agreement for the Licensed Software Source Code (the “**Source Code Escrow Agreement**”) with an escrow agent to be selected and mutually agreed upon by the parties. The terms of the Source Code Escrow Agreement shall include, without limitation, provisions whereby: (1) Contractor would deposit the Source Code for the Licensed Software and the related source documentation (the “**Deposit Materials**”) and (2) such Deposit Materials would be released to the JBE immediately upon the occurrence of an Event of Release. An “**Event of Release**” means the following event: Contractor ceases doing business as a going concern. Unless otherwise agreed between the parties, requesting JBE shall bear the escrow fees due under such escrow agreement. In the event of a release of the Deposit Materials to the JBE, Contractor hereby grants to the JBE a non-exclusive, perpetual, fully paid-up license to reproduce and use such Deposit Materials for the sole and exclusive purpose of providing support and maintenance for the Licensed Software. Notwithstanding any provision in the Source Code Escrow Agreement, in the event that the Source Code is released pursuant to such Source Code Escrow Agreement, the JBE shall have the right to approach, negotiate or contract directly or indirectly with any party, including without limitation any subcontractor to or affiliate of Contractor, for the purpose of procuring ongoing maintenance and support services for the Licensed Software Source Code.

F. Term and Termination.

(a) The term (“**Term**”) of this Agreement shall commence on the Effective Date and terminate on the Expiration Date set forth on the first page of this Agreement (the “**Initial Term**”), unless terminated earlier in accordance with the terms of this Section 26, or unless extended in accordance with this Agreement. The Establishing JBE will have the right to extend the term of this Agreement one additional three-year option period and an additional two-year option period (each individually an “**Option Term**”). In order to exercise an Option Term, the Establishing JBE must send Notice to Contractor at least thirty (30) days prior to the end of the Initial Term or a successive Option Term. The exercise of an Option Term will be effective without Contractor’s signature. If Contractor chooses not to enter into a successive Option Term, Contractor shall provide six (6) months’ notice prior to an applicable Expiration Date.

(b) **Participating Addenda.** The termination of this Agreement shall not result in the termination of any outstanding Participating Addendum that has not been terminated by the Participating Entity, and this Agreement shall continue to apply to any such Participating Addendum until such time as all Work under such Participating Addendum has been completed by its terms or is terminated as provided in this Section 26. Execution of any Participating Addendum by a Participating Entity and Contractor must be completed before the termination or expiration of this Agreement.

27. Time is of the Essence. Time of performance is of the essence in the performance of services by Contractor under this Agreement.

28. Waiver; Severability.

A. Waiver of Rights. JBE’s action, inaction, or failure to enforce any right or provision of this Agreement or any Participating Addendum is not a waiver of its rights, and will not prevent the JBE from enforcing such rights on any future occasion.

B. Severability. The provisions of this Agreement will be effective in all cases, unless otherwise prohibited by applicable state or federal law. The provisions of this Agreement are separate and severable. The invalidity of any sentence, paragraph, provision, section, or portion of this Agreement will not affect the validity of the remainder of this Agreement.

29. Loss Leader. Contractor shall not sell or use any article or product as a “loss leader” as defined in Section 17030 of the Business and Professions Code.

30. Antitrust Claims. If goods or services under this Agreement were obtained by means of a competitive bid:

A. Assignment. Contractor shall assign to the JBE all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2 (commencing with Section 16700) of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by Contractor for sale to the JBE. Such assignment shall be made and become effective at the time the JBE tenders final payment to the Contractor.

B. Reimbursement. If the JBE receives, either through judgment or settlement, a monetary recovery for a cause of action assigned under this section, the Contractor shall be entitled to receive reimbursement for actual legal costs incurred and may, upon demand, recover from the JBE any portion of the recovery, including treble damages, attributable to overcharges that were paid by the Contractor but were not paid by the JBE as part of the bid price, less the expenses incurred in obtaining that portion of the recovery.

C. Reassignment. Upon demand in writing by the Contractor, the JBE shall, within one year from such demand, reassign the cause of action assigned under this part if the Contractor has been or may have been injured by the violation of law for which the cause of action arose and (a) the JBE has not been injured thereby, or (b) the JBE declines to file a court action for the cause of action.

31. Recycling. Upon request, Contractor shall certify in writing under penalty of perjury, the minimum, if not exact, percentage of post-consumer material as defined in PCC 12200, in products, materials, goods, or supplies offered or sold to the JBE regardless of whether the product meets the requirements of PCC 12209. With respect to printer or duplication cartridges that comply with the requirements of PCC 12156(e), the certification required by this subdivision shall specify that the cartridges so comply.

32. Priority Hiring Consideration. If this is an Agreement for services, other than consulting services, with total compensation over \$200,000, Contractor shall give priority consideration in filling vacancies in positions funded by this Agreement to qualified recipients of aid under Welfare and Institutions Code section 11200 in accordance with PCC 10353. Contractor does not anticipate creating new positions to be funded by this Agreement as of the Effective Date.

33. DVBE Participation Certification. If for this Agreement Contractor made a commitment to achieve disabled veteran business enterprise (“DVBE”) participation, then Contractor must within 60 days of receiving final payment under this Agreement (or within such other time period as may be specified elsewhere in this Agreement) certify in a report to the JBE: (1) the total amount the prime Contractor received under the Agreement; (2) the name and address of the DVBE(s) that participated in the performance of the Agreement; (3) the amount each DVBE received from the prime Contractor; (4) that all payments under the Agreement have been made to the DVBE; and (5) the actual percentage of DVBE participation that was achieved. A person or entity that knowingly provides false information shall be subject to a civil penalty for each violation. (Military & Veterans Code section 999.5(d); Government Code section 14841).

34. Union Activities. Contractor agrees that no JBE funds received under this Agreement will be used to assist, promote or deter union organizing during the Term. If Contractor incurs costs, or makes expenditures to assist, promote or deter union organizing, Contractor will maintain records sufficient to show that no JBE funds were used for those expenditures. Contractor will provide those records to the Attorney General upon request.

35. Publicity. Contractor must not make any public announcement, press release, or other writing relating to this Agreement that is not itself part of the Services without the JBE's prior written approval. In no event will the JBE approve any writing that could be construed as an endorsement of the Contractor.

36. Counterparts. This Agreement and any Participating Addendum may be executed in counterparts, each of which is considered an original.

37. Singular and Plural Usage; References. All references to the plural herein shall also mean the singular and to the singular shall also mean the plural unless the context otherwise requires. Section headings are for reference and convenience only and shall not be considered in the interpretation of this Agreement. References to "including" means "including, without limitation."

38. Entire Agreement.

A. Headings or captions to the provisions of this Agreement are solely for the convenience of the parties and will not be used to interpret or determine the validity of this Agreement.

B. This Agreement was negotiated between the parties, and neither party "prepared" this Agreement for purposes of California Civil Code §1654. Any ambiguity will not be construed against the drafter, but rather the terms and provisions will be given a reasonable interpretation.

C. This Agreement constitutes the entire and final understanding of the parties regarding this matter, and supersedes and terminates any and all prior or contemporaneous negotiations, representations, understandings, discussions, offers, proposals, or agreements between the parties, whether written or oral, express or implied, relating in any way to this matter.

39. Notices. Notices regarding this Agreement must be sent to the following address and recipient:

If to Contractor:	If to the Establishing JBE:
Justice Systems, Inc. Attn: Ernie Segó 4600 McLeod NE Albuquerque, NM 87109	<u>Judicial Council of California</u> Attn: Mona Lawson, Supervisor – Contracts 2850 Gateway Oaks Drive, Ste. #300 Sacramento, CA 95833
<u>With a copy to:</u> Ontario Systems, LLC Attn: Legal Department 4400 NE 77 th Ave, Suite 100 Vancouver, WA 98662	

Either party may change its address for notices by giving the other party notice of the new address in accordance with this section. Notices will be considered to have been given at the time of actual delivery in person, three (3) days after deposit in the mail as set forth above, or one (1) day after delivery to an overnight air courier service.

END OF EXHIBIT 3

EXHIBIT 4

LICENSED SOFTWARE AND ADDITIONAL TERMS

FULLCOURT *ENTERPRISE*[®] ADDENDUM

DEFINITIONS:

As used in this Addendum and Exhibit 4, the following words or terms shall have the meaning described as set forth below:

“ALTERNATIVE DATABASE”- shall mean any database (other than the customarily provided Oracle database) which **Justice Systems** has approved for use in conjunction with the FullCourt *Enterprise* SOFTWARE.

“CUSTOM SOFTWARE”- shall mean those deliverables, as well as documentation related thereto, which are made available by Justice Systems to Customer as part of a customization, modification, alteration, supplementation, addition or change to the STANDARD SOFTWARE and intended to be used as part of or in conjunction therewith. “CUSTOM SOFTWARE” includes all embedded components, subsystems, libraries and/or runtimes supplied by Justice Systems as part of the FullCourt Enterprise customization whether or not the same originated with Justice Systems.

“DOCUMENTATION”- shall mean all written, printed, electronic or other format materials published or otherwise made available by **Justice Systems** that relate to the functional, operational and/or performance capabilities of the SOFTWARE. DOCUMENTATION shall not include SOURCE CODE.

“LICENSE”- shall mean the worldwide, perpetual, personal, non-transferable, non-exclusive, license for **Customer’s** internal use only granted by **Justice Systems** to use the SOFTWARE and SOFTWARE PRODUCTS under this Agreement.

“MIDDLEWARE”- shall mean the SOFTWARE layer that lies between the operating system and the application. Typically, this refers to Java Application Server and Web Server software.

“OBJECT CODE”- shall mean the binary machine readable version of the SOFTWARE.

“SERVICES”- shall mean the work done by **Justice Systems** in support of the SOFTWARE and SOFTWARE PRODUCTS but not limited to installation, training, consulting, on site and remote support, as well as such other SERVICES as may be mutually agreed upon by the parties.

“SOFTWARE”- shall mean the aggregate of the STANDARD SOFTWARE and the CUSTOM SOFTWARE, including all physical components that are provided by **Justice Systems**, including but not limited to magnetic and digital media, job aids, templates and other similar devices, and exclusive of the SUBLICENSED systems and products not provided by Justice Systems.

“SOFTWARE PRODUCTS”- Shall mean all physical components, other than SOFTWARE, that are offered by **Justice Systems**, including but not limited to documentation, magnetic and digital media, CD-ROMS, job aids, templates and other similar devices.

“SOURCE CODE”- shall mean those statements in computer language, which when processed by a compiler, assembler or interpreter become executable by a computer. Unless otherwise specifically set forth in this or a separate written instrument, the use of SOURCE CODE is not authorized or granted hereunder.

“STANDARD SOFTWARE”- means the standard FullCourt *Enterprise* application as indicated on the LICENSE which is attached to and made a part of this Agreement. “STANDARD SOFTWARE” includes all embedded components, subsystems, libraries and/or runtimes supplied by Justice Systems as part of the FullCourt *Enterprise* application whether or not the same originated with Justice Systems. “STANDARD SOFTWARE” does not include the SUBLICENSED systems or any Customer-supplied software or systems which may be used in conjunction with the FullCourt *Enterprise*, whether the same may or may not be necessary for the performance of that system.

“SUBLICENSE”- shall mean the non-transferable, temporary, non-exclusive, license for **Customer’s** use only granted by **Justice Systems** to use the components of the STANDARD SOFTWARE licensed to **Justice Systems** by third parties under the terms and conditions of their respective license agreements. SUBLICENSED components are warranted and supported by Justice Systems as provided in the LICENSE and in the Maintenance and Support Agreement.

FULLCOURT ENTERPRISE SOFTWARE LICENSE

Upon executing a Participating Addendum, Justice Systems, Inc. (“Justice Systems”), a New Mexico corporation, grants to the Participating Entity (“Customer”) a non-transferable, nonexclusive, perpetual license to use FullCourt *Enterprise* SOFTWARE and DOCUMENTATION and to use other SOFTWARE modules developed and provided by Justice Systems in conjunction therewith as identified below. By use of the STANDARD SOFTWARE and CUSTOM SOFTWARE Customer agrees to abide by the terms of this SOFTWARE LICENSE. “Definitions” as set forth herein to which this SOFTWARE LICENSE has been made a part are not repeated herein, but are hereby incorporated by reference as though fully set forth herein for the purpose of this SOFTWARE LICENSE.

Note: This SOFTWARE LICENSE is intended to cover the STANDARD SOFTWARE and CUSTOM SOFTWARE, as well as any modules that are used in conjunction therewith and as may be delivered by Justice Systems pursuant to the provisions of the underlying Agreement to which this SOFTWARE LICENSE has been made apart. Not all modules may be licensed hereunder, and the Customer should review the schedule below to determine those products for which this SOFTWARE LICENSE has been granted. The number of licensed users to the application may be different than those licensed for each module. This SOFTWARE LICENSE supersedes and replaces any and all other FullCourt *Enterprise* licenses granted to the Customer prior to the date set forth above, and does not grant the right to increase the number of concurrent users for any of the licensed products beyond the number identified herein. Acceptance of this SOFTWARE LICENSE and use of the products licensed hereunder supersedes and replaces all previously granted LICENSES only to the extent that they conflict with this SOFTWARE LICENSE.

The SOFTWARE LICENSE granted herein authorizes the use of the SOFTWARE only in OBJECT CODE format (and does not grant any rights to SOURCE CODE) for the purposes of creating, updating, and/or deleting information or data of **Customer** by no more than the number of concurrent users set forth in the Participating Addendum. A “concurrent user” is anyone authorized by **Customer** who is signed onto the application through a workstation as permitted by the application (any such user simultaneously signed on through more than one (1) workstation will only be counted as a single user). **Customer** shall assure compliance with the conditions of this license and will permit **Justice Systems** to perform reasonable audits and on-site inspections of the SOFTWARE, and its use. The SOFTWARE shall be used only within the geographical jurisdiction of **Customer** and at such sites as are identified in writing to **Justice Systems**. **Customer** shall not sell, assign, give or permit a security interest to be taken herein or otherwise convey or allow any other person or entity to use the SOFTWARE without prior written consent of **Justice Systems**. **Customer** shall not cause or permit reverse engineering, derivation of SOURCE CODE, disassembly, decompilation of the SOFTWARE nor disclose nor permit access to the SOFTWARE by any unauthorized third party without the written consent of **Justice Systems**. **Customer** shall not create derivative works from, adapt, translate or use any portion of the SOFTWARE except as otherwise specifically permitted in this SOFTWARE LICENSE. **Customer** shall not disclose results of benchmark tests of the SOFTWARE. **Customer** acknowledges that **Customer** obtains no ownership rights in the SOFTWARE and that the SOFTWARE is the proprietary product of **Justice Systems** and is protected by copyright and other intellectual property laws. **Customer** shall have the right to use the SOFTWARE in the operating environment identified by **Customer** to **Justice Systems**.

No database relationships shall be modified, nor shall any writing of data into the database be performed by **Customer**, at **Customer’s** direction, or with **Customer’s** knowledge and consent.

Once installed by **Justice Systems**, **Customer** may not copy onto or transfer the SOFTWARE to any other device(s) than that upon which originally installed, except in the case of one-to-one transfers to new hardware installations, in which case such hardware shall conform to any prerequisites of this SOFTWARE LICENSE or accompanying SUBLICENSES and that the use of the SOFTWARE installed on the pre-existing hardware will terminate immediately. Notwithstanding the terms of this subparagraph, **Customer** may temporarily transfer the SOFTWARE onto another device if the original device becomes inoperable or is malfunctioning.

Additionally, **Customer** is authorized to use in conjunction with the SOFTWARE the following modules / features, which will be identified in each Participating Addendum, for the number of concurrent users indicated next to the description of each module:

Per User/Seat Licensed Modules:

Initials: _____	FullCourt <i>Enterprise</i> Jury Management Module Number of Licensed Users (_____)
Initials: _____	FullCourt <i>Enterprise</i> Batch Scanning Module Number of Licensed Seats (_____)

Licensed Users Same As Number of Concurrent Users of SOFTWARE:

Initials: _____ FullCourt *Enterprise* Imaging Module

Unlimited Public Access Users of SOFTWARE

Initials: _____ FullCourt *Enterprise* unlimited Public Access users; provided with CPU licenses for Oracle and FullCourt *Enterprise* Application Server

Notwithstanding any other provision of this Agreement **Justice Systems** may terminate a particular Participating Entity's SOFTWARE LICENSE under its Participating Addendum immediately if **Customer** (a) fails to make any LICENSE fee payment as set forth by agreement, which breach is not remedied or cured within forty-five (45) days after notice thereof by **Justice Systems** to **Customer**; or, (b) commits a material breach of any of its obligations provided for under this LICENSE, which breach is not remedied or cured within sixty (60) days after notice thereof by **Justice Systems** to **Customer**. Upon termination, **Customer** shall immediately cease to use the SOFTWARE and shall immediately deliver to **Justice Systems** all copies of the SOFTWARE or any other property of **Justice Systems** relating to the SOFTWARE and shall certify in writing that these terms have been fulfilled.

Customer recognizes that money damages may not be an adequate remedy for its breach or violation of the terms of this SOFTWARE LICENSE, or threatened breach or violation, and injunctive relief or other equitable remedies shall be available to **Justice Systems** as a remedy in addition to any other remedies available under the law.

FullCourt *Enterprise* Data Dictionary License

For good and valuable consideration **Justice Systems, Inc.**, a New Mexico corporation, hereby grants to Customer, (hereinafter "**Licensee**") a LICENSE for the FullCourt *Enterprise* Data Dictionary, as follows:

The FullCourt *Enterprise* Data Dictionary is the exclusive proprietary property of Justice Systems, Inc., a New Mexico corporation. As such, its use and products created as a result of its use (and the technology disclosed therein) are strictly governed by the terms of the original FullCourt *Enterprise* LICENSE and other licenses which may accompany the FullCourt *Enterprise* Court Case Management System.

Use, disclosure, extraction from and any other information derived as a result of this disclosure of the FullCourt *Enterprise* Data Dictionary is further governed, as follows:

- 1- The FullCourt *Enterprise* Data Dictionary is protected in accordance with the provisions of the Justice Systems, Inc. copyright to FullCourt *Enterprise*;
- 2- The FullCourt *Enterprise* Data Dictionary is licensed, not sold, by Justice Systems, Inc. It shall remain proprietary to and a trade secret of Justice Systems, Inc. which retains the title, ownership and intellectual property rights in and to the FullCourt *Enterprise* Data Dictionary;
- 3- The **Licensee** may not modify, network, rent, lease, loan, sublicense, assign, or otherwise transfer, pledge, or encumber the FullCourt *Enterprise* Data Dictionary, in whole or in part;
- 4- The FullCourt *Enterprise* Data Dictionary contains trade secrets, and the **Licensee**, or its assignees, may not decompile, reverse engineer, disassemble, or otherwise manipulate any components of FullCourt *Enterprise* or the FullCourt *Enterprise* Database so as to disclose trade secrets, or for any other purpose;
- 5- The FullCourt *Enterprise* Data Dictionary described herein, and any modifications, updates, revisions, corrections or additions thereto, shall be used only for the purpose of providing **Licensee** with information pertaining to the FullCourt *Enterprise* Database so that **Licensee** might read data contained in the FullCourt *Enterprise* Database for the purpose of extracting, exporting , ad hoc inquiry and reporting;
- 6- Under no circumstances may any product developed by **Licensee**, or its assignees, modify, enhance or in any way affect the FullCourt *Enterprise* database structure. Any such modifications to the FullCourt *Enterprise* Database shall immediately void any and all warranties, and maintenance obligations of Justice Systems, Inc., and other obligations of Justice Systems, Inc. under the then existing FullCourt *Enterprise* license agreement;

This license to the FullCourt *Enterprise* Data Dictionary is an extension of the original SOFTWARE LICENSE and shall terminate at such time as the original SOFTWARE LICENSE; **Licensee** shall keep the FullCourt *Enterprise* Data Dictionary and DOCUMENTATION in confidence and take all reasonable precautions to ensure that no unauthorized persons have access to the same.

FULLCOURT ENTERPRISE® OPERATING ENVIRONMENT

Standard Configuration:

FullCourt *Enterprise* is supported by four different components, each of which may be implemented on separate hardware platforms. These components are:

- FullCourt *Enterprise* Java application/web server. Justice Systems requires FullCourt *Enterprise* Application Server as the application / web server for FullCourt *Enterprise*. The server running the application / web server must use either a Windows Server 2008 / 2008 R2 / 2012 / 2012 R2, or Red Hat Linux 6.x/7.x or later 64-bit operating system that is compatible with FullCourt *Enterprise* Application Server or such other MIDDLEWARE products as **Justice Systems** may approve.
- Database server containing FullCourt *Enterprise* application data. The standard database is Oracle 12c and the server running the database server must use either a Windows Server 2008 / 2008 R2 / 2012 / 2012 R2, or Red Hat Linux 6.x/7.x or later 64-bit operating system.
- Workstations supporting the browser based user interface. **Justice Systems** currently requires Google Chrome v44 or Internet Explorer v10.x or later as the browser for FullCourt *Enterprise* but will designate at the time of installation the appropriate version (in the event of change).

Performance of the overall system is the result of a combination of products working together in harmony. Inasmuch as both parties will be independently providing and responsible for maintaining various components of the system, the parties mutually recognize that no assurances can be made by **Justice Systems** as to the final performance of the SOFTWARE. The parties agree to work together to achieve optimum performance results to the extent that the same may be reasonably obtained.

Justice Systems Will Provide:

It is understood that the FullCourt *Enterprise* System utilizes the Oracle database and that **Justice Systems** will provide the Oracle database with FullCourt *Enterprise*.

It is understood that the FullCourt *Enterprise* System utilizes FullCourt *Enterprise* Application Server MIDDLEWARE and that **Justice Systems** will provide this MIDDLEWARE with FullCourt *Enterprise*.

Justice Systems will provide as a part of the implementation contemplated by this Agreement all necessary SOFTWARE and SOFTWARE PRODUCTS for the operation of the FullCourt *Enterprise* System, including Enterprise Service Bus.

Customer Will Provide:

Any and all other components of the operating environment will be provided by **Customer**, including without limitation, the following:

- All hardware, including workstations and servers
- Compatible operating systems
- All networking components
- All printers and scanners
- Microsoft Word
- A compatible internet browser
- All backup system components
- Java Virtual Machine
- Java Development Kit

Customer Preparation Responsibilities:

The **Customer** must have the complete hardware and networking infrastructure in place and operational before the installation of the STANDARD SOFTWARE and/or CUSTOM SOFTWARE. This includes:

1. Assuring that all hardware (server/workstations/Local Area Network/ printers/Internet access with ports 80 and 443 unblocked/tape backup system etc.) is fully tested and operational prior to the FullCourt *Enterprise* installation.

2. Assuring that Internet access is available to the server and workstations in order to support remote installation and diagnosis. If any component is to be installed on servers running Linux, at least one (1) Windows workstation with Internet access should also have X Server SOFTWARE installed so that the server(s) may be accessed for installation, configuration and maintenance.

The entire system (including Internet connection) must be fully tested and operational prior to the installation of the **Justice Systems'** provided SOFTWARE. Customer must contact **Justice Systems** with any questions regarding the required hardware/software necessary to run the Justice Systems' products. In order to assure that the proper hardware, networking, and operating system infrastructure, etc. is installed and fully operational, **Justice Systems** will conduct a preliminary installation conference call with the appropriate **Customer** staff (including Information Systems personnel).

The operating environment will be configured by Customer pursuant to the provisions of the most currently published version of the "FullCourt *Enterprise* Recommended System Configuration" which will be provided to **Customer** by **Justice Systems**.

FullCourt *Enterprise*® Application Server SUBLICENSE

Justice Systems grants to Customer a SUBLICENSE to use FullCourt *Enterprise* Application Server software (FCE-AS) in conjunction with the FullCourt *Enterprise* software provided by Justice Systems to Customer. This SUBLICENSE is subject to the terms and conditions of the underlying Master Agreement to which this SUBLICENSE has been made a part, as well as the following terms.

- 1)The right to use FCE-AS is a nonexclusive, non-transferable SUBLICENSE granted Customer by Justice Systems to use FCE-AS provided by Justice Systems with the FullCourt *Enterprise* software LICENSE granted concurrent hereto.
- 2)FCE-AS will be provided by Justice Systems and shall be used only with FullCourt *Enterprise* or such other programs as may be provided by Justice Systems to Customer.
- 3)Justice Systems will install FCE-AS as provided by the agreement(s) referred to above.
- 4)Each copy of FCE-AS shall be for the Customer's own internal use within the limits of its geographic jurisdiction. The FCE-AS program shall not be transferred except for temporary transfer in the event of computer malfunction.
- 5)Customer shall not remove or modify any program markings, nor any notice of proprietary rights. All trademarks, trade names, logos and notices present will be preserved and not deliberately defaced, modified or obliterated except by normal wear and tear. Customer shall not use any trademarks without express written authorization.
- 6)Customer shall, at the termination of the SUBLICENSE, promptly discontinue use and return to Justice Systems all copies of FCE-AS and Documentation.
- 7)Customer shall comply fully with all relevant export laws and regulations of the United States to assure that neither FCE-AS, nor any direct product thereof, are exported, directly or indirectly, in violation of United States law or laws of any other country.

Products Applicable to this Sublicense:

Item #	Application Specific Program	Maximum Server Size	Description	Qty	Price per License	Total License Charge
1	FCE-AS	N/A	FCE Application Server Application Specific, Server Instance Licenses	1	N/C	N/C
TOTAL APPLICATION SPECIFIC LICENSE CHARGE					\$	N/C

***license fees to be addressed in the Participating Addendum.**

****JBE may elect to acquire Oracle licenses through Contractor or through a third-party. If JBE acquires Oracle licenses through Contractor, JBE will need to agree to Oracle's license terms in a Participating Addendum.**

Maintenance & Support Services Addendum

These Maintenance and Support Services provisions are in addition to Exhibit 10 (Maintenance and Support) of this Agreement. In the event of any conflict, the terms of Exhibit 10 prevail.

TERM: Except as may otherwise be specifically stated herein, the Maintenance & Support Services shall begin at the end of the warranty period and shall continue for one year terms with automatic renewal for successive one year periods or until specifically terminated by either party giving thirty (30) days written notice of intent to terminate. Maintenance & Support Services may survive the expiration and termination of the underlying Master Agreement to which it has been made a part. "Definitions" as set forth in the underlying Master Agreement to which this Maintenance & Support Services has been made a part are not repeated herein, but are hereby incorporated by reference into this instrument as though fully set forth herein.

SUPPORT PROVIDED: Justice Systems will:

- 1) provide **Customer** with telephone access by which **Customer** may communicate with **Justice Systems** for purposes of seeking technical support of the LICENSED and SUBLICENSED SOFTWARE provided to the **Customer**, but excluding support for modifications, changes or upgrades to interfaces software not specifically and solely developed by Justice Systems (e.g., modifications made to third party software with which FullCourt products have been interfaced);
- 2) provide to **Customer** maintenance of the SOFTWARE covered under this agreement, including maintenance releases of the STANDARD SOFTWARE and CUSTOM SOFTWARE regularly distributed, upgrade versions of the STANDARD SOFTWARE periodically distributed, but shall not include any modifications to either the STANDARD SOFTWARE or the CUSTOM SOFTWARE as may be required due to changes made by third parties to integrated systems, or services or supporting applications or systems, not provided by Justice Systems;
- 3) correct or replace LICENSED and SUBLICENSED SOFTWARE and/or provide SERVICES necessary to remedy any SOFTWARE error which is attributable to Justice Systems or which functions differently than published Justice Systems' documentation, or Justice Systems will provide a reasonable workaround for the error, or Justice Systems will refund the pro-rata pre-paid maintenance and support fees paid by customer under this agreement and terminate the maintenance and support agreement;
- 4) provide **Customer** with remote diagnostic SERVICES for the SOFTWARE.

FEES: Maintenance and support is included during the warranty period. After that, maintenance and support under the Maintenance & Support Services will be provided at the price stated in underlying Master Agreement or Participating Addendum, or any subsequently issued invoice and shall be paid in advance of the beginning of the covered period. Maintenance and Support fees under any Participating Addendum may not be increased during the term of the Master Agreement, except as provided in the Master Agreement. SERVICES for the FullCourt *Enterprise* Data Dictionary shall be separately provided upon request of **Customer** who will be charged therefor on a per call basis at the then current Standard Professional Services Rate. **Customer** agrees that each call shall be billed in minimum one-half hour increments.

Maintenance and Support shall be paid for all active LICENSES unless otherwise approved by Justice Systems in writing. Should the **Customer** reduce to total number of active LICENSES for which Maintenance and Support is provided and thereafter reinstate to active status some or all of those LICENSES which had been deactivated, a "reinstatement to active status" fee shall be assessed and paid before reactivation of the LICENSE.

CONDITIONS OF SUPPORT: **Customer** acknowledges and agrees that support under the Maintenance & Support Services will not be provided for damage or problems to SOFTWARE caused by fire, smoke, water, vandalism, riots, theft, misuse, accidents, power outages, abuse, any acts of war, or acts of God. **Customer** further acknowledges that this agreement will not cover corrections for difficulties or defects traceable to system changes by **Customer**, alterations to SOFTWARE other than by **Justice Systems**, introduction of incompatible programs, hardware, viruses, worms or any other cause beyond the control of **Justice Systems**.

If the customer elects to run FullCourt *Enterprise* in a virtualized environment, **Justice Systems** will support the product with some restrictions. Reported issues that are obviously originating in FullCourt *Enterprise* will be addressed in accordance with this Maintenance & Support Agreement. Issues that could have their origin in the configuration or management of the virtual environment - such as problems with performance, network and printer communications, etc. - may need to be reproduced outside of the virtual environment. Where the issue is confirmed to be unrelated to the virtual environment, **Justice Systems** will support the product in a manner consistent with support provided when the software is not running in a virtualized environment.

Any support rendered by **Justice Systems** at **Customer**'s request to deal with any problems that lie outside the scope of the Master Agreement, the Participating Addendum, and any other supporting documents shall be billed in accordance with the time and materials rates set forth in this Master Agreement.

Services Excluded from Maintenance & Support Services:

It is expressly understood and agreed by **Customer** that **Justice Systems** will not be responsible for performing the following SERVICES:

Training

Support SERVICES do not include any training SERVICES that may be required by **Customer**, including such SERVICES that may be required as a result of enhancements, modifications or upgrades. Except for the training expressly provided in the Exhibit 11 (Training) and the JBE's Statement of Work, these SERVICES may be separately purchased at **Justice Systems**' then current Standard Professional Service Rate.

Non-Standard Configuration

Justice Systems may assist, at costs additional to those set forth in this Agreement, with the configuration of any ALTERNATE DATABASE in order to assure that it will operate in conjunction with FullCourt *Enterprise*, but makes no assurances of compatibility.

Hardware

Hardware installation and setup, work station or server setup, fax-modem, scanner or printer installation or setup, local or wide-area networking hardware or setup, back-up system hardware or setup, services related to set up of the networking infrastructure.

Other Software

Supplying, installing, or integrating any other SOFTWARE, including but not limited to operating or networking systems; MIDDLEWARE and database SOFTWARE not defined as part of the Standard Configuration, or word processing systems; nor setup, remote communications SOFTWARE, back-up system SOFTWARE, or any legacy system or other non-FullCourt *Enterprise* application.

VERSIONS SUPPORTED: Contractor will provide Support Services, in accordance with this Agreement, for the most current release (as generally available to any JBE) of the Licensed Software and for the two (2) previous releases of the Licensed Software. Contractor has no obligation to provide Support Services for earlier releases of the Licensed Software.

It may be necessary to install the latest SOFTWARE releases for the licensed program and it may be necessary to update **Customer's** computer hardware, operating systems and/or other SOFTWARE to achieve compatibility with the currently supported release of the licensed program. If **Customer** has not installed any releases that **Justice Systems** has made in the licensed SOFTWARE or is not using a currently supported release of the licensed program, database or necessary MIDDLEWARE, **Justice Systems** may suspend provision of SOFTWARE maintenance and support for the licensed program until **Customer** cures this condition.

At times, releases provided as part of this Maintenance & Support Addendum may require changes to components that support the SOFTWARE, which changes are not included or covered in the SERVICES enumerated by the terms of the Maintenance & Support Services.

Any installation required for an upgrade to a currently supported release of a licensed program, when performed by **Justice Systems**, will be charged to **Customer** at **Justice Systems'** at the hourly rates set forth in this Master Agreement.

RELEASES:

- Releases of SOFTWARE modifications will be accompanied by:
 - Distribution of SOFTWARE via **Justice Systems'** FTP site (email notification of placement on the FTP site will be provided);
 - Mailing to the **Customer** of a CD/DVD upon which the SOFTWARE is written;
 - Written Release Notes that include: (1) identification of the **Customer** issues and modifications contained in the SOFTWARE release; (2) specific instructions pertaining to table setup and system setup affected by the release and delivered modifications; (3) other issues which **Justice Systems** determines appropriate for notification to end users;
 - Online Help Text (which will be regularly updated with each release).

It is understood that completion of all modifications will be dependent upon the mutual commitments of the **Customer** and **Justice Systems**. Change Orders, or unforeseeable circumstances may impact actual delivery dates; and, while both the **Customer** and **Justice Systems** will endeavor to perform their individual responsibilities as expeditiously as reasonably possible, delays may occur.

• **TIME OF SUPPORT:** Maintenance and support SERVICES provided under this agreement shall be available during the normal working hours of 7:00 a.m. to 5:00 p.m. Pacific Time excluding weekends, legal holidays, or other days determined by **Justice Systems** by prior notice to **Customer**.

REMOTE SUPPORT: **Customer** agrees to install and maintain for the duration of this agreement Internet access to the FullCourt *Enterprise* system that is compatible with Justice Systems' remote diagnostics system. **Customer** will pay for installation, maintenance and use of said items. Justice Systems shall use these items in connection with error correction and/or support. Any access by Justice Systems shall be subject to prior approval of **Customer** and in any case access shall be solely for the purpose authorized by **Customer**.

PROPRIETARY RIGHTS: Any changes, additions and enhancements in the form of new or partial programs or documentation as may be provided under this agreement shall remain the proprietary property of Justice Systems.

CITEPAYUSA SERVICES

Under this Agreement, Contractor may offer the Participating Entities its CITEPAYUSA Epayment Services, provided that such services shall be (i) optional; (ii) non-exclusive; and (iii) separately negotiated and executed by the JBEs.

Any integration to a third party Epayment service not provided by Contractor will be done so at Contractor's Professional Services rates. Contractor has no obligation to provide such integration.

END OF EXHIBIT 4

EXHIBIT 5
SPECIFICATIONS

Contractor agrees to the following specifications as they are implemented at San Joaquin Superior Court as of January 1, 2019.

Table A. Business and Functional Requirements

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
1	Person/Entity Management		
1.1	Types/Roles		
1.1.1	System captures party title types associated to the person.	Yes	
1.1.2	Capture associations, such as but not limited to: attorney/client, attorney/law firm, family unit associations	Yes	
1.1.3	Allow user to enter information related to a professional entity and any associations to either individuals or other entities.	Yes	
1.1.4	Allow user to specify the role of each individual associated to a case. Have the ability to specify multiple roles (e.g. plaintiff and cross-defendant). Roles can change during the life of the case, system must record begin/end date of each role.	Yes	
1.1.5	Maintain party relationships with multiple petitions and cross-complaints within a case.	Yes	
1.1.6	Must capture and update the participant stages based upon system events, timing, orders, etc. (e.g. named, answered, defaulted,)	Yes	
1.1.7	Ability to enter natural persons (First name, middle name, last name, suffix) and Entities such as corporations or agencies.	Yes	
1.1.8	Ability to configure the system to allow or disallow use of hyphenated names	No	
1.1.9	Ability to capture various alternative names, such as alias, moniker, doing business as (DBA) etc.	Yes	
1.1.10	Ability to remove party and / or association from a case	Yes	
1.1.11	Ability to capture various roles for case participants such as, plaintiff, petitioner, defendant etc.	Yes	
1.2	Demographics		
1.2.1	Allow user to capture race and/or citizenship of person.	Yes	
1.2.2	Allow user to update any and all person/entity profile information/demographics.	Yes	

1.2.3	Ability to maintain multiple records of the following information: - General Info (e.g., Name(s), Address(es), Email, Languages, Phone(s) etc. - Physical Info (e.g., Date of Birth, Height, Weight, etc.) - Additional Info (e.g., Occupation, Security Risk, Flight Risk, Indian Child Welfare Act (ICWA) Information, etc.) - Vehicle Info (e.g., VIN No., Color, Make, Model, etc.) -Associations (e.g., Participant Associations on the Case, Family Associations, Non-Family Associations) - Position Info (e.g., Clerk, Attorney, Mediator, etc.) -Photographs (Displays up to 3 photographs)	Yes	
1.2.4	Allow user to secure person/entity case information, (at both the person and the data level, such as address) i.e. victim demographics to send VR checks	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
1.2.5	<p>Allow user to add, remove, modify associations between persons, persons and entities (e.g. attorney/law firm) and entities.</p> <p>If an association is made within the context of a case, it is only available within the case in which it was created. If an association is made outside the context of a case through the person/entity functionality, the association will be available on all cases associated with the person/entity</p>	Yes	
1.2.6	Allow user to add, edit, delete notes related to persons, entities, family units, and associations.	Yes	
1.2.7	Allow user to merge person or entity profiles, maintaining all demographic information from all individual records in the new record.	Yes	
1.2.8	Allow user to split person or entity records, returning them to the pre-merged state, with all pre-merge demographic present in each record.	Yes	
1.2.9	Allow user to multi-select persons or entities and merge records in batch, with same results as if merged using manual process.	No	
1.2.10	Allow the user to delete a person or entity record from the database; however, the record cannot be deleted if it is in use, or has been used in the context of a case.	Yes	
1.2.11	Allow user to enter, update, or delete demographic information related to judicial officers.	Yes	
1.2.12	Allow user to enter, update, or delete demographic information related to legal organizations (e.g. CFCC, District Attorney, Legal Aid, etc.)	Yes	
1.2.13	Allow user to enter, update, or delete demographic information related to a case participant, in relation to the individual case.	Yes	
1.2.14	Allow user to update information in the context of a case associated to a person or entity record.	Yes	
1.2.15	All persons and entities entered into the system will be assigned a unique ID number by system or user.	Yes	
1.2.16	Allow search of Participant Data based on a selected position type.	Yes	
1.2.17	Any Person/Entity information saved – Outside a case may be propagated to the case for all cases associated to the person/entity. Any information saved on a person/entity profile inside the case context will be propagated to the person/entity profile outside the context of a case. When editing the Person/Entity Profile – Inside a case, the user then has the option to select or change certain information to be used as the "Case Default".	Yes	
1.2.18	Ability for user to add new person/entity information to a case, however they are not allowed to change information currently in use in any case.	No	
1.2.19	If an existing Person/Entity is added to the case and only has one entry for "Case Defaultable" information on the Person/Entity Profile - Inside Case, then that information (except the Name on the Person/Entity Profile) will automatically be pre-selected as the Case Default. The user has the ability to override the default by entering another record.	Yes	
1.2.20	Ability to specify which parties should Receive Notices for each Person/Entity role, such as, Self-Represented, Party represented by an attorney, or a Child in a Juvenile Case and is over/under the age of 10 etc.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
1.2.21	If a Self-Represented Party becomes Represented (i.e. a Case Participant - Attorney association is created), then the system should remove the participant from Receiving Notices, and the Attorney should be identified to Receive Notices (except for collection notices)	Yes	
1.2.22	If a Represented Party becomes Self-Represented (i.e. the Case Participant - Attorney association is no longer valid), the Receive Notices association should identify the case participant and deselect the Attorney.	Yes	
1.2.23	If a Represented Party changes Attorneys (i.e. one Case Participant - Attorney is replaced with another) the new attorney should be associated to Receive Notices and the previous Attorney should no longer have the Receive Notices association. (except for collection notices)	Yes	
1.2.24	If an already Represented Party adds a new Attorney (i.e. an additional Case Participant - Attorney Association is created) an association to Receive Notices should be created for the new Attorney.	Yes	
1.2.25	If a Child is a party to a Juvenile Case, then that Child should receive any notices if the Child is over the age of 10.	Yes	
1.2.26	Any participant can be a family member of a Family Unit, if it has at least one family association with another family member. Otherwise, the person cannot be apart of the Family Unit. If the user terminates (deletion of the association, not end-dating it) the only family association in the family unit, the family unit is terminated.	Yes	
1.2.27	Only persons of the Person/Entity Category of "Person" can be a members of a Family Unit. Entities, Government Agencies, and Trusts cannot be members of a Family Unit.	No	
1.2.28	A user should be able to identify the case default address for a Person/Entity that commonly files cases in the system (e.g., District Attorney's office) to avoid the need to manually specify the case defaulted address for newly initiated cases. The "Case Init Default" email/physical address will become the "Case Default" address on a case and will trump the "most recently entered" case default address logic. A user, at any point in time thereafter, can manually override the "Case Init Default" pre-selection with a manual selection of another "Case Default." This default is configurable based on Case Type, Case Category and location/building of the filing.	Yes	
1.2.29	Attorney State Bar Verification - Bar ID must be a unique identifier for a person record.	Yes	
1.2.30	Ability to designate names used on cases, e.g. filed name, court true name, etc.	Yes	
1.2.31	Ability to enter gang involvement information.	Yes	
1.2.32	Ability to track identifiers from other agencies. (e.g., of other courts such as juvenile and of corrections, law enforcement, and domestic relations service providers).	Yes	
1.2.33	Ability to record the name of last school attended in Juvenile cases.	Yes	
1.2.34	Track reporters' information: Name; Business address; Certified Shorthand Reporter license number.	Yes	
1.2.35	Person identifiers and attributes for "party search selection list" purposes will include all identifiers	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
1.2.36	Maintain contact information (reference number, name, address, phone, and fax) of those who have frequent contact with the court (e.g., district attorney, law enforcement, court reporters, interpreters, and other lists of advocates and court related parties, including state agencies, treatment providers and community organizations).	Yes	
2 Case Initiation			
2.1 Case Initiation and Numbering			
2.1.1	Ability to file all case categories under the jurisdiction of superior courts in California. These are Civil (Limited and Un-Limited), Small Claims, Probate, Mental Health (Civil and Criminal), Family Law, Juvenile Dependency, Juvenile Delinquency, Criminal (Felony, Misdemeanors, Infractions, including traffic and Criminal Petitions) and Appeals	Yes	
2.1.2	Ability to file miscellaneous cases for tracking purposes, such as search warrants, bail instruments pending filing, bail review cases, lodging of wills and estate planning documents, etc.)	Yes	
2.1.3	Ability to transform specific tracking cases into fully functioning cases once specific criteria is met.	Yes	
2.1.4	System must capture specific attributes related to a case type during case initiation (e.g. demand amount in Small Claims, complex designation in Civil Unlimited)	Yes	
2.1.5	System will verify all mandatory fields have been completed, and no business rules have been violated, and will display an appropriate message to the user as to any errors.	Yes	
2.1.6	System should allow for quick selection and entry of common documents filed with case initiation (e.g. summons in Civil, Letters in Probate, etc.)	Yes	
2.1.7	System will allow user to enter data on a legacy case, including the case number from the legacy system.	Yes	
2.1.8	When entering a legacy case certain functionality should not be required, e.g. payment of fees, any ticklers or work queues etc., as all of these will have occurred in the past.	Yes	
2.1.9	Provide the ability to configure whether user is required to receipt payment for fees due during the case initiation work flow, or whether the payment is deferred to a separate process.	Yes	
2.1.10	Ability for the CMS to determine at the time of case initiation if a filing fee is due based on the Case Category, Case Type and/or specific filing information and to add and collect the fee in accordance with the fee schedule. The filing will not be marked as complete until the fee is paid, waived or deferred.	Yes	
2.1.11	"Based on the statute, an additional complex case fee may be levied against the filer if the case was deemed as complex"	Yes	
2.1.12	Provide the ability to automatically create a "Case Title" that is configurable based on Case Category, Case Type party role (plaintiff, defendant, petitioner, child etc.) and party type (natural person, corporation, agency etc.).	Yes	
2.1.13	On Harassment cases that have "Marked as Threat of Violence" checked, filing fees are exempt.	Yes	
2.1.14	For Felony, Misdemeanor, Infraction and Juvenile cases the ability to enter counts, priors, enhancements and allegations that use the configurable Violation table. NOTE: All of these are referred to under the generic name of "Counts" in the following requirements.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
2.1.15	Ability to enter date or date range for any Counts	Yes	
2.1.16	Ability to enter Count numbers	Yes	
2.1.17	Ability to enter specific information on certain Counts, e.g. speed, over limit, over weight etc.	Yes	
2.1.18	Ability to mark Counts as correctable.	Yes	
2.1.19	Ability to use an existing Count and duplicate it as another Count. For example a complaint is filed for 10 counts of the exact same violation, the user should be able to enter 1 count then duplicate that count to the next 9 counts on the case.	Yes	
2.1.20	Ability to associate enhancements, allegations and priors to specific Counts or to the (whole) case as defined by local court	Yes	
2.1.21	Ability to enter special attributes related to Felony, Misdemeanor, Infraction and Juvenile cases, e.g. Blood Alcohol Level, Blood Alcohol Test Type, School Zone, Safety Zone, Construction Zone, Accident, Booking information etc.	Yes	
2.1.22	Ability to enter citing, arresting, filing agency information.	Yes	
2.1.23	Ability to enter violation location information, e.g. City or Unincorporated area and street or intersection etc.	Yes	
2.1.24	Ability to enter Vehicle Information, e.g. Vehicle Make, model, type, color, VIN, license number, commercial vehicle, hazardous materials etc.	Yes	
2.1.25	Ability to enter vehicle Registered Owner name(s) and addresses	Yes	
2.1.26	Ability to enter arresting/citing officer information (multiple)	Yes	
2.1.27	Provide a separate screen that allows for quick capturing of information on traffic citation cases that conforms to the approved Uniform Traffic citation form.	Yes	
2.1.28	Ability to file Co-Defendant, Co-Minor and Co-Sibling cases which may share certain data such as Case number and counts but are filed and processed as separate cases.	Yes	
2.1.29	Ability to indicate if Juvenile cases have or potentially have "dual status".	Yes	
2.1.30	For Felony case type with filing document type - Indictment, case should be marked as security from public view until Arraignment takes place or defendant has been served. Upon arraignment case security will be reduced to public information (other FMI cases).	Yes	
2.1.31	"For Search Warrant Tracking cases, a case will always be "confidential" for 10 days (including the original filing date), unless a return is filed within the 10 day period. If an extension date is entered, the case will remain "confidential" until the system date is greater than the extension date or a return is filed before the extension period ends. A warning message should appear when the Search Warrant Tracking case is accessed through case search. The message will warn the user that the case is confidential. After the 10 day period, any Search Warrant Tracking cases that are not "Sealed by Court Order", have an extension date entered that is less than the current system date, and do not currently have a return date entered will no longer display a warning message, and all case documents will be viewable."	Yes	
2.1.32	Ability during case initiation to accept a Request for Fee Waiver and to record the fee as "waived" in situations where the clerk is allowed to waive the fee or "pending waiver" in situations where the waiver must be approved by a Judicial Officer.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
2.1.33	Ability to enter "Interested Parties" at case initiation or at any other step in a case. Interested parties are in titles to certain notices.	Yes	
2.1.34	Provide the ability to enter Case Participants during case initiation.	Yes	
2.1.35	To reduce duplicate Person/Entities, a system should search Person/Entity when an entry is made using a unique identifier (e.g. bar number, SSN) before creating a new Person/Entity.	Yes	
2.1.36	Provide ability to enter all children involved in Family Law case types with children as a case participant with the role of "Child" in order to initiate the case.	Yes	
2.1.37	Provide the ability to configure, if a Judicial Officer/Department assignment should take place during case initiation based on court, case category and case type	Yes	
2.1.38	Ability to automatically assign case numbers to cases, in a court configurable format, depending on Case Category, Case Type and filing location/building. Case number configuration Allow both alpha and numeric characters based on court requirements.	Yes	
2.1.39	Assign an established base case number (e.g., juvenile "life number") with a separate sub-identifier(e.g., incident numbers for delinquency cases).	Yes	
2.1.40	Allow Court to define multiple "tracks" whereby case types and sub-case types are assigned to a track and business rules are configured to determine milestone due dates.	Yes	
2.1.41	Support case initiation through incoming Prosecutor or Justice Partner data exchange (data elements and documents); allow clerk review; provide confirmation with case number and conformed copies as required.	Yes	
2.1.42	Generate and assign separate identifier for each defendant or receive identifier from Criminal Justice agency; provide override identifier	Yes	
2.1.43	Enter locally-used court identifiers (e.g., district court), DMV-specific codes, court geographic location identifiers (e.g., county number, city number), and locally defined codes	Yes	
2.1.44	Capture or allow entry of other identifiers as needed (e.g., of prosecutor, defense attorney, Probation, law enforcement) and establish relationship with case/participants	Yes	
2.1.45	Accept Arrest information as required by Department of Justice (DOJ) reporting through jail and prosecutor data exchange(s); accept subsequent arrest data on warrant arrests, court ordered bookings and hearings (court dates set in booking process).	Yes	
2.1.46	Enter arrest booking, charging document, bail information, and custody status for each defendant or acquire this information from CJ agency	Yes	
2.1.47	Ability to retain all original charge and filing document information for purposes of statistical reporting, regardless of how many amendments or subsequent filings follow.	Yes	
2.1.48	Ability to initiate one case and use for both regular criminal processing and Criminal Mental Health processing without changing case number; must capture both the criminal and civil type statistics for JBSIS reporting.	Yes	
2.1.49	Identify most serious offense level, if appropriate, among group of charges for a given defendant (e.g., the most serious of charges) and use the DOJ hierarchy codes for charges as per JBSIS Manual	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
2.1.50	Ability for authorized users to locally define statute/ordinances table (e.g., offense code, descriptive text, bail amount, effective/expiration dates, severities, etc.); Validate Traffic charges against violation/charge code table	Yes	
2.1.51	Support electronic citation filing (e.g. e-citations from CHP or any other local law enforcement), move designated data (e.g., tagged basic case information) from electronic citation to case processing system; retain images of citation filed in the Document Management System (DMS); generate summary reports listing all cases accepted and rejected for filing	Yes	
2.1.52	Provide audit trail for all data entry activity contained in each traffic case from case initiation	Yes	
2.1.53	Record all data elements found on California Notice to Appear, Notice to Correct, et al. form numbers TR-106 to TR-145	Yes	
2.1.54	Maintain traffic case information as official court record in accordance with state and local statutes, rules, or procedures	Yes	
2.1.55	Bail schedules and calculations must be configurable by the users, as locally defined and follow State Accounting Manual and Judicial Council Uniform Bail Schedule	Yes	
2.1.56	Allow recording of bail events in docket	Yes	
2.1.57	Allow import of State Uniform Bail Schedule (from excel or other format)	Yes	
2.1.58	Support Owner's responsibility citations - Owner is defendant. Must also record driver information without impacting drivers record (DMV)	Yes	
2.1.59	Ability to configure sealing of case, based on case type, so that sealing could occur automatically upon filing and be lifted only if certain criteria are met (e.g., limited civil residential unlawful detainer cases are required to be sealed for the first sixty days and are to remain sealed if case is dismissed within that time frame).	Yes	
2.1.60	Exchange data/establish various interfaces with justice partners (e.g., local child protection agencies, District Attorney, Probation, etc.), which may include new case initiations and other pleadings	Yes	
2.1.61	Store referral information from justice partners in new/updated file; allow users ability/option to review information before uploading selected data into case management system (CMS); and print all or part of a file	Yes	
2.1.62	Receive and send documents/data electronically	Yes	
2.1.63	During Intake, assign referral numbers and other identifiers, as locally defined	Yes	
2.1.64	Receive/identify person numbers (e.g., juvenile and family) or former case numbers from justice partners	Yes	
2.1.65	Maintain general case information including 1) date and time of initial filing; 2) basic case information (e.g., case name, case number, petition number, other identifiers, case type, case category, case status/stage, court type and location, case title or style, parties, attorneys, date filed, judicial officer, last and next events); 3) basic placement information (e.g., origin of oversight, detention status, and allegations); and 4) correlate with other case initiation information (see Docketing and Related Record keeping Function)	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
2.1.66	Create groups of related 1) cases (e.g., group co-minor Delinquency cases), 2) petitions (e.g., sibling Dependency cases), 3) juveniles (e.g., dual status juveniles with Dependency and Delinquency cases), and 4) other parties/participants from single or multiple filings such that future actions (e.g., initial and subsequent entries) can be applied to each case in a group (see Docketing and Related Record keeping Function)	Yes	
2.1.67	Support option to create one case for one family or one case for one child as per local court requirements.	Yes	
2.1.68	Establish relationships between cases and case categories/types (e.g., delinquency, dependency, traffic, education code cases, etc.), court categories/types, locations, and departments	Yes	
2.1.69	Establish relationships between specific referrals/petitions and their sources (e.g., filing agencies submitting those referrals and petitions)	Yes	
2.1.70	Establish relationships of courts and agencies, as noted above, with juveniles and other parties (e.g., law enforcement agencies, juvenile service providers, etc.)	Yes	
2.1.71	Assign appropriate security to Juvenile cases and to their information, such as different security level for Juvenile cases from other case types and increased security and data integrity for records with social data on juveniles and their families (e.g., medical, family relationships) (see Security and Data Integrity Function)	Yes	
2.1.72	Seal/secure information at the case, count, person, and data levels (e.g., dismissed counts on Deferred Entry of Judgment cases or addresses in cases involving domestic violence)	Yes	
2.1.73	Dependency - track filing and disposition per minor within one case number	Yes	
2.1.74	Accommodate different types of case initiation filings for juvenile case categories (e.g., WIC 300, WIC 601, WIC 602, Domestic/Family Violence, Truancy)	Yes	
2.1.75	Delinquency - Group sets of charges to petitions; track as new case filing within existing case number; follow JBSIS hierarchy for disposition within the grouping; allow disposition for each charge and each petition.	Yes	
2.1.76	Juvenile Adoptions - track filings and disposition per adoptee within one case number	Yes	
2.1.77	Family - allow multiple original filings and dispositions within one case number. Ex: A dissolution case may have a domestic violence filing within the same case number, or a Domestic Violence case may end up with custody orders within that DV case.	Yes	
2.1.78	FL Adoption cases - track filing and dispositions by number of adoptees within one case number	Yes	
2.1.79	Exchange data/establish interface with justice partners (e.g., Department of Child Support Services), which may include new case initiation and subsequent pleadings	Yes	
2.1.80	Assign appropriate security to confidential cases, such as paternity cases; assign a different (higher) security level from other case types (see Security and Data Integrity Function)	Yes	
2.1.81	Assign appropriate security to records, particularly those with Application for Fee waiver information, data on children and other minors (e.g., for each party with increased security for child and family records), and records with social data (e.g., investigation reports or medical evaluations) (see also Security Function)	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
2.1.82	Upload and display photographs submitted with case initiation filings (e.g., photographs submitted as evidence in new domestic violence case)	Yes	
2.1.83	Maintain information originally entered during case initiation for parties and participants as individuals (e.g., Ann Smith) or organizations (e.g., investigative service) with primary contact person if organization (see Case Initiation and Indexing functions)	Yes	
2.2 Case History/Register of Actions			
2.2.1	The system will allow for a Register of Actions (ROA) to be produced and printed. The ROA enables the user to review event and filing history of a case, or to set filters to view only selected case events.	Yes	
2.2.2	System will automate the security of unlawful detainer cases based upon statutory timelines, and automate the security of case history/ROA entries that are sealed or kept confidential as required. (Minor's comp documents within a civil file, etc.)	Yes	
2.2.3	<p>Actions performed in the system should be executed effective of the date entered on the screen associated to the specific action, this date will be used as the Entry date on the ROA (the time populated will be the system time). The date/time entered in the date field can be the system date/time or the date/time an action was taken (i.e. the date a filing was filed in the office, not the date it was entered in the system). If no action date is available, then the system date will be used.</p> <p>These dates can be backdated, but validations will prevent the user from entering dates in the future. When the original action is executed, the Entry date will be the date entered on the screen, but when updating/editing an existing action, the Entry date will be the system date (i.e. Recording a fee waiver order, effective date will be the fee waiver "order date", but when updating the fee waiver, the ROA entry date will be the system date).</p>	Yes	
2.2.4	If an action is sealed or confidential in the system, then the link to all documents associated to the entry should be sealed or confidential, in accordance with security.	Yes	
2.2.5	Any stricken case history entries, entries that have been made in error, or case history entries for voided & rejected filings are prevented from appearing on the associated entries tab. These stricken entries will be maintained in case history of ROA for record purposes. Any filing documents whose entry has been stricken will not appear in code drop-downs.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
2.2.6	Create an correct docket entry and update case information based on occurrence of specific events that can be completely or partially transferred from another function in accordance with state/local statutes, rules, and procedures, such as: - Electronic filings/data exchange - Interface transactions - Issuance or recall of warrants - Hearing scheduled (see Calendaring Function) - Hearing results (e.g., charges dismissed or disposed; see Hearings Function) - Dispositions (e.g., disposition date, type of disposition, information on judgment; see Disposition Function, and Accounting -- Bookkeeping Functions, Payment of fine, Posting bail etc.) - Compliance issues (see Compliance Function)	Yes	
2.2.7	Relate and display information on docket entries for events related to current docket entry (e.g., when respondent files motion that opposes previously filed motion of petitioner, respondent's motion would be linked to original petitioner's motion filed and new motion filed would be linked to all pending motions in case with information displayed on who filed motions, factors involved, and pending decisions)	Yes	
2.2.8	Support multi-case docket codes entries (e.g., single docket entry could be applied across multiple Dependency sibling cases)	Yes	
3 Case Management			
3.1 Case Filings and Updates			
3.1.1	System will allow user to record the filing of subsequent documents on an existing case, including the filing name, filing party, the party the filing refers to, filing date, and any attributes specific to that filing document.	Yes	
3.1.2	System will allow user to update a case classification from civil limited to unlimited, or unlimited to limited.	Yes	
3.1.3	Provide capability to suppress display of a documents if the filing is "Rejected"	Yes	
3.1.4	Ability to associate a fee that may be due to filings for subsequent documents and provide for the collection of the fee.	Yes	
3.1.5	Ability to view all filings on a case and their status	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.1.6	<p>The system will support the assignment the following Statuses for filings:</p> <ul style="list-style-type: none"> a. Pending – Filing Status is Filed, Filed on Demand, or Filed under Seal per Court Order (with no disposition) b. Received - Filing Status is Received (with no disposition) c. Received but Not Filed - Filing Status is Received but Not Filed (with no disposition) d. Remanded - Filing Status is Remanded (with no disposition) e. Settled – A filing associated to the Notice of Settlement filing (with no disposition) f. Disposed – A filing with a disposition entered on the filing (not including a dismissal) g. Dismissed – A filing with a dismissal entered on the filing h. Lodged - Filing Status is Lodged (with no disposition) i. Ready to Receipt - Filing Status is Ready to Receipt (with no disposition) j. Ready to Submit - Filing Status is Ready to Submit (with no disposition) k. Submitted to Reviewing Court - Filing Status is Submitted to Reviewing Court (with no disposition) l. Inactive – If an amended filing is filed that replaces an original, the status of the original should be Inactive m. Voided – A filing filed in the status of Voided n. Sustained - A filing filed in the status of Sustained. o. Issued - Document issued with seal p. Stricken 	Yes	
3.1.7	<p>The user should be able to associate attorney(s) to all roles of the selected filing participant(s), the system will associate the attorney to the case participant for all roles the case participant has on the case, in addition to any other associated attorneys for that case participant on the case. The effective date of the case participant/attorney association will be based on the filing date.</p>	Yes	
3.1.8	<p>The user should be able to indicate the system should Replace attorney(s) for all roles of the selected filing participant(s), the system will replace any previous attorneys associated to the case participant for all roles the case participant has on the case with the newly selected attorney. The selected participants will be determined by the Filed by participant on the filing. The effective date of the case participant/attorney association, and the "end date" of any previous attorney participant associations will be based on the filing date.</p>	No	
3.1.9	<p>(Civil, Small Claims, Probate, Mental Health only) If a filing is added as an "Amendment To" and associated to an original complaint/petition or the latest amended complaint/petition, all new participants added as a result of the "Amendment To" filing will be added to the original complaint/petition or latest amended complaint/petition with an effective date based on the filing date of the "Amendment To" filing document. This behavior may be configured for multiple filings.</p>	Yes	
3.1.10	<p>(Civil, Small Claims, Probate, Mental Health only) The user should be able to add a 'Number of Causes of Action', as an optional filing attribute, it should display on the Case Information and Disposition screens. The "Number of Causes of Action" filing attribute will apply to all dispositive filings.</p>	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.1.11	System should allow for partially completed additional filings draft, thus allowing user to return at a later date and complete the additional filing.	Yes	
3.1.12	If a filing is to be rejected, the reasons should be captured on a template that has the case caption information merged into the form. That form can then be captured as part of the case and referred to later for reasons for rejection.	Yes	
3.1.13	The ability to add a filing w/o being a case participant. Courts file documents and are not parties to a case.	Yes	
3.1.14	Alert clerk, upon entry, that first appearance fee is due for a party.	Yes	
3.1.15	For felony cases the ability to file an "Information". The Information is a new charging document following a defendant being "held to answer" on the complaint. The Information may contain amended or different Counts that alleged on the complaint, and the case must contain a complete Count history.	Yes	
3.1.16	Ability to record and track multiple charging documents (complaint, amended complaint, information, amended information, and multiple subsequent amendments, etc.)	Yes	
3.1.17	Generate and assign case number for a defendant using locally-defined format and procedures (e.g., separate case number for each incident or offense); Co-defendants should have same case numbers but each defendant's case may be adjudicated independently	Yes	
3.1.18	Provide capability to add additional co-defendants to a case after initial filing	Yes	
3.1.19	Enter charging document type (e.g., new complaint or Probation transfer case) and update docket/register of actions with charging document information	Yes	
3.1.20	Amend counts, defendant/co-defendant information, violation descriptions, etc. and preserve history of original charging document; reflect changes on docket/register of actions	Yes	
3.1.21	Ability to track deposited Wills and issue Acknowledgement of Receipt for deposited will	Yes	
3.1.22	Mental Health - allow multiple original filings in one case number (JBSIS); track filing and dispositions across multiple MH case types, i.e. Mental Health Other case type Writ filing may transform into case type LPS within same case number. Preserve history of filings and disposition for multiple filings for statistical reporting.	Yes	
3.2 Case Management			
3.2.1	Allow user to specify attributes specific to the filing document. (e.g. date of service on Proof of Service)	Yes	
3.2.2	Ability to assign Judicial Officer or Department to a case based on court configurable rules.	Yes	
3.2.3	User must be able to create, read, update and delete case assignment rules to assign cases either judicial officer or department, based upon case category, case type, case sub type. Assignment types should be random, weighted random, rotational, based upon case number digits, etc.	Yes	
3.2.4	Ability of user to override suggested assignment.	Yes	
3.2.5	Ability to adjust assignment rules or weights to achieve the desired balance of case assignments. This ability supersedes the basic assignment rules until there is an equal distribution of cases as determined by the court.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.2.6	Ability to record recusals and disqualifications of any type for any Judicial Officer and to consider these in the case assignment or re-assignment process .	Yes	
3.2.7	Ability to re-assign cases in mass, e.g. re-assign all or some cases from one Judicial Officer or Courtroom to another. Provide the user with a warning message of any recusals that may affect the re-assignments.	Yes	
3.2.8	Allow user to select two to multiple cases to consolidate for all future purposes. Upon consolidation, the user will select a lead case, and the user will select all participant info that will be copied from each case to the lead case.	Yes	
3.2.9	Allow user to mark cases to be coordinated so that they may be heard together. This is not a consolidation process, and the information from cases is not transferred.	Yes	
3.2.10	For Judicial Council Coordinated Proceedings (JCCP) cases, allow for multiple case numbers with varying case formats to be associated with a case (e.g., local case numbers, superior court case numbers, and JCCP case numbers) and to be used as the reference. Allow new filings to be filed under the JCCP case number or individual case number.	Yes	
3.2.11	Provide online tracking for guardianship/conservatorship Financial Audits and Initial and Annual/Biennial Review Investigations.	Yes	
3.2.12	Allow the user to mark cases as related. This will simply provide an alert that the cases seem to be a related issue, but will not result in the copying of info from one case to another.	Yes	
3.2.13	Allow user to de-consolidate cases that were previously consolidated. User should be able to select case history entries and documents to transfer from the previous lead case to the case being de-consolidated.	Yes	
3.2.14	Allow user to disassociate cases that had been previously coordinated or related. No transfer of information need take place on disassociation.	Yes	
3.2.15	Allow user to secure case information by raising the security level of the information so that is not accessible to those without proper security clearance.	Yes	
3.2.16	Allow user to update or maintain any information related to an individual case.	Yes	
3.2.17	Allow user to capture notes related to a case.	Yes	
3.2.18	Allow user to record the entry of default against a case participant.	Yes	
3.2.19	Allow user to set aside a previously entered default.	Yes	
3.2.20	For co-defendant Felony/Misdemeanor/Infraction (FMI) cases, identical or different case resources can be assigned specifically to each co-defendant's case.	Yes	
3.2.21	Security level associated with the Case History/ROA entries, participants, and DMS document(s) of non-lead case(s) will be retained on the lead case.	Yes	
3.2.22	Tracking cases will not be available for consolidation, coordination, or relation.	Yes	
3.2.23	For consolidated case if the Clerk attempts to perform an action on a Non-Lead case, they will receive an Alert message with the option to navigate to the Lead case. User may override the message and perform the action on the Non-Lead, if they have the appropriate Security Level.	No	
3.2.24	By default, secure the home address of all person/entities with the position type of "Private Professional Fiduciary".	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.2.25	The system will assign certain case type as higher level security by their case type Family (Adoptions, Termination of Parental Rights, Parental Relationship), Juvenile (all), mental health conservatorship	Yes	
3.2.26	For case type "Paternity" in Family Law, cases are automatically secured until Judgment is entered.	Yes	
3.2.27	If the case status is updated to a status that is "disposed", the system will stop case aging .	Yes	
3.2.28	If a case is changed from Civil Limited Unlawful Detainer (UD) to another case type and/or category, and based on the security level the case is not available for public viewing, then the security on the case is reset to make it available for public viewing.	Yes	
3.2.29	Case notes are only available to internal court staff. The general public will not have access to these items.	Yes	
3.2.30	The system must maintain a status of a case, and update the status to an appropriate new status upon the occurrence of a system event, a hearing event, an order, etc.	Yes	
3.2.31	Provide configurable screen alerts to indicate certain critical case or person status conditions. These are to be used when a party is in court or at the front counter. Status conditions relate to warrants, TRO's, etc. including Identify vexatious litigants.	Yes	
3.2.32	Allow batch updates to cases, register of actions, printing of forms, etc.	Yes	
3.2.33	Provide an alert if a judicial officer has been recused or disqualified on a case	Yes	
3.2.34	Ability to reclassify case type (civil limited to civil unlimited) upon filing and allow payment of associated fee; record disposition of civil limited case type and pending status of new unlimited case; keep historical record of transaction and report statistics accordingly.	Yes	
3.2.35	Identify first paper fee status of parties to a case (e.g., paid, due, waived, etc.)	Yes	
3.2.36	Fast Track - ability to identify eligible cases, track, print reports, generate notices, schedule hearings and enter dispositions individually or in batch processing in accordance with California Rules of Court.	Yes	
3.2.37	Create docket entry, update case information based on motions, hearings, resolutions or dispositions, information on judgment; requests for enforcement of judgments	Yes	
3.2.38	Maintain and print history of all relationships established for each juvenile and his/her family with dated audit trail of changes	Yes	
3.2.39	Print list of documents filed for given case with information such as document name and identifier, who filed, when filed, etc.	Yes	
3.2.40	Track, display, and produce reports on relationship of specific cases and parties to one or more family law service providers, child support agencies, child welfare agencies, other governmental agencies	Yes	
3.2.41	Continue user prompts begun in case initiation when situations exist for persons in case that user should be aware of (e.g., identification of a Title IV-D case) and identify situation to extent information in system (see Case Initiation and Indexing, Scheduling)	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.2.42	Continue case and person information security and data integrity begun in case initiation, such as increased security to Application for Fee Waivers or social data on families (e.g., investigation reports or medical evaluations) (see Case Initiation and Indexing and Security and Data Integrity functions); permit user to increase the security level of specific case data or document	Yes	
3.2.43	Maintain and print history of all relationships established for family with dated audit trail of changes	No	
3.3 Issuances and Warrants			
3.3.1	Ability to order and issue various (configurable) types of warrants, including but not limited to the following: Warrant of Arrest Bench Warrant DNA Warrant Third Party Protective Custody	Yes	
3.3.2	Ability to enter specific data on warrants, including the following: Bail Amount (including No Bail) Release conditions Night Service authority Warrant Authority codes Extradition Penal Code 1275.1 Civil Code of Procedure 1993.1	Yes	
3.3.3	Ability to reuse all person related data, e.g. names, aliases, monikers, date of birth, addresses, identifiers and all other demographic information in the warrant, without additional data entry.	Yes	
3.3.4	Ability to order, hold service, recall, rescind or quash any warrants	Yes	
3.3.5	Ability to display history of all warrants on a case and their statuses.	Yes	
3.3.6	Ability to display all active warrants in the CMS based on status (e.g., issued, held etc.) and court location.	Yes	
3.3.7	Ability to produce a report of all active warrants in the CMS based on status (e.g., issued, held etc.) and court location.	Yes	
3.3.8	Ability to issue warrants automatically, based on specific criteria, such as failure to appear	Yes	
3.3.9	Exchange warrant data with county wide warrant system in compliance with local and state/NCIC requirements; send new warrant (Issued), recalls, and modification orders; receive abstract information - served, cancelled, inactive, purged	Yes	
3.3.10	Warrants - Required information (e.g., case number, unique search warrant control number, party name, dates warrant issued and served, bail amount, charges etc.) on all case types with warrants ordered.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.3.11	Warrants - Automate issue ordered warrant on line, real time to LEA system based upon specific business rules with some override capability and/or interaction with a work queue.	Yes	
3.3.12	Warrants - Query, search and track and update warrants and warrant status.	Yes	
3.3.13	Allow user to record issuance, such as issuance on the case (e.g., Subpoenas, Summons, Letters, Citations) or issuances on judgments (e.g., Writs, Abstracts, DL-30s, etc.)	Yes	
3.3.14	System should prevent users from issuing writs on appeals cases. For Small Claims cases, if a judgment is entered and the appeal is filed, it should not allow you to issue a writ on that judgment.	No	
3.3.15	Permit multiple writs per party, where appropriate, and track and control the number of writs issued to each county per person; track and control writ returns (e.g., partials, wrong county, ability to enforce, etc.).	Yes	
3.3.16	Ability to record and collect fees associated with the issuances of writs, abstracts, DL-30 or other issuances that require fees.	Yes	
3.4 Case Ticklers, Prompts and Milestones			
3.4.1	Provide configurable screen alerts to indicate certain critical case or person status conditions. These are to be used when a party is in court or at the front counter. Status conditions relate to warrants, TRO's, Identify vexatious litigants, NSF, 170.6, etc.	No	
3.4.2	Display Alerts for actions on driver's license, holds issued to DMV, other FTA or non-compliance alerts	Yes	
3.4.3	Ability to create, read, update and delete case related ticklers, e.g. an Request for Fee Waiver must be ruled on within 5 days.	Yes	
3.4.4	Ability to configure ticklers to allow for optional processing at the end of the tickler period, e.g. automatically grant fee waiver if no action or prompt clerk to review and take appropriate action	Yes	
3.4.5	Ability to mark a tickler item as complete if the tickler condition is met prior to the end of the tickler date, e.g. Fee waiver application is acted on before end of 5 day period, then the tickler is ended and no automatic function is performed or no prompt is sent to the clerk.	Yes	
3.4.6	Ability to associate ticklers to specific events, actions, filings etc. - the CMS will begin the tickler based on these criteria, e.g. the filing of the Fee Waiver Application starts the 5 day tickler.	Yes	
3.4.7	Ability to specify if the tickler is to be based on "calendar days" or "court days".	Yes	
3.4.8	Ability to specify handling of tickler events that may end on weekends or holidays.	In Progress	2020
3.4.9	Ability to update a tickler, including days remaining before expiry	Yes	
3.4.10	Ability to automatically maintain the age of the case based on court configurable rules.	No	
3.4.11	System will maintain a configuration of statutory times within which an event must occur, and keep the status of that event.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.4.12	Ability to track and report on comparison of case specific milestones to a set of established milestones for specific case categories, case type and case tracks, e.g. milestone is to conduct mandatory settlement conference within 180 of case filing, compare the case actual to the milestone etc.	Yes	
3.4.13	Track inactive cases, identify those inactive for excessive periods (e.g., pre-judgment case with no activity in 18 months and no future hearing date), prompt user regarding next appropriate action (e.g., date case qualifies for dismissal)	Yes	
3.4.14	Track conformance to time standards (e.g., answer or response due 30 days after service to respondent) including modifications, overrides (e.g., override requirement that answer or response due in 30 days and manually enter 60 days), and suspension (e.g., suspend mental health classification) of time counting under certain conditions	Yes	
3.5 Work Queues			
3.5.1	Ability to configure work queues for specific individuals users or groups of users.	Yes	
3.5.2	Ability to create, read, update or delete work queues.	Yes	
3.5.3	Allow user to manually populate a work queue with a task.	Yes	
3.5.4	Ability to specify work queue items that have a priority, and user must be able to update priority of work queue items.	Yes	
3.5.5	Work queues tasks are created by the system based on specific actions occurring, e.g. the filing of a certain document or a tickler date being met etc.	Yes	
3.5.6	Ability to navigate the user of a work queue to an appropriate screen for the completion of the task.	Yes	
3.5.7	Ability to manually mark a work queue task as complete.	Yes	
3.5.8	Where work queues are assigned to a group and an individual user in that group opens the task then reassign the task to the individual users.	Yes	
3.5.9	Ability for a supervisor to manually assign or reassign tasks as required.	Yes	
3.5.10	Ability to sort and/or filter work queue tasks.	Yes	
3.6 Appointments and Referrals			
3.6.1	Ability to appoint various persons/entities to cases for specific purposes., e.g., appoint counsel in criminal case, special master, doctor or receivers, etc.	Yes	
3.6.2	Ability to refer cases to various Alternate Dispute Resolution (ADR) programs.	Yes	
3.6.3	Ability of parties to reject potential arbitrators.	Yes	
3.6.4	Ability of CMS to randomly assign arbitrators from list after all parties have rejected potential arbitrators or time has elapsed.	No	
3.6.5	Ability to configure case resource types; add/edit/remove case resources; record beginning and end date of assignment(s). This includes mediators, arbitrators, Probate Investigators, Special Masters, and others.	Yes	
3.7 Appeals and Transfers			
3.7.1	Allow user to compile an appellate record on appeal based upon the case history entries and documents within the case. User must be able to update the content of the record on appeal.	Yes	
3.7.2	Allow user to enter a default on an appellate case, or remove the default from an appellate case.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.7.3	Ability to create an alphabetic and chronological index of the Record on Appeal displaying the page number for each document.	Yes	
3.7.4	Ability to create volumes of documents based on a court configurable number of pages allowed per volume.	Yes	
3.7.5	Ability of the CMS to allow for calculations of pages calculated, including scanned documents, e-filed documents, system generated documents and potential paper documents.	No	
3.7.6	If a case participant does not provide payment for the filing of the Notice of Appeal (for Small Claims cases) within 10 days of the filing of the Notice of Appeal, the user will void the appeal that has been filed and send a notice to case participant about aborting the transaction.	Yes	
3.7.7	Ability to record the appellate court case number as a cross-reference number to be included on forms/notices and electronic exchanges.	Yes	
3.7.8	The Notice of Appeal should be a filing which can be dismissed but not disposed. The Notice of Appeal is the "initiating" document for the Appeals case, however the final judgment on the case is entered by specifying a Remittitur status and generating a remittitur, NOT entering a disposition on a filing.	Yes	
3.7.9	Ability to establish 'Case status' for cases of case category Appeal include the following: Pending Receipt of Record (before Record on Appeal received, after Notice of Appeal received) Record Received (after Record on Appeal received) Decision Rendered (after Appeals/Judgment Pronounced F/A is triggered) Remittitur Issued (after Remittitur is generated) Referred to Higher Court (If document is sent to District Court of Appeals or Supreme Court) Stayed (manually entered) Remanded to Trial Court (when Appeals/Ruling Remand F/A is triggered) In Default (when default entered on case)	Yes	
3.7.10	When appellate case is completed, defaulted, or dismissed, the system will generate a remittitur to be filed with the originating court in the original case.	Yes	
3.7.11	Ability to produce Receipt for Record form listing all documents being transferred.	Yes	
3.7.12	Ability to record new case number from new court after receiving the returned Receipt for Record.	Yes	
3.7.13	Ability to produce all appropriate notices for appeals (e.g. Notice of Default, Notice to Court Reporter's etc.).	Yes	
3.7.14	Ability to capture and display electronic recording information for each hearing. This information should be displayed as part of the minute order and retained with the hearing information on the case for reference, as required.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
3.7.15	Ability to assign the case and the hearing to an appellate panel consisting of three judges in lieu of an individual judge or department. Judges assigned to the case may be from other jurisdictions	No	
4 Event Management			
4.1 Resource Availability Tracking			
4.1.1	<p>Allow user to configure when a Judicial Officer (JO) or Department is available, and how many events may be placed on an individual calendar.</p> <p>Rules can be configured for Judicial Officers, Departments, Rooms, Mediators, FCS Mediators, Arbitrators, Temporary Judges, Judicial Assistants, Interpreters, Court Reporters and the Court as a whole.</p>	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
4.1.2	<p>Ability to assign specific attributes of the Resource Allocation rules which may include values such as:</p> <ul style="list-style-type: none"> - Resource Type: This includes Judicial Officers, Departments, Mediators, FCS Mediators, Arbitrators, Temporary Judges, Judicial Assistants, Interpreters, Court Reporters, LEA Officers and the Court. If a rule is configured for a Court, then it will be used as a default for all resources belonging to the court unless specific rules have been configured for that resource. - Resource Name: The name of the resource that the rule applies to. - Court Location: The specific court location that this rule applies to. - Case Category/Case Type: The specific Case Category and related Case Types that this rule applies to - Calendar Type/Event Type: The specific calendar types (e.g., Law and Motion, Trial, Settlement Conference) and event types (e.g., Trial, Pre-trial conference) that the allocation rule applies to. - Frequency and Frequency Type: This indicates the frequency with which the specified calendar type/event type can be scheduled. The default is "weekly". However, the Actor will have the option to specify if the frequency is "daily" (all days of the week), or "monthly". The system will also provide the ability to create rules that apply to odd/even dates (e.g. events are scheduled in Department 100 on even dates while they are scheduled in Department 101 on odd dates). - Day(s) of the Week: The day of the week to which the allocation rule (for the selected resource) applies to. - Calendar Start/End Time: The start time is the time on the selected day to which events belonging to the selected calendar type/event type should be scheduled for the resource. The end time helps indicate what the duration of the calendar is. - Max Count By / Max Count: The Max Count By field allows the Actor to specify what entity is used to indicate hearing loads -cases, events, Defendants or Minors. The Max Count specifies the maximum hearing load for that calendar. For instance, 30 Events or 25 Defendants, etc. - Effective Start Date and End Date: The date range between which the rule is applicable. - Night Court: An indicator that allows the Actor to specify if a particular Calendar is a night court calendar for that Court. <p>Only a subset of the above attributes will be mandatory to create an allocation rule for the selected resource.</p>	Yes	
4.1.3	Ability to assign by courtroom / department rather than per judicial officer (Master calendar courtroom)	Yes	
4.1.4	Allow user to configure when a JO or Department is unavailable to hear matters.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
4.1.5	<p>Ability to assign specific attributes to Resource Unavailability rules, which includes values such as:</p> <ul style="list-style-type: none"> - Resource Type: This includes Judicial Officers, Departments, Mediators, FCS Mediators, Arbitrators, Temporary Judges and the Court. If a rule is configured for a Court, then it will be used as a default for all resources belonging to the court unless specific rules have been configured for that resource. - Resource Name: The name of the resource that the rule applies to. - Unavailable Start Date and End Date: The specific date range for which the resource is not available. - Unavailable Start Time and End Time: The specific time range for the designed date(s) during which the resource is not available. - Block Entire Day - An indicator that blocks the entire day as "dark" and doesn't require start/end dates and times to be entered - Holiday Indicator - An indicator that designates the day as a holiday. This indicator should be used when the resource type selected is Court, so that the holiday rule applies to all resources within that Court 	Yes	
4.1.6	Allow user to configure when a specific event type will be heard, in what department or with what JO, based upon case category, case type, event type.	Yes	
4.1.7	Maintain and produce history of changes in judge assignment including those by challenges (e.g., preemptory challenge) and showing present and former judges and reasons for change	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
4.1.8	<p>Each scheduling rule is specific to the court that the Clerk belongs to. The attributes of the scheduling rule include but are not limited to:</p> <ul style="list-style-type: none"> - Scheduling Rule Name and Description - Case Category: (e.g. Civil, Small Claims, Probate) - Case Type: (e.g., Unlawful Detainer in Civil, Guardianship in Probate) - Calendar Type: (e.g. Law and Motion, Trial). - Event Type: (e.g. Pre-trial Conference, Case Management Conference, Trial). - Type of Days: This indicates whether the days (if any) specified in the rule are calendar days or court working days. This type applies to all the days specified in the rule. - Minimum and Maximum Number of Days: The range of days between which the event must be scheduled based the completion. - Causal Document: The Causal Document required for the event to be scheduled. - District/Location/Building/Department: The district/location/building/department to which the event is assigned. - Effective Start Date and Effective End Date of rule: The date range during which the rule is active. 	Yes	
4.1.9	Enter proceeding types, (e.g., include mediation, arbitration, neutral evaluation, special masters and referees referrals, and settlement conferences)	Yes	
4.1.10	Provide capability to monitor a variety of court-ordered programs as locally defined. This information needs to be recorded, updated, and then able to be viewed by the court and/or appropriate court personnel as deemed appropriate.	Yes	
4.1.11	Enter, generate, print any result from Arbitration or Mediation resulting from hearings or other events. Enter, generate, print any court rulings/orders/judgments	Yes	
4.1.12	Maintain and produce history of prosecutor and defense attorney changes for specific case or defendant with reasons for change	Yes	
4.1.13	Maintain and produce history of court reporter assignment(s), track dates of assignment (for appeal transcripts, etc.)	Yes	
4.2 Calendaring/Scheduling			
4.2.1	Ability to schedule events for hearings from multiple screens, or link to standard calendaring screen from multiple other screens, for example link to calendaring screen from case initiation or add filings.	Yes	
4.2.2	Ability to schedule events while working on courtroom screen without linking to standard calendaring screen.	Yes	
4.2.3	Allow user to change or vacate calendar event, including date, time, location, department, JO, and status.	Yes	
4.2.4	Ability to reserve an available calendaring slot prior to the actual calendaring event being entered, e.g., an attorney calls ahead for a hearing date and the user has the ability to reserve the slot pending the receipt of the actual filing. Provide the user with a reservation number to be used as across reference.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
4.2.5	Reserve a hearing date, through public interface or manually entry, and update status from reserved to scheduled upon filing of a document.	Yes	
4.2.6	Provide capability to specify "judge for all purposes" calendaring (i.e., same judge from beginning to end of case.) Support master calendaring, direct calendaring and other case management methods (e.g., schedule for each department's master calendar and for individual calendars within each department).	Yes	
4.2.7	Add calendar/court day calculator to schedule an event.	No	
4.2.8	Hearing should have a status (e.g., scheduled, heard, continued, vacated, etc.), which should be displayed and updated as appropriate.	Yes	
4.2.9	Ability to associate filings to events and the resulting minute orders tied to events.	Yes	
4.2.10	Ability to request and schedule additional resources that may be required for an event, e.g. Court Interpreters, Police Officers, Court Reporters, etc.	Yes	
4.2.11	Ability to view calendar in day view, week view, month view formats.	Yes	
4.2.12	Ability to print calendar in multiple formats, e.g. Public Calendar, Courtroom Calendar, Trial Court Calendar, Consolidated department calendar, etc.	Yes	
4.2.13	Allow user to configure printed calendar with information as requested by the bench, or information needed for given case processing.	Yes	
4.2.14	Ability to assign attributes of the calendar view such as: - Calendar Name and Description - Comprehensive list of calendar related data elements (e.g. case information, party information, event information, minutes, tentative rulings/probate notes/case notes) and their display sequence in the view - Grouping/Combining/Sorting information - such as party names, related cases, related family members, co-defendants etc.	Yes	
4.2.15	Probate Notes/Tentative Rulings can be configured to display on the calendar	Yes	
4.2.16	Include case age and identify if judgment has been entered (pre or post judgment) with any display of case status or adherence to schedules (e.g., tracking conformance to time standards)	Yes	
4.2.17	Ability to view and print a calendar of events based upon date, time, department /JO, calendar type, event type, etc.	Yes	
4.2.18	Display and print schedules for specified court personnel and justice partners (e.g., judicial officers, Department of Child Support Services, interpreters, etc.) event and hearing types, dates, and facilities (e.g., courtrooms) for each time interval and day within specific period	Yes	
4.2.19	Ability to schedule specific events based on configurable rules, such as scheduling Small Claims trials within 70 days of filing, etc.	Yes	
4.2.20	Ability to re-schedule events in mass, e.g. re-schedule all or some events from one date, time and location to another date, time and location.	Yes	
4.2.21	Ability to re-assign events, e.g. Master Calendar court re-assigns case to another Courtroom for Trial.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
4.2.22	Ability for system to consider any Conflicts that may be present when re-assigning or re-scheduling, e.g. check for any recusals that may exist for a JO.	Yes	
4.2.23	Allow court designated staff to schedule, continue or vacate a hearing or trial date.	Yes	
4.2.24	Reschedule a block of hearings.	Yes	
4.2.25	Judicial Officer/Courtroom Clerk notes for party requests for scheduling changes.	Yes	
4.2.26	Provide a view of the calendar by month when scheduling in the minutes module.	Yes	
4.2.27	Warn user when a timeslot is reaching its threshold. Also warn user when a timeslot is over scheduled. Allow for manual override of this feature.	Yes	
4.2.28	Late additions (add-ons) to the calendar trigger email notifications to bench, courtroom clerk/department inbox, bailiff, court reporter, etc.	Yes	
4.2.29	Allow the system to only propose future hearing dates prior to the last date for trial, weekends or designated court holidays.	No	
4.2.30	Generate, display and print case summary page, such as a Case Information Sheet, for reference by the judicial officer and courtroom personnel while court is in session; information captured will vary depending on case category/case type; provide interface to other parts of system to access and print other type of information	Yes	
4.2.31	Create and track calendar modifications (e.g., judicial officer or courtroom reassignments, cases added to or taken off calendar) over specific period	Yes	
4.2.32	Distribute calendars electronically (e.g., to Department of Child Support Services, attorneys, etc.) (see Multi-Function Capabilities and Integration and Criminal Support Functions)	Yes	
4.2.33	Suppress inclusion of user-designated confidential information in calendars (e.g., mask out information, Paternity Cases) (see Security and Data Integrity Function)	Yes	
4.2.34	Display and print schedules for specified justice partners (e.g., juvenile probation officers, child protection case workers, CASA volunteers, interpreters, etc.) event and hearing types, dates, and facilities (e.g., courtrooms) for each time interval and day within specific period	Yes	
4.2.35	Schedule multiple cases, juveniles, and events for same scheduled date and time with priorities assigned to each case (e.g., schedule detention hearings on all detained juveniles for the same time block)	Yes	
4.2.36	Schedule groups of related cases (e.g., schedule abuse and neglect cases of siblings in the same time block)	Yes	
4.2.37	Generate, display, and print case summary page, such as a Case Information Sheets/Summary of Person Information sheets, for reference by the judicial officer and courtroom personnel while court is in session; information captured will vary depending on case category and case stage; provide interface to other parts of system to access and print other types of information	Yes	
4.2.38	Exclude user-designated confidential information from documents created during hearing (e.g., record in minutes that event occurred on a given date, but mask out confidential statements by parties); capture and display notation that masked information exists	Yes	
4.2.39	Record hearing outcomes for each allegation pertaining to each juvenile and family including information on parties, cases, related cases, and cross petitions	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
4.2.40	Track hearing results, hearing duration and participants, and scheduled and actual occurrence of hearing in conjunction with Management and Statistical Reports Function	Yes	
4.2.41	Use information captured in court proceedings, other judicial, and/or mediation events to perform the following functions: - update records on cases, participants and other persons, and pleadings throughout system (e.g., information on judgments, attorney withdrawals, continuances, and cancellations; work with Docketing and Related Record keeping (for docket updates) - scheduling (when rescheduling a hearing) - dismissals and differentiate between the different types of dismissals (e.g., dismissal with or without prejudice, etc.) - document generation and processing (for notice creation) - calendaring (to place on future calendar when scheduled) - accounting (for monetary judgment data) - bifurcations working with Case Initiation and Indexing to initiate new case and docket and Related Record keeping for docket updates functions	Yes	
4.2.42	Allow for business rules to be established to determine payable scheduled events for Dependency court appointed counsel (e.g., courtroom clerk entries identify payable scheduled events for purposes of seeking reimbursement of court appointed counsel costs)	No	
5 Courtroom			
5.1 Court Clerk Functions			
5.1.1	Allow the recording of details about the scheduled event including displaying all parties associated with the case and checking them in. This attendance information should then also be available to the user for inclusion in the minutes. The check-in status can also be used to sort calendar events. The user has the ability to check-in participants for one or multiple events.	Yes	
5.1.2	The users department should be defaulted when entering minutes.	Yes	
5.1.3	This System should provide the functionality to: - the ability to enter minutes on a case in a quick and efficient manner, such as the use minute entry codes and or macros, - preview the minute order, - save minute entry codes for later update, - attach an electronic signature to the minute order with the proper security access, - generate a finalized minute order, - send minute order for judicial review/electronic signature	Yes	
5.1.4	Ability to amend, correct or otherwise modify minutes including <i>Nunc Pro Tunc</i> processing.	Yes	
5.1.5	Provide ability to initiate or prepare Minutes before hearings. Provide ability to modify pre-completed Minutes during hearing. Allow updates to these entries, even though they were input by a different user.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
5.1.6	When recording event based minutes, the date and time of the event will be used for all transactions as the date/time the transaction took place unless there is a date supplied by the user. For example, if a judgment is entered, the judgment entered date will be the event date, not the system date. Further, the case history entry date/time will be the event date/time.	Yes	
5.1.7	Any codes used during the courtroom session and part of minute order capture should have configurable associated text that will be translated into the minute order.	Yes	
5.1.8	Ability to save minute order as draft and secure from public (mark confidential)	Yes	
5.1.9	The system will have the ability to print the finalized minute order(s) or at any point print the draft version of the minute order.	Yes	
5.1.10	Any previously finalized minute order cannot be "re-finalized". Amendments and/or corrections will result in a new minute order.	Yes	
5.1.11	Ability to record minutes even if an event is not scheduled on a case, the date and time supplied by the user for the minutes will be used for all transactions as the date/time the transaction took place (unless there is a date parameter on the action code for the transaction - in that scenario, the date supplied for the parameter will be used). For example, if a judgment is entered, the judgment entered date will be the date supplied by the user for the non-event minutes, not the system date. Further, the Register of Actions entry date/time will be the non-event minutes date/time.	Yes	
5.1.12	If the system uses minute codes, the ability to use the minute codes in the business office without using specific courtroom screens.	Yes	
5.1.13	System will support, sending a minute order to the Judicial Officer for approval or e-signature and will not finalize the minutes. When the Judicial Officer approves or attaches an e-signature to the Minutes, the minutes will be sent back to the clerk to finalize the minutes, or the clerk can retrieve the approved minute order.	Yes	
5.1.14	When entering minutes that use a date or time field, the User will not be required to enter forward slashes for the date, or a colon for the time. Upon exiting the field, the system will format the date or time data accordingly. Subsequently, if the User enters any time greater than 07:30 and less than 11:59, the time will be assumed to be AM, otherwise the time will be assumed to be PM. This AM/PM setting can be overridden by the User by indicating AM or PM in the minutes.	Yes	
5.1.15	When entering minutes for a filing, do not retrieve any filing that has been rejected, voided or has been "replaced" by a later operative pleading (e.g. an Amended Complaint should display instead of the original Complaint).	No	
5.1.16	When entering codes for minutes that include date fields, the system will default the dates to the current system date if configured to do so.	Yes	
5.1.17	For any participant related parameter where additional names are displayed, the system will retrieve and display additional names in the order they were entered in the system in the context of the associated case.	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
5.1.18	When amending minutes, the date and time of the transactions and case history entries will depend on the method by which the user is amending the minutes (nunc pro tunc, corrected, or amended).	Yes	
5.1.19	<p>The user may choose to correct minutes. The ability to correct minutes should be based on court configurable roles. When correcting minutes:</p> <ol style="list-style-type: none"> 1) The user may remove any code from the minutes 2) The user may update codes entered in the minutes (e.g. updating parameter text) 3) The user may update check-in information 4) The system will update the Case History / ROA entry (if applicable through configuration) of the associated minute code by overwriting the previous Case History / Register of Action text with the updated minute code Case History / ROA text <p>The user may update the participants checked-in to the original or amended event</p> <ol style="list-style-type: none"> 5) The "corrected" Minute Order form will be considered the original minute order (e.g. no identification that the Minute Order was corrected) other than the corrections made by the user. The Minute Order form will replace the previous Minute Order form in the applicable Case History entry 6) The user will be able to Preview in Correct mode. 	Yes	
5.1.20	Allow the user to record minutes simultaneously across multiple hearings and/or cases, and in doing so may immediately access any selected set of minutes.	Yes	
5.1.21	Ability to configure Minute Order header information based on Case Category and Case Type.	Yes	
5.1.22	Provide Minute Order Header configuration for Civil Limited, Civil Unlimited, Probate, Small Claims, and Mental Health with a value of "Associate Cases" that will allow the Minute Order to display associated cases when selected.	Yes	
5.1.23	The Juvenile Minute Order Header configuration will contain a value of "Related Cases" that will allow the Minute Order to display related case information when selected.	Yes	
5.1.24	<p>Provide locking functionality for Felony, Misdemeanor, Infraction, and Juvenile Delinquency case categories during the time that "Minutes" are being prepared in the Courtroom.</p> <p>On a Case-Participant level, lock so that payments cannot be recorded for the participant (Defendant or Juvenile) on the case that is currently having minutes entered.</p>	No	
5.1.25	Allow the user to create a single minute order for multiple events on the same case. Once the single minute order is created, the events will always be tied together. When a user selects an event to work on, pull all events related to the minute order, regardless of which was chosen.	Yes	
5.1.26	The system should warn the user when they process a minute order and the case is in warrant status. There is an outstanding warrant on any participant on the case, including the witness.	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
5.1.27	The system should warn the user when they process a minute order and there is a bail/bond or cash bail in an active status and the clerk does not use one of the Bail/Bond or Cash Bail codes, the clerk should get a warning message when finalizing the minutes.	No	
5.1.28	The system should warn the user when they process a minute order and there is a count on the case that a sentence code has been used for, and there are additional un-dispositioned counts on the case and no additional hearing scheduled for the case.	No	
5.1.28	The system should warn the user when they process a minute order and bail/bond has been entered during the event and the Release Status has not been updated. Custody status has not been addressed during the event.	No	
5.1.29	The system should warn the user when they process a minute order and when a change of plea is entered which results in a disposition on a count(s), and a future trial date exists on the case (event not yet vacated). For Juvenile cases, only display the warning if all counts are disposed.	No	
5.1.30	The system should warn the user when they process a minute order and probation is Terminated and the search terms 4th amendment waiver rights is set on the case.	No	
5.1.31	The system should warn the user when they process a minute order and the petition/PV has been addressed (sustained or dismissed) in full and there are future scheduled events for that petition/PV.	No	
5.1.32	The system should warn the user when they process a minute order and the jurisdiction has been terminated.	No	
5.1.33	The system should warn the user when they process a minute order and the entire case is either dismissed or disposed and the case has future event dates pending	No	
5.1.34	The system should warn the user when they process a minute order and There are additional events for the case on the same date and those minutes have not been finalized.	No	
5.1.35	The system should warn the user when they process a minute order and there is a due Child Custody Investigation Fees or Minors Counsel's fee on the case, but no Order for Payment has been made.	No	
5.1.36	The system should warn the user when they process a minute order and a required parameter has not been addressed/entered.	Yes	
5.1.37	The system should warn the user when they process a minute order and fees were created during the session and the participant needs to be informed that they need to pay them.	No	
5.1.38	Allow the user to configure the department resources and select the default staff to be used for creation on the minute order header for a department on a given date. The staff that may be specified for the minute order header include, but are not limited to, the Judicial Officer, Courtroom Clerk(s), Bailiff/Court Attendant, Courtroom Reporter(s), and Electronic Recording Monitor.	Yes	
5.1.39	Allow the user to override the configured department resources and selected default staff to be used for creation on the minute order header for a department on a given date.	Yes	
5.1.40	Allow a user to take a matter under submission for an event or events and record a ruling at a later time.	Yes	
5.1.41	Ability to track and update all matters taken under submission for reporting purposes.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
5.1.42	Use information captured in minutes to interface with other functions and update records throughout system in accordance with state and local statutes, rules, or procedures, such as <ul style="list-style-type: none"> • update records on cases, defendants/other parties, allegations, and pleadings throughout system • scheduling (for rescheduling/continuance of hearing) and calendaring (to place on future calendar when scheduled) • dismissals and differentiate between the different types of dismissals (e.g., full dismissal, Deferred Entry of Judgment dismissal, conditional dismissal, etc.) • document generation and processing (for notice creation) • accounting (for monetary judgment or sanction data) • tracking of compliance with court orders (e.g., alcohol program to be completed by a specific date) • bifurcations working with Case Initiation and Indexing to initiate new case and Docketing and Related Record keeping for docket updates functions (see Integration Between Functions in Multi-Function Capabilities and Integration) 	Yes	
5.1.43	Sentencing Hearing: Send and receive materials electronically to and from other units to assist in judicial functions (e.g., send pre-sentence information to pre-sentence investigation unit and receive results of investigation for use in sentencing) (see Criminal Support Functions); flag of information/materials received for hearing purposes	Yes	
5.1.44	Give judicial officer and clerk real-time access to view finalized minute orders	Yes	
5.1.45	Ability to complete multiple minute orders with the same ruling at one time; provide ability to customize rulings specific to individual cases	Yes	
5.1.46	Schedule subsequent events (e.g., future hearings including hearings on continued matters) in real time within courtroom session or by allowing user to easily access Scheduling screen (e.g., by use of a link); ability to track causal dockets	Yes	
5.1.47	Create and print court orders and supporting documents resulting from hearings and other judicial events individually or in a group, immediately or at a scheduled time	Yes	
5.1.48	Distribute court orders resulting from hearings electronically internally (see Multi-Function Capabilities and Integration and Docketing and Related Record keeping Function)	Yes	
5.1.49	Distribute court orders resulting from hearings events externally electronically (e.g., fax, electronic mail) or by regular mail	Yes	
5.1.50	Compute and enter fine or monetary restitution based on sanctions imposed on each person	Yes	
5.1.51	Enter non-monetary orders/provisions (e.g., community work service hours) based on sanctions imposed on each person	Yes	
5.1.52	Ability to associate monetary and non-monetary restitution with specific victim(s)	Yes	
5.1.53	Process information (e.g., update docket and other records, if not updated automatically as noted above) and create judgment and post-judgment documents	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
5.1.54	Update each case in group of cases with judgments as if group were single case (e.g., process all failed to appear cases taken off calendar at once) (see Docketing and Related Record keeping Function)	Yes	
5.1.55	Enable compliance with Rule of Court 980.5 for audio recording of courtroom proceedings.	No	
5.1.56	Include data element for time tracking (i.e. courtroom session time, clerk processing time, etc.) for AB109, CYA, DCSS, and other grant programs. Must be able to retrieve and print reports with this data and related case information.	No	
5.1.57	Import/record proposed conditions of Probation from Probation officers pre-sentencing report through incoming message/data exchange (minute order text and data)	Yes	
5.1.58	Sentencing Hearing: Send and receive materials electronically to and from other units to assist in judicial functions (e.g., send pre-sentence information to pre-sentence investigation unit and receive results of investigation for use in sentencing); flag of information/materials received for hearing purposes	Yes	
5.1.59	Compute, or receive from Criminal Support Functions, and enter or display monetary penalties (e.g., fines, fees, restitution) based on sentence imposed for each combination of charge and defendant in accordance with state and local statutes, rules, or procedures	Yes	
5.1.60	Plea Disposition: Record various pleas and link pleas to each violation, prior, enhancement and defendant	Yes	
5.1.61	Ability for users to define Time Waiver frequency and structure with which system displays ticklers, alerts, and prompts	Yes	
5.1.62	Court/Jury Trials - Ability to support Court/Jury Trial proceedings. (Jury Selection, Witness Lists, Polling, Sentence Continued, Court/Jury Verdicts, Mistrials)	Yes	
5.1.63	Ability to schedule events while working on courtroom screen without linking to standard calendaring screen.	Yes	
5.1.64	Enter and record Time Waiver information (Time Waived, Time Not Waived by Defendant, Time Not Waived by People, Time Waived 10/60). Ability to display time waiver status on alerts, calendars, reports, for judge and clerk in courtroom and on minutes. Allow entry of limited time waiver (Time waived to specific date).	Yes	
5.1.65	If system includes a courtroom processing or courtroom clerk module it includes: ability to check in participants; record hearing attendees and results; create, view draft, save and finalize a minute order; update participant, case, plea, disposition, hearing, sentencing, fine and fee information in the CMS without duplicating entries; allow for realtime minutes; pull tentative ruling text from CMS and import into minutes; show alerts and information for case processing as required	Yes	
5.1.66	Probation sentencing report incoming/import (minute order); import conditions of probation	Yes	
5.2 Probate Notes/Tentative Rulings			
5.2.1	Ability to create a probate notes associated to a scheduled event. This ability is supported within the CMS using Microsoft Word or provides a mechanism to import the file directly from Word.	No	
5.2.2	Allow a user to publish probate note or send them for judicial review.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
5.2.3	If the Probate Notes functionality is performed within the CMS, when a user selects to work on a probate note, the probate note record should be locked for that user. Provide a mechanism that allows for the unlocking of the file in specific circumstances.	No	
5.2.4	Ability to configure multiple Probate Notes templates to allow for ease of use.	No	
5.2.5	• tracking of compliance with court orders (e.g., alcohol program to be completed by a specific date)	Yes	
5.2.6	• bifurcations working with Case Initiation and Indexing to initiate new case and Docketing and Related Record keeping for docket updates functions	Yes	
5.2.7	If the Probate Notes functionality is performed within the CMS, when a user selects to work on a probate note, the probate note record should be locked for that user. Provide a mechanism that allows for the unlocking of the file in specific circumstances.	No	
5.2.8	Ability to configure multiple Probate Notes templates to allow for ease of use.	No	
5.2.9	Allow a user to create a tentative ruling associated to a scheduled event. This ability is supported within the CMS using Microsoft Word or provides a mechanism to import the file directly from Word.	No	
5.2.10	Allow a user to publish tentative rulings or send them for judicial review.	Yes	
5.2.11	If the Tentative Ruling is performed within the CMS, when a user selects to work on a tentative ruling, the tentative ruling record should be locked for that user. Provide a mechanism that allows for the unlocking of the file in specific circumstances.	No	
5.2.12	Provide the ability to extract probate notes published on or after a specified date.	Yes	
5.2.13	Provide the ability to extract tentative rulings published on or after a specified date.	Yes	
5.2.14	Allow for tentative rulings and probate notes to populate minutes once the ruling is approved and finalized.	Yes	
5.3 Judicial Officer Functions			
5.3.1	Provide system functionality to Judicial Officers (JO) to manage their calendars. Calendar event information should be available based on case category, calendar type and should be court configurable. I.e. filings and events that appear in each screen.	Yes	
5.3.2	Provide process for creating, viewing, updating, and expiring Judicial Notes. These are case-level notes that are maintained through the life of the case (unless expired or deleted), and event notes that are specific to an event and are defaulted to be only viewable by the Judicial Officer that created the note. Notes can be shared by updating the notes' security settings.	Yes	
5.3.3	Allow the JO to grant additional user's access to specific Judicial Officer Notes. The Judicial Officer may filter the list of available users to grant security by position type, location, and/or case category. The Judicial Officer can also remove users who may view the note.	Yes	
5.3.4	Ability to Create Case Documents, such as Statement of Decision, Notice of Ruling on Submitted Matter, etc. This ability is supported within the CMS using Microsoft Word or provides a mechanism to import the file directly from Word.	Yes	
5.3.5	Changes made through judicial officer functions will transmit to calendars, work queues, work flows, etc. and be immediately available to the clerk for additional processing.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
5.3.6	System includes judicial officer module, or judges view that allows a judge to quickly access the cases on calendar during court session; identify and sort cases; display reason on calendar, hearing participants, attorneys; view single or multiple documents needed for the particular event; view related cases (multiple cases for one defendant or co-defendant cases) and other information needed to conduct the business of the court in an effective manner. This module would provide needed information for judicial officers that do not use paper files.	Yes	
6 Disposition			
6.1 Dispositions/Sentencing			
6.1.1	Include the functionality of recording the judgment that is rendered by the Court (including default judgment and judgment on verdict) as well the Clerk's default judgment. Depending on the court's business process or the type of case, this judgment might be recorded as a result of a filing, or as a part of a minute order or in some instances the judgment might be recorded as a result of a ruling made by the Judicial Officer subsequent to a hearing.	Yes	
6.1.2	Allow the court, to record a judgment with one or more judgment awards associated with it. If a severed judgment is rendered, then there will be multiple judgment awards each detailing out a specific amount that the judgment debtor(s) owes the judgment creditor(s).	Yes	
6.1.3	Record resolution or disposition type (i.e., type of judgment) including those involving entire cases, individual or multiple hearings, individual parties, multiple cases, and cross petitions	Yes	
6.1.4	Ability to amend judgments. The request to amend judgment may be entered as a result of a filing, a notice of ruling, or as a part of a minute order.	Yes	
6.1.5	For Civil and Small Claims cases, the system will provide the ability to record judgment (non-Unlawful Detainer case types) on the non-dismissed participants of all the non-disposed dispositive filings on a case. For Probate cases, the system will provide the ability to record judgment on the case participants of dispositive filings on the case.	Yes	
6.1.6	For UD case type, the ability to indicate that judgment also includes any unnamed occupants.	Yes	
6.1.7	Record resolution or disposition type (i.e., type of judgment) including those involving entire cases, individual or multiple hearings, individual parties, multiple cases, and cross complaints	Yes	
6.1.8	Process information (e.g., update docket and other records, if not updated automatically as noted) and produce documents for resolutions and dispositions (i.e., judgments) by trial, mediation or arbitration, default, dismissal, withdrawal, settlement conference, transfer out to another jurisdiction, or consolidation	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.1.9	Process information and produce documents on post-judgment activities (e.g., Order After Hearing on a Determination of Arrears, with information on monetary and nonmonetary judgments including parties, monetary and nonmonetary awards, pertinent dates, assignees, etc.); enter and update records when judgments vacated or amended (e.g., consolidated case, party deceased, etc.) (see also Execution Function)	Yes	
6.1.10	Electronically distribute disposition and post-judgment documents noted above externally to court and internally for entry into the docket	Yes	
6.1.11	Create, display or print, and maintain separate judgment indexes that show original and subsequent judgments (e.g., containing judgment entry and expiration dates, amounts, modifications, and satisfactions) by case and party	Yes	
6.1.12	Create, display, and maintain separate resolution, disposition, and judgment information that shows original and subsequent judgments, for the case and/or as to individual party	Yes	
6.1.13	Update each case in group of disposed (e.g., dismissed) cases as if group is a single case	Yes	
6.1.14	The system will not allow a judgment to be recorded on a disposed case, exception: a Judgment of Dismissal can be entered on a disposed case. Moreover, for Unlawful Detainer cases, the system will allow the Actor to record a Judgment for Money after a Judgment for Possession has been recorded / entered.	Yes	
6.1.15	The system allows a judgment to be entered as part of a minute order or outside the minutes functionality at the same time as the judgment information is recorded.	Yes	
6.1.16	System provides the ability to first record the judgment information, through the minutes, and then enter the judgment at a later time	Yes	
6.1.17	The system will allow actions to occur after disposition of case participants, filings, or the case when a judgment/final order is entered on any case type. For example: after final disposition is entered on a filing/charge/case and then a motion is filed and heard; an amended order may be issued, judgment/orders vacated, sealed, modified, etc.	Yes	
6.1.18	The system will calculate the disposition status of the filing based on the disposition status of the participants associated with the filing. The JBSIS disposition hierarchy will be used to calculate the disposition - the highest disposition associated with the participants on the filing will be the disposition status of the filing.	Yes	
6.1.19	For Civil and Small Claims cases, a filing will be disposed if each participant on the filing has a 'Judgment For' or 'Judgment Against' set for them or if the participant has been dismissed.	Yes	
6.1.20	Ability to amend or vacate one or more awards within a judgment, including the ability to amend or vacate awards as to one or more parties in the award or judgment.	Yes	
6.1.21	The date of entry of disposition for the filing/case will remain unchanged even when the disposition on the associated case participants is updated.	Yes	
6.1.22	If the case disposition status is updated by the user from Active to a disposition status, then the case disposed date will be the date of the update.	Yes	
6.1.23	If the case disposition status is updated by the user from one disposition status to another disposition status, then the case disposed date will remain unchanged.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.1.24	The system will allow the ability to record an amended judgment on the non-dismissed participants of all the dispositive filings on a case.	Yes	
6.1.25	Ability to enter awards and/or judgments for large amounts of parties (thousands for complex litigation cases) at one time without effecting system performance.	Yes	
6.1.26	The system will provide functionality to enter a dismissal on a complaint or cross-complaint as a result of a filing (request for dismissal), or as a part of a minute order (dismissals entered by the court's own motion).	Yes	
6.1.27	The system will provide functionality to record the dismissal of a petition on a Civil, Probate, or Mental Health cases. The dismissal might be entered as a result of a filing (request for dismissal), or as a part of a minute order (dismissals entered by the court's own motion).	Yes	
6.1.28	Ability to indicate that a judgment results from a highway motor vehicle accident for small claims and civil cases when recording the judgment.	Yes	
6.1.29	Capture payment in installment data on judgments. (Payment Rate, Installment Frequency, Begin Date, Payment Day of the Month),	Yes	
6.1.30	Ability to capture non-monetary awards when recording a judgment.	Yes	
6.1.31	Relate disposition to specific charge, allegation, complaint, cross-complaint.	Yes	
6.1.32	Prompt user to dispose of all charges and parties on a single case.	Yes	
6.1.33	Provide ability to strike a complaint/petition, cross complaint (partial/entire), or charge.	Yes	
6.1.34	Provide ability to amend a filing, judgment, and/or disposition (i.e. complaint/petition, cross complaint, charge, etc.)	Yes	
6.1.35	Ability to create, print, and maintain separate judgment indices (i.e., judgment book) that show original and subsequent judgments (e.g., containing dates, amounts, modifications, satisfactions, judge) by case and party.	Yes	
6.1.36	The system will provide functionality to enter information related to the granting/denying of a petition. The order to grant or deny a petition might be entered as a result of a filing or as a part of a minute order.	Yes	
6.1.37	The system will allow the court to grant or deny petitions at the time of recording minutes or only make text entries in the minutes to indicate that the petition has been granted. In this case, the formal order will come in as a filing. Once the filing is submitted, the Clerk will then enter the order on the petition.	Yes	
6.1.38	The system will support the recording of a sanction order. If the participant/attorney is ordered to pay the sanction amount to the Court, then a fee will be created in the system to allow the system to track the payment of the fee.	Yes	
6.1.39	Provide functionality to vacate/suspend a sanction order. If the sanction amount was payable to the court, then at the time of vacating/suspending the sanction the associated fees will be cancelled. If a payment was recorded against this sanction, the received payments will be transferred to a trust deposit for the participant against whom the sanction was ordered.	Yes	
6.1.40	The system will allow the court to track suspended sanctions, which occur when the court makes an order that the sanction originally imposed does not have to be paid.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.1.41	The system will support the recording of a verdict prior to the judgment being rendered. This verdict will be available to be included as a part of the minute order and the judgment.	Yes	
6.1.42	Provide functionality for recording, updating, removing, and viewing the plea entered on counts, enhancements, priors and allegations for Felony, Misdemeanor, Infraction and Juvenile.	Yes	
6.1.43	The user will be able to view the plea information entered through a screen in the application.	Yes	
6.1.44	Provide functionality for recording, updating, removing, and viewing the disposition entered on counts, enhancements, priors, allegations and petitions for Felony, Misdemeanor, Infraction and Juvenile cases. For example, in Juvenile cases, findings are types of dispositions for petitions.	Yes	
6.1.45	For Delinquency cases, allow admissions, denials and findings of true/not true in lieu of pleas available in adult cases. Allow configuration and support processing of dispositions and sentencing unique to juvenile (Contested/Uncontested, before/after jurisdictional hearing, Wardship, Probation, jurisdictional transfer (to adult court), etc.	Yes	
6.1.46	The user will be able to view the disposition information entered as a part of the minute order creation through a screen in the application.	Yes	
6.1.47	Provide functionality for recording, modifying, vacating or setting aside a disposition for a Family Law case. This includes the functionality of maintaining dispositions at a participant, filing or case level.	Yes	
6.1.48	Ability to enter sentencing information at both the count and the case level.	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.1.49	Ability to enter sentencing information details including the following: Infraction/Misdemeanor/Felony 1. Enter/maintain a sentence of a fine 2. Enter/maintain a sentence of traffic school 3. Enter/maintain a sentence of community service 4. Enter/maintain a sentence of probation 5. Enter/maintain a sentence of driver's license conditions 6. Enter/maintain a sentence of collaborative court or program 7. Enter/maintain a sentence of community service in lieu of a fine 8. Enter/maintain a sentence of a program in lieu of a fine 9. Enter/maintain a sentence of ignition interlock device 10. Enter/maintain a sentence of jail 11. Enter/maintain a sentence of restitution 12. Enter/maintain a sentence of search and seizure 13. Enter/maintain a sentence of jail in lieu of a fine 14. Enter/maintain a sentence of community service in lieu of jail 15. Enter/maintain a sentence of a program in lieu of a jail 16. Enter/maintain a sentence of prison 17. Jail in lieu of prison 18. Mental Health commitment Juvenile 1. Enter/maintain an order of Fine 2. Enter/maintain an order of Victim Restitution 3. Enter/maintain an order of Probation 4. Enter/maintain an order of Collaborative Court program 5. Enter/maintain an order of Commitment 6. Enter/maintain an order of Community Service 7. Enter/maintain an order of Traffic School 8. Enter/maintain an order of Driver's License conditions	Yes	
6.1.50	Ability to record a "Bail Forfeiture" as a final disposition/sentencing type for Traffic and other case types that allow for forfeiture of bail without any further proceedings.	Yes	
6.1.51	Electronically distribute disposition and post-judgment documents noted above externally to court and internally for entry into the docket	Yes	
6.1.52	Create, display or print, and maintain separate judgment indexes that show original and subsequent judgments (e.g., containing judgment entry and expiration dates, amounts, modifications, and satisfactions) by case and party	Yes	
6.1.53	Create, display, and maintain separate resolution, disposition, and judgment that show original and subsequent judgments, case, and party	Yes	
6.1.54	Update each case in group of disposed (e.g., dismissed) cases as if group is a single case (see also Docketing and Related Recordkeeping Function)	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.1.55	Process information (e.g., update docket and other records, if not updated automatically, through Docketing and Related Record Keeping Functions) and produce documents (e.g., judgment form, sentencing documents, custody forms; Hearings and Criminal Support functions) for dispositions after jury or non-jury trial, guilty plea, dismissal, bound over, transfer out to another jurisdiction, consolidation, nolo contendere, or bail forfeiture	Yes	
6.1.56	Distribute disposition documents noted above electronically to external recipients in accordance with state and local statutes, rules, or procedures (e.g., to law enforcement and corrections) and reflect distribution in docket	Yes	
6.1.57	Maintain and produce disposition and sentence information that show, for each case and defendant, original and subsequent charges and dispositions and sentences for each charge	Yes	
6.1.58	Create, display, and maintain separate resolution, disposition, and judgment that show original and subsequent dispositions, case, and party	Yes	
6.2 Post Disposition/Sentencing			
6.2.1	The status of a judgment is updated to Fully Satisfied only after all the awards on that judgment have a status of Fully Satisfied.	Yes	
6.2.2	The system updates the status of the case to Judgment Satisfied only if all the judgments on the case have a status of Fully Satisfied and if the case has a disposition status of judgment.	Yes	
6.2.3	If a writ is returned Fully Satisfied then the status of the applicable judgment award(s) will be updated by the system.	Yes	
6.2.4	If a 'Request to Pay Judgment to Court' is entered successfully (and the corresponding payment to court is good), then the status of the applicable judgment award is updated by the system.	Yes	
6.2.5	If an Acknowledgement of Satisfaction of Judgment (either in Full or Partial) has been filed, then the status of the applicable judgment award(s) is updated by the system.	Yes	
6.2.6	If a Clerk's Certificate of Satisfaction of Judgment is issued, then the status of the applicable judgment award(s) is updated by the system	Yes	
6.2.7	The system will maintain the status of the judgment at the judgment award level, at the judgment level and at the case level.	Yes	
6.2.8	The system includes the functionality of maintaining dispositions at a participant, filing or case level. Based on security privileges, certain users will have the ability to update the case disposition status as well as the stage of the case.	Yes	
6.2.9	Provide functionality for recording, updating, removing, and viewing the sentence entered on counts, enhancements, and priors.	Yes	
6.2.10	Ability to modify or vacate any terms of probation, diversion, deferred entry of judgment or collaborative court conditions.	Yes	
6.2.11	Ability to receive and record possible violations of probation, diversion, deferred entry of judgment or collaborative court conditions.	Yes	
6.2.12	Ability to dispose of possible violations of probation, diversion, deferred entry of judgment or collaborative court conditions.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.2.13	The user will be able to view the sentence information entered as part of creating the minutes on a screen in the application.	Yes	
6.2.14	Provide functionality for recording, updating, removing, and viewing an order.	Yes	
6.2.15	The user will be able to view the order information entered as part of creating the minute on a screen in the application.	Yes	
6.2.16	The system will automatically find cases where the probation term is about to expire. Based on court configuration the system should update the probation status to show it is expired or place the case in a work Queue for review	Yes	
6.2.17	Automatically update cases where a Request to Pay Judgment to Court has been paid. The status of a judgment award will be updated. If a check payment was posted to Pay Judgment to Court and the check was not returned, the system will update the status of the corresponding Judgment Award to 'Fully Satisfied' on the 31st day after the payment was posted. The system will also generate the Certificate of Satisfaction of Judgment form and send it to a Print work queue for deferred printing. Additionally, any outstanding warrants against the judgment debtor will be flagged for recall.	Yes	
6.2.18	When judgment is entered on a Small Claims case, the status of the case should indicate Judgment Enforcement Stayed. The status of the case needs to be updated to indicate Post Judgment after 30 calendar days as passed.	Yes	
6.2.19	The system will automatically put "Guardianship of Estate Only" or "Conservatorship of Estate Only" cases in a work-queue when the youngest minor on the case turns 19.	In Progress	2020
6.2.20	For probate guardianship only cases the system will automatically close the cases when the minor becomes 18.	In Progress	2020
6.2.21	Ability to record fully, partially, and non-satisfied executions (e.g., all obligations satisfied).	Yes	
6.2.22	Provide the ability to file and process a Renewal of Judgment	Yes	
6.2.23	Process requests for execution of judgments and establish cross references for each execution sub-function given to judgment index and judgment screen	Yes	
6.2.24	Support processing objections to writs of execution (filing, scheduling, and recording of event)	Yes	
6.2.25	Automatically find all diversion or DEJ (Deferred Entry of Judgment) records with proofs of completion due today and populate a work queue (if configured by the court)	Yes	
6.2.26	Process information and produce documents (e.g., court orders such as revocation of probation, reduction of sentence) on post-conviction activities (e.g., in response to motions for reduction of sentence, withdrawal of guilty plea or orders resulting from violation of probation, failure to pay fine, etc.)	Yes	
6.2.27	Generate and display alerts/reports of all upcoming or past due compliance dates filtered by date range, type of order, or other criteria as designed by users	Yes	
6.2.28	Perform activities to ensure compliance, such as create paper or electronic courtesy reminders; update docket/ROA with notice given	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.2.29	Distribute post-conviction documents noted above electronically external to court in accordance with state and local statutes, rules, or procedures (e.g., to law enforcement, drivers services, and corrections) and internally to be entered in docket	Yes	
6.2.30	Ability to query status of compliance for a specific case or group of cases and perform consequential activities, such as generate notices, trigger Civil assessment, issue warrant or DMV holds, or refer to judicial officer	Yes	
6.2.31	Track Satisfaction of Judgments and case dispositions	Yes	
6.2.32	Monitor a variety of court-ordered programs such as drug testing, DV, counseling, etc. This information needs to be recorded, updated, and then able to be viewed by appropriate court personnel	Yes	
6.2.33	Provide tracking for state prison abstracts to indicate if and when state prison abstract was sent; view information included in state prison abstract; capture errors and exceptions for processing; produce, reproduce and print/send	Yes	
6.2.34	Create, display, and maintain separate judgment screens that show original and subsequent judgments to and cross-references to related documents for each allegation, cause and party	Yes	
6.2.35	Permit electronic referral of case information to justice partners, such as agencies charged with child protection, (referral to Child Protective Services), mediators, the Department of Child Support Services, etc.	Yes	
6.2.36	Support Financial Hearings to establish reimbursement judgments owed by juveniles' parents; capture judgment information and display summary of judgment activities (e.g., judgment index or judgment screen); permit Financial Hearings to be scheduled though case might be in a "closed" status	Yes	
6.2.37	Provide ability to quickly and efficiently process requests for execution of judgment (writs of execution, abstracts, etc.); establish cross references for each execution sub-function on judgment index or judgment screen	Yes	
6.2.38	Generate completed JUS 8716 Department of Justice Juvenile Detention Disposition Report form	Yes	
6.3 Case Closure			
6.3.1	Ability to automatically mark cases as "closed" depending on Case Category, Case Type, periods of time, case activity (e.g. appeals, bail etc.)	Yes	
6.3.2	Close case (e.g., change status to closed; update docket; generate required forms, notices, reports for that case); capture closed date and calculate eligible purge date as defined by statute or local procedures	Yes	
6.3.3	Generate overall case closure reports (e.g., cases closed over specific period with reason closed)	Yes	
6.3.4	Ability to re-open previously closed cases	Yes	
6.3.5	Update case status when defendants have completed installment payments, probation or any programs administered by probation, detention, corrections, or other court-ordered terms and programs that would result in case closure under local and state rules	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
6.3.6	Identify activities and conditions that can prevent case from being closed (e.g. appeal periods have not passed, outstanding or open charge, un-sentenced guilty charge, unpaid fines, etc.)	Yes	
6.3.7	Juvenile - Auto case closure when minor reaches age of majority , unless non-minor dependent status established.	Yes	
6.3.8	Mental Health - Auto case closure on LPS Conservatorship case types after one year from disposition unless certain conditions (reappointments)	Yes	
7 Financial Management			
7.1 Payments/Cashiering			
7.1.1	The system will support the creation, adjusting, and canceling of fees.	Yes	
7.1.2	The creation, adjusting or cancelling of fees may or may not be case related. i.e. copy fees	Yes	
7.1.3	Fees can be automatically assessed on a case (based on actions taken by the user) or added manually.	Yes	
7.1.4	The user should have the option to allocate payments to existing fees, fines, and assessments or to create new fees.	Yes	
7.1.5	Allow payments to be accepted and tracked through the system.	Yes	
7.1.6	Ability to accept payment of fine on unsentenced case (plea in abeyance, diversion, conditional dismissals, etc.)	Yes	
7.1.7	Permit payment to be accepted for cases filed but not docketed completely (e.g., all data not entered into system or missing complaint) and recorded by entering minimal amount of data (e.g., case number, case type, case category, case style or title, name of person submitting payment, date of payment, nature of payment) as precursor to full docket entry; there should be functionality to link the payment to the subsequent full docket entry	Yes	
7.1.8	The system will support the distribution processes as detailed in Appendix C of the California State Controllers Manual, the Trial Court (see Exhibit A), any updates or amendments to attached manual, and all applicable laws.	Yes	
7.1.9	Ability to search for and view details for payments processed in the system.	Yes	
7.1.10	The system will support recalculation of the distribution when a change occurs on the case.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.1.11	<p>Provide for a bail calculation and recalculation process based on statute, violation, prior records, traffic school eligibility etc.</p> <p>Factors that must be considered in the bail calculation process include, but are not limited to:</p> <ul style="list-style-type: none"> Base bail amount Factors that could change base bail amount such as, Construction Zone, School Zone, Safety Zone violations, over weight, over limit etc. Penalty assessments Case level priors Count level priors Night Court Security Fees Surcharge Proof of Correction fees Proof of Correction recalculations Traffic School eligibility Traffic school fees Traffic School recalculations <p>The basis of this process are outlined in Exhibit B of the RFP - "Bail Calculation and Recalculation Process". This exhibit is provided as a guide, the vendor may provide this through alternate processes, that meet the final results outlined in the exhibit.</p>	Yes	
7.1.12	Ability to impose an Emergency Medical Air Transportation Act penalty of four dollars (\$4) upon every conviction for a violation of the Vehicle Code or a local ordinance adopted pursuant to the Vehicle Code except parking offenses	Yes	
7.1.13	Ability to create an over/under tolerance limit.	Yes	
7.1.14	<p>For felony, misdemeanor, and infraction cases, the system determines if the over/under amount is within the configured tolerance limit. If the over/under amount is NOT within the tolerance, the system proceeds as if the fee was being paid in full.</p> <p>Any underage remains due on the case, and the system generates a notice of payment due.</p> <p>Any overage \$10.00 or greater is refunded to the payor, based on the condition of the refund process. Work queue, have clerk review, check to accept, then work flow back to accounting.</p> <p>Overage less than \$10.00 is distributed to proper journal type.</p>	Yes	
7.1.15	Allow the court to configure if fees can be partially paid.	Yes	
7.1.16	Allow partial payments.	Yes	
7.1.17	Allow courts to configure payment methods to allow for partial payments or not.	No	
7.1.18	If a partial payment is being attempted, the system should verify that the selected payment method is configured to allow for partial payments and that the fee(s) being paid allow for partial payments.	Yes	
7.1.19	When recording a payment towards a Trust the system should require the payor name and address.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.1.20	The system will not allow overpayment when processing an E-Filing transaction.	Yes	
7.1.21	The system will support JCC form TR-300 and TR-310 and required minimum payment requirements when user is setting up this type of payment plan.	Yes	
7.1.22	Allow the court to configure the minimum payment amount required when paying for a Traffic School plan or forfeiture plan.	Yes	
7.1.23	When paying a Traffic School plan or forfeiture plan the system should verify that the amount received is greater than or equal to a configured minimum payment amount.	Yes	
7.1.24	The system should support entry of fines from the bottom up or top down methods. I.e. The user enters the base fine per violation and system adds additional fees and assessments to get to the total due or the user enters the total fine due and the system calculates the base fine per violation including fees and assessments	Yes	
7.1.25	The system will evaluate each case approved for traffic school with a due date less than or equal to the process date minus a configurable grace period and not processed by the traffic school completion process, perform the following actions: If the balance on the case is less than the payment tolerance amount and traffic school has been completed then: Set the disposition on the traffic school approved count to 'Traffic School - Confidential Conviction' If the balance on the case is less than the payment tolerance amount and traffic school has NOT been completed then: Set the disposition to 'Bail Forfeiture'	Yes	
7.1.26	Ability to accept electronic notification of payments from outside sources. IVR, Web, External collectors (include FTB COD)	Yes	
7.1.27	Ability to support processing of online and offline credit card transactions.	Yes	
7.1.28	Ability to support distribution of payments received based on court defined distribution priorities.	Yes	
7.1.29	Ability to generate a payment receipt after processing a payment transaction in the system.	Yes	
7.1.30	Generate and produce receipts with proper identifiers (e.g., fee, fine, restitution code; court location and address) and supporting information (e.g., amount assessed, reason for assessment, amount collected, remaining balance, installment or partial payment plan and status) based on collections with user option to receive single or multiple copies	Yes	
7.1.31	Generate and distribute electronic receipts for electronic payments	Yes	
7.1.32	Generate and print (including reprint) multiple receipts from one financial transaction covering payment for multiple cases or purposes (e.g., defense attorney files and pays fees for several cases in one trip to courthouse)	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.1.33	Generate and print (including reprint) either a single receipt or multiple receipts from one financial transaction covering multiple payments for single case (e.g., defense attorney files and pays fees for pleading, forms, and copies for given case in one trip to courthouse)	Yes	
7.1.34	Permit receipts to be re-printed (e.g., if printer malfunctions during printout) with same receipt numbers; if receipt has been voided, then reprint of receipt should indicate void	Yes	
7.1.35	Configure receipt as defined by user; capability to add text for promotional messages, surveys, etc.	No	
7.1.36	Support distribution of external collector commissions based on court defined rules. Must recognize over payments, NSFs	Yes	
7.1.37	Support the creation and maintenance of an NSF report.	Yes	
7.1.38	Provide alert when NSF exists on a case. Verify if the check payer appears on the NSF/Bad Check Writers list.	Yes	
7.1.39	Ability to decide when accepting payments by check if the payor is on the NSF list, and if so, requires the user to either obtain approval to accept the check, request a different financial instrument from the payor, or reject the transaction.	Yes	
7.1.40	Ability to record when an override is granted for an NSF transaction and record that an override was granted and include the user that granted the override.	Yes	
7.1.41	Ability to support the voiding of payment transactions both on the same day receipted and on subsequent days. Limit voids on different day to accounting/secure rights.	Yes	
7.1.42	Ability to treat same day voids as monetary transactions. For example: A \$100 cash payment is recorded in the morning and voided in the afternoon of the same day. The net change is \$0 and the cashier's drawer balance is unaffected.	Yes	
7.1.43	Ability to treat next day voids as non-monetary transactions. For example: A \$100 cash payment recorded yesterday is voided today. The net change is -\$100 cash, but the change does not affect the cashier's drawer balance.	Yes	
7.1.44	Do not allow a payment that has already been voided or NSF'ed cannot be voided or NSF'ed again.	Yes	
7.1.45	Ability when the original payment consisted of multiple payment methods (e.g. cash, check, and credit card), to select any one of the payment methods; the void or reversal will not affect the other components.	No	
7.1.46	Ability to place funds in trust when reversing a payment.	Yes	
7.1.47	Ability to reverse the payment and remove the funds from the system for a check that has been returned for insufficient funds. Also add the payor to the NSF list and create an NSF fee (if configured by the court).	Yes	
7.1.48	Do not allow the voiding or transferring a payment if the funds are not still present in the trust.	No	
7.1.49	Ability to require that when voiding or NSFing a payment the reason, authorizing id and password are required thru work flow. Users should be allowed to void their own payment transactions on same day only.	Yes	
7.1.50	When NSFing a transaction the system verifies that the payment was originally made via check or credit card.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.1.51	After voiding or NSFing a transaction the fee status for corresponding fee is updated accordingly and work flow to civil clerk	Yes	
7.1.52	Ability to update payment plan information if the voided or NSF payment was an installment. (back-dating)	Yes	
7.1.53	Ability after voiding or NSFing a transaction to reverse all fund distributions associated with the payment.	Yes	
7.1.54	Ability after voiding or NSF'ing a transaction to reverse all attributes as defined by the Court that were set by the system when the payment transaction was recorded.	Yes	
7.1.55	Ability to transfer a previously recorded payment/trust deposit from one set of fees to another, or from one set of fees into trust.	Yes	
7.1.56	Ability to open and re-open cashier sessions to track the processing of monetary transactions in the system. The system will not allow the user to concurrently open multiple cashier sessions. It will verify multiple users do not open the same cashier session, and will record the starting balance. Can't post payment on previous day till	Yes	
7.1.57	Ability to support a blind balancing process for the cashier session and generate the appropriate daily balance reports. Automatic closing of till after balancing.	Yes	
7.1.58	Ability for the user to enter total drawer amounts by denominations received during the cashier session after counting monies from the drawer. This user entered amounts will be compared to the system totals to determine if the cashier has balanced.	Yes	
7.1.59	Ability to allow an accounting (or person authorized by security rules) to re-open the cashier session that was not successfully balanced so that the appropriate adjustments can be made or record an overage or shortage amount and reconcile the session.	Yes	
7.1.60	Ability to "lock out" a cashier after they have attempted to balance their cashier session after a configurable number of attempts.	No	
7.1.61	Ability to view all receipts associated with a specific user session if they have the appropriate security level.	Yes	
7.1.62	Ability of the system to modify a cases fine or assessments, including modifying the fine amount, accepting proof of correction, accepting proof of correction and charging a reduced fee, approving a case for traffic school, creating a traffic school payment plan, creating a bail forfeiture payment plan and granting a due date or traffic school completion extension.	Yes	
7.1.63	Ability to automatically adjust a payment plan if the fine/assessment amount was reduced or increased and a payment plan is present.	Yes	
7.1.64	Ability to redistribute funds if an individual component of the case balance has been adjusted or cancelled. If the system cannot redistribute (because all other component have already been paid), create a refund request. Automated thru work flow	Yes	
7.1.65	Ability to process agency payments in batch. A check from the agency will be deposited into the system and then transferred to the applicable cases.	Yes	
7.1.66	Ability to print check endorsement when a payment is made by check. Including court location, bank account number, case number and receipt number.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.1.67	Ability to generate a void payment acknowledgment form when a payment transaction is voided in the system.	Yes	
7.1.68	Ability to generate an NSF payment notice when a payment transaction is NSF'ed in the system.	Yes	
7.1.69	Ability to generate forms TR-300 and TR-310 when an agreement to pay in installments is created in the system.	Yes	
7.1.70	Ability to generate a report of all payment transactions that have been adjusted based on a given date or date range.	Yes	
7.1.71	Ability to generate a summary report of daily cashier transactions.	Yes	
7.1.72	Ability to generate a detailed report of daily cashier transactions.	Yes	
7.1.73	Ability to generate a report of all case payment activities for a given case by fund.	Yes	
7.1.74	Ability to generate a detailed report of all court payment activities for a given date.	Yes	
7.1.75	Ability to generate a report that displays the drawer balance (broken down by master payment method) that a cashier claimed to have at the end of the cashier session.	Yes	
7.1.76	System has the ability to calculate change based on amount due and amount received from payor.	Yes	
7.1.77	Ability to assign partial and/or full non-monetary credits to fines and fees, e.g. community service or jail in lieu of fine. This allows some or all of the fine or fee to have either or both monetary and non-monetary credits. i.e. equitable distribution of remaining fine	Yes	
7.1.78	Apply payments by electronic funds transfer from draw-down or escrow accounts pre-established by attorneys and law firms (e.g., credit card accounts, bank accounts, general-purpose funds deposited with clerk), and debit draw-down accounts to cover court expenses (e.g., for specific case, general expenses)	Yes	
7.1.79	The CMS should allow for the receipt and processing of a payment at any district or branch court, regardless of where the case is assigned	Yes	
7.1.80	Ability to defer fees for designated government agencies, track deferrals on a case and apply payments collected on deferred fees (from estates, judgments, etc.)	Yes	
7.2 Business Office Accounting			
7.2.1	Ability to override of the default fee distribution for an individual payment. This will not change the default configured values in the schedule.	Yes	
7.2.2	Ability to automatically or through user actions initiate a refund (disbursement) to one or more participants with reference to the original payment transaction or to escheat monies that have been unclaimed for a certain period of time.	Yes	
7.2.3	Ability to display information for the selected trust, along with fields for entering disbursement details. The disbursement recipient (i.e., payor name) and address are pre-populated with the name and address of the initial trust depositor.	Yes	
7.2.4	Ability to send a disbursement record for review after it is created based on the disbursement information provided by the user or a system.	Yes	
7.2.5	Provide ability to automatically generate disbursement requests for overage refunds and victim restitution.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.2.6	Ability to configure the available disbursement dates for payments based on the payment method.	Yes	
7.2.7	Ability to override to configured disbursement wait period with appropriate security.	Yes	
7.2.8	Ability to create, modify or deactivate a payment plan for a participant.	Yes	
7.2.9	Ability to search for existing payment plans.	Yes	
7.2.10	Provide ability to automatically generate payment plan notices.	Yes	
7.2.11	Ability to support the escheatment process by searching for active trusts on cases and based on the configured number of days identify those cases eligible for Escheatment and create a tickler for investigation. And has ability to generate letter to all parties, need user defined parameter. Ability to unflag trust deposit each year.	Yes	
7.2.12	Ability to configure the numbers of days used by the escheatment process for case related and non-case related trusts. Also allow configuration based on case category.	Yes	
7.2.13	Ability to review, update, approve, reject, and cancel an existing disbursements.	Yes	
7.2.14	Ability to support the posting and tracking of bail deposits for a case participant. Cash bail, surety bond, Property Bond, and Other Security.	Yes	
7.2.15	Allow updates to bail posting through the system and maintain appropriate bail statuses.	Yes	
7.2.16	Support tracking and generation of require bail related notices through the system.	Yes	
7.2.17	Work Flow to generate summary Judgment on forfeited bail bond.	Yes	
7.2.18	Ability to receive scanned copy of Bail Bond from Jail and upload into CMS	Yes	
7.2.19	In California, the status of bond forfeited does not equal closed - system has bond status of active/pending, forfeited, reinstated, exonerated, closed with ability to forfeit and reinstate multiple times	Yes	
7.2.20	Assess and collect bond fees, motion fees related to bonds	Yes	
7.2.21	Assess and collect interest	Yes	
7.2.22	Create a table of Surety companies, bond agencies and to track the status of each (ex, company suspended from posting -- summary judgment not paid, etc.); provide user capability to make updates to Surety companies' addresses	Yes	
7.2.23	Track the age of the bond. (bond expires, requires new bond after 1 yr.)	Yes	
7.2.24	Ability to automatically generate payment notices for payments that are due in a configurable number of days in the future.	Yes	
7.2.25	Ability to generate notice of unclaimed funds. Email & Text	Yes	
7.2.26	Ability to generate a notice that notifies case participant that payment for an investigative report is overdue Email & Text	Yes	
7.2.27	Ability to generate a notice that notifies case participant that payment for an investigative report is due. Email & Text	Yes	
7.2.28	ability to generate notice for unidentified payment, email and paper	Yes	
7.2.29	Ability to generate notice of forfeiture of bail bond	Yes	
7.2.30	Ability to configure the costs for setting aside a cash bail or bond forfeiture.	Yes	
7.2.31	Ability to generate notice of setting aside of bond forfeiture and assessment of costs	Yes	
7.2.32	Ability to generate notice of setting aside of bond forfeiture and reinstatement of bond	Yes	
7.2.33	Ability to generate notice of exonerated of surety bond	Yes	
7.2.34	Ability to generate notice of bond transfer	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.2.35	Ability to generate demand for payment of summary judgment of forfeited surety bond	Yes	
7.2.36	Ability to generate demand for payment of forfeited surety bond	Yes	
7.2.37	Ability to generate notice of cash bail forfeiture	Yes	
7.2.38	Ability to generate order on court fee waiver	Yes	
7.2.39	Ability to generate notice - waiver of court fees	Yes	
7.2.40	Identify cases with fee waivers 1) granted in full 2) partially granted, or 3) denied	Yes	
7.2.41	Allow users with appropriate security level to establish payment plans for partially granted fee waivers or for party to reimburse fees that were waived pursuant to a judicial officer's ruling	Yes	
7.2.42	Capture beginning and end dates for fee waiver; automatically update end date 60 days after judgment obtained or upon specific minute coding of post-judgment hearing; alert should Flash when denied fee waiver has not been paid, or partial payment not received	Yes	
7.2.43	Generate summary Fee Waiver reports for time period as defined by user and include information locally defined, such as case number, filings for which fees were waived, waived amounts, and parties	Yes	
7.2.44	Generate reports when payments on partial fee waivers not received by due date; provide ability to automatically generate notice	Yes	
7.2.45	Ability to generate notice on hearing about court fees	Yes	
7.2.46	Ability to generate order on court fee waiver after hearing	Yes	
7.2.47	Ability to generate a report that displays the distribution for a transaction into various funds configured by the court for the specified payment date range.	Yes	
7.2.48	Ability to generate a report that displays trust activity for the specified date range by trust type.	Yes	
7.2.49	Ability to generate a report that lists all remittances that have not been distributed.	Yes	
7.2.50	Ability to generate a report that displays all cases on which Summary Judgment has been entered, and the Summary Judgment amount is still due.	Yes	
7.2.51	Ability to generate a report that provides a list of all payments and credits to a defendants restitution amount owed as well as the remaining balance of a defendants restitution amount owed.	Yes	
7.2.52	Ability to generate a report that lists all pending, disbursed and received payments from the case participant on a single case. It also lists a summary of the checks issued to the victims and payments received from the case participant towards the victim restitution.	Yes	
7.2.53	Ability to generate a report that displays all the Fee Waivers Granted that are eligible for fee waiver within the date range selected by the user. This report is grouped by Case Type and aggregates are available at the Case Type and Case Category level.	Yes	
7.2.54	Ability to generate a report that provides statistical summary of number of fee waivers submitted and granted, and amount granted. It also contains total amount waived and recovered fees. The report is grouped by Case Category and Case Type, and filtered by Case Category and Case Type.	Yes	
7.2.55	Ability to generate a report that list the current amount or month to date amount to be distributed to each fund and sub fund (Health and safety, Insurance, Collection, Credit Card) for the report year and month specified by the user.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.2.56	Ability to generate a report that displays the accounts receivable report by AR type. Ability to separate or subgroup by total AR, past due AR, etc.	Yes	
7.2.57	Ability to generate a report that displays the accounts receivable (remaining balance due) by case number. This report displays other case level information like Original Amount, Case Participant, AR Type, Due Date, Collection Agency, Referred Date , Age in days and Case Category, next payment date, last payment date.	Yes	
7.2.58	Ability to generate a report that displays the accounts receivable summary report.	Yes	
7.2.59	Ability to generate a report that displays the active fee schedule based on the filter criteria selected by the user.	No	
7.2.60	Ability to generate a report that lists the current distribution amount to each fund for the report date specified and month to date amount distributed to each fund for the report date specified. Month to date amount will display totals for the funds from the beginning of the month until the date for which is report is run.	Yes	
7.2.61	Ability to generate a report that displays all trusts with balance greater zero.	Yes	
7.2.62	Ability to generate a report that displays all payment transactions with payment method of Credit Card, within the specified date range.	Yes	
7.2.63	Ability to generate a report that lists sanctions against a specific attorney.	Yes	
7.2.64	Ability to generate a report that displays a listing of trust activity for the specified date.	Yes	
7.2.65	Ability to generate a report that lists all bail bonds with a bond paid status where the bond paid date is within the date range defined by the user.	Yes	
7.2.66	Ability to generate a report that displays all bail bonds status's according to surety company. This report displays bond status by bondsmen, Surety Company in the Date Range requested and includes the case number, participant name, bond number, bond amount and bond status.	Yes	
7.2.67	Ability to generate a report that displays the bail bonds that currently have a forfeiture bail status for the specified parameter.	Yes	
7.2.68	Ability to generate a report that displays all bail bonds and their status, during the date range specified by the user.	Yes	
7.2.69	Ability to generate a report that displays monetary payments that were distributed for the given date range by fund or case.	Yes	
7.2.70	Ability to generate a report that lists the distribution totals for the date range entered by the user.	Yes	
7.2.71	Ability to generate a report that lists all collections accounts that have been paid in full including collection agency name during the date range specified by the user.	Yes	
7.2.72	Ability to generate a report that displays a cash bail activity for a date range specified by the user.	Yes	
7.2.73	Ability to generate a report that displays a summary of all financial activity affecting distribution totals for the report date and location specified by the user.	Yes	
7.2.74	Ability to generate a report that lists all bail bonds in an active status as of the report date.	Yes	
7.2.75	Ability to generate a workflow that displays payment transactions which have an overage fee or an overage trust.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.2.76	Ability to generate a report that lists bail bond activities for all bonds requested for the date range specified.	Yes	
7.2.77	Ability to generate a report that displays a summary listing of all cash bail transactions by date within the range entered by the user.	Yes	
7.2.78	Ability to generate a report that lists all non-case payments received for the date range requested by the user.	Yes	
7.2.79	Ability to generate a report that displays cases for which there was activity on the case in the courtroom that has active bail that was not addressed in the courtroom on the hearing date.	Yes	
7.2.80	Ability to generate a report that displays disbursements activity over a specified date range.	Yes	
7.2.81	Allow adding, updating and deactivating of party/depositor name entries from the list when checks are returned dishonored from the bank due to non-sufficient funds, closed accounts, invalid signature, etc.	Yes	
7.2.82	NSF entries will contain the payor's information and information regarding specific NSF checks. First time NSF checks can be added to the database, payors with multiple checks can have their status updated, and removal requests can be processed.	Yes	
7.2.83	Ability to support the creation and modification of a victim restitution order. Including the ability to make orders Joint and Severally liable across co-defendant or co-minors.	Yes	
7.2.84	Ability to create and generate disbursement requests for victim restitution.	Yes	
7.2.85	Ability to assign deposit numbers to groups of payment receipts and transmit the deposit numbers to County Auditor and/or AOC Phoenix system.	Yes	
7.2.86	Ability to request, review, adjust, remove, and certify month end totals, as well as search for existing totals certified in a prior month. Adjustments include credit card fees, collections fee, insurance conviction, health and safety conviction and other adjustments as required by the court.	Yes	
7.2.87	Support processing of Request for Fee Waivers. FW001 and FW002 and maintain fee status as appropriate.	Yes	
7.2.88	Ability to support different fee waiver approval processes based on users role. Judicial Officer and clerk, supervisor	Yes	
7.2.89	Ability to make a ruling on a fee waiver application and save the order information. Based on order set the status of the fees that were waived appropriately. Additionally, the fee waiver order information will be used when creating new fees for the fee waiver applicant.	Yes	
7.2.90	Ability to determine if no fee waiver order is made and served on the initial fee waiver application (FW-001 or FW-002) in 5 court days, then place the fee waiver application in a work queue designed to grant fee waiver by operation of law.	Yes	
7.2.91	Ability for the court to configure which fees are eligible to be waived. Separate configuration for the Initial and Additional Fee Waiver order fees.	Yes	
7.2.92	Support filing and orders related to all JCC fee waiver forms.	Yes	
7.2.93	Ability to automatically identify all cash bails that have been Forfeited with Further Proceedings for more than 185 days and distribute the bails to revenue.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.2.94	Ability to automatically identify cases with bail or bond posted that are a set number of days past the appearance date, have no future events scheduled and a complaint has not been filed.	Yes	
7.2.95	Ability to aggregate distribution record totals by fund. Group the fund totals by date and court location.	Yes	
7.2.96	Provide ability to automatically expire fee waiver orders 60 days after the case has a designated disposition.	Yes	
7.2.97	Allow justice partners to electronically notify the court when they have received Cash Bail.	Yes	
7.2.98	Negative numbers clearly identified.	Yes	
7.2.99	Allow for the establishment of multiple trust fund accounts.	Yes	
7.2.100	Provide ability to print checks in house and the JCC Phoenix System.	Yes	
7.3 Collections Management and Enforcement			
7.3.1	Ability to automatically assign a collector once a balance due on a case is not paid forthwith. The process includes determining the cases to be assigned to collections and assigning an appropriate collector to each collections case based on court configured rules. Assignments can be made to either an Internal or External collector.	Yes	
7.3.2	Ability to maintain the collection account status for a case throughout the collection process based on actions taken on the case.	Yes	
7.3.3	Provide the ability to electronically send and recall collections cases to an external collectors.	Yes	
7.3.4	Provide the ability to electronically send and update collections cases to the California Franchise Tax Board. Both COD and IIC programs.	Yes	
7.3.5	Provide ability to send case balance updates to external collectors. Allow external collectors to send payments collected or to return collections cases back to the court.	Yes	
7.3.6	Provide an automated process of qualifying case participants for Failure to Appear (FTA) or Failure to Pay (FTP), and taking the appropriate court configurable actions on those case participants through their enforcement lifecycle. Actions should include - adding fees, adding counts and issuing warrants.	Yes	
7.3.7	Allow the court to individually or in batch reassign collection cases from one collector to another.	No	
7.3.8	Ability to generate a report of cases referred to collections for both internal and external collections.	Yes	
7.3.9	Ability to generate a report of payments received on collections cases for both internal and external collections.	No	
7.3.10	Ability to generate a report of payments received from external collectors.	Yes	
7.3.11	Ability to generate a report of cancellations from an external collector.	Yes	
7.3.12	Ability to transmit payment plan details to a Collection agency. When a person goes delinquent on a payment plan installment, all fees in that payment plan are sent to collections. There needs to be a way for the collection agency to know that those fees are related and that it's the sum total that the court is looking for them to recover.	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
7.3.13	Ability to prevent the acceptance of payments on cases while they are in a status of referred to external collector.	Yes	
8 Records Management			
8.1 Case File Management			
8.1.1	Ability to create and track individual case file folders, judge's working files, or specific documents that are required to be kept in paper format by code (i.e. bond documents, wills, contracts, etc.). For the purposes of section 8.1, "Case File" includes the documents that are excluded from electronic storage/digital record rules.	Yes	
8.1.2	The system displays the location history for the case file(s) and/or volume(s), including location and custodian information.	Yes	
8.1.3	Ability to alert users that cases have restricted access or contain restricted information	Yes	
8.1.4	Ability to mark a case file or volume as missing and alert users of this fact	Yes	
8.1.5	Ability to maintain a 'Chain of Custody' of file folders during the location change of physical case file(s) and defining who has ownership of a physical case file at a particular place, time and location	Yes	
8.1.6	Ability to locate case files to separate locations (e.g. district, building, department, etc.) within the court's jurisdiction. Case files may also be located out of a court's jurisdiction (i.e. change of venue).	Yes	
8.1.7	The system displays the location history for the case file(s) and/or volume(s), including location and custodian information.	Yes	
8.1.8	Generate a Receipt for Record for cases transferred to other jurisdictions	Yes	
8.1.9	Ability to update the location of multiple cases and/or volumes at one time	Yes	
8.1.10	Create Case File Pull List recording a request in the system for a list of case files and volumes that are required for use at a specific time and location.	Yes	
8.1.11	Populate the pull list when an event is scheduled, including the case files that are required for the upcoming calendared event, as well as case files which have been manually added to the pull list.	Yes	
8.1.12	When vacating a calendar event, the system will remove the case files in the pull list related to the calendared event. If an event is rescheduled, the request date for the associated Case File Volumes will be updated to the date of the rescheduled calendar event.	Yes	
8.1.13	Ability to produce a report of case files (volumes) that are eligible for destruction. Eligibility to be based on factors such as Case Type, Case Category, date of birth, specific violations, case status and elapsed time etc.	Yes	
8.1.14	Ability to update system with information concerning file destruction	Yes	
8.1.15	Allow the user the ability to override case retention decisions to allow for marking certain cases with alternative retention periods, including the ability to retain permanently.	Yes	
8.1.16	Case retention periods and rules are easily maintained by a configurable table within the system.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
8.1.17	Ability to configure Physical Destruction Retention rules for the system allowing the court to preserve a set of cases for historical purposes, in accordance with California Rule of Court 10.855 (e and f).	Yes	
8.1.18	Create list of cases that are destroyed	Yes	
8.1.19	Produce notice of intent to destroy case files	Yes	
8.1.20	Ability to create a new subpoenaed record within the context of a case, the system automatically associates the subpoenaed record to that case.	Yes	
8.1.21	When an event is continued, the event subpoenaed record association will be updated to the continued event.	No	
8.1.22	Ability to track the location of any subpoenaed records	Yes	
8.1.23	Ability to provide for the return or destruction of subpoenaed records that are never used.	No	
8.1.24	Ability to receive and track any Wills or Estate Planning documents that are lodged with the court prior to any case being filed.	Yes	
8.1.25	Ability to purge electronic records from the system. This may be at the case level or the specific data level, for example California law requires certain marijuana case records to be purged, if there is only one charge on a case then the entire record will be purged, if the marijuana charge is only one of many charges on the case the only the information related to the marijuana charge is purged and the remainder of the case information is retained.	Yes	
8.1.26	Ability to seal and unseal records, both at the case level and the data level.	Yes	
8.2 Exhibit Management			
8.2.1	Ability to create, mark, update and track exhibits	Yes	
8.2.2	Ability to mark and remark the same exhibit that may be used in multiple cases or in multiple hearings, without overwriting the previous exhibit information. For example the same exhibit may be used in preliminary hearing and given a number and may be used at the trial for the same case and given a different number. Exhibits may also be re-used and re-marked in other cases.	Yes	
8.2.3	Ability to mark exhibits and associate the party/parties that entered the exhibit, (e.g. Peoples, Defendants, Plaintiffs, Petitions, Joint etc.)	Yes	
8.2.4	Ability to mark exhibits using alphabetic, numeric and special characters and combinations of each.	Yes	
8.2.5			
8.2.6	Ability to maintain a 'Chain of Custody' for exhibits during the location change of exhibits and defining who has ownership of a physical exhibit at a particular place, time and location.	Yes	
8.2.7	Ability to flag exhibits that require special handling, e.g. hazardous material, weapons, cash etc.	Yes	
8.2.8	Produce exhibit list that contains all exhibits from specific events.	Yes	
8.2.9	Produce exhibit list that reflect the change of custody (e.g. from Courtroom Clerk to Exhibits Clerk, etc.).	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
8.2.10	Ability to locate exhibits to separate locations (e.g. district, building, department, exhibit rooms, exhibit lockers, safes etc.) within the court's jurisdiction. Exhibits files may also be located out of a court's jurisdiction (i.e. released temporarily).	Yes	
8.2.11	The system displays the location history for the exhibits, including location and custodian information.	Yes	
8.2.12	The system displays the marking and usage history for the exhibits, including the events, dates and numbering.	Yes	
8.2.13	Ability to maintain and display the status of an exhibit (e.g. marked for identification, received in evidence, released, destroyed, etc.).	Yes	
8.2.14	Ability to release exhibits to various parties and to show who, why, when and for what period of time.	Yes	
8.2.15	Produce a receipt for exhibits when exhibits are released.	Yes	
8.2.16	Ability to update the location of multiple exhibits at one time.	No	
8.2.17	Create an Exhibit Pull List recording a request in the system for a list of exhibits that are required for use at a specific time and location.	Yes	
8.2.18	Ability for any court staff to request exhibit(s) be forwarded to a courtroom or other location that may be required for a specific event.	Yes	
8.2.19	Ability to produce a report of exhibits eligible for destruction or other disposal. Eligibility to be based on factors such as Case Type, Case Category, specific violations, case status and elapsed time.	Yes	
8.2.20	Ability to update system with information concerning exhibit destruction/disposal.	Yes	
8.2.21	Allow the user the ability to override case retention decisions to allow for marking exhibits with alternative retention periods, including the ability to retain permanently.	Yes	
8.2.22	Exhibit retention periods and rules are easily maintained by a configurable table within the system.	No	
8.2.23	Create list of exhibits that are destroyed/disposed.	No	
8.2.24	Produce notice of intent to destroy/dispose of exhibits.	Yes	
8.2.25	Ability to import electronic exhibit list	Yes	
8.2.26	Ability to pre-mark exhibits prior to the actual court date, without entering them into minutes, for re-use during the actual courtroom event. Provide for removing those "pre-marked" exhibits that are not used	Yes	
9 Document Management			
9.1 Document Management Integration with Existing System			
9.1.1	Provide links to an external document management system (Please refer to Technical requirements section for standard DMS solutions).	Yes	
9.1.2	Ability to receive scanned documents or documents received through some other electronic means (e.g., e-filings) at any time in the case process and associate the document to a filing or event.	Yes	
9.1.3	Ability to associate one or more documents during one process, such as case initiation or subsequent filings.	Yes	
9.1.4	Provide an automated workflow process to route documents from one court user to another.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
9.1.5	Ability to store all case documents (scanned, e-filed or documents created from within the CMS) in the same place.	Yes	
9.1.6	Ability to view any case document from multiple screens within the CMS.	Yes	
9.1.7	Ability to display multiple documents within the same window.	Yes	
9.1.8	Ability for multiple persons to view the same document at the same time.	Yes	
9.1.9	Ability to display documents dependent on the security level specified for the document, the document images, in the CMS will only be displayed if the user has security privileges to access the DMS document based on the user's security profile.	Yes	
9.1.10	Ability to add annotations to DMS document, such as Filed or Signature stamps, dates etc.) and to create an immutable court record.	Yes	
9.1.11	Ability to retain the original DMS document in addition to multiple annotated working copies of the document.	Yes	
9.1.12	Ability to Create Case Documents, such as Mediator Reports, etc.. This ability is supported within the CMS and/or provides a mechanism to import the file in compliance with Judicial Council requirements (refer also to Technical requirements)	Yes	
9.1.13	Ability to create and update case notes.	Yes	
9.1.14	Ability to view and print all case documents from a single screen. Users should be able to select multiple documents to open or print at the same time. Display enough information to easily identify the document by name, date, submitting party, document security etc.	Yes	
9.1.15	Certify documents electronically in accordance with state and local statutes, rules or procedures	Yes	
9.1.16	Create indicators (e.g., color coded labels) to indicate restricted-access manual files (e.g., juvenile interview notes, psychological profiles)	Yes	
9.2 Form/Notice Generation			
9.2.1	Ability to create standard forms or notices from within the CMS.	Yes	
9.2.2	Ability of the CMS to produce various forms/notices during or at the conclusion of a process.	Yes	
9.2.3	Ability of the CMS to produce various forms/notices outside of any normal process.	Yes	
9.2.4	Ability to configure forms/notice to indicate if additional forms/notice or documents are required to be included with the form/notice (e.g., does a Certificate of Service need to be attached, etc.).	No	
9.2.5	Ability to regenerate forms/notices.	Yes	
9.2.6	Ability to generate forms/notices in various ways, including local printer, network printer, in batch etc.	Yes	
9.2.7	Ability to indicate how or if certain information on forms/notices appear on the form (e.g. on forms that display participant addresses, one or more of the parties may have a "confidential" address that should not be displayed on the form while other addresses may display).	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
9.2.8	Ability to produce Courtesy Notices for adult and juvenile traffic related cases. The notice must display information on all the various case specific options available. This includes (but not limited to) items such as case and party details, bail amount(s), traffic school options and amounts, proof of correction options and amounts, due dates, payment options, etc.).	Yes	
9.2.9	The Courtesy Notice amounts for all the various options are calculated by the CMS at the conclusion of specific case processes (e.g., Case Initiation or dunning process, etc.).	Yes	
9.2.10	Ability to create multiple types Courtesy Notices that can be produced dependent on a specific outcome or process (e.g. 1st Notice, 2nd Notice, Warrant Notice, Collections Notice, etc.)	Yes	
9.2.11	Ability to produce the Courtesy Notice data in a batch format to be forwarded to a vendor for printing.	Yes	
9.2.12	Ability of clerk to request that any specific Courtesy Notice be generated out of the normal process.	Yes	
9.2.13	For notices with a Clerk's Certificate of Mailing pursuant to CCP 1013(A) default date to the current date; if generating notice after mailing cut off times (as locally defined) prompt user to change day to the next work day	Yes	
9.2.14	Ability to select notice recipients and address(es) from parties on the case (one defendant or attorney out of 25 on the case, etc.); ability to mail notices to parties not on the case (District court of Appeals, California Department of Corrections, etc.); Law Firm and/or Attorney as needed.	Yes	
9.2.15	Maintain file of input templates available to users to create input documents (e.g., Request for Domestic Violence or Elder Abuse); relate each template to court events (e.g., correlate templates with events so that details of specific hearings can be inserted into "boilerplate" text (e.g., generation of a Domestic Violence or Elder Abuse Order After Hearing after minutes are finalized) (see Document Generation and Processing Function)	Yes	
10 Reporting			
10.1 Standard Reporting			
10.1.1	Ability to create standard statistical reports for re-use as needed.	Yes	
10.1.2	Ability to run standard reports for various time periods (e.g., daily, weekly, monthly, quarterly, yearly, specific begin and end dates etc.).	Yes	
10.1.3	Ability to schedule standard reports to automatically generate (e.g. daily Fiscal Reports etc.) and route to designated network printers.	Yes	
10.1.4	Ability to save reports in alternate formats (e.g. Word, Excel, PDF, etc.).	Yes	
10.1.5	Ability to retrieve copies of previously generated reports.	Yes	
10.1.6	Ability to run reports at a Court by location/building basis.	Yes	
10.1.7	Track, display, and produce reports on relationship of specific cases and parties to public and private agencies charged with child protection, state and local government agencies, state and local government attorneys, law enforcement, public and private mental health agencies	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
10.1.8	Track, display, and produce reports on relationship of specific cases and parties to one or more family law service providers, child support agencies, child welfare agencies, other governmental agencies	Yes	
10.2 Judicial Branch Statistical Information System (JBSIS)			
10.2.1	Ability to produce all of the Judicial Branch Statistical Information System (JBSIS) reports.	Yes	
10.2.2	Ability to electronically transmit JBSIS reports to the Judicial Council.	Yes	
10.2.3	Ability to automatically process and send JBSIS reports to a user configurable email address. The solution should include steps to create and validate the XML file per the latest JBSIS Specifications, allow for the submission of modified reports, and validate that the transmission was successful.	Yes	
10.2.4	JBSIS "tags " must be predetermined and automated without manual intervention.	Yes	
10.2.5	System contains all necessary fields to accurately report to JBSIS, DOJ and DMV.	Yes	
10.2.6	Ability to retain case data to accommodate amended reporting. Original data during original reporting period kept regardless of number of charge, document, or case amendments, etc.	Yes	
10.3 Ad-Hoc Reporting			
10.3.1	Ability to create and run <i>Ad-Hoc</i> reports.	Yes	
10.3.2	Ability to save <i>Ad Hoc</i> reports for re-use at a later time.	Yes	
10.3.3	Ability to save <i>Ad Hoc</i> reports in alternate formats (e.g. Word, Excel, PDF, etc.).	Yes	
10.3.4	Ability to create and run custom reports	Yes	
10.3.5	Statistical Requirements	Yes	
10.3.6	Easily access the CMS data and produce metrics, without IT assistance, on case types, events, conditions, alerts, wait times, FTAs, bail types, etc., for different time periods, dynamic groupings and sorts and export to Excel, PDF, or others, in response to state or federal agency inquiry, public inquiry, special programs, internal workload analysis, and business process reengineering, etc.	Yes	
11 Security Management			
11.1 Security/User Administration			
11.1.1	Provide a comprehensive security framework.	Yes	
11.1.2	Ability to assign security to data at the case level or the data element level.	Yes	
11.1.3	Ability to assign security to documents at the case or the individual document level.	Yes	
11.1.4	Ability for the user to assign/update the security access to cases and/or documents	Yes	
11.1.5	Ability to assign case security based on Case Category, Case Type, party roles etc.	Yes	
11.1.6	Ability for the court to easily enter/update users within the CMS	Yes	
11.1.7	Ability to assign users security based on their role or roles, (e.g. filing clerks, cashiers, supervisors, courtroom clerks may be specific roles that are assigned). Users may have multiple roles within the CMS.	Yes	
11.1.8	Ability to assign security based on a set of standard templates, that allow for ease of use and re-use.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
11.1.9	Ability for user to update their own password at any time.	Yes	
11.1.10	Ability to require users to update their passwords at specific time intervals.	Yes	
11.1.11	Ability to provide public access roles that assures members of the public may have access, while assuring that they only have access to specific information.	Yes	
11.1.12	Ability to add security to specific user disallowing access to specific case number(s) or case data and notify system admin of attempts to breach security via alert/report/work queue etc.	Yes	
11.1.13	If Criminal and Juvenile records co-exist in CMS and a person has both Juvenile and Criminal cases, separate case records and clearly label each case type to ensure Juvenile case records are kept confidential	Yes	
11.2	Audit Trails		
11.2.1	Provide audit trail of all additions, modifications, deletions to any data or documents made in the CMS, including the name of the person making the entry and the date and time it was made.	Yes	
11.2.2	Provide audit trail of all searches and case access for all cases and persons in the CMS, including the name of the person performing the search and the date and time it was made.	No	
11.2.3	Ability to view audit trail information	Yes	
11.2.4	Ability to produce reports based on audit trail information.	No	
11.2.5	Obtain audit trail of all charges (i.e., from arrest or case initiation date through life of case) for a given defendant and case	Yes	
12	Systems Requirements		
12.1	General Requirements		
12.1.1	Ability to support the use of special characters throughout the CMS.	Yes	
12.1.2	CMS provides short cut keys to assist in navigation.	Yes	
12.1.3	Ability to use "type ahead" features to assist with ease of data entry	Yes	
12.1.4	Ability to configure multiple court locations, buildings, divisions, departments and offices.	Yes	
12.1.5	Ability to configure multiple addresses and phone numbers for the various locations, buildings, divisions, departments and offices.	Yes	
12.1.6	Ability to configure varying business rules for the various locations, buildings, divisions, departments and offices.	Yes	
12.1.7	Ability to assign staff to one or more locations with ability to create, read, update or delete information any case in any location using a single sign on to the CMS, in conformance with the users security roles/access.	Yes	
12.1.8	Ability to visually alert user to various special circumstances that may exist on a case, by use of an Icon or similar function.	Yes	
12.1.9	Provide error, warning or validation messages to the users in a format easily understood by the user.	Yes	
12.1.10	When entering data that retrieves data from a reference table retrieve the values sorted alphabetically unless explicitly stated otherwise.	Yes	
12.1.11	Ability to assign a DMV court code and ORI code to court locations./buildings.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
12.1.12	Ability to retain history of all configuration or reference tables with effective begin and end dates.	Yes	
12.1.13	Ability to configure or update tables prior to the effective date of the entry.	Yes	
12.1.14	Entry of data into the CMS should never be duplicated, e.g. a case is continued in the courtroom and entered into the minutes, the user should not have to go to another screen to update the calendar event.	Yes	
12.1.15	Provide a fully functioning "On Line" help process	Yes	
12.1.16	Fully compliant to judicial branch framework where applicable to the application (audit requirement).	Yes	
12.2 Search Functions			
12.2.1	Ability to perform searches for persons/entities in the CMS	Yes	
12.2.2	Ability to perform searches for persons/entities in the CMS using partial names with "wild cards "and/or "sounds like" functionality.	Yes	
12.2.3	Ability to perform searches for persons/entities in the CMS using identifiers, such as drivers license number, bar number, social security number, address, phone number etc. in combination with names or by themselves.	Yes	
12.2.4	Ability to perform searches for cases in the CMS.	Yes	
12.2.5	Ability to perform searches for cases in the CMS using partial names with "wild cards "and/or "sounds like" functionality.	Yes	
12.2.6	Ability to perform searches for cases in the CMS using identifiers, such as driver's license number, bar number, social security number, receipt numbers, address, phone number etc. in combination with names or by themselves.	Yes	
12.2.7	Ability to search for cases in the CMS using cases numbers, including numbers in old "legacy systems" formats.	Yes	
12.2.8	Search results should provide the user with sufficient information for the user to select the appropriate search result item	Yes	
12.2.9	Ability to sort and/or filter search results.	Yes	
12.2.10	Search results should be retained by the CMS in the case the user needs to select an alternate result in those cases where there are multiple likely results. This allows the user to continue with their process without having to initiate a duplicate search.	Yes	
12.2.11	Ability to search in a rapid manner, no matter how many search results are returned. Search results are often in the hundreds or thousands, and a quick and logical method of displaying these results is required.	Yes	
12.3 Application Configuration			
12.3.1	Ability for the Court to create, read, update and delete all reference tables used in the CMS.	Yes	
12.3.2	Ability to enter effective begin date and end date for reference tables.	Yes	
12.3.3	Ability to have multiple versions of the same table value with various effective date ranges.	Yes	
12.3.4	Ability to create relationships between reference tables to ensure that data dependencies are established.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
12.3.5	Ability to "bulk load" data into reference tables, such as upload annual changes to bail schedule, or fee table etc.	Yes	
12.4 Fiscal Configuration			
12.4.1	Ability to configure fine and fee tables that will provide for the proper distribution of all court revenues in accordance with California State Controller "Manual of Accounting and Audit Guidelines for Trial Courts Appendix C – Revision 22". See Exhibit A.	Yes	
12.4.2	Provide a violation table that allows for creation, reading, updating and deletion of crimes, enhancements, allegations and priors.	Yes	
12.4.3	The violation table contains at a minimum the following data elements: Statute (Vehicle Code, Penal Code, City Ordinance etc.) Section Number Offense Level (Felony, Misdemeanor, Infraction) Degree Violation Description Effective date(s) - begin/end Charge Type (Count, Allegation, Enhancement, Prior etc.)	Yes	
12.4.4	The ability to maintain a history of all violations with their effective dates - and the ability to apply the appropriate version of the violation to the case, based on the dates of the case.	Yes	
12.4.5	Provide capability to distinguish between "Situational" codes that have different bail amounts. For example, VC 21462, for pedestrian the bail amount is \$25; for driver the bail amount is \$35. For FG 7121, if the fish is abalone the bail amount is \$15,000; for all other types of sport fish, the bail amount is \$2,000. For VC 34506.3, if the violation is driving logs, the bail amount is \$150; for other safety/maintenance items, the bail amount is \$25. (FG 7121, VC 21462, or VC 34506.3)	Yes	
12.4.6	Provide a configurable bail schedule, which is defined for each violation, captures details about the bail for the offense. A violation can have multiple bail schedules, each one containing a different bail amount, based on the number of priors and other conditions of the offense. (The bail schedule may be part of the violation table or a separate table, that is directly linked to and is populated directly from the violation table).	Yes	
12.4.7	The bail schedule contains at a minimum the following data elements: Statute Section Number Offense Level Degree Violation Description Effective dates Bail Amount	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
12.4.8	Ability to mark violations with multiple qualifiers that control bail calculation processes or reporting processes, such as: Assessing case level priors that increase the base bail amount Assessing Count level priors that access an additional fee Assessing Penalty Assessments Assessing Penalty Assessments for a specified amount that is different from the bail amount Assessing Night Court Fee Assessing Court Security Fee Assessing Criminal Conviction fees Assessing Emergency Medical Air Transportation fees Indicate whether the violation is eligible for Traffic School Indicate whether the violation is correctable If correctable indicate alternative bail amount Indicator if correction is mandatory or optional Mandatory Appearance Indicator Juvenile Only Indicator Convictions reportable to DMV (Adult or Juvenile) Holds reportable to DMV Owner Reportable to DMV Special DMV reportable based on age of violator Eligible for priors	Yes	
12.4.9	Ability to flag certain violations that require special revenue distributions or other special processing, such as DUI charges, Red Light Violations, Construction Zone violations, Fish & Game violations, Health & Safety Code violations, Railroad crossing violations, Safety Zone violations, insurance violations and firearms violations.	Yes	
12.4.10	Ability to increase the base bail amount for certain violations if the violator has prior convictions for the same exact violation.	Yes	
12.4.11	Provide a configurable Penalty Assessment table that indicates the amount of penalty assessment to be applied to cases when computing bail and fine amounts. The Penalty assessment table contains all historical and current Penalty Assessment amounts with the effective begin and end date(s) of each.	Yes	
12.4.12	Provide special schedule table(s) to be used in conjunction with the bail schedule, such as speed schedules, over weight limits, over catch limits etc.	Yes	
12.4.13	Provide a configurable fine and assessment distribution table that provides for distributions based on violation location, filing agency, code section(s), prosecuting agency.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
12.4.14	Provide a configurable fine and assessment distribution table that allows multiple distributions based on both percentages and fixed amount within each specific distribution rule. This allows for percent of the entire amount or percents of the remaining balance (e.g. 2% Court Automation fee is distributed based on the total amount due and the remainder is distributed on a percentage basis to various city, county and state funds).	Yes	
12.4.15	Provide a configurable fee distribution table that allows multiple distributions based on both percentages and fixed amount within each specific distribution rule.	Yes	
12.4.16	Provide a configurable fine and assessment distribution table that allows distributions to multiple city, county, state or special district funds within each specific distribution rule.	Yes	
12.4.17	Provide a configurable fee table that allows distributions to multiple city, county, state or special district funds within each specific distribution rule.	Yes	
12.4.18	Ability to link values in the fee schedule to various filings and documents that have a fee associated to them.	Yes	
12.4.19	Ability to indicate that fees are assessable per filing, or per case, or per party or a combinations of these.	Yes	
12.4.20	Ability to establish priority distributions for fines and fees collected when partial payments are accepted.	Yes	
12.5 System Administration			
12.5.1	The ability to schedule batch jobs and to specify the dependency level of the relationships to other batch jobs, the interval between attempted runs of the batch job, the number of times the System will attempt to run the batch job (when the batch job fails due to the parent batch job not having run), the time at which the System will stop attempting to run the batch job, the date on which the batch job dependency will be active, and the date on which the batch job dependency will become inactive.	Yes	
12.5.2	The ability to view, edit, or establish batch job dependencies. Through the use of these screens, the Court can view, edit, and establish parent-child relationships between batch jobs in order to ensure that specified batch jobs will not run if their parent batch job has not run.	Yes	
12.5.3	Ability for Court to monitor the status of batch jobs, and to rerun or reschedule batch jobs as required.	Yes	
12.5.4	Ability of the system to notify the Court when the status of any batch job changes (e.g. completes, fails, etc.).	Yes	
12.5.5	Ability to configure printers (network, local, receipt) for specific uses within the CMS (e.g. all receipts are routed to a receipt printer, all batch printing jobs are routed to a specific network printer, etc.).	Yes	
12.5.6	Ability to specify how printing is handled for each form/notice (e.g., local, batch, deferred).	Yes	
12.5.7	Ability for the Court to view and monitor the status of all system components and connections at-a-glance.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
12.5.8	Ability to customize and configure the application user interface based upon courts user requirements.	Yes	
12.5.9	Ability to define or configure court specific data integration	Yes	
13 e-filing			
13.1 Clerk Review			
13.1.1	System must comply with California Rules of Court 2.50 et al, Civil Code of Procedure 1010.6 incl., ADA requirements of Section 508 Federal Rehabilitation Act and Part 1194 of Title 36 - see CCP 1016.6(h)(2)(A).	Yes	
13.1.2	Compliant with requirements as defined by Judicial Council E-Filing standards.	Yes	
13.1.3	Allow the electronic transmission, receipt, review, endorsement, and return of new cases, in all case categories, including case category specific information.	Yes	
13.1.4	Allow the electronic transmission, receipt, review, endorsement, and return of subsequent filings on existing cases, including filing specific information.	Yes	
13.1.5	Ability to configure and maintain an e-filing specific work queue or multiple work queues, using case category, case type, initial/subsequent filing, orders, etc. as configuration elements.	In Progress	2020
13.1.6	Ability to configure and maintain an e-filing review that allows the submission of both a PDF and an editable document that may be routed to a specific JO, Courtroom Clerk, or desk assignment by the e-filing review clerk.	In Progress	2020
13.1.7	Ability to configure where all e-filed documents will be stored for review and permanent storage once accepted.	Yes	
13.1.8	Allow for the reconciliation of payments during the e-filing process. Payment types may include ACH (Electronic funds transfer directly from an e-filing service provider) or direct credit card charge.	Yes	
13.1.9	Ability to schedule an event or events during the e-filing process, and send a notice of the event in the return transmission to the submitting party.	Yes	
13.1.10	Ability to configure stamp endorsements to allow for auto endorsements, as well as a process for manually adding endorsement stamps during the clerk review process.	Yes	
13.1.11	Ability to reject the e-filing transmission in whole during the clerk review process, and send a notice of rejection to the submitting party.	Yes	
13.1.12	Ability to reject one of multiple documents submitted in an e-filing transmission, and accept/endorse the remaining document(s).	Yes	
13.1.13	Ability to navigate away from the e-filing work flow to any area of the application during the clerk review process (e.g. person/entity maintenance) and then return to the e-filing process and complete the process in progress.	Yes	
13.1.14	Ability to configure the e-filing confirmation message(s) and any notices that are returned to the submitting party as part of the e-filing process.	Yes	
13.1.15	Allow a judicial officer to review the e-filing transmission of an order in both PDF and editable format, allowing the judicial officer to modify the editable order at the JO's discretion. If the JO edits the order, the edited order will be converted by the system to PDF and replaces the PDF submitted in the e-filing transaction and flagged as edited by JO.	In Progress	2020

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
13.1.16	The Transaction No. is the unique identifier for an E-Filing transaction and will never duplicate.	Yes	
13.1.17	The system should support creation of an E-Filing Policy File. The Court Policy File will contain all configurable and non-configurable reference table values from the CMS database. Before a data exchange reaches the CMS System, the E-Filing data within the exchange will be validated against the CMS system. 1. If the validations fail, an automated rejection will be sent back to the Integration Partner with a Rejection Reason specifying the element(s) which failed validation. If the validations pass, the data exchange will reach the CMS System and the task will be created in an E-Filing Queue.	Yes	
13.1.18	For ACH payments, the Amount Received will be pre-populated to the systems estimated fee amount.	Yes	
13.1.19	The association between Case Type and Filing Document is validated in the CMS for any incoming E-Filing. If the association type is not correct between the Case Type and Filing Document, a warning message will be displayed for the user.	Yes	
13.1.20	An E-Filing transaction will be locked when a user opens the item from the work queue. This will prevent a second user from editing the E-Filing transaction that is currently being reviewed by the first clerk. A warning message will be displayed on the Work Queue Tasks screen if a user tries to open a locked E-Filing. Users with E-Filing Administrator security role will have the ability to unlock an E-Filing.	In Progress	2020
13.1.21	When selecting a task in the E-Filing Queue with the status of 'Locked', the system will display an error message indicating the transaction cannot be processed.	In Progress	2020
13.1.22	The system will verify existing case numbers for subsequent filings. A warning message will be displayed if the case number cannot be found.	Yes	
13.1.23	There will be an additional check against the case title of a subsequent E-Filing. If the case number exists and the case title doesn't match the case number, a warning message will be displayed. If the cases don't match up, the user will be given the option to search for the correct case within the system and change the context of the E-Filing to that case.	Yes	
13.1.24	The user will be navigated to an E-Filing rejection screen if the subsequent E-Filing has a non-existent case number, and the user cannot find the correct case number within the system.	Yes	
13.1.25	The system will accept E-Filings in cases with legacy case numbers for a subsequent filing, case amendments and request response transactions. The IP cannot initiate a Legacy Case via E-Filing.	Yes	
13.1.26	For a case initiating E-Filing, if an E-Filing is received with a wrong court location, the user can change the location in the E-Filing Review screen. Making this change will move the E-Filing transaction to the appropriate queue. The user will be returned to the queue list if the user is not configured as a user on the E-Filing's new queue. If the user is configured to access the new queue, the user will remain on the screen where the change was made and can continue to review the E-Filing transaction.	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
13.1.27	If the Case Type specific information is not provided and the user changes the Case Type and enters data appropriate to the new Case Type. The asynchronous confirmation will then contain the Case Type specific data that the user added.	Yes	
13.1.28	Changes made to the Jurisdictional Amount field on the E-Filing Review screen or on the Initiate E-Filing Case <Case Category> screen will be reflected in the asynchronous confirmation as well as may change the fees displayed on the E-Filing Record Payment.	Yes	
13.1.29	The user has the ability to move, resize, and delete the stamps on all pages of all documents (using Adobe Acrobat Professional/Standard).	Yes	
13.1.30	When endorsing an E-Filing, if a default stamp and/or endorsement has been configured for the selected filing document, the default stamps will display in those configured locations on the PDF document in the Adobe Reader preview pane on the Endorse-Accept E-Filing screen. The user can manually change any of the stamps on a document in Adobe Acrobat Professional/Standard.	No	
13.1.31	The user can add selected stamp(s) to document(s) manually.	Yes	
13.1.32	In a partial reject situation, all rejected E-Filing documents have at least one rejection reason That explains the reason for the rejection on a per-document basis.	Yes	
13.1.33	The user can send an E-Filing document for Judicial Officer review if it has been configured for this action. The user will configure these filings to have this additional attribute in reference data.	No	
13.1.34	If the user is trying to manually add a Judicial Officer Signature, the system will list the name of all Judicial Officers the user has permission to use as endorsements. Selecting a specific Judicial Officer's name will use his/her signature file on the E-Filing documents.	No	
13.1.35	All system generated forms during an E-Filing transaction will be generated on the acceptance or rejection date of the E-Filing transaction.	Yes	
13.1.36	If an E-Filing is rejected partially, the rejected E-Filing PDF documents will be linked to the case history entry for the rejection or any other case history entry. For full rejections, the PDF Notice of Rejection will be linked to the case history for the E-Filing/Rejected case history entry for a subsequent filing. For partial rejections, the PDF Notice of Acceptance will be linked to the case history.	No	
13.1.37	All partially and fully rejected E-Filings can be accessed from the View E-Filing Rejection screen. All rejected filing documents, whether part of a full rejection or partial rejection, can be accessed by clicking on the Documents hyperlink on the View E-Filing Rejection screen.	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
13.1.38	<p>For initial filings, the filing date field on the Initiate E-Filing Case <Case Category> screen is defaulted to the E-Filing transaction received date. For subsequent filings, the filing date and filing time for the lead document on the Add-Maintain E-Filing will be defaulted to the E-Filing transaction received date and received time.</p> <p>For case initiating filings, if the user modifies the date on the Initiate Case screen, the system will default the filing date on the Add Filing screen to the user-modified date. For subsequent filings, if the user modifies the date and time for the lead document on the Add Filing screen, the system will default the filing date and filing time for all filing documents in the E-Filing transaction to the user-modified date. For initial and subsequent filings, the confirmation filing date in the asynchronous confirmation will be the filing date of the lead document for all documents in the E-Filing.</p>	Yes	
13.1.39	Any document received electronically by the court between 12:00 a.m. and 11:59:59 p.m. on a court day shall be deemed filed on that court day. Any document that is received electronically on a noncourt day shall be deemed filed on the next court day. AB976 CCP1010.6	No	
13.1.40	For a rejected E-Filing transaction, the E-Filing Rejection Notice is sent back in the asynchronous confirmation.	Yes	
13.1.41	For case initiation on this case, when a participant match occurs the system will combine the submitted information such as address, phone number, email. The system will use the submitted information for the participant as the primary information on the case.	Yes	
13.1.42	If the CMS ID or BAR number (if applicable) from the submitted data does not match the participant's name in the system, the system will display a warning message. To determine whether to display the warning message, the system will evaluate the CMS ID, BAR number (if applicable), and the participant's name. Either the CMS ID or BAR Number may not be present. If at least one data item matches and one data item does not match, the result is display of the error message.	Yes	
13.1.43	Using the search functionality for participants name on the Initiate E-Filing Case <Case Category> screen or on the Manage Participants, perform a search with the submitted participant information and display the search results. Selecting a participant as a result of this search will replace the participant entry to which the search was associated.	Yes	
13.1.44	The system will support multiple roles per party on the same case. It will also support multiple roles in an E-Filing except that each role must be associated with at least one document within the E-Filing.	Yes	
13.1.45	For Credit Card payments, if Amount Not to Exceed is less than the Amount Due and the clerk tries to process the transaction, an error message will display at the top of the screen if the fee is not configured to accept partial payments in the fee schedule.	Yes	
13.1.46	The system will allow different fees to be charge to parties that have the same role. This will only occur if the fees being charged vary based on first paper fee status, fee waiver, or party type (e.g., government fee).	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
13.1.47	The fees will be calculated based on the participants who filed the E-Filing document. Fees assessed can vary based on a filers first paper status, fee waiver status and deferral status.	In Progress	2020
13.1.48	The participants selected for each E-Filing document on the Add-Maintain E-Filing will be reflected on the asynchronous confirmation as defined by the Judicial Branch standards. Any participants with changes to their party information or associated to the E-Filing will be reflected on the asynchronous confirmation. Any other participants will not be displayed on the asynchronous confirmation.	Yes	
13.1.49	DMS icons will be viewable next to the Case History entry to allow the user to retrieve and view the accepted E-Filing documents. Based on each court's configuration, the E-Filing documents could be stored either in the DMS or the CMS system store. Imaged documents that are submitted will also be linked to the case history entry of the associated E-Filing document.	Yes	
13.1.50	Filing documents could be stored either in the DMS or the CMS system store. Imaged documents that are submitted will also be linked to the case history entry of the associated E-Filing document.	Yes	
13.1.51	While uploading additional documents in the Endorse-Accept E-Filing screen, the system will generate a document title for each document using the document file name without the file extension. The user has the option of modifying the document title.	Yes	
13.1.52	The system will indicate values that the user has changed from what the Integration Partner submitted by highlighting them on the View Data and Resend Confirmation Response.	No	
13.1.53	If the user voids a payment, the copy of the payment receipt is sent along with the void receipt.	Yes	
13.1.54	All submitted data that has been added or changed on any previous screen in the E-Filing work flow or in the core system must be included in the asynchronous confirmation, as required by the E-Filing specifications. Submitted data not stored in the core system must not be sent back with the asynchronous confirmation. The detailed mapping of what is included in the asynchronous confirmation is in the E-Filing technical specification.	Yes	
13.1.55	System must match incoming subsequent filings with appropriate existing case.	Yes	
13.1.56	System must display work queue task status sufficient to inform work queue users of the current status(e.g. in process, JO review pending, JO review complete, Completed, etc.)	Yes	
13.1.57	Allow court to configure and maintain a list of available stamps that may be used in the automated endorsement process, or in the manual endorsement of documents.	Yes	
14	Data Exchanges		
14	Implement data exchanges with statewide justice partners using standards required by the Judicial Council	Yes	
14.1	Department of Motor Vehicles (DMV)		
14.1.1	Ability to exchange data with the DMV supporting bi-directional data exchanges in real time	Yes	
14.1.2	Ability to send and receive Driver History information from DMV to update the information and use it in the bail calculation process.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
14.1.3	Ability to send the Abstract of Conviction transaction	Yes	
14.1.4	Ability to send the Failure to Appear Abstract transaction	Yes	
14.1.5	Ability to send the Failure to Appear Release Abstract transaction	Yes	
14.1.6	Ability to send the Failure to Pay Fine Release Abstract transaction	Yes	
14.1.7	Ability to send the Failure to Comply Abstract transaction	Yes	
14.1.8	Ability to send amended or corrected Abstracts of all types	Yes	
14.1.9	Ability to receive and process DMV confirmation and error messages	Yes	
14.1.10	Produce a DMV error message report	Yes	
14.2	Department of Justice (DOJ)		
14.2.1	Ability to send adult and juvenile case disposition and update information with DOJ in compliance with the "Electronic Disposition Reporting Manual" (Initial, subsequent and corrected), with NIEM Compliant webservice through CDRE	Yes	
14.2.2	Ability to receive and process DOJ confirmation and error messages	Yes	
14.3	California Court Protective Order Registry (CCPOR)		
14.3.1	Ability to exchange protective order data and forms with CCPOR	Yes	
14.4	Franchise Tax Board (FTB)		
14.4.1	Ability to exchange data for court ordered debt with FTB	No	
14.4.2	Ability to send information to the FTB - Court Ordered Debt (COD) program in order for the FTB to collect outstanding delinquent debt.	No	
14.4.3	Ability to send to the FTB - Interagency Intercept Collections (FTB-IIC) program in order for the FTB to collect outstanding debt though tax refund and lottery winner intercepts.	No	
14.4.4	Ability to receive Collections/ Franchise Tax Board (FTB) Case Return Notification	No	
14.4.5	Ability to send FTB collections recall notification	No	
14.4.6	Ability to send FTB collections update notification	No	
14.5	Financial Systems		
14.5.1	Ability to exchange financial data with the JCC's Phoenix Financial System	No	
14.5.2	Ability to send Daily Receipts Deposit information	No	
14.5.3	Ability to send Disbursement Requests	No	
14.5.4	Ability to send Monthly Distribution information	No	
14.5.5	Ability to send/receive "bad check" information	No	
14.6	Department of Child Support Services (DCSS)		
14.6.1	Department of Child Support Services (DCSS) - New and subsequent case information and documents; outgoing confirmation, conformed copies and hearing messages	No	
14.7	Electronic Citation Import/Exchange		
14.7.1	E-Citation - Support full electronic citation import processing from California Highway Patrol (CHP) and/or local agencies	Yes	
14.8	Department of Social Services (CDSS)		
14.8.1	CDSS - New and subsequent case information and documents; outgoing confirmation, conformed copies and hearing messages (Child Protective Services/Dependency, etc.)	No	
14.9	California Department of Corrections and Rehabilitation (CDCR)		

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
14.9.1	CDCR - send/exchange Prison sentencing information and document(s) with the California Department of Correction and Rehabilitation	No	
14.10.1 Appellate Court Case Management System			
14.10.1	Court of Appeals E-Submission - Upload case documents to the Appellate Court DMS.	Yes	
15.1 Case Information Access			
15.1.1	Allow Justice Partners to search for and view cases using the Internet WEB portal, based on court configurable access rules.	Yes	
15.1.2	Provide ability to search for and view case information that is deemed to be publicly available per the applicable CRC and other relevant statutes such as Welfare & Institutions (W&I) codes. The users will include the general public who will be accessing the case information either using the WEB portal or an internal courthouse workstation.	Yes	
15.1.3	Allow the user to search for a case using one of multiple search criteria. On selecting the appropriate case from the search results, the user is presented with details of the case that is publicly available. Some case information, however, that is available at the Courthouse workstation should not be available on the web.	Yes	
15.1.4	Provide the ability to search a Probate Note using the WEB portal and internal Courthouse workstation. The user should be able to search for Probate Notes by Location and Case Number. Probate notes are extensions of calendars and should not be restricted under California Rules of Court (CRC) 2.503 (b) and (c).	Yes	
15.1.5	Provide the ability to search a tentative ruling using the WEB portal and internal Courthouse workstation. The user should be able to search for Probate Notes by Location and Case Number. Probate notes are extensions of calendars and should not be restricted under CRC 2.503 (b) and (c).	Yes	
15.1.6	Allow the public to search for the hearing calendar using the WEB portal and internal Courthouse workstation with multiple search criteria. The hearing calendar will display information regarding the location, date and time of a hearing that is scheduled to be conducted in the courthouse.	Yes	
15.1.7	From the WEB portal, the public can only search for hearings in the future up to a certain period to be defined by the court. No past hearings will be displayed for the calendar search.	No	
15.1.8	Security protocols for WEB portal access between justice partners, public, case participants.	Yes	
15.1.9	Ability to configure fees to be associated and payment received for public access to court data/documents	No	
15.1.10	Video Monitors Produce output for court calendar information for display in lobby and department courthouse.	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
15.1.11	Public Kiosk/Public Access Via Internet Provide specific, user-friendly interfaces accessible by the public, attorneys, law and justice agencies. Comply with the applicable Judicial Council standards or rules for user access.	Yes	
15.1.12	Public Kiosk/Public Access Via Internet Provide the following Basic Filings through a Public Kiosk. Create forms to support these filings:- Small Claims - Claim of Plaintiff- Small Claims - Claim of Defendant- Unlawful Detainer Complaint (Summons for Unlawful Detainer)- Unlawful Detainer Answer- Fee Waiver Request.	Yes	
15.1.13	Public Kiosk/Public Access Via Internet Interface with ability for continuances, extensions based on local business workflow.	No	
15.1.14	Public Kiosk/Public Access Via Internet Interface with request matters be taken off calendar (e.g., withdrawal of motion, filing of notice of stay, etc.)	No	
15.1.15	If CMS used for various case types, exclude Juvenile cases from being sent in interface files to the Department of Justice (DOJ), Franchise Tax Board/Court Ordered Debt (FTB/COD), or any Collection vendors; this should be configurable by the local courts	No	
15.1.16	Capability to interface with child welfare protection agencies (referrals to Child Protective Services) or the Department of Child Support Services to initiate new cases, transmit charging documents and related data electronically to the court (see Case Initiation Function)	No	
15.1.17	Capability to support portals/interfaces with internal justice partners, such as mediators/arbitrators, legal research attorneys, local Collections unit, Child Custody Investigations, etc.; maintain mediator/arbitrator calendars on CMS, allow users to schedule appointments, automatically generate appointment notices, and make appropriate docket entries	No	
15.1.18	Capability to interface with electronic public display calendar applications to display non-confidential cases (e.g., Paternity cases) in the court's daily calendars	Yes	
15.1.19	Capability to interface with any internal Reporter/Interpreter tracking system/applications	No	
15.1.20	Capability to interface with local law enforcement for service of Domestic Violence Stay Away orders (e.g., send electronic documents for service and to receive Proof of Service in electronically)	No	
15.1.21	Capability to interface with case index applications that enable searches for case index information across all case types; if case index application is for internal use, include Family Law cases per local procedures; if external case application mask Paternity cases from the public	No	
15.1.22	Share information with state agencies to coordinate collection of court-ordered payments (e.g., to recover previously waived fees)	No	
15.1.23	Capability to interface with a child support guideline calculator, such as DissoMaster	No	
15.1.24	Capability to interface with programs that calculate arrears and interest, or provide functionality to calculate arrears and interest	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
15.2	Public Transactions - Internet WEB and IVR		
15.2.1	Allow public to pay infraction citations using the WEB and IVR.	Yes	
15.2.2	Allow public to request traffic school enrollment using the WEB and IVR.	No	
15.2.3	Allow public to request traffic school extensions using the WEB.	Yes	
15.2.4	Allow public to request extensions for infraction cases using the web.	Yes	
15.2.5	Allow public to pay fees to the court including fees that are part of a payment plan using the WEB and IVR.	Yes	
	System comes with integrated web payment function	Yes	
15.3	Court Specific Interfaces		
15.3.1	Prosecutor/DA - Incoming new case, complaint/indictment, amendments, information and miscellaneous filing messages and documents; outgoing confirmation, hearing, held to answer and disposition information and documents (conformed copies)	Yes	
15.3.2	Jail - Incoming arrest, warrant booking, court ordered booking, release, CTS, hold messages; outgoing hearing, bail, remand, release (court ordered OR), sentence and stay to report messages.	Yes	
15.3.3	County Warrant System - exchange warrant issuance, modification, recall, warrant service, warrant abstracting, warrant inactivity/expiry/purge	Yes	
15.3.4	Probation - Incoming new case creation (PRCS), violation of probation, et. al., messages and documents; outgoing - new probation grants, referral for probation officer reports, hearing, modification orders, conformed copies	Yes	
15.3.5	Public Defender - outgoing referrals (new case appointments), hearings	No	
15.3.6	Bulk Mail Processing Vendor - send courtesy notices, late notices, reassignment, etc. to vendor for bulk mailing services	Yes	
15.3.7	3rd party collections - send delinquent account, payment plans, NSF check accounts, etc. as defined by local court to 3rd party collection agency; send case and participant related data for collection purposes; received returned accounts, paid in full information, etc. and update CMS accordingly.	Yes	
15.3.8	RevQ (Internal or to county agency) - bi-directional exchange of collection accounts (fees and fines), payments made, returned accounts, etc.	Yes	
15.3.9	Jury - Interface with any Jury System and allow for the submission of data and validate that the transmission was successful. Ability to receive error reports and transmit corrected data.	No	
	Support Functions		
15.3.10	Send request for pre-trial services with associated case and defendant information and internal investigation	Yes	
15.3.11	Receive results of research on defendant (prior arrests and convictions, aliases, duplicate identifiers) to docket and related individual records	No	
15.3.12	Receive information regarding non-compliance of pre-trial intervention or supervision requirements	Yes	
15.3.13	Receive conditions of release	Yes	
15.3.14	Send adult referral information to request pre-plea, pre-sentence, or diagnostic report	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
15.3.15	Receive pre-plea, pre-sentence, or diagnostic report electronically or contents of report (e.g., date ordered, date returned, results, extension requests) and automatically upload to the DMS and add reference to the docket/ROA ; each report should be configurable regarding confidentiality, security, and access	Yes	
15.3.16	Track person data type changes (e.g., changes to the name, DOB, addresses, etc.)	Yes	
15.3.17	Coordinate and track changes in case numbers (e.g., Probation Transfers), individual identifiers (e.g., across courts, criminal support units, CJ agencies, and non-justice agencies), and other identifiers; Track jurisdictional levels	Yes	
15.3.18	Track changes in modified, amended, or dismissed charges from point of arrest or initial filing through completion of sentence while remaining linked to incident for disposition tracking purposes		
15.3.19	Track pleas entered and their verdicts, admissions and denial of violations of supervision	Yes	
15.3.20	Track sentence compliance and modifications	Yes	
15.3.21	Maintain sufficient information for sentencing documents (e.g., for jail commitment, probation, work referral, etc.) and report to CJ agencies, such as DMV, DOJ, etc.	Yes	
15.3.22	Track location, reasons for issuance and resolution, and status of all warrants and other served documents (e.g., bench warrants, search warrants, warrant recalls, writs)	Yes	
15.3.23	Track all hearing dates and hearing status (scheduled, heard, continued, taken off calendar, etc.)	Yes	
15.3.24	Track sentences and any modifications and diversion orders	Yes	
	Interfaces		
15.3.25	Send, receive, and correlate case and individual person identification information from each CJ agency, correlate information for court use, and transfer to court functions such as case initiation, indexing, and docketing (e.g., charges for a defendant; arrest by law enforcement and citation numbers; assignment of public defender, etc.)	Yes	
15.3.26	Receive and electronically file documents and associated data sent through interfaces.	Yes	
15.3.27	Build in validation processes, both electronic and manual review, before allowing shared data/documents to be entered in the court record as defined by the local court.	No	
15.3.28	Allow access to view/print public documents, docket, sentencing terms or court orders, and general case/defendant data type information via a court's public website and kiosks as defined by the local court and California Rules of Court.	Yes	
15.3.29	Provide case and defendant information and documents to appropriate criminal support units, CJ agencies, and non-justice agencies and state criminal history repositories regarding the specifics of court orders	Yes	
15.3.30	Allow for multiple numbering and index systems required by different courts, criminal support units, CJ agencies, and non-justice agencies (e.g., state identification number (SID), personal identification number (PID), state and local criminal history numbers)	Yes	
15.3.31	Provide court case index as locally defined	No	
15.3.32	Provide criminal support units and CJ agencies (1) access to input and output form and data templates and (2) use of templates to complete documents (e.g., pleadings, warrants, orders)	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
15.3.33	Send documents, notices and court orders that are electronically served on an agency or party to appropriate agency with request for acknowledgement of receipt. Update docket/ROA with service and acknowledgement information.	No	
15.3.34	Receive, acknowledging receipt of, warrants, court orders, direct notices and other served documents (e.g., order for pre-sentence report), from appropriate agencies and update the docket/ROA and notice status	Yes	
15.3.35	Receive return of service on warrants	Yes	
15.3.36	Facilitate warrant reconciliation with appropriate agency maintaining state criminal history repository	Yes	
15.3.37	Send and receive all pertinent risk and need assessments between court, criminal support units, CJ agencies, and non-justice agencies (e.g. mental health, veteran's affairs, medical evaluations, etc.)	Yes	
15.3.38	Send/allow access to case, docket, court scheduling, bail or calendaring information, disposition, sentence information (see Docketing and Related Record Keeping, Scheduling, Calendaring, Hearings, Disposition, Compliance functions) through portals/interfaces/websites subject to the court's control.	Yes	
15.3.39	Allow access to exhibit information (e.g., for disposal of exhibit) (see File, Document, and Property Management Function)	Yes	
15.3.40	Receive/send booking, arrest, custody, bail information with individual identification information (see Case Initiation and Indexing Function)	Yes	
15.3.41	Receive basic defendant identification information, attorneys or state professionals (for noticing requirements) and enhanced identification information	Yes	
15.3.42	Receive victim information from the prosecutor if included in charging document	No	
15.3.43	Maintain list of eligible attorneys that could be selected for criminal defense assignment by the court (see Case Initiation and Indexing and Docketing and Related Record Keeping functions)	Yes	
15.3.44	Track assignment, billing and fees paid for attorneys for criminal defense assignments by attorney, hearing dates, defendant name and case number	Yes	
15.3.45	Calculate Probation Start and End Date. Send summary probation information (e.g., content of probation order including terms and conditions; type of probation program such as work program, home arrest, jail and work release, alcohol and drug program; level of supervision; status of probation such as suspended, reinstated, extended, revoked; progress of probation; history of probation) sufficient for court review of each defendant ordered to probation	Yes	
15.3.46	Accounting -- Receipting and Bookkeeping Functions interface with Probation to collect, generate receipts for, track, and disburse fines, fees and monetary restitution for each defendant within each case	No	
15.3.47	Allow access to account information involving an individual on probation	Yes	
15.3.48	Accounting -- Bookkeeping Function interface with Department Revenue Recovery/Collections unit to generate payment history and other status reports or displays for fines and monetary restitution	No	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
15.3.49	Receive violation of probation information data and documents (see Docketing and Related Record Keeping and Scheduling functions)	No	
15.3.50	Receive information on custody status (see Case Initiation and Indexing Function)	Yes	
15.3.51	Send case disposition, sentencing, and commitment information (see Disposition Function)	Yes	
15.3.52	Receive information on sentence compliance and completion (see Disposition and Compliance functions)	No	
15.3.53	Receive information on incarceration (e.g., beginning and ending dates)	Yes	
15.3.54	Send schedule for court appearances to detention facility for inmate transportation scheduling	Yes	
15.3.55	Send and receive all conditions of, and changes to custody of defendant	Yes	
15.3.56	Send and receive all special court orders regarding conditions of confinement (e.g., medical, psychological counseling, etc.)	Yes	
15.3.57	Exchange data with the DMV in compliance with the "Abstract Reporting Manual".	Yes	
15.3.58	Send and receive Driver History information from DMV using the DAH transaction, to store the information and use it in the bail calculation process.	Yes	
15.3.59	Exchange protective order data and forms with California Courts Protective Order Registry	No	
15.3.60	Send electronic disposition reporting per State Prison Abstract Manual	Yes	
15.3.61	Send case disposition to the Election Board per Election Code 2212	No	
15.3.62	Send case disposition on felony convictions to jury system to remove felons from receiving summons	No	
15.3.63	Send and receive case data and accounting information to Department of Revenue and Recovery/Collection unit	No	
15.3.64	Provide the ability to provide Criminal Realignment pursuant to AB109 data and statistics to JC.	No	
15.3.65	Video Monitor - Produce output for court calendar information for display in lobby and department courthouse.	Yes	
15.3.66	Public Access/Kiosk - Provide specific, user-friendly interfaces accessible by the public, attorneys, law and justice agencies. Comply with the applicable Judicial Council standards or rules for user access.	Yes	
15.3.67	Capability to interface with child welfare protection agencies (referrals to Child Protective Services) or the Department of Child Support Services to initiate new cases, transmit charging documents and related data electronically to the court (see Case Initiation Function)	No	
15.3.68	Capability to support portals/interfaces with internal justice partners, such as mediators/arbitrators, legal research attorneys, local Collections unit, Child Custody Investigations, etc.; maintain mediator/arbitrator calendars on CMS, allow users to schedule appointments, automatically generate appointment notices, and make appropriate docket entries	No	
15.3.69	Capability to interface with electronic public display calendar applications to display non-confidential cases (e.g., Paternity cases) in the court's daily calendars	Yes	

Number	Business and Functional Requirements	Yes/No, In Progress	Response with Explanation for Business and Functional Requirements. (If YES or NO, LEAVE LINE ITEM BLANK)
15.3.70	Capability to interface with any internal Reporter/Interpreter tracking system/applications	No	
15.3.71	Capability to interface with local law enforcement for service of Domestic Violence Stay Away orders (e.g., send electronic documents for service and to receive Proof of Service in electronically)	No	
15.3.72	Capability to interface with case index applications that enable searches for case index information across all case types; if case index application is for internal use, include Family Law cases per local procedures; if external case application mask Paternity cases from the public	No	
15.3.73	Share information with state agencies to coordinate collection of court-ordered payments (e.g., to recover previously waived fees)	No	
15.3.74	Capability to interface with a child support guideline calculator, such as DissoMaster	No	
15.3.75	Capability to interface with programs that calculate arrears and interest, or provide functionality to calculate arrears and interest	No	

Table B. Technical Requirements

#	Category	Requirements	Response/Description
1	AUTOMATION & INTEGRATION	All modules of the proposed system, whether provided in a single software product or components from multiple vendors, must be fully integrated and operate as if they are one system. Systems supporting case management functions, such as e-Filing, financial management functions, content management, imaging solutions, etc. are to be fully integrated. For example, all duplicate data entry should ideally be eliminated; an update to a table, screen or form should be available to all related components and subcomponents within the system architecture.	Supported as detailed below.
		Describe how the proposed solution meets the component integration requirements for a single integrated CMS for the Courts or a single system integrated for multiple courts. Also, describe how your system integration complies with industry standards such as Electronic Court Filing (ECF) for e-filing and OASIS (Organization for Advancement of Structured Information Standards) for Self-Represented Litigant (SRL) applications	The proposed FullCourt Enterprise (FCE) system is an integrated CMS that provides fully integrated modules for e-filing, financial management, content management (i.e., document management), imaging (i.e., scanning), probation, e-payments, public access, etc. In addition, FCE allows a single instance of the CMS to support multiple courts, with each court being a tenant with clear data isolation between courts. FCE can be integrated with 3rd party document management, imaging, or e-filing systems. For integration with 3rd party e-filing systems, FCE support the ECF standard. For data exchanges with other systems, FCE support the NIEM standard.
1.1	Application Programming Interface (API)	The proposed solution must provide an application programming interface (API). The Proposer shall describe the API, including functional scope, libraries, standards, protocol(s), supported language(s), any dependencies the API has on internal or external components and any corresponding documentation for the API.	<p>FCE can exchange data with any external system by utilizing an Enterprise Service Bus (ESB). ESB technology is a key factor to both application and interagency integration in our solution. An ESB takes the complexity out of integration and provides high-performance, multi-protocol interactions between heterogeneous systems and services.</p> <p>This flexible architecture provides support for both legacy information exchanges as well as NIEM-based exchanges. The ESB can support multiple message formats and transports. Using various message channels, the ESB can interface using asynchronous messages, web service calls (WSDL, SOAP, REST), FTP file transfers, email, etc.</p> <p>An ESB provides a set of capabilities to enable integration using the National Information Exchange Model (NIEM) and Service-oriented architecture (SOA). Various options are provided for authentication and encryption, including PGP, SSL, HTTPS, etc. While XML (based on the NIEM model) is the standard data format for data exchanges, support for JSON, comma-delimited and other formats is also available via the use of translators.</p> <p>Standard data exchanges provided by FCE include:</p> <ul style="list-style-type: none"> - Citation Import/Export - Warrant Export - Disposition Export - Financial Export - Collections Interface - Victim Notification (VINE) Export - Hearing Notification Export <p>NIEM-based Information Exchange Packet Documents (IEPD) and/or interface specifications can be provided for each standard data exchange upon request.</p>
1.2	Superior Court Interfaces		
1.2.1	API Maturity	The Proposer shall provide a description of existing trial court application interfaces and/or automation currently being used with the proposed solution.	<p>In addition to the standard interfaces listed in Item 1.1 above, JSI has implemented automated interfaces to the following systems with FCE:</p> <ul style="list-style-type: none"> - Prosecutor Interface - Public Defender - Police RMS - E-Filing - Warrant System - Traffic School - California DMV (The FCE interface to California's DMV requires the court to license the Microsoft Host Integration Server (HIS) included with Microsoft BizTalk Server.) - California DOJ - JBSIS - Bulk Mailing Export - Appellate Interface
1.2.2	Justice Partner Interfaces	The solution must be capable of sharing and exchanging electronic information with other members of the justice community and with key local, state and national information systems. The Proposer shall describe Justice Partner interfaces, including design, requirements, security and implementation methodology. The Proposer shall list the names and locations of trial courts currently using this solution to provide interfaces to and/or from external justice partners. The Proposer shall also list the standards and formats used for these exchanges.	JSI has implemented interfaces to external justice partners in numerous trial courts using FCE and the ESB, including in San Joaquin County Superior Court. See Items 1.1 and 1.2.1 above.
1.2.3	Available API's	The Proposer shall describe available API's or automation not already covered in the above sections.	FCE supports automation with a built-in workflow engine. Data exchanges with external justice partners (via the ESB) can be combined with FCE work queues for an automated flow of information.

#	Category	Requirements	Response/Description
1.3	Web Services	Proposer should provide a catalog of available Web Services, as well as sample documentation and schemas associated with available web services.	NIEM-based Information Exchange Packet Documents (IEPD), XSDs, and/or interface specifications can be provided for each standard data exchange upon request. See Items 1.1 and 1.2.1 above for a list of available interfaces.
1.3.1	REST	The Proposer shall describe the proposed solution's support for REST.	The ESB provides REST adapters and REST wrappers, and also supports JSON responses. See Item 1.1 above. The DMS Integration Module is an example implementation of a RESTful web service used by FCE.
1.3.2	SOAP	The Proposer shall describe the proposed solution's support for SOAP.	The ESB provides support for SOAP web services using Apache CFX. See Item 1.1 above. The FCE E-Filing Integration Module and FCE California DOJ interface are example implementation of a SOAP web service used by FCE.
1.4	Enterprise Content Management (ECM) Integration	The proposed system should provide or be designed to accommodate enterprise content management (ECM) integration. At the very minimum, it must provide support for document management. The Proposer shall describe the proposed product's ECM integration features including but not limited to: imaging, document management, work-flow, dashboards & portals. If applicable, the description should also encompass topics such as document life-cycle management, annotation, confidential documents, e-signatures, bar code recognition, management of audio and/or video recordings and public/justice-partner portal capabilities. Also, describe how document storage is compliant with National Institute of Standards and Technology (NIST) Special Publication 800-53.	The FCE Imaging Module provides built-in ECM functionality, including document management, imaging, document annotation/redaction, sealed documents, e-signatures, bar code recognition, storage of any file type, and document availability via the FCE Public Access Module. See Exhibit 16, Section 1 for more details on the FCE Imaging Module.
1.4.1	Document Management System Integration	The Proposer shall describe the solution's level of integration & support for 3rd party document management systems. Include, but do not limit, response to the following document management systems: <ul style="list-style-type: none"> - EMC Documentum - IBM FileNet P8 and IBM FileNet Image Services - Microsoft SharePoint - Laserfiche - ImageSoft 	FCE provides an optional DMS and Imaging system, but also supports integration with a 3rd-party DMS via the FCE 3rd-party DMS Interface. Current integrations include Laserfiche and OnBase; however, the FCE 3rd-party DMS Interface will support integration with other DMS systems. Refer to Exhibit 16, Section 2 FullCourt Enterprise 3rd-Party DMS Interface document. Pricing for the FCE 3rd-Party DMS Interface is not included, but can be included in individual PAs upon request.
1.4.2	Image Capture System Integration	The Proposer shall describe the solution's level of integration & support for the following 3rd party imaging solutions. Include, but do not limit, response to the following systems: <ul style="list-style-type: none"> - EMC Captiva - ImageSource ILINX - Kofax Capture - IBM Capture - IBM DataCap 	FCE provides an optional Imaging Module, but also supports integration with a 3rd-party imaging solution via the FCE 3rd-party DMS Interface. Current integrations include Laserfiche and OnBase; however, the FCE 3rd-party DMS Interface will support integration with other imaging systems. Refer to Exhibit 16, Section 2 FullCourt Enterprise 3rd-Party DMS Interface for more details. Pricing for the FCE 3rd-Party DMS Interface is not included, but can be included in individual PAs upon request.
1.5	Electronic Filing Integration	This RFP is not seeking proposals for e-filing service providers (EFSPs); however, the proposed system must provide or be designed to accommodate e-Filing integration. The Proposer must provide list of current EFSP's the proposed solution is currently integrated with.	FCE has an optional E-Filing Module that provides an EFSP that is fully integrated with FCE. In addition, FCE has been integrated with the following 3rd-party EFSPs using the FCE E-Filing Integration Module: <ul style="list-style-type: none"> - Tybera eFlex - Thomson Reuter C-Track - Tyler Odyssey File & Serve Pricing for the FCE E-Filing Module and 3rd Party E-Filing Integration Module are not included in this proposal. A quote can be provided on final specification.
		The e-Filing component will provide external entities the capability to file documents with the Court via the Internet. The Proposer shall describe the proposed solution's e-Filing integration features and indicate standards used to support the following Major Design Elements (MDEs) and sub-components:	The FCE E-Filing Integration Module supports integration with external EFSPs by implementing the following: <ul style="list-style-type: none"> - Filing Review MDE (ECF 4.01 standard) - Court Record MDE (ECF 4.01 standard)
		<ul style="list-style-type: none">- Filing Assembly MDE – Enables a filer to create a filing message for submission to a court and for service on other parties in the case, returning the response from the court to the filer.	Supported by the FCE E-Filing Module. FCE can also interface to a 3rd-party Filing Assembly MDE via the FCE E-Filing Integration Module. Supports ECF 4.01.
		§ The Proposer will be responsible for providing a Filing Assembly MDE that will support ECF 4.0 or higher.	Supported by the FCE E-Filing Module. FCE can also interface to a 3rd-party Filing Assembly MDE. Supports ECF 4.01.
		§ The Proposer will provide an open architecture that will allow additional filing assembly providers to offer electronic filing to the Court in order to provide diversity of service providers and access to court records.	Support for 3rd-party Filing Assembly providers is provided by the FCE E-Filing Integration Module via support for the Filing Review MDE. In practice, most EFSPs extend the ECF 4.0 specification to implement a real-world e-filing solution. Support for ECF 4.0 extensions would require modifications.

#	Category	Requirements	Response/Description
		· Filing Review MDE – Enables a court to receive and review a filing message and prepare the contents for recording in its case management and document management systems, sending a response concerning the filing to the Filing Assembly MDE. The Filing Review MDE also enables filers to obtain court-specific policies regarding electronic filing and to check on the status of a filing.	Supported within FCE with the FCE E-Filing Module. Also supported within FCE with the FCE E-Filing Integration Module. Supports ECF 4.01. Support for the ECF GetFeesCalculation API is not currently supported with the FCE E-Filing Integration Module.
		· Court Record MDE – Enables a court to record electronic documents and docket entries in its case management and document management systems and returns the results to the Filing Review MDE. The Court Record MDE also enables filers to obtain service information for all parties in a case, to obtain information about cases maintained in the court’s docket and register of actions and calendars, and to access documents maintained in the court’s electronic records.	Supported within FCE with the FCE E-Filing Module. Also supported within FCE with the FCE E-Filing Integration Module. Supports ECF 4.01. Support for the ECF GetServiceInformation API is not currently supported with the FCE 3rd-Party E-Filing Integration Module.
		· Legal Service MDE – Enables a party to receive service electronically from other parties, including the Court. Note that service on other parties in the case is performed by the Filing Assembly MDE.	Not currently supported by the FCE E-Filing Module, but can be provided upon receipt of final specifications.
		· Fee Collection – The e-Filing component must provide the ability to collect and reconcile court fees in a manner that supports traditional fee processing (including fees based on specific document and case types, waiver of fees, etc.), as well as the option to assess convenience fees as the Court allows.	Supported by the FCE E-Filing Module.
1.6	Work-Flow Integration		
	Role-based Work-Flow	The Proposer shall describe the proposed solution’s ability to automate role-based work-flows from configurable business rules with multiple parameters, and describe its ability to distribute the data to other processes, email, queues, views, notifications, data sources and external applications. Also, describe how the work flow engine manages and resolves task activity dependencies, rejected tasks and prioritization of tasks.	See Exhibit 16, Section 3 Workflows and Automated Processing.
	Time Standards, Ticklers & Notifications	The Proposer shall describe how the proposed solution notifies users of time standards and ticklers?	FCE provides the Court with a comprehensive, highly configurable, and automated workflow toolset that includes Work Queues, Reminders, Application Events, ROA entries, Courtroom Processing, and Overdue Processing. These allow the Court the ability to configure some conditional processes and settings for event generation. Work Queues allow users to organize tasks and create workflows that must be completed within the system. Reminders functionality allows the Court to define any type of time limit or action that needs to be completed by the court and/or a case participant. FCE also allows for the creation of “Time Blocks,” which establish the availability of courtrooms, judges, and other personnel for specific docket types by date and time.
		The Proposer shall describe how the proposed solution notifies users of time standards and ticklers?	FCE includes a customizable and configurable User Dashboard that allows for various widgets that provide users easy access to their several workflow processes that include Courtroom Sessions, Work Queues, Reminders, and the Judges’ Daily Schedules. Work Queues and Reminders allow the court to track actions which need to be taken on cases. Also, Alert banners are displayed throughout the system.
	Job Scheduling	1. The Proposer shall describe whether the job scheduler supports prioritization.	In addition to the automated workflow toolset, FCE also includes automated Report and Process Scheduling. An example of an automated process is the assessment of probation fees for a defendant throughout the term of probation. Probation fees can be scheduled for a case on the Probation page or the Probation tab of the Courtroom Processing page. Other processes might include data exports. Prioritization of Processes or Reports is merely based on the frequency or time the item is scheduled. Scheduled Reports and Processes can also be manually executed. Prioritization for Work Queues is based on the time limits set for each Queue. Items will be processed in the order they enter each Queue. Prioritization is not available for individual Queue items. For details on workflows, see Exhibit 16, Section 3 Workflows and Automated Processing.
		2. The Proposer shall describe the flexibility and granularity of scheduler configuration for recurring events.	Reports and Processes can be scheduled Monthly, Weekly, Daily, Hourly, or Continuously. Depending on the selection, additional options such as the days of the week and a time of day entry field are provided.
		3. Is the scheduler capable of ignoring blocked off calendar days such as court configured holidays? If so, do the blocked off days have to be configured separately in the scheduler or can they be pulled from the CMS court calendar configuration?	No, both Work Queues and Report and Process Scheduling use standard calendar days and do not ignore holidays or weekends.
		4. Describe the scope of the job scheduler. For example, what types of objects, entities or tasks can be scheduled?	Reports, data exports, Reporting, recurring adjustments, interest calculation, document generation, and more. See response to 1. above.
		5. Will the scheduler/system provide alerts during performance impacts, during working and non-working hours?	Performance impacts can be monitored using System Admin and DBMS tools.
		6. Describe if the Job Scheduler has the ability to define job dependencies and how it resolves/notifications when a job dependency fails.	Work Queues include many settings for job dependencies such as exclusions or previous Queue completion. If a Queue item fails, the system can place the item in an Error Queue with an explanation for the failure, and allow the item to be corrected. Report and Process Scheduling set dependencies when and job is configured. If a scheduled Report/Process fails, the failure will be detailed in the FCE error logs.
		7. Describe the types of alerts that the Job Scheduler supports.	Work Queue notices appear in Alert banners. Alert banners are displayed throughout the system.

#	Category	Requirements	Response/Description
1.7	Dashboard Integration & Business Intelligence	The solution should include a comprehensive business intelligence tool for the collection, retrieval, organization, presentation, and analysis of case data and statistics. The tool should include a dashboard feature that can display aggregate case statistics and/or specific case status data including approaching deadlines for case documents and filings. The dashboard should ideally be configurable based on operational role, such as a financial analyst, business analyst, operations manager or judge. The Proposer shall describe the business intelligence capability included with the proposed solution, how data is collected and how it will be used to meet the specifications of the court, include the extent to which any screens or displays are individually configurable. Is Business Intelligence and dashboard included as part of the core product?	FCE provides approximately 200 built-in reports, including NCSC CourTools Performance Measure Reports. FCE currently offers four CourTools reports: Age of Active Pending Caseload, Clearance Rates, Time to Disposition, and Trial Date Certainty. See Exhibit 16, Section 4 Report Production for more details.
1.8	Web Portal Integration	The Proposer shall describe and define the proposed solution's Web Portal and the support for Web portal integration.	The FCE Public Access Module provides a web-based, user-friendly interface for public users. The FCE case management system is a thin-client, browser-based system inherently suited to support electronic Public Access using common electronic communications means (e.g., PCs, kiosks, Internet, etc.). The Public Access search functionality includes multiple search criteria, the ability to search by name, and simultaneous display of index details and images. This Internet-enabled Public Access, allows public users to conduct search activities via the Internet. The Public Access security role is configured to prevent access to sensitive information. Typically, a separate Application server and separate Database Server are used for Public Access, utilizing a replica of the production database which is updated real-time.
		Define the solution's Architecture of the Web Portal, i.e. is it integrated with the CMS or a separate stand-alone solution. If the Web Portal is integrated with the CMS, what security protocols are in place to ensure CMS data security?	The FCE Public Access Module is fully integrated into the FCE CMS. The Public Access security role is configured to prevent access to sensitive information. For the public access environment, the web/application server would typically be deployed inside the DMZ, while the database server would be deployed inside an interior firewall in a protected zone. The public access application server would have read-only access to a replicated copy of the production database.
		Does the proposed solution integrate with court developed Web services?	FCE is capable of integrating with court developed web services via the ESB, however, only the interfaces described in Items 1.1 and 1.2 are available "out of the box" without requiring modifications from JSI.
		Describe the solution's ability to support distributed user administration of portal user accounts, including public accounts and justice partner account administration.	FCE supports distributed user administration via the following options: - Create a security role in FCE that allows appropriate user account administration access and assign that role to appropriate staff. - Enable Active Directory integration in FCE and allow appropriate staff to administer user accounts via Active Directory.
		Describe how and to what extent the solution complies with United States Section 508 and Web Content Accessibility Guidelines (WCAG) 2.0.	FCE generally complies with Section 508 Standards with some exceptions as summarized below: - FCE is a browser-based application that supports (and is restricted by) the underlying accessibility features of the Internet Browser and Operating Systems upon which it runs. - We do not generally perform testing or certification of Assistive Technology devices, or maintain a list of compatible devices. We will assist users upon request. - ALT text is not consistently used throughout product. - Product is a web-based application (i.e. not just a collection of documents) and relies on the use of associated style sheets. - Navigation menus use Javascript and may not be readable by some Assistive Technology devices. JSI assists Courts with ADA compliance needs upon request.
1.9	Financial Management Integration	The proposed system must provide or be designed to accommodate financial management integration, such as payment processing, cashiering support, etc. The Proposer shall describe the proposed solution's financial management integration features and capabilities. Does the proposed solution have pre-established integration with SAP Financials?	FCE provides a fully integrated financial management module that supports payment processing, cashiering, etc. In addition, the FCE Standard Financial Export Module is provide to integrate with a 3rd-party financial system. A request for additional functionality would require a chargeable modification to be determined upon final specification provided by the Court. The pricing for this modification is not included in this response.
1.10	Support of NIEM Standards	Describe the extent your solution already incorporates NIEM standards or your ability to do so as part of the implementation. If your proposed solution is not currently in full compliance with NIEM standards, describe your plans to provide compliance.	FCE provides support for data exchanges compliant with the NIEM standard via the ESB. See Item 1.1 above.
1.11	Information Exchange Packages (IEP)	Provide a list of the IEPs which are incorporated into your proposed solution.	NIEM-based IEPD are available for the following interfaces: - Collections Interface - Disposition Export - Financial Export - Warrant Export - Citation Import/Export - Police Officer Availability Import These IEPDs can be provided by JSI upon request.

#	Category	Requirements	Response/Description
1.12	Pre-Established Integration	List and describe any pre-established integrations between the proposed solution and commercial software, such as Microsoft Outlook. Describe how the integration is designed to be used within the solution, as well as versions of the commercial software.	FCE provides integration with Microsoft Exchange for scheduling hearings, and Microsoft Active Directory for authentication.
1.13	Appellate CMS systems	The Proposer shall describe the solution's level of integration and support with the California's "Appellate Court Case Management System" (ACCMS) system	The standard FCE Appellate Integration Module allows a lower court to send a case on appeal to a higher court. This interface exports the case (and documents) using the XSD used for the ECF 4.01 ReviewFilingRequestMessage API, which can be processed by the ClerkReview MDE in the appellate CMS, or by other comparable means.
1.14	Integration with Redaction Software	The proposer shall describe the solutions level of integration and support with available redaction software.	FCE provides an optional OCR Module using Extract Systems' ID Shield redaction solution. Pricing is not included in this proposal, but can be included in individual PAs upon request.
1.15	Integration with JBSIS	Describe how the CMS integrates with the California Judicial Branch Statistical Information System (JBSIS)	FCE was designed to capture JBSIS statistical requirements without requiring the end user to take extra steps. The JBSIS configuration setup allows the Court to define which locally defined values/data elements in the system should be counted on specific reports, columns and rows. For example, on the Felony report, the titles of the charging documents that would be counted as a Complaint. The Court could then define a document title of "Complaint" and "Amended Complaint, New Defendant". Once defined, whenever one of those two documents are filed on a felony case, the JBSIS felony report will include that case on the statistic report. The Court may run any of the JBSIS reports through the JBSIS Reporting menu, and (once generated) the reports are emails to the JCC in the required format (i.e. , email subject, report filename, etc.).
1.16	Integration with statewide Court Reporter solutions	The proposer shall describe the solutions level of integration and support with Court reporter electronic service software including but not limited to the YesLaw court reporter application.	FCE provides many standard interfaces for integrating with external software packages (e.g. , RMS, Collections, etc.). FCE does not interface "out-of-the-box" with external court reporter electronic service software, but custom integrations using the ESB are supported.
2	PRODUCT SCALABILITY AND PERFORMANCE	The Courts require a solution that meets and enhances court operations. The solution must be aligned with industry standards, be highly reliable for daily operations, and designed to protect against catastrophic failures. The system must be scalable to accommodate an increase in data, documents and the number of internal and external end-users without noticeable degradation to performance. The Proposer shall respond to the following sections:	FCE is capable of integrating with court developed web services via the ESB; however, only the interfaces described in Item 1.1 and 1.2 are available "out of the box" without requiring modifications from JSI.
2.1	Load Scalability	Describe what mechanisms are built into the proposed solution's architecture to allow it to easily expand and contract its resource pool to accommodate heavier or lighter loads.	In a locally hosted deployment, scalability is achieved by adding additional servers to the cluster in the appropriate tier (e.g. , Web/Application Server, Database Server, ESB Server, etc.). In a cloud hosted deployment, the FCE installation can be scaled to handle increased demand by adding more virtual machines (scale out) or by transitioning virtual machines to higher performing equipment (scale up) in the appropriate tier. With the use of a load balancer, additional application servers can be added with no downtime. For other tiers (e.g. , Database Server), this may require scheduled downtime done after hours. Metrics such as web page response time and CPU utilization are used to determine when an adjustment is needed.
2.2	Functional Scalability	Describe how the proposed solution will help courts minimize future level-of-effort required for enhancing or adding CMS functionality. Describe how the proposed solution will allow for integration with custom designed court solutions via web services or alternative technologies.	The FCE solution is highly configurable without program modifications, and many of the unique requirements of individual Courts can often be met through proper system setup and configuration, workflows, work queues, ad hoc reporting, document templates, role-based security, etc. Configuration changes to FCE can generally be performed by Court staff without JSI involvement. See Item 10.1 below. FCE is capable of integrating with custom designed court web services via the ESB; however, only the interfaces described in Items 1.1 and 1.2 are available "out of the box" without requiring modifications from JSI.
2.3	Administrative Scalability	Describe how the proposed solution would allow an increasing number of courts or users to easily share a single distributed system.	FCE provides an optional Multi-tenant Module that allows multiple courts to run on a single instance of the application, while isolating each court's data. The FCE Multi-tenant Module also provides the ability to standardize and centrally manage common (i.e. , global) configuration (e.g. , case types, chart of accounts, fine and fee schedules, statutes, etc.), while allowing court-specific (i.e. , local) configuration to be set up and managed by each tenant court.
2.4	Geographic Scalability	Describe the proposed solution's architectural considerations for maintaining performance when scaling to distributed geographic locations. For example, if the solution were to be hosted by a court to serve users in a different geographical location. Provide examples of how systems have been deployed. Example should include how multi-instances are deployed in different geographical locations; including integration points between multiple instances.	FCE is ideally suited to support users in multiple locations within a single court through its browser-based multi-tier architecture. The key factor for maintaining performance is network bandwidth between the distributed geographical locations, but a browser-based application doesn't need significant bandwidth to perform well. This multi-location scenario has been deployed in several courts, including San Joaquin County Superior Court. A single instance of FCE can also support multiple courts in different geographical locations using a centrally deployed multi-tenant instance of FCE. See Item 2.3 above.
2.5	Performance	The system must be designed to meet performance demands that could include multiple, concurrent, intensive transactions, such as batch processing and large, resource intensive reports without noticeable performance degradation. Describe how the proposed solution is designed to meet this requirement.	Reporting, public access and other potentially intensive read-only transactions can be offloaded from the main production servers using a replicated database and separate application server(s).
2.6	Scalability and Performance Use Cases	List the name and location of the smallest and the largest trial Court currently running the proposed solution. The Proposer shall describe how and who performs system/application tuning as system workload increases over time.	The smallest deployment of FCE is a 1 user court, that is installed on a Windows workstation. The largest deployment of FCE supports approximately 300 concurrent users, plus several hundred justice partner users, plus public access users.

#	Category	Requirements	Response/Description
3	PRODUCT SUPPORT MODEL	The Proposer shall describe and provide ongoing services in support of the products comprising the solution and its usage after implementation. These services include, but are not limited to:	
		<ul style="list-style-type: none"> Warranties on software and deliverables; 	JSI warrants its products to perform as specified in the functional documentation of the system, including custom modifications made and documented as part of meeting the requirements as specified in the contract between the Court and JSI, for one year after acceptance of the system. After the warranty period has passed, a maintenance and support agreement is required to receive continued support for the product.
		<ul style="list-style-type: none"> Availability of a help desk to document and track incidents, problems, service requests; and coordination of vendor resources to facilitate ticket resolution; 	JSI offers first-line support for our products. First-line support permits end-users to directly contact the JSI Help Desk for both functional and technical assistance with the application and its various components. Additionally, the Help Desk specialist may use remote access tools to observe and analyze a problem as it occurs on an end-user's workstation. Issues related to "how to" functional areas can be addressed both by means of dialogue and by demonstration.
		<ul style="list-style-type: none"> Provision of corrective maintenance via software updates and patches; 	<p>The timing and scheduling of a release is managed internally and dependent upon a number of factors primarily driven by client need. Historically, maintenance releases are provided at least once per year for every client, but it should be anticipated that more frequent releases will take place during the initial rollout of the system. Many clients also receive more than one release each year, due to their client-specific enhancement requests. Fixes and corrections may be released via a downloadable patch, or other mechanism as appropriate to the needs of the client (and urgency).</p> <p>Software updates and defect corrections are made available on our Managed File Transfer system for immediate download. Notification of availability is sent by electronic mail to the customer's authorized points of contact. Upon customer request, new releases will also be provided on CD-ROM media and sent via the U.S. mail.</p>
		<ul style="list-style-type: none"> Software enhancements via version or release upgrades. Also include a copy of the standard support and maintenance agreement. 	JSI's policy over our more than 35 years in case management is that we continuously upgrade our product line to benefit all of our customers. Because of this policy, we are very experienced in developing new releases that will smoothly and seamlessly upgrade our customers' current version of the system. Full version upgrades have generally occurred about once every three years.
3.1	Organizational Structure	The Proposer shall address these items and respond to each of the following topics.	
3.1.1	Support Services	Submit an organizational chart depicting software and hardware support services. Include the number of employees and the number of contractors for each role. For contractors, either state that they are independent contractors or list the organization that they work for. Include charts for the following types of support:	
		1. Support services for courts with a locally hosted solution	
		2. Support services for court data centers hosting multiple courts	
		3. Support services for vendor-hosted solutions	
3.1.2	Software Development Services	Submit an organizational chart depicting software development and quality assurance. Include the number of employees and the number of contractors for each role. If contractors are used either indicate that they are independent contractors or list the organization(s) that they work for.	<p>An organizational chart has been provided in Exhibit 16, Section 5, Figure 4. Currently, JSI has 42 employees. JSI's long-term success is due in large part to our dedication to finding the best employees possible and providing them with a work environment that is engaging and rewarding. Because of our commitment to our staff, and by hiring career-oriented team players, JSI has very high employee retention.</p> <p>Our key employees all have over 10 years' service with the company and most of our employees have many years of experience in the courts. While our practices certainly result in very low turnover and low risk of loss of project personnel, these practices also ensure that we have a deep, talented, experienced pool of personnel to call upon when the need arises.</p> <p>Among our employees are over 25 programmers, analysts and systems technicians who are currently engaged in the continued update and maintenance of FCE and all associated systems. Resources that will be dedicated to this project include our team of Court Specialists.</p>
3.2	Scope of Coverage	Which of the proposed solution's internal and external components are covered by the support agreement? Describe the scope of coverage for each of the following areas:	
		1. Developer support	
		2. Product enhancements	
		3. Software upgrades	
		4. Technical assistance	
		5. Bug fixes	
		6. Security patches	
		7. Service requests	
		8. Other types of support	
3.3	Support Levels, Service Availability and Responsiveness		JSI offers first-line support for our products. First-line support permits end-users to directly contact the JSI Help Desk for both functional and technical assistance with the application and its various components. Additionally, the Help Desk specialist may use remote access tools to observe and analyze a problem as it occurs on an end-user's workstation. Issues related to "how to" functional areas can be addressed both by means of dialogue and by demonstration.
3.3.1	Help Desk Services	Describe your help desk services, including toll-free access, manned coverage hours (PST), and on-call availability to technical support staff. Identify available help desk option(s):	<p>Support services are ordinarily provided between the hours of 7:00AM and 5:00PM Mountain Time, but different times can be negotiated. When a user or a member of the court support staff contacts our Help Desk by telephone at our Albuquerque offices, they will speak directly with a Help Desk specialist. Our Help Desk Team is comprised of former court clerks and attorney office staff—all of whom are thoroughly knowledgeable with our products.</p> <p>Regardless of the level of severity of the issue, support response times are routinely immediate. When a user contacts our Help Desk by telephone at our Albuquerque offices, they will speak directly with a Help Desk specialist. Our Help Desk Team is comprised of former court clerks and attorney office staff—some of whom may participate in end-user training, but all of whom are thoroughly knowledgeable with our products.</p>

#	Category	Requirements	Response/Description
		1. On-site support	On-Site Support will be provided during the Go-Live Assistance. After Go-Live, On-Site Support can be provided on an as needed basis.
		2. Telephone-based support	Our toll-free telephone support number is 1-800-460-3987.
		3. E-mail-based support	Our Help Desk can be contacted by email at support@justicesystems.com
		4. Online chat-base support	No, online chat-based support is not provided.
		5. Web-based support	The Help Desk specialist may use remote access tools to observe and analyze the problem as it occurs on an end user's workstation. Issues related to "how to" functional areas can be addressed both by means of dialogue and by demonstration.
		6. Other	FCE provides a built-in issue submission form that allows users to quickly and easily report problems that may arise.
3.3.2	Single Point of Contact	For solutions that involve multiple components or products from multiple vendors it may be difficult for Court staff to determine in which system a problem occurs. Thus, a single point of contact to coordinate the identification and resolution of the problem is essential. Indicate whether or not the Help Desk will provide single point of contact services to the Court and list any constraints or limitations which may exist in order to facilitate this.	JSI' project team includes a Court Specialist with experience in court processes and practices as well as JSI' products and methodologies. The Court Specialist will be the single point of contact for coordinating the identification and resolution of any issues identified with system during the project. Additionally, end-users may directly contact the JSI Help Desk for both functional and technical assistance with the application and its various components.
3.3.3	Problem Resolution Responsiveness	Describe the approach for identifying the severity/priority level of reported incidents or service requests and the service level target or guaranteed response times for responding to and resolving reported problems and requests at each level. Additionally, describe your escalation process to ensure that items which become more critical are resolved properly and timely.	Problems that affect application operation are observed, noted and placed into the JSI Issue Tracking System. In the Issue Tracking System, a support tracking number is assigned to the issue, and all communication and work related to the issue is tracked via the issue until it is resolved. Generally, if a problem cannot be immediately addressed by the Help Desk specialist and technical assistance is required, JSI' technical staff can be joined into and will participate in this initial telephone communication. Frequently, resolution occurs immediately thereafter. Support response times are typically immediate. Emergency issues receive the highest priority. Ordinarily, the greater number of issues can be resolved in less than 24 business hours. The urgency for correction primarily drives response/resolution times. Whenever matters cannot be resolved during the initial contact (telephonically or via email) they are entered by the Help Desk staff into our internal tracking system. Once an issue is entered into the tracking system, it is assigned to technical staff and worked upon as soon as reasonably possible. Issues that may have significant impact, and certainly those which may affect daily operations, though extremely rare, are nonetheless given highest prioritization. Fixes and corrections may be released via a downloadable patch, or other mechanism as appropriate to the needs of the client (and urgency).
3.3.4	Knowledge Base and "Self Service" Help Capabilities	Describe the availability of an online knowledge base that can be accessed directly by Court users and technical staff to obtain answers to frequently asked questions (FAQs), research symptoms and identify resolutions to known issues. Describe all "Self Service" help capabilities and interactive services, such as an online forum where the Court could exchange information with other customers.	Each implementation includes hardware configuration guides for each product, setup guides for configuring each product, a full data dictionary, and a merge code guide. Our systems include contextual help documentation that is current and up-to-date with each release. Additionally, several Quick Start guides tutorial videos are available to provide basic training on specific features of FCE. Online documentation and training manuals are a key component in providing your staff with ongoing training after the initial implementation. Experienced users can refresh their skills and new users will be able to readily gain the instruction they need to begin work quickly.
3.4	Software Updates & Security Alerts	Describe how courts are notified of security patches, bug fixes, new releases and product enhancements. Include frequency of releases, and length of time allowed on a past release for support services.	The timing and scheduling of a release is managed internally and dependent upon a number of factors primarily driven by client need. Historically, maintenance releases are provided at least once per year for every client, but it should be anticipated that more frequent releases will take place during the initial rollout of the system. Many clients also receive more than one release each year, due to their client-specific enhancement requests. Fixes and corrections may be released via a downloadable patch, or other mechanism as appropriate to the needs of the client (and urgency). Software updates and defect corrections are made available on our Managed File Transfer system for immediate download. Notification of availability is sent by electronic mail to the customer's authorized points of contact. Upon customer request, new releases will also be provided on CD-ROM media and sent via the U.S. mail."
3.4.1	Product Life Cycle	Describe software lifecycle. (How long the product is supported after release, how long will it be in extended support, and end of support before a new version upgrade.)	FCE was first installed in a customer environment in 2007. Full version upgrades have generally occurred about once every three years. FCE ver. 7.1 was recently released. For details regarding Maintenance and Support, please refer to the Maintenance and Support provisions .
3.4.2	Product Development Life Cycle	Describe the product management process for new features and defect fixes. Also describe or provide examples of release managing and schedules.	Product updates and general enhancements are provided as part of the Maintenance and Support Agreement. The timing and scheduling of product releases is managed internally and dependent upon a number of factors primarily driven by client need. Releases can be provided for initial testing in a Court maintained, non-production environment (with later release to end user being conducted by Court staff), or distributed to each product environment as Court participants direct. It is anticipated all releases will be managed and distributed through designated Court support staff; and, accordingly, the factors determining how often releases would occur are expected to be primarily within the control of Court participants. JSI regularly receives product feedback from our clients. Feedback that we receive from our clients, including defects and feature requests, are logged into our support issue tracking system. JSI holds regular Functional Review meetings, with representatives from all departments, to review the issues in our support issue tracking system. JSI prioritizes issues and feature requests based on what best meets the needs of our 650 or more implementations. If a product feature is not a priority for a significant number of our existing clients, JSI will provide quotes for enhancing the system based on the needs of a single client.
3.5	Warranty and Maintenance		
3.5.1	Warranty Services	Describe the warranty coverage, terms and duration provided for the software and deliverables provided pursuant to this RFP.	JSI warrants its products to perform as specified in the functional documentation of the system, including custom modifications made and documented as part of meeting the requirements as specified in the contract between the Court and JSI, for one year after acceptance of the system. After the warranty period has passed, a maintenance and support agreement is required to receive continued support for the product.

#	Category	Requirements	Response/Description
3.5.2	Maintenance Agreement	Describe the coverage, terms and duration of the maintenance and support agreement. Note that cost information for the maintenance and support agreement is not to be provided in this Technical Proposal.	Please refer to the Maintenance and Support provisions .
3.5.3	Corrective Maintenance	Corrective maintenance deals with the repair of faults or defects found. Describe the process for classifying and resolving software defects reported by the Courts after the warranty period. How often will a Court be expected to implement a corrective maintenance release?	
3.5.4	Adaptive Maintenance	Adaptive maintenance is required to adapt software to changes in the environment, such as from new releases of an operating system, or where changes to one integrated component affect another component. Describe the extent to which adaptive maintenance is included in the support model so that all core products continue to operate properly when any core product is modified due to an update issued by the Proposer. How often will a Court be expected to implement an adaptive maintenance release?	
3.5.5	Support for Changes Caused by Legislative Mandates	Updates and modifications to the software are periodically needed to meet legislative mandates and statutory requirements. Describe the extent to which providing such updates is included in your support agreement or whether these are considered custom enhancements. What is the estimated development to deployment timeframe for legislative mandates?	Please see Exhibit 3 Section 4 A. Development and deployment timeframes for updates and modifications will be determined upon receipt of specifications and determination of scope of work.
4	BUSINESS CONTINUITY		
4.1	Reliability and Availability	The proposed system must be highly reliable and available for daily operations, including a fault-tolerant architecture to protect against catastrophic failures. In the event of a system failure, the system should have the capability to recover quickly, minimize loss of data and limit impact on operations.	<p>The FCE multi-tier architecture is extremely flexible and provides numerous deployment options to meet business continuity and disaster recovery requirements.</p> <p>An example deployment with high availability and disaster recovery requirements using SQL Server or Oracle as the DBMS may include:</p> <ul style="list-style-type: none"> • Clustered load balancer network appliances which direct incoming requests to the least loaded currently available application servers. • A cluster of application servers behind a load-balancer. • A standby database at a geographically remote site (with automatic failover) using SQL Server AlwaysOn Availability Groups, or Oracle Active DataGuard. • Database recoverability to the last committed transaction before failure using SQL Server full recovery mode, or Oracle archive-log mode. • Server-based disk to disk backups to provide for the fastest possible backup restoration. • Use of virtualized clusters (e.g. , VMware vSphere Cluster). • An off-site cold stand-by disaster recovery environment using Cloud Computing Services.
		Describe how the proposed solution is designed to meet the reliability and availability requirements and protect against failures. Identify specific capabilities that will be in place to ensure that transactions such as data entry, e-Filing or data exchanges are fault resistant and recoverable without loss of data.	
4.2	Business Continuity Architecture	The Proposer shall provide any additional information not already covered that relates to the following topics, including recovery time objectives; both from a system-wide perspective as an information technology professional and from the perspective of an end-user inside a high-volume courtroom:	

#	Category	Requirements	Response/Description
		1. Fault Tolerance	<p>As an N-tiered system, the various components of FCE (e.g., Web/Application Server, Database Server, ESB Server, etc.) can be deployed on different hardware using single servers or clusters (depending on requirements) for each tier. The clustered configuration for each tier (e.g., Web/Application Server, Database Server, etc.) provides increased availability in the case of component failure and scheduled maintenance/updates. The FCE architecture is extremely flexible and provides various deployment options to meet scalability, high availability and disaster recovery requirements.</p> <p>When Web/Application Servers are deployed in a cluster, they are connected through a load balancing/SSL Accelerator appliance, which direct incoming requests to the least loaded currently available application server.</p> <p>Database servers can be deployed with a synchronized replica database (i.e., standby database) with automatic failover (e.g., MS SQL AlwaysOn Availability Groups, or Oracle Active DataGuard).</p> <p>FCE maintains data integrity by use of transaction processing. Transactions are fully committed or fully rolled back, making recoverability to the last committed transaction before failure possible.</p> <p>Maximum availability is not only a product of reliable application software but requires redundant, well-instrumented and managed infrastructure including power supplies, servers, storage media, network switches, firewalls, backup facilities, client systems and more. It also involves policies and procedures for system monitoring, system backup, system update and configuration changes, and periodic maintenance.</p> <p>The final decision on the level of reliability for any system is a trade-off between organizational risk tolerance and capacity for financial investment. As you check with our references, we are confident you will find that our customers experience very reliable operations using JSI' products, even where the infrastructure remains relatively basic.</p>
		2. Fail-Over	See Item 4.1 above.
		3. Hot Backups	See Item 4.1 above.
		4. Disaster Recovery	See Item 4.1 above.
		5. Point-in-Time Recovery	See Item 4.1 above.
		6. Version Rollback (i.e. when something goes wrong with an upgrade, update or a patch)	Version rollback is supported; however, in the last 10 years, we have never needed to rollback a release in a production system. A version rollback is accomplished by rolling back any database schema changes, and re-installing the prior version of the software. FCE uses Liquibase (open source) for change control of the FCE database schema, and this is used to rollback any database schema changes applied in a new release. Rollback of the FCE software is accomplished using the standard installer/uninstaller.
5	PRODUCT MATURITY & CUSTOMER SATISFACTION		
5.1	Existing Deployments	The Proposer shall list of all trial court names and locations that are currently using the proposed solution. Please separate list by California and non-California courts.	JSI does not release lists of all customers due to non-disclosure agreements with the courts. The proposed solution is currently used in San Joaquin County Superior Court.
5.2	Customer Retention Ratio	The courts shall score customer retention ratio based on the number of trial courts planning to move off of Vendor's products vs. number that are remaining with or planning to transition to Vendor's products. Please provide your customer recommendations or trade publications regarding their solution? A Vendor's response to this item is optional.	JSI maintains a high retention rate.
6	USER INTERFACE EVALUATION	The Proposer shall describe the user interface (UI) features that differentiate the proposed solution from competitive solutions. The description should include, but not be limited to the following categories:	
		Data entry efficiency and customizable data entry screens	<p>FCE is a party-based application, which allows the Court to track all court activity (cases, case roles, financial transactions and obligations, warrants, subpoenas, etc.) for an individual. This gives the Court the opportunity to see at a glance an individual's case history, warrant history, payment history, and more. As a result, tracking compliance through Overdue Processing becomes more effective and efficient. Scheduling a hearing for an individual with multiple cases is streamlined. Payment plans are more easily established and tracked and processing a single payment for multiple cases is easily achieved. FCE is the core application that provides basis for sharing data and information with various other agencies and departments as the Clerk is the keeper of the record.</p> <p>FCE allows the court to define many values of lists and default data entry values in order to meet local business practices and rules. The configuration of those values allow the court to streamline the data entry process. The Security Role configuration also allows for the court to define the pages and menu items that a specific user may or may not need to see or have access to. By defining the user role, the menus and data entry screens become minimized to keep things simplified for the individual.</p> <p>Additionally, FCE provides the Court with a comprehensive, highly configurable, and automated workflow toolset that includes Work Queues, Reminders, Application Events, ROA entries, Courtroom Processing, and Overdue Processing.</p>

#	Category	Requirements	Response/Description
		· Efficiency of configuration screens	<p>JSI has long recognized that having all the business logic embedded in system code makes the system rigid and therefore time-consuming and expensive to change to meet business needs. At the other extreme, having all the business rules configured uniquely by each customer in user-driven configurations and setups within the system can make the system require extended setup periods and the resultant setup almost impossible to support by JSI. We have worked hard over the years, based on our extensive experience with many courts, to reach the optimal balance of user-accessible table-driven setups and business logic configuration options within the system, while remaining reliable and supportable.</p> <p>FCE is designed with just these kinds of business challenges in mind. FCE is highly configurable by the end user, both in baseline processing information such as Statutes, Fines and Fees, and Findings, as well as in processing logic for business rules through features such as Work Queues, Application Events, and ROA entries.</p> <p>The table configurations in FCE are user friendly and easy to understand, and the solution is highly configurable without program modifications. Many of the unique requirements of individual Courts can often be met through proper system setup and configuration, workflows, work queues, ad hoc reporting, document templates, role-based security, etc. Configuration changes to FCE can generally be performed by Court staff without Developer involvement. Configurations are stored in the FCE database or external property files and are preserved through application upgrades.</p>
		· Mobile optimization and responsiveness	Since FCE is web-based, it displays favorably on all desktops, laptops, and iPad tablets. We are currently in the process of implementing further responsive screen technology to support smartphones.
		· Efficiency of movement between screens & functions	FCE was designed from the beginning to be user-friendly by utilizing web design standards. Throughout the system, the design provides a breadcrumb trail to aid navigation, a main top menu bar for easy access, numerous links for fast navigation between screens, a quick search field, standardized hot keys consistent for all users aid rapid data entry and navigation, and every entry page has a minimum of required fields to keep data entry accurate and consistent.
		· Search and look-up efficiency	Specialized searches are available throughout the system for finding parties, cases, schedules and more using warrant numbers, names, dates of birth, citation numbers, etc. All search results will display a list that the user may use to navigate to other meaningful information within the application.
		· UI consistency across the suite of product components	The proposed solution consists of the FCE case management system and optional FCE modules (i.e., Imaging Module, Batch Imaging Module, Public Access Module, E-Filing Module, etc.). These components were all designed and developed as a single system by JSI, Inc., and interoperate seamlessly.
		· Unobtrusive alerting and notification mechanisms	Standard alerts (e.g., Outstanding Warrant, Balance due, etc.) are built into the application. The user can create some custom alerts via Work Queues, Clerk Comments, and Reminders.
		· Intuitive screen, form and button layouts	FCE was designed from the beginning to be user-friendly by utilizing web design standards. Throughout the system, the design provides a breadcrumb trail to aid navigation, a main top menu bar for easy access, a quick search field, standardized hot keys consistent for all users aid rapid data entry and navigation, and every entry page has a minimum of required fields to keep data entry accurate and consistent.
		· Ability to cut and paste from external applications, such as Microsoft Word and Adobe Acrobat Reader	Yes, users benefit from the many standard features of a web-browser interface.
		· Quick access keys and look-ahead typing	Yes, standardized hot keys are consistent for all users to aid rapid data entry and navigation. Many fields in the system provide typing suggestions. One benefit of a browser-based interface is the ability for users to leverage many of the features and tools provided by standard browser technology, such as data entry suggestions based on field entry history.
		· Minimal scrolling	Throughout the system, design choices have been made to ease navigation, reduce scrolling, and aid data entry.
		· Effectiveness of application help features	FCE contains online, contextual help documentation with easy access to all information regarding a page and its fields, and an index search on any topic in the system. Additionally, several printable manuals and video tutorials are available to provide basic training on specific features of FCE. These manuals and videos are provided within the system and can be reviewed at any time by any user.
		· Screens designs inspired by users, not programmers	A flexible browser-based user interface brings all of FCE's impressive features together into a cohesive visual environment that simplifies and automates common tasks—from viewing digital photos and personal information to performing common "in-court" processing functions.
		· Screens uniquely designed for specific roles, such as Family Law judges, Criminal courtroom clerks and Traffic counter clerks, such as the use of Word macros or similar solutions	Every user has her own customizable and configurable User Dashboard that allows for various widgets that provide easy access to several workflow processes that include Courtroom Sessions, Work Queues, Reminders, and the Judges' Daily Schedules. Many functions throughout the system have been designed to meet the needs of specific types of users. Such functionality includes, but is not limited to: Judge Sessions, Courtroom Processing, Supervision Case Initiation, Citation/Charge Entry, Plea Negotiation, Civil Filing, Officer Availability, Judge Appointments, etc.

#	Category	Requirements	Response/Description
		Minute Order entry screens designed for use in fast-paced, high-volume courtrooms	<p>Dispositions can be easily entered using Courtroom Processing. FCE provides a Courtroom Processing page specifically designed to be used in high-volume courts. It provides state-of-the-art features enabling the user to perform a variety of functionality without having to leave this page. The ability of FCE to keep up with high volume courts is enabled, in part, by caching information about the party and case in the browser, automatic browser polling for state changes, performing single operations across multiple tabs, automatic ROA generation and recording and color-coding fields that are in error for quick user identification and resolution.</p> <p>The Courtroom Processing functionality along with pre-defined disposition macros and the Application Events, allows the Court to quickly capture data real-time in the courtroom, while allowing multiple courtroom participants access to the courtroom docket. Once a Courtroom Session is created, multiple end-users with the appropriate access level may view the same session simultaneously. Each end-user may see and access the same case. All cases and charges for a defendant may be disposed at one time. This may be done using the Copy feature and with the use of a Macro, which will fill in multiple data elements by entering a simple court defined "code."</p>
		UI responsiveness based on good architectural & software design.	<p>As a browser-based solution, FCE has minimal impact on the client workstation environment and other applications running concurrently on the workstation.</p> <p>As an N-tiered system, the various components of FCE (e.g., Web/Application Server, Database Server, ESB Server, etc.) can be deployed on different hardware using single servers or clusters (depending on requirements) for each tier. The clustered configuration for each tier (e.g., Web/Application Server, Database Server, etc.) provides load balancing across the cluster of servers at each tier. Scalability is achieved at each tier either vertically (by adding CPU and/or memory resources to a node), or horizontally (by adding nodes in a cluster) as performance and load requirements dictate. The FCE architecture is extremely flexible and provides various deployment options to meet scalability, high availability and disaster recovery requirements.</p> <p>FCE is currently running in courts as small as two users (running on a single server), to courts with more than 500 users (running on clusters of application and database servers). FCE is easily capable of processing over 300,000 citations/cases per year. We have courts that process over 100 million transactions per year, and have over 10 million documents stored in the FCE Document Management System (DMS).</p> <p>The most common issue we encounter with scalability is proper configuration and tuning of the database server. The most common issue we encounter with regard to effectively managing growth is available storage space.</p> <p>FCE uses numerous architectural and design approaches to provide good UI performance, including:</p> <ul style="list-style-type: none"> - Multi-tier architecture. - Lightweight client. - Use of a minimizer for Javascript and JSP pages to reduce page footprint. - Caching of the menu. - Use of AJAX to minimize page reloads.
		The use of mouse navigation, clicks and control keys.	FCE is based on the premise of using browser based technology to eliminate or minimize the number of "clicks" users need to navigate through screens.
7	REPORTS & SYSTEM GENERATED DOCUMENT CAPABILITIES	The Courts require that the CMS be capable of producing system documents and reports. A system generated document receives data from the CMS and produces a court document for final editing by the user.	<p>FCE includes over 200 standard reports. All reports generate PDF output, and many can be generated in formats like CSV, XLS, and HTML. FCE provides the ability to print formatted versions of nearly any screen within the system. Furthermore, since FCE is a web-based application every screen in the system can be printed using the web browser. FCE also includes NCSC CourTools Performance Measure Reports. FCE currently offers four CourTools reports: Age of Active Pending Caseload, Clearance Rates, Time to Disposition, and Trial Date Certainty. See Exhibit 16, Section 4 Report Production for more details.</p> <p>For details regarding document generation, see Exhibit 16, Section 6 Document Generation.</p>
		Describe in detail how the proposed solution will meet this requirement. List all existing or "canned" reports included in your solution. Explain how Court-specific reports will be created. Respond to the following:	<p>FCE includes over 200 standard reports. All reports generate PDF output, and many can be generated in formats like CSV, XLS, and HTML. In addition, the FCE Ad Hoc Reporting Module provides flexibility to generate custom reports without the need for the user to know SQL or understand the entire FCE data model. Reports may be exported from FCE to Microsoft Word or Excel. Where greater flexibility for reports is needed, a data dictionary is also provided for FCE to be used in conjunction with an off-the-shelf third party report writing tool (e.g., Crystal Reports) provided by the Court to create custom reports.</p>
		1. Is the proposed solution compatible with 3rd party reporting tools?	Yes. SAP Crystal Reports is recommended.
		2. If so, can all database fields be accessed using external reporting tools?	Yes. SAP Crystal Reports is recommended.
		3. Describe how complex queries and/or large data set queries are optimized with the proposed solution.	Complex queries are simplified by use of database views provided in FCE for use by 3rd party reporting tools. Large data set queries are optimized through indexes on keys for expected table joins, as well as use of composite indexes
		4. Describe the recommended method(s) for mining & analyzing data with the proposed solution.	A FCE Data Dictionary and Quick Start Guide are provided. There are numerous 3rd-party tools available for data mining and analysis.

#	Category	Requirements	Response/Description
		5. Describe standard reporting categories and criteria available to the end user.	<p>Reports are categorized into the following groups:</p> <ul style="list-style-type: none"> • Case Related • Citation • CourTools • E-Payment • External Agency • Financial • Scheduling • Statistics • Supervision • Warrant • Miscellaneous • Ad Hoc • Crystal Reports <p>Reporting criteria varies by report, but generally includes Case Type, Start Date, End Date, Report Format (PDF, XLS, HTML), along with other report-specific criteria.</p>
		6. Describe how California Judicial Branch Statistical reporting requirements are integrated into the proposed solution.	See Item 1.15 above.
		7. Describe the CMS's ability to create ad hoc reporting and user defined report generation schedules.	<p>In addition to approximately 200 standard reports, the FCE Ad Hoc Reporting Module provides flexibility to generate custom reports without the need for the user to know SQL or understand the entire FCE data model. Reports may be exported from FCE to Microsoft Word or Excel. Where greater flexibility for reports is needed, a data dictionary is also provided for FCE to be used in conjunction with an off-the-shelf third party report writing tool (e.g., Crystal Reports) provided by the Court to create custom reports. Furthermore, JSI can create custom reports as a standard part of the system as a chargeable modification to be determined upon final specification. The pricing for this modification is not included in this response.</p>
8	FORM GENERATION & PROCESSING	The Proposer shall describe the proposed solution's form generation and processing capabilities, as well as the integration of California's Judicial Council forms into the solution. List any internal tools that are used and describe the level of integration and support for 3rd party forms and/or form tools.	<p>FCE also provides the use of Merge Codes to generate custom court documents. Merge Codes allow users to create document templates that extract case and party information directly from the FCE database when generated. With a few clicks, an entire batch of warrants or subpoenas can be generated and printed. FCE supports more than 3,600 case context substitutions, called merge codes.</p> <p>Documents are RTF based and can be uploaded into FCE once the clerk has authored the document in any word processor capable of saving in RTF format (e.g., Microsoft Word, OpenOffice, etc.). FCE does not require any specialized tools to create document templates or forms. JSI provides training in the use and production of new document and form templates using MS Word. Documents can be configured to be printed to a specific printer, print multiple copies/file copies, and designate who they are printed for (e.g., defendant, victims, etc.). FCE also enables individual documents to be grouped together, in what is called a "Document Set", so they can be more easily managed and processed as a group.</p> <p>Documents can be generated in one of two ways, manually or automatically. When a document is generated, case context information (i.e., defendant name, balance due, etc.) are substituted into the form.</p> <p>To generate a document manually a court case must be in 'context'. The user can generate a document by selecting available documents by functional type. Once the document is generated, the user can print the document, download the document, or view it in a control embedded in the browser whereby they can edit it before printing.</p> <p>Documents and document sets can be automatically generated and indexed to a case based upon well-known system events (e.g., disposition, case creation, etc.). They can also be generated during batch processing (e.g., Overdue Processing, etc.).</p> <p>Integrating existing Court documents into FCE involves inserting the appropriate FCE merge codes into the document template and adjusting formatting as needed. This is assuming the source documents are already in DOC or RTF compatible format. Non-compatible formats will require additional effort.</p> <p>Additionally, FCE has a public forms module. This module expands the public access web portal to provide court constituents the ability to download, complete electronically, and submit Adobe PDF forms. Using Adobe Acrobat Pro, Courts can design and upload any form needed to FCE. When a form is submitted, it is emailed to specified court recipients. The clerks can then take the forms and upload and enter the data into FCE.</p>
9	SYSTEM ARCHITECTURE	Product must have minimal impact on external client workstation applications that are run concurrently. Please describe any dependencies or limitations while running the CMS concurrently on a workstation with other applications. Please note that all answers should include a physical/local solution and a cloud solution, such as AWS or MS Azure.	<p>As a browser-based application, FCE has minimal impact on other workstation applications. There are no notable dependencies or limitations with other applications. There is no difference from a workstation deployment perspective between a physical/local and cloud deployment</p>

#	Category	Requirements	Response/Description
		Product should not alter the behavior of the underlying operating system on the client. Please describe if there is any impact to the underlying operating system upon installation of the CMS.	<p>FCE is a browser-based application installed on a server, so there isn't an impact on the underlying operating system of the workstation. Besides the browser, no components are installed on the workstation other than for the following optional modules and/or enhanced features:</p> <ul style="list-style-type: none"> - Imaging Module—requires the FCE Extension utility to be installed to seamlessly edit and re-index documents in FCE using Microsoft Word. - Imaging Module—requires the Dynamsoft Dynamic Web TWAIN HTML5 driver to be installed to scan documents on the workstation from within the browser. - Barcode Auto-indexing—a barcode font needs to be installed IF the workstation generates or prints documents with a barcode.
9.1	Diagrams & Documentation	Describe the overall system architecture and topology for your proposed solution. Include information on the underlying platforms and software on which the core components, such as case management, content management and e-filing are built and supported. Please provide recommended topology, service environment and installation model. Describe the benefits of this architecture for the Court as well as any constraints or risks that will need to be addressed to ensure the success of the architectural approach. Vendor shall provide draft architecture documents and diagrams as needed to illustrate the system's architecture for the following environments:	<p>The FCE case management system is an N-tiered, browser-based system implemented with J2EE technologies. The system may be deployed on Microsoft Windows or Linux commodity servers and can work with any of the major relational database engines (e.g., Oracle or Microsoft SQL Server). The various components of FCE—the Web/Application Server, the Database Server, and the ESB—can all be deployed on different hardware and operating systems. Each tier of the architecture communicates with other tiers over an IP network. FCE requires no particular configuration, equipment, and/or vendor for the IP network. As a browser-based application, FCE is implemented (i.e., installed and configured) on back-end servers rather than on client-side workstations.</p> <p>Public and Justice Partner access, and other potentially intensive read-only transactions (e.g., reporting) can be offloaded from the main production servers using a replicated database and separate application server(s).</p> <p>The FCE architecture is extremely flexible, with support for multiple Operating Systems and Data Base Management Systems (DBMS), and provides various deployment options to meet scalability, high availability and disaster recovery requirements.</p> <p>See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.</p>
		1. Production environment for a court with less than 250 users	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		2. Production environment for a court with 250 to 500 users	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		3. Production environment for a court with 500+ users	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		4. Court data center hosting over 2500 users from multiple courts	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		5. Vendor hosted infrastructure	FCE can run on any IaaS cloud platform (e.g., Amazon EC2, Microsoft Azure, etc.). JSI vendor-hosted SaaS solution runs on Amazon EC2.
		6. Disaster recovery environment	See 4.1 above.
		7. Development & testing environment	Recommended and supported via a separate instance of FCE.
		8. Training environment	Supported via a separate instance of FCE.
		9. Reporting environment	Supported via a separate instance of FCE. See Item 2.5 above.
		10. Other recommended environments	N/A
9.2	Components	Provide a list of the proposed solution's mandatory and optional internal and external components. Respond to the following for each component:	<p>The major components of FCE include:</p> <ul style="list-style-type: none"> - Workstation Browser (required)— The "front-end" for users to access the application. - Web/Application Server(s) (required)— A Java application server used to run the FullCourt Enterprise application. The Application Server is a Java Servlet container that implements the Java Servlet and the Java Server Pages (JSP) specifications from Sun Microsystems. - Database Server(s) (required)— A relational Database Management System (DBMS) utilized by FullCourt Enterprise and the optional Public Access Module. - Enterprise Service Bus (ESB) Server (required for integration)— The ESB is used by FullCourt Enterprise to exchange data with other systems. NOTE: For smaller deployments, this server may be co-located on the platform supporting the Web/Application Server. - Imaging Module Document Viewer Server (required for FCE Imaging Module)— The Document Viewer Server is used by the optional Imaging Module to support viewing, annotating, redacting, and manipulating documents and scanned images. - Print Server (required)— Supports print queues and device drivers for reports, documents, labels, and receipts. <p>See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.</p> <p>The California DMV interface requires use of the Microsoft Host Integration Server (HIS) that is included with Microsoft BizTalk Server. The license for the Microsoft BizTalk Server is not included as part of this proposal. The Court will be responsible for acquiring an appropriate license to the Microsoft BizTalk Server for use in the Court.</p>
		1. Is the component required for core CMS functionality? (Y/N)	See Item 9.2 above.
		2. Provide a functional description of the component.	See Item 9.2 above.
		3. If the component does not work on all of the previously mentioned platforms, identify its limitations.	N/A
		4. Describe and/or diagram how the component is coupled to other components.	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		5. List communication protocols and/or standards used by this component.	Components communicate via HTTP/HTTPS, or JMS.

#	Category	Requirements	Response/Description
		6. List any dependencies this component has on other internal or external components.	The Workstation Browser is dependent on the FCE Web/Application Server. The FCE Web/Application Server is dependent on the Database Server, ESB Server, Imaging Module Document Viewer Server, and Print Server.
		7. Identify the support model under which this component is covered.	Unless otherwise specified, the component is supported by JSI.
		8. Can the component be leveraged in a cloud environment or is it required to be installed locally or on a physical device.	All server components can be deployed in a cloud or virtualized environment.
9.2.1	Web Servers	Describe the supported Web Servers and their versions.	Apache Tomcat 7.x.
9.2.2	Oracle Products	If proposed solution is based on Java technologies, describe support for Oracle WebLogic application server and the supported versions.	FCE runs on Apache Tomcat 7.x. Other web application servers are not supported.
9.3	Computing Environment	List the names of all supported computing environments in the following section. Identify the version and Vendor's level of support for each.	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.3.1	Hardware Environment:	Describe the hardware environment required to utilize the proposed software in a local data center and a cloud hosted datacenter. In the event there is more than one suitable hardware platform, list the best options indicating the relative strengths and drawbacks (if any) of each. Detail the necessary hardware for each of the following environments:	Whether deployed in a local data center or in a cloud hosted data center, the FCE system may be deployed on Microsoft Windows or Linux, Intel-based commodity servers. As an N-tiered system, the various components of FCE (e.g., Web/Application Server, Database Server, ESB Server, etc.) can be deployed on different hardware (or VMs) using single servers or clusters for each tier. The FCE architecture is extremely flexible and provides various deployment options to meet scalability, high availability and disaster recovery requirements. See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		1. Production environment for a court with less than 250 users	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		2. Production environment for a court with 250 to 500 users	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		3. Production environment for a court with 500+ users	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		4. Court data center hosting over 2500 users from multiple courts	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.3.2	Network Environment:	Describe the network environment required to utilize the proposed software for a local data center and a cloud hosted data center. In the event that there is more than one suitable network configuration, list options indicating any relative strengths and drawbacks of each. Detail the necessary network infrastructure for each of the following environments:	The FCE system is an N-tiered, browser-based system. Each tier of the architecture communicates with other tiers over an IP network. FullCourt Enterprise requires no particular configuration, equipment, and/or vendor for the IP network. We strongly recommend the following as a minimum: <ul style="list-style-type: none"> • A 1 Gbps connection to each of the application and database servers. • A 1 Gbps connection between the application servers and the backbone. • At least a 100 Mbps connection to the workstations. See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		1. Production environment for a court with less than 250 users.	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		2. Production environment for a court with 250 to 500 users.	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		3. Production environment for a court with 500+ users.	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
		4. Court data center hosting over 2500 users from multiple courts	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.3.3	Operating System(s):	Identify the operating system(s) required by the proposed application software and other architectural components. In the event there is more than one suitable operating system, list all options indicating any relative strengths and drawbacks of each.	FCE may be deployed on Microsoft Windows or Linux variant operating systems. See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.

9.3.4	Desktop Requirements:	<p>Identify the desktop computer hardware and software specifications that are required by the CMS solution. Include typical requirements for a "power user," occasional/casual user, report viewer, system administrator and work requester. Also, note if local administrative access is required on desktops and in what situations that would be required. Detail the necessary desktops for each of the following environments:</p>	<p>Minimum Configuration:</p> <ul style="list-style-type: none"> - Dual-core processor, or better - 4 GB memory - 100 Mbps Ethernet adapter - Microsoft Windows 7 / 8 / 8.1 / 10 Professional - Microsoft Word 2010 or later (or other word processor that supports RTF format) - Google Chrome 41 or later - Internet Explorer 11.x or Microsoft Edge <p>Recommended Configuration:</p> <ul style="list-style-type: none"> - Quad-core processor, or better - 8 GB memory - Gigabit Ethernet adapter - Microsoft Windows 7 / 8 / 8.1 / 10 Professional - Microsoft Word 2010 or later - Google Chrome 56 or later - Solid-State Drives (SSD) are recommended for courtroom workstations using Courtroom Session functionality. <p>All major browsers are supported for public access.</p> <p>See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.</p> <p>Local administrative access is only required on desktops to install the optional workstation components listed in Item 9 above.</p>
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#	Category	Requirements	Response/Description
		1. Production environment for a court with less than 250 users	N/A
		2. Production environment for a court with 250 to 500 users	N/A
		3. Production environment for a court with 500+ users	N/A
		4. Court data center hosting over 2500 users from multiple courts	N/A
9.4	Client Web Browser Requirements	If the application is web-based, list the supported web browsers. Include version and level of support. Describe the browser plug-ins or ActiveX controls required for the solution.	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.5	Virtualization	Include the version and level of support when responding to the following questions:	
9.5.1	Server Virtualization	List the names of the proposed solution's supported server virtualization platforms.	FCE, and its various components, can run in a virtualized server environment, including VMware or Microsoft Hyper-V. There are no specific virtualization platform restrictions. See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.5.2	Desktop Virtualization	List the names of the proposed solution's supported desktop virtualization, thin-clients and/or zero clients. Does your solution allow for other hardware within the virtual desktop environment, such as tablets or smartphones?	For optimal performance, Desktop Virtualization is not recommended.
9.6	Data Management		
9.6.1	Database Platform(s):	The Proposer should identify the ideal database platform for the proposed software. In the event there is more than one suitable database platform, list all options indicating any relative strengths and drawbacks of each. Detail the database architecture for each of the following environments:	Oracle or SQL Server. JSI is an Oracle Partner.
		1. Production environment for a court with less than 250 users	Oracle or SQL Server, per Court's preference. Consider Oracle Active Data Guard or SQL Server AlwaysOn Availability Groups for standby with automatic failover.
		2. Production environment for a court with 250 to 500 users	Oracle or SQL Server, per Court's preference. Use Oracle Active Data Guard or SQL Server AlwaysOn Availability Groups for standby with automatic failover.
		3. Production environment for a court with 500+ users	Oracle or SQL Server, per Court's preference. Use Oracle Active Data Guard or SQL Server AlwaysOn Availability Groups for standby with automatic failover.
		4. Court data center hosting over 2500 users from multiple courts	Oracle or SQL Server, per Court's preference. Use Oracle Active Data Guard or SQL Server AlwaysOn Availability Groups for standby with automatic failover. Consider Oracle RAC for scalability and high availability.
9.6.2	Supported Databases	List supported databases, including the version and level(s) of support.	Oracle 11g / 12c (Standard Edition, Standard Edition 2, or Enterprise Edition) or Microsoft SQL Server 2008 R2 / 2012 / 2014 (Standard or Enterprise) JSI is an Oracle partner and provides 1st-line support for any Oracle DBMS sold to Court. For SQL Server, or Oracle purchased through other channels, JSI does not provide support. See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.6.3	Data Consistency	Describe how data consistency is handled within the proposed solution.	FCE maintains data integrity throughout the application by using optimistic concurrency control for handling potential database transaction conflicts when multiple concurrent users access the same data, whether the users are in a single location or in multiple court locations.
9.6.4	Database Environments	Does the solution allow for multiple environments for data, such as test, development or high availability?	Yes, separate instances of FCE can be deployed for production, test, and development environments.
9.6.5	Stored Procedures & Views	Describe how stored procedures and views are used within the proposed solution.	Store Procedures are only used for case purge functionality. Database views are provide for use by the FCEAd Hoc reporting functionality, as well as 3rd-party reporting tools, to simplify queries required for reporting.
9.6.6	Database Components	In addition to the database server describe any software components that are required to run on Database Server.	None.
9.7	Software		
9.7.1	Licensing & Ownership	Specify the customer's ownership and licensing rights with regard to the proposed software. Describe for both internal and external components. If the solution proposed uses open source software, the proposer should provide indemnity. Also, describe how enhancements paid for by one California trial court will be made available to other trial courts without duplicating payment for the development effort.	Justice Systems Inc. creates and sells software products, in this case a Court Case Management Systems. These products and their associated help files, manuals, etc. —and all past, current, and future extensions and enhancements to these work products— are the intellectual property of Justice Systems. The products are licensed for use by our customers but it is not sold to them. If a customer requests enhancements, modifications, or integrations be added to the product, those changes become an inseparable part of the product and remain the intellectual property of Justice Systems Inc. Justice Systems warrants its products to perform as specified in the functional documentation of the system, including custom modifications made and documented as part of meeting the requirements as specified in the contract between the Court and Justice Systems, for one year after acceptance of the system. After the warranty period, a maintenance and support agreement is required to receive continued support for the product.
9.7.2	Code Transparency	1. Specify whether source code is viewable by courts. 2. Will courts have access to version control repository?	No, JSI maintains strict control over its intellectual property. No, JSI maintains strict control over its intellectual property.
9.7.3	Languages	Specify software language(s) used for the following components: 1. Core Components	Java, Javascript

#	Category	Requirements	Response/Description
		2. Add-on Components	Java, Javascript, Groovy, C#
		3. Scripting/Automation	Groovy, Java
		4. Database Manipulation and Queries	PL/SQL, T-SQL
9.7.4	Portability & Extensibility	1. Will courts have the ability to compile the code in-house?	No, JSI maintains strict control over its intellectual property.
		2. What tools or packages are recommended for development?	SAP Crystal Reports for developing custom reports.
		3. Are the recommended tools included with the proposed solution?	No.
9.8	Security	The proposed solution shall include access controls over functions as well as ensuring the confidentiality of sensitive and private information. Describe the overall security features of the system. Explain how software and hardware security controls are used to enable or restrict access to documents, functions and data. Identify integrity features which would enable multiple user groups such as courts and justice partners to share the system and have access to the same data while maintaining data integrity.	<p>The FCE solution provides a strong foundation of security controls, including authentication, access controls, logging and encryption, to secure access to functionality and sensitive data. FCE utilizes a role-based security model to simplify the administration of access controls. The multi-tier architecture of FCE allows for best-practice deployment when combined with hardware security controls and security zones.</p> <p>FCE provides numerous design features to provide comprehensive security and protect data resources, including:</p> <ul style="list-style-type: none"> • A robust authentication and access control framework (i.e., Spring Security). • A robust role-based security system where data entry screens and fields can be secure based on the user's role. • Public access is provided via a replica of the production database. • Secondary level of security at the data access layer for public-access and read-only users. • Security Logging. • Encryption. • A Multi-tier architecture that supports security zones. • User sessions expire after a configurable inactivity period. • Use of an Object Relational Mapping library (i.e., Hibernate) for database access, which guards against SQL injection by using prepared statements that bind the arguments to the SQL statement, rather than processing plain text. <p>FCE maintains data integrity throughout the application by using optimistic concurrency control for handling potential database transaction conflicts when multiple concurrent users access the same data.</p>
9.8.1	Authentication	List the supported methods of authentication. Describe the degree to which the authentication method is supported (full or limited support) and if applicable, specify the protocol and version number.	<p>Users are authenticated in the application by user ID and password. In addition, FCE supports client side certificates for multi-factor authentication.</p> <p>FCE utilizes an open platform security module for authentication (i.e., Spring Security). This security module supports a wide range of authentication models (either provided by third parties, or developed by standards bodies such as the Internet Engineering Task Force) using a variety of pluggable providers. In addition to its own authentication, FCE supports authentication using Microsoft Active Directory via LDAP. Support for single sign-on via SAML (Security Assertion Markup Language) is in progress.</p>
		9.8.1.1 Describe authentication integration with solutions like Computer Associates SiteMinder, Microsoft Active Directory, Office 365 and protocols such as OAuth.	See Item 9.8.1 above.
9.8.2	Access Control	Describe how access control is managed within the core application, database and across internal and external components.	<p>Security in FCE consists of Functional, Field, and Context security, and is assigned to users by connecting/associating the users to defined "roles" (e.g., judge, clerk, administrator, etc.). Roles are used to determine and control security permissions. Users have no access to any part of the system except for that explicitly granted through the role the user is assigned. FCE comes with a public-access role with default security settings that can be modified according to the requirements of the court.</p> <p>Each role is first defined with functional security allowing that role basic access to the functionality of the system. Functional security represents the menu choices and links within the system; i.e., the basic access to pages (or screens) within the system. For example, if a role is not specifically granted permission to access the financial pages within the FCE system, users connected to that role will not be able to view financial menu choices or links on pages displayed in the presentation tier. Additionally, the business processes on the application tier are made aware of security permissions. Consequently, the processes would reject any access request to a page for which the user (role) does not have specific access permission. Functional permissions to pages are granted as Read-Only, Add/Update, and Add/Update/Delete. If no permission is granted the role has no access.</p> <p>Field security is used to refine functional permissions. For example, the functional security of a page can be set to read-only, but a certain field on that page can be set to Add/Update. Conversely, the functional security of a page can be set to Add/Update, while the security of a certain field on that page can be set to Read-Only, or to No Access, such that the field's value is redacted when the user accesses that page. Field security is used only as required so as to modify the functional security of fields on a page.</p> <p>Context security applies to the access to data based on the values stored in that data. FCE includes context security based on case types and sub-types (if used). A role can be restricted to access only certain types of cases, such that while functional security may grant access to case processing pages, the role's permission restricts the user to retrieving and displaying only cases of certain types. Access to sealed cases is another example of context security in FCE.</p> <p>Users of FCE do not have database IDs and passwords assigned to them; only the application has access to the database. Therefore, end-users of FCE would have no direct database access except as may be granted by the database administrator.</p>

#	Category	Requirements	Response/Description
9.8.3	Justice Partner, Public & Remote or Internet-Based Access	Describe security for remote access into the system for e-Filers, end-users, justice partners, and the public. Include but do not limit to encryption methods for data protection both in transit and at rest, browser requirements and authentication methods.	Whether local access or remote access, court user access, justice partner access, or public-access, each user's permissions are determined and controlled by the security role assigned to the user within FCE. See Items 9.8.5.2 and 9.8.5.3 below for encryption methods. Google Chrome is recommend for court users, but all major browsers are supported for public access. See Item 9.8.1 above for authentication methods.
9.8.4	Security Logging	Describe the methods for logging access to the end user applications, data and user configuration/maintenance screens. Identify event types captured, how access to the log is made and how security of the log is provided.	FCE keeps an audit trail of user login activity. FCE also records who created a given data record in the system and when, and also records the last person to update each record and when. Additionally, the database server can be configured to keep an audit trail of all database writing activities—record creation, record editing, and record deletion, including all affected data in the record, and the date and time made. As with any full system auditing processes involving a high degree of user activity, system performance may be impacted.
9.8.5	Encryption		
9.8.5.1	Protocols & Standards	List encryption protocols and standards used by the proposed system. Include version numbers when applicable.	HTTPS/SSL, SFTP
9.8.5.2	Encrypted Communications	Specify encryption methods used for communications between client, server, data replication and any external components.	FCE is a browser-based solution and supports HTTPS using either Secure Sockets Layer (SSL) and/or Transport Layer Security (TLS) such that all communications between the browser and the application server are encrypted end-to-end. For data replication, the underlying DBMS controls the encryption for data replication.
9.8.5.3	Encryption of Sensitive Data	What methods does the proposed solution use to protect sensitive data like credit card numbers or social security numbers?	User passwords are stored using MD5 one-way hash. Support for bcrypt as the default hashing algorithm is scheduled for the next major release. FCE supports encryption of key sensitive data elements. In order to maintain compliance with the Payment Card Industry Data Security Standard (PCI-DSS), FCE does not support storing of full credit card numbers (i.e., just last 4 digits). Where greater encryption of sensitive data is required, JSI recommends using the data encryption capability of the underlying DBMS (e.g., Oracle Transparent Data Encryption).
		1. Describe what data elements are currently configured to be sensitive data.	Passwords, credit card numbers, social security numbers, driver's license.
		2. Is there a configuration option or mechanism to define what data elements are sensitive data and subject to encryption.	Not within FCE, but can be configured when using the data encryption capability of the underlying DBMS.
9.8.5.4	Other Encryption	List any other encryption used by the proposed solution, include local and cloud installation.	Support for bcrypt as the default hashing algorithm for passwords is scheduled for the next major release. FCE supports encryption of key sensitive data elements.
9.8.6	Security Zones	Describe security design features preventing malicious input into the system	FCE uses an Object Relational Mapping library (i.e., Hibernate) for database access, which guards against SQL injection by using prepared statements that bind the arguments to the SQL statement, rather than processing plain text that may have been entered into an entry field.
9.8.6.1	N-Tier architecture design supporting security zones	Describe if the proposed solution how this solution can be deployed in an n-tiered environment protected by security zones.	Yes, the multi-tier architecture of FCE allows for best-practice deployment when combined with hardware security controls and security zones. For example, for the public access environment, the web/application server would typically be deployed inside the DMZ, while the database server would be deployed inside an interior firewall in a protected zone. See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.8.6.2	Security Requirements	Provide the proposed products application documentation for security processes, network protocols and ports.	See Exhibit 16, Section 7 FullCourt Enterprise System Configuration Guide.
9.8.7	Proxy Support	Describe the proposed products use with proxy services, devices and/or applications that have been used with the proposed system.	FCE has been deployed using both hardware and software load balancers to support a cluster of FCE application servers, as well as to implement SSL offloading. In addition, FCE has been deployed using the Apache web server for SSL offloading. FCE has also been deployed with an F5 firewall appliance to control access to the application from outside the hosted network. JSI support deployments using a hardware or software proxy.
9.8.8	Integration with Existing Identity Management Systems	List and describe which Identity Management Systems are currently supported and how it's integrated.	Microsoft Active Directory via LDAP. In addition, support for single sign-on via SAML (Security Assertion Markup Language) is in progress.
10	CONFIGURATION CONSTRAINTS	The proposed solution should be highly configurable and allow the majority of changes to reference tables, screens, reports, forms, documents, help screens, business rules and work-flow to be made with configuration tools rather than custom code. The Proposer shall describe the overall level and manner of system configurability with regards to these items. Does the proposed solution allow approved copying of existing live court configuration for common configuration items (Register of Action entries, code tables, minute codes, etc.)?	The FCE solution is highly configurable as outlined below. Several configuration tables can be imported from external files. Others can be imported by JSI using database scripts.

#	Category	Requirements	Response/Description
10.1	Responsiveness to Required Changes	The proposed solution must be designed to enable the Court to respond in a timely manner to legislative mandates and changes in regulations without the need for significant involvement by IT personnel. However, the system must also have the option to secure configurable options from user manipulation. This includes the use of table-driven parameters and menu capabilities that enable system administrators to tailor the system to meet their operational needs. Describe how the system is designed to meet this requirement.	The FCE solution is highly configurable without program modifications, and many of the unique requirements of individual Courts can often be met through proper system setup and configuration, workflows, work queues, ad hoc reporting, document templates, role-based security, etc. Configuration changes to FCE can generally be performed by Court staff without JSI involvement. Examples of user-configurable setup tables include: <ul style="list-style-type: none"> • Statutes/Ordinances • Fines/Fees and Associated Rules • Fine/Fee Distribution Rules • General Ledger Accounts • Charging Language • Sentencing Ranges • And Dozens More FCE uses roles to determine and control security permissions. Each user is assigned a role (e.g., judge, clerk, administrator, etc.). A user's role determines what menus, pages, functions and fields are available to the user. Users have no access to any part of the system except for that explicitly granted through the role the user is assigned.
10.2	Role-Based Preference	The proposed solution should ideally have the capability to configure role-based preferences that enable users to interact with the system more efficiently. Identify and describe the proposed solution's support for role-based preferences.	FCE uses roles to determine and control security permissions. Each user is assigned a role (e.g., judge, clerk, administrator, etc.). A user's role determines what menus, pages, functions and fields are available to the user. In addition to role-based permissions, FCE provide user preferences.
11	INSTALLATION, ADMINISTRATION & MAINTENANCE		
11.1	Tools	The Proposer shall list the recommended tools for administration and maintenance of the proposed solution, including the core application, the database and all internal and external components. If the tools are not included in the base offering then identify them as such.	Recommended support tools for administering, diagnosing and managing performance of the FCE solution include: <ul style="list-style-type: none"> • TeamViewer—used by JSI to establish a remote support session. • JavaMelody (open source) —used to monitor memory, CPU utilization, sessions, jobs, threads, HTTP requests, database queries, performance metrics, errors, etc., and measure and calculates statistics of response times (e.g., min, max, average, mean, medium). • ActiveMQ Manager (open source)—used to monitor the ActiveMQ Java Messaging Services used by the FCE ESB. • JConsole (part of Java Development Kit)—used to monitor the FCE application running on the Java Virtual Machine (JVM) and identify possible performance issues. • Oracle Enterprise Manager / Microsoft SQL Management Studio—used for diagnosing and managing optimal performance for the database using Oracle's published best practice guidelines. • Standard Operating System administration, management and monitoring tools—used for diagnosing and managing OS performance using the OS vendors published best practice guidelines. • Oracle SQL Developer—used for querying the database. All these tools are available as part of the proposed solution except for Microsoft SQL Management Studio, which is included with Microsoft SQL Server.
11.2	Administration	The Proposer should describe administration tools/features that differentiate the proposed solution from competitor solutions.	FCE and JSI use industry standard administration tools.
11.3	Client Installation	The Proposer shall provide an overview of the client installation process, including any related external components. Indicate what post-installation steps are required, such as types of configuration parameters that need to be modified.	FCE is a browser-based application, so besides the browser, no other components are required on the client other than to support optional modules and/or enhanced features. See Item 9 above for specifics. MSI files are provided for these components, so they can be installed via a group policy.
		Proposed solution must be able to run on the client while logged into the OS with standard user permissions.	FCE meets this requirement.
		The client should not require post-installation changes to system security settings.	FCE meets this requirement.
11.4	Server Installation	The Proposer shall provide an overview of the server installation process, including any related external components. Indicate any post-installation steps that are required.	The high-level process for installing FCE includes the following steps: <ol style="list-style-type: none"> 1. Install Java Runtime. 2. Install the DBMS (i.e., Oracle or SQL Server). 3. Install WinSCP FTP client. 4. Download FCE installers from FTP site. 5. Install Imaging Module (Prizm Server). 5. Run FCE application Installer. 6. Configure FCE application via property files. 7. Install/Configured external ESB Server (if required).
11.5	Patch/Upgrade Installation	The Proposer shall provide an overview of the patch/upgrade installation process. Discuss the standard release update process for the core CMS and all internal and external components.	FCE patch/upgrade releases are installed using an installer provided by JSI. Occasionally an update is required for the ESB, and client-side components identified in Item 9 above.
12	Diagnostics & Performance Optimization		

#	Category	Requirements	Response/Description
12.1	Recommended Diagnostic Tools	The Proposer shall list recommended tools and best practices for diagnosing and managing optimal performance with proposed solution. Indicate whether the tools are included as part of the proposed solution.	<p>Recommended support tools for administering, diagnosing and managing performance of the FCE solution include:</p> <ul style="list-style-type: none"> • TeamViewer—used by JSI to establish a remote support session. • JavaMelody (open source) —used to monitor memory, CPU utilization, sessions, jobs, threads, HTTP requests, database queries, performance metrics, errors, etc., and measure and calculates statistics of response times (e.g., min, max, average, mean, medium). • ActiveMQ Manager (open source). • JConsole (part of Java Development Kit)—used to monitor the FCE application running on the Java Virtual Machine (JVM) and identify possible performance issues. • Oracle Enterprise Manager / Microsoft SQL Management Studio—used for diagnosing and managing optimal performance for the database using Oracle’s published best practice guidelines. • Standard Operating System administration, management and monitoring tools—used for diagnosing and managing OS performance using the OS vendors published best practice guidelines. • Oracle SQL Developer—used for querying the database. <p>All these tools are available as part of the proposed solution except for Microsoft SQL Management Studio, which is included with Microsoft SQL Server.</p>
12.2	Support for Performance Optimization	The Proposer shall specify the degree to which performance optimization for the proposed solution is covered under the support agreements. Be specific if the level of support is not consistent across all components. Does the solution have defined procedures and methodologies documented and available for performance and application optimization?	<p>Performance issues with the FCE Application Server, Imaging Module Document Viewer Server (i.e., Prizm), and ESB Server are included under FCE maintenance and support.</p> <p>Performance issues with the FCE database schema (e.g., missing indexes) are included under FCE maintenance and support.</p> <p>Performance issues with the Oracle database server, if provide by JSI, is included under FCE maintenance and support. Optimization tuning of the Oracle database server itself is included under maintenance and support.</p> <p>Performance issues and optimization for Microsoft SQL Server itself and Microsoft Print Server are not included under FCE maintenance and support, however, JSI will assist the Court in isolating the issue to a component outside of FCE.</p> <p>Performance issues with custom reports created by the Court is not included under FCE maintenance and support, however, JSI provides assistance at our contracted hourly rate.</p> <p>Optimization tuning of other system components not mentioned above (e.g., workstations, network, switches, virtualization platform, etc.) is not included under FCE maintenance and support, but JSI will assist the Court in isolating the issue to a component outside of FCE.</p> <p>JSI uses defined tools for measuring performance of the system, however, each deployment is unique and specific procedures and methodologies vary from deployment to deployment.</p>
13	AUDITING & MONITORING	Vendor shall describe the following for the base application, database(s) and any internal and external components.	
13.1	Auditing	Describe the proposed solution’s auditing features not already covered in 9.8.4 (Security Logging), including but not limited to: Database transaction auditing, authentication audits and security violation options.	See Items 9.8.4 and 13.3.
13.2	Monitoring	1. Provide a description of the recommended monitoring architecture for the proposed solution.	See answers below.
		2. Identify which of the following monitoring tools are included as part of the base offering and the support model under which they are covered.	All the monitoring tools listed below are available as part of the proposed solution, or our open source tools, except for Microsoft SQL Management Studio, which is included with Microsoft SQL Server.
		a. Health Monitoring	<ul style="list-style-type: none"> • FCE Health Status Page—used to show the overall health of the application (e.g., memory, user sessions, database, disk space, ESB, etc.) by making a single HTTP request. Can be used with third-party monitoring tools to provide alerts. • FCE Memory Usage Dialog—used to show server memory usage of application. • JavaMelody (open source) —used to monitor memory, CPU utilization, sessions, jobs, threads, HTTP requests, database queries, performance metrics, errors, etc., and measure and calculates statistics of response times (e.g., min, max, average, mean, medium). • JConsole (part of Java Development Kit) —used to monitor the FCE application running on the Java Virtual Machine (JVM) and identify possible performance issues. • Standard Operating System administration, management and monitoring tools—used for diagnosing and managing OS performance using the OS vendors published best practice guidelines
		b. Application Monitoring	<ul style="list-style-type: none"> • FCE Health Status Page—used to show the overall health of the application (e.g., memory, user sessions, database, disk space, ESB, etc.) by making a single HTTP request. Can be used with third-party monitoring tools to provide alerts. • FCE Memory Usage Dialog—used to show server memory usage of application. • FCE logs. • JavaMelody (open source) —used to monitor memory, CPU utilization, sessions, jobs, threads, HTTP requests, database queries, performance metrics, errors, etc., and measure and calculates statistics of response times (e.g., min, max, average, mean, medium). • JConsole (part of Java Development Kit) —used to monitor the FCE application running on the Java Virtual Machine (JVM) and identify possible performance issues.

#	Category	Requirements	Response/Description
		c. Database Monitoring	<ul style="list-style-type: none"> • Oracle Enterprise Manager—used for diagnosing and managing optimal performance for the database using Oracle’s published best practice guidelines. • Microsoft SQL Management Studio—used for diagnosing and managing optimal performance for the database using Microsoft’s published best practice guidelines. • Standard Operating System administration, management and monitoring tools—used for diagnosing and managing OS performance using the OS vendors published best practice guidelines. • Oracle SQL Developer – used for querying the database to extra data and perform analysis.
		d. Performance Monitoring	<ul style="list-style-type: none"> • JConsole (part of Java Development Kit) —used to monitor the FCE application running on the Java Virtual Machine (JVM) and identify possible performance issues. • FCE logs. • JavaMelody (open source) —used to monitor memory, CPU utilization, sessions, jobs, threads, HTTP requests, database queries, performance metrics, errors, etc., and measure and calculates statistics of response times (e.g., min, max, average, mean, medium). • Oracle Enterprise Manager—used for diagnosing and managing optimal performance for the database using Oracle’s published best practice guidelines. • Microsoft SQL Management Studio—used for diagnosing and managing optimal performance for the database using Microsoft’s published best practice guidelines.
		e. Work-flow Monitoring	FCE records workflow history for every transition in the workflow, and every action taken at each step in the workflow.
		f. Data Exchange Monitoring	<ul style="list-style-type: none"> • FCE and ESB logs. • ActiveMQ Manager (open source)—used to monitor the ActiveMQ Java Messaging Services used by the FCE ESB. • JavaMelody (open source) —used to monitor memory, CPU utilization, sessions, jobs, threads, HTTP requests, database queries, performance metrics, errors, etc., and measure and calculates statistics of response times (e.g., min, max, average, mean, medium). • JConsole (part of Java Development Kit) —used to monitor the FCE and ESB application running on the Java Virtual Machine (JVM) and identify possible performance issues.
13.3	Logging	The Proposer shall provide an overall description of the recommended logging architecture for the proposed solution and respond to the following items.	FCE utilizes a flexible logging mechanism (Log4J) across the product. Logging is separated by component and can be filtered accordingly.
		1. Describe the solution’s support for Syslog	FCE logs to separate log files and doesn't use Syslog.
		2. Describe the types and/or categories of information logged	FCE logs the following types of information: authentication requests (including IP source address), HTTP requests, jobs, data exchanges, exceptions, and errors, info, debug, and trace information, etc. .
		3. Describe the solution’s ability to set logging levels	The following logging levels can be set: Fatal, Error, Info, Debug, and Trace.
		4. Describe the solution’s ability to limit log size	Log size can currently be limited, but old log data is lost (i.e., not archived). Ability to limit log size with rollover and archiving capability is currently in testing and will be available in an upcoming maintenance release.
		5. Describe the solution’s ability to archive and roll logs	Log file rollover time period is configurable and old log files are automatically compressed. Ability to set a retention period on compressed log files and configure archival or removal of old log files is currently in testing and will be available in an upcoming maintenance release.
14	DOCUMENTATION & TRAINING	The Courts require a comprehensive documentation and training program developed by the Proposer in cooperation with the Court and delivered “just-in-time”. The Proposer shall provide in-person training to end-users, technical staff and Court trainers. The training should go beyond simply navigating the system and should include training tailored to the role-based day-to-day operational system based activities of court stakeholders.	
		Training deliverables must include an effective combination of written material coupled with classroom sessions and hands-on practice. If computer-based modules or other delivery means are also available then please include them in your description when addressing the items below. All training materials shall be effectively cataloged, reusable, and modifiable by the Court. The Proposer shall describe what differentiates the documentation and training included with the proposed solution from documentation and training provided by competitive solutions. The description shall address each of the following areas:	
		1. Training Program Overview	Please refer to Exhibit 11, Training
		2. End User Documentation & Training	Please refer to Exhibit 11, Training
		3. Technical Documentation & Training	Hands-on Technical training is provided, along with available Installation guides, troubleshooting guides, and TechNotes.
		4. Installation/Configuration Documentation & Training	Installation documentation is provided, along with hands-on training.
		5. System Administrator Documentation & Training	Hands-on System Administrator training is provided, along with available TechNotes.
		6. Troubleshooting/Maintenance Documentation & Training	Hands-on Troubleshooting/Maintenance training is provided, along with available Troubleshooting Guides and TechNotes.

#	Category	Requirements	Response/Description
		7. Interface Developer Documentation & Training	A FCE Data Dictionary and Quick Start Guide are provided. Interface Developer Training is not included in this proposal, but JSI can provide training at our contracted hourly rate. In addition, developer training for the Mule ESB is available from 3rd party sources.
		8. Train-the-Trainer Documentation & Training	Please refer to Exhibit 11, Training
		9. Self Service Documentation & Training	<p>Each implementation includes hardware configuration guides for each product, setup guides for configuring each product, a full data dictionary, and a merge code guide. Our systems include contextual help documentation that is current and up-to-date with each release. FCE contextual help documentation provides users with easy access to all information regarding a page and its fields, and an index search on any topic in the system. Online Helps are augmented as changes are made to the system or new functionality is added. The new or changed topics are included with the update containing the changes or new functionality.</p> <p>Moreover, several printable Setup Guides, Quick Start Guides, Troubleshooting Guides, and Tutorial Videos are available to provide basic training on specific features of FCE. Printable manuals are generally provided in PDF format and are available to any user through the Online Help. Online documentation and training manuals are a key component in providing your staff with ongoing training after the initial implementation. Experienced users can refresh their skills and new users will be able to readily gain the instruction they need to begin work quickly.</p> <p>In addition to our regular support services, a JSI Software Conference is conducted annually by JSI and historically has been well attended by our user community. Training is an integral part of our annual Software Conference. An annual corporate update is provided as well as our vision into the future. This helps end-users, technical staff, and key decision makers remain well informed and aware of what can be expected from our corporate strategy and product perspective within the near future.</p>
15	DATA MIGRATION	The Courts requires that the Proposer have a defined approach for conducting data migration and experience with migrating data from the technologies currently in use by the Courts. The Proposer must perform an in-depth analysis of provided data structures and values, develop a plan for translating data, and develop procedures for migrating and validating data. The Court requires a very high degree of conversion completeness and accuracy with special regard for elimination of duplicate records.	<p>JSI has found many ways to help make courts of all sizes work more effectively and efficiently. Most importantly, JSI' technologies reduce the need to use paper in the court environment. JSI not only offers these products but also encourages agencies to implement conscious decision-making practices that benefit both productivity and the paper-on-demand court. A paper-on-demand court means all information is stored digitally, and information is only printed as needed. If a party requires a paper copy of a record, then a copy can be printed for that party. Yet, the use of paper is avoided within the court.</p> <p>JSI' products include broad support for a paper-on-demand working environment. FCE includes standard citation import functionality. Our ESB provides a powerful engine for online integration with other systems, reducing paper reporting and data acquisition efforts.</p> <p>Additionally, our Integrated Imaging module is crucial for helping courts progress to a modern, paper-on-demand justice system. By scanning documents, users can view, edit, and manage documents within FCE. This eliminates the need for bulky, redundant, and wasteful filing practices.</p> <p>With electronic filing, integrated imaging, electronic notification, and interfacing with other justice partners through the ESB, the need for paper is greatly reduced. Information can be accessed online without the need to worry about finding a lost file. Internal and external justice partners no longer must wait for "paperwork" to be sent to continue processing a case/litigant. A reduced paper environment provides greater access to justice to the public.</p> <p>JSI' solutions can save money, boost productivity, save office space, make information sharing easier, keep information more secure, and greatly reduce the need for paper in the court. JSI is committed to maximizing online processing and minimizing paper while maintaining powerful reporting and document production capabilities.</p>
15.1	Data Conversion Philosophy, Approach & Methodology	The Proposer shall describe their strategy for conducting data conversion for the Case Management System project, including the philosophy, approach, methodology, tools and procedures to be used in developing conversion specifications and the identification of any potential issues. Describe the constraints and risks associated with data conversion for this project and how you will address these to ensure successful data conversion.	See Exhibit 16, Section 8 Standard Legacy Data Conversion.
15.2	Document Image Migration Philosophy, Approach & Methodology	The Proposer shall describe their strategy for conducting the migration of document images from existing Document Management Systems into the Case Management System, including the philosophy, approach, methodology, tools and procedures to be used in determining migration specifications and the identification of any potential issues. Describe the constraints and risks associated with data conversion for this project and how you will address these to ensure successful document migration.	See Exhibit 16, Section 8 Standard Legacy Data Conversion.
15.3	Where and How	The Proposer shall indicate where and how data conversion will be performed. Describe the methods used to ensure data safety, security and confidentiality.	See Exhibit 16, Section 8 Standard Legacy Data Conversion.
15.4	Available Options	The Proposer shall explicitly describe which of the following data conversion services are available with the proposed solution:	
		1. The Proposer provides full data conversion from start to finish including the preliminary data cleansing.	Not available. The court is primarily responsible for data cleansing.
		2. The Proposer provides full data conversion after the court performs an intensive data cleansing in advance of the actual data conversion.	Several options for data conversion are available based on the specific needs for each court (e.g. , Standard Legacy data conversion, Old Case History data conversion, or Full data conversion). See Exhibit 16, Section 8 Standard Legacy Data Conversion for more details.
		3. The court is responsible for all data conversion.	Available via manual data entry.

#	Category	Requirements	Response/Description
15.5	Configuration Migration	In support of the configuration mentioned in Section 10 describe configuration migration between environments (Test, Production, etc.) and the tools to support configuration migration.	FCE stores table configuration in the database. Migrating the current production configuration to a test environment is accomplished by restoring a backup of the production database into the test environment, and copying document templates from production to test. Integration configuration is configured via property files on the server, which can be copied and/or edited.
16	VALUE-ADD TECHNICAL FEATURES		
16.1	Paperless Court	The proposed solution should help courts' remove their dependency on paper. The Proposer should list any additional information not already covered that will help facilitate this.	<p>JSI has found many ways to help make courts of all sizes work more effectively and efficiently. Most importantly, JSI' technologies reduce the need to use paper in the court environment. JSI not only offers these products but also encourages agencies to implement conscious decision-making practices that benefit both productivity and the paper-on-demand court. A paper-on-demand court means all information is stored digitally, and information is only printed as needed. If a party requires a paper copy of a record, then a copy can be printed for that party. Yet, the use of paper is avoided within the court.</p> <p>JSI' products include broad support for a paper-on-demand working environment. FCE includes standard citation import functionality. Our ESB provides a powerful engine for online integration with other systems, reducing paper reporting and data acquisition efforts.</p> <p>Additionally, our Integrated Imaging module is crucial for helping courts progress to a modern, paper-on-demand justice system. By scanning documents, users can view, edit, and manage documents within FCE. This eliminates the need for bulky, redundant, and wasteful filing practices.</p> <p>With electronic filing, integrated imaging, electronic notification, and interfacing with other justice partners through the ESB, the need for paper is greatly reduced. Information can be accessed online without the need to worry about finding a lost file. Internal and external justice partners no longer must wait for "paperwork" to be sent to continue processing a case/litigant. A reduced paper environment provides greater access to justice to the public.</p> <p>JSI' solutions can save money, boost productivity, save office space, make information sharing easier, keep information more secure, and greatly reduce the need for paper in the court. JSI is committed to maximizing online processing and minimizing paper while maintaining powerful reporting and document production capabilities.</p>
16.2	Print-On-Demand	The Proposer shall describe the scope of the solution's print-on-demand capabilities.	See response to Item 16.1 above.
16.3	Electronic Public Access	The Courts require that the solution be capable of supporting public access using common electronic communications means such as terminals, PCs, internal/external kiosks, smartphones or other personal devices. This access will be used for a variety of functions including access to case information, e-Filing by pro-se litigants, customer payments, legal research, etc.	Our Public Access module provides a web-based, user-friendly interface for public users. The FCE case management system is a thin-client, browser-based system inherently suited to support electronic Public Access using common electronic communications means (e.g., PCs, kiosks, Internet, etc.). The Public Access search functionality includes multiple search criteria, the ability to search by name, and simultaneous display of index details and images. This Internet-enabled Public Access, allows public users to conduct search activities via the Internet. The Public Access web portal will also provide access to court calendars and other inquiries. FCE utilizes role-based security, which is ideally suited for providing Public Access. The Public Access security role is configured to prevent access to sensitive information. A separate Application server and separate Database Server are used for Public Access, utilizing a replica of the production database which is updated real-time.
		Describe how the proposed solution supports electronic public access, including the identification of features included in the solution that will ensure privacy and security during and after access by an individual. Additionally, identify any constraints or potential issues which must be addressed by the Court to support this capability.	
16.4	Non-Cash Payment Capability	The Courts require a comprehensive electronic commerce solution in the CMS. Describe the electronic commerce capabilities included in your proposed solution for the following types of transactions. Identify any constraints or potential issues which must be addressed by the Court to support this capability:	This feature is optional to JBE under additional agreement.
		· Checks	This feature is optional to JBE under additional agreement.
		· Credit cards (in person, by phone and via Internet)	This feature is optional to JBE under additional agreement.
		· Automatic clearing house	This feature is optional to JBE under additional agreement.
		· Bank transfer	This feature is optional to JBE under additional agreement.
		· PayPal	NA
		· Automatic drafts	NA
16.4.1	PCI Standards Compliance	The Courts require that any component of the solution involved in the processing of credit card payments is compliant with the current version of the Payment Card Industry (PCI) Payment Application Data Security Standard (PA-DSS) and be a PCI Validated Payment Application for the processing of credit card payments both over the Internet and in card-present transactions. The Payment Card Industry Data Security Standard (PCI) Standard is available at https://www.pcisecuritystandards.org/ .	Per PCI best practices, FCE does not process or interact with any cardholder data, nor does it store the full credit card number (i.e., just the last 4 digits). As such, PCI-DSS requirements are not applicable to FCE, as verified by a 3rd party PCI Qualified Security Assessor (QSA). The optional CitePayUSA Online Payment System meets PCI-DSS requirements, as verified annually by a 3rd party PCI Qualified Security Assessor (QSA). The optional CitePayUSA Point-of-Sale Payment Module is a validated payment application and meets PA-DSS requirements, as verified by a 3rd party PCI Qualified Security Assessor (QSA).

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#	Category	Requirements	Response/Description
		Describe how your solution meets these specifications or your plan to do so as part of the implementation. Describe any additional infrastructure or configuration necessary to limit the scope of Court PCI compliance to the greatest feasible degree.	<p>As described in Item 16.4.1 above, JSI has architected the optional CitePayUSA payment solution to keep the main application out of scope for PCI. The audit and major burden of PCI for online payments is handled by JSI. Court PCI compliance is primarily required for in person and telephone payments.</p> <p>The networking configuration of a court can have impacts on the PCI compliance when using the optional CitePayUSA or any other payment system. Isolated any device that is used to process payments (PC connected to the POS terminal) will limit the requirements of the court.</p> <p>In a 2018 update to the optional CitePayUSA Payment Module, credit card terminals currently connected to workstations will be updated to connect directly to the network and communicate directly "Point-2-Point" (P2P) with the payment processor. This will take the POS workstations out of PCI scope as they will no longer be involved in processing the credit card payments.</p>
16.5	Additional Features	The Proposer should list any additional technical information that has not already been covered and differentiates the proposed solution from competitive solutions.	
16.5.1	System Integration with Supporting Software	Does the system allow for integrations with alternative software packages such as exhibit management, records management, court reporter and interpreter management/tracking, and jury management? List all of the software products the proposed solution integrates with. Provide the details of the integration and the location/court where the integration is currently being used.	FCE provides many standard interfaces for integrating with external software packages (e.g., RMS, Collections, etc.). FCE does not interface "out-of-the-box" with external court reporter, interpreter, or jury software packages, but custom integrations using the ESB are supported.
16.5.2	Vendor-hosted Solution	The Proposer shall describe if they offer a vendor-hosted solution and how it will meet the requirements of this RFP. Include in the response a description of the hosted solutions ability to authenticate through AD, if the CMS can run on a variety of cloud hosting solutions and the ability to interface with Office 365.	<p>Yes, a vendor-hosted SaaS solution is available, but is not included in pricing. See Table C, SaaS Hosting section for more details. Authentication through Active Directory is supported.</p> <p>FCE can run on any IaaS cloud platform (e.g., Amazon EC2, Microsoft Azure, etc.). JSI' vendor-hosted SaaS solution runs on Amazon EC2.</p> <p>FCE supports any SMTP-compliant service for sending email notifications.</p>

Table C. Intentionally Deleted.

Table D. Implementation and Deployment Services

1.0 Implementation and Deployment Services Overview

These are the requirements that set forth the roles and responsibilities of the parties for the Application Implementation and Deployment Services to be provided. These are the services required to devise a well thought out and thorough approach, a standards and best practices based methodology and deployment plan, and a successful deployment of the CMS Application.

2.0 Implementation and Deployment Services		
Item #	Implementation and Deployment Services	Response
2.1	Describe your implementation planning process (including project management, best practices, Organizational Change Management, Communications, and Personnel management).	Refer to Item 2.3 below.
2.2	Describe your recommendation for roles your company personnel will assume and the roles that Court staff should assume in the implementation process.	Justice Systems will provide a Project Manager dedicated to directing the implementation to a successful completion. Justice Systems' project team will also include a court specialist with experience in court processes and practices as well as Justice Systems' products and methodologies, and a Technical Lead who will focus on the Court's infrastructure and disaster recovery requirements. We anticipate that the Court will provide their own Project Manager to organize and direct the court's Project Team as well overseeing their coordination and work products. The Justice Systems Project Manager will be responsible for overall project organization and coordination, and will be directly responsible for the work of Justice Systems and for the delivery of Justice Systems' proposed products and services. The Court's project manager and team members can expect to contribute at least 25% of their work time to the project from contract signing to Go-Live. For additional information on the roles on the Court team, see the answer to Item 2.3 below.

2.3	Describe how your proposed management practices, procedures and tools conform to industry best practices and describe the benefits of your approach. Include coordination and control of deployment activities in order to identify and mitigate issues; overall approach to communication at all levels for the life of the project; organizational change management process; staffing level management process and personnel management process.	<p>Justice Systems has provided more than 650 public sector case management system installations across the nation. These installations include three statewide implementations and a plethora of local jurisdictions across many states with multiple products and integrated justice solutions. We have implemented our systems in sites of various sizes, from 1 to 500+ users. Each statewide implementation has been successfully customized and installed, and each continues to contract ongoing services for maintenance, support and technical enhancements meant to retain state-of-the-art capabilities. We are the largest privately-held company focused on helping court personnel use technology to serve the public.</p> <p>Justice Systems' processes and products have been refined over 35 years in the case management industry. Our products' rich configuration capabilities help to mitigate deployment complexities, along with our team members' professional experiences as former court and attorney staff with technical expertise obtained through interaction with court personnel, attorney personnel, administrative staff, and technical programmer-analysts.</p> <p>Using our methodology, we have successfully delivered functionally rich, leading-edge technologies for both large and small justice agencies across the nation. We believe a working partnership with our customers is essential to manage system implementations through systematic and conventional methods, resulting in process improvements that exceed customer expectations.</p> <p>Our approach applies business requirements analysis, systems design and development, and core product training as concurrent activities to transfer knowledge in both directions rapidly. This approach takes maximum advantage of the court's</p>
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		<p>knowledge of their policies, procedures, and requirements and Justice Systems’ knowledge of products, technologies, and best practices. Integrating project team training into the requirements analysis process overcomes one of the key challenges of change management as the court’s project team continuously familiarizes themselves with the features, capabilities, and use of Justice Systems’ products. Integrated training also inspires discovery of process improvements and optimizations through creative thinking and adaptive innovation on the part of the entire team.</p> <p>Justice Systems’ approach relies on the full engagement and participation of the stakeholders to deliver a production-ready system providing the functionality and interfaces required by the Court. We recommend that the Court establish a Project Team dedicated to the project’s success. The Project Team would provide the expertise necessary to explain the requirements in all functional areas of the business: Civil, Small Claims, Probate, Mental Health, Juvenile Dependency, Family Law, Cashiers, Judges/Magistrates, and Administrative Staff. The Project Team members, directed by the Court project manager, would meet monthly with Justice Systems’ project team to understand the capabilities of FullCourt Enterprise, refine the requirements and define the system implementation, and would be key participants in system acceptance, user training, and rollout.</p> <p>All meetings will be facilitated by key members of the Justice Systems project team. The meetings will guide the incorporation of Justice Systems’ products capabilities with the Court’s business processes to achieve optimized workflow and procedures. Justice Systems will use the iterative analysis approach to refine both our products and the Court’s processes to move the project quickly from inception to rollout. Communications within and among the project team members is continuous and includes project plan reviews, formal and informal analysis activities, and both written and verbal methods as needed.</p> <p>A clear Communications Plan is vital to the success of the project to ensure that all project resources are working towards the stated project objectives and that any hurdles are overcome in a well-planned and informed manner. It will build awareness and support for the project efforts among the project teams and stakeholders. It will outline the information to be provided to all project stakeholders and targeted audiences that have varying interests in the implementation of the project and assist to keep them informed of the progress of the project. Stakeholders may or may not have any direct responsibility for project tasks, but their participation and support is essential to project success.</p> <p>Executive communications will take place regularly at a pace that matches the size and scope of the Court’s implementation, but will take place at least monthly. Reporting will include detailed progress status on tasks and activities including business analysis, configuration and validation efforts, integration and data conversion activities, as well as timeline review, deliverables check-off, and project issues and risk management.</p> <p>Justice Systems’ approach reflects our long experience in system deployments and allows critical monitoring of progress on activities and tasks, including acceptance activities. Our open and continuous communications with the Court allow us to identify problem areas early and take corrective actions with minimal cost or delay to the project. Regular status reporting will include progress status on tasks and activities including deliverables check-off and acceptance efforts and sign-off.</p> <p>As the Analysis, Configuration, and Enhancements phase proceeds, new configuration settings and enhancements will be reviewed and approved as part of iterative improvement activities. Justice Systems has acceptance test procedures and checklists that will be used to complete this process. Converted data will also continue to mature and will become a regular part of the team</p>
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		<p>meetings for review both of product features and for review and approval of the converted data itself. As both final configurations, enhancements, and data conversion are available, data exchanges with other agencies and systems can be validated and approved as well.</p> <p>The most effective risk management approach is to constantly evaluate potential risks, identify them early, and quickly take corrective actions to mitigate the risks. Justice Systems’ approach reflects our long experience in system deployments and allows critical monitoring of progress on activities and tasks, including evaluation of risks across personnel, activities, and systems. Our open and continuous communications with the court allow us to identify problem areas early and take corrective actions with minimal cost or delay to the project. Regular status reporting will include progress status on tasks and activities including project issues and risk management.</p> <p>Because Justice Systems’ world-class product line is based on our long experience in the courts and are thoroughly tested and broadly in use around the country, incidents and problems encountered during deployment are usually minimal and can often be related to configuration or training issues. All incidents, whether during deployment or after months of production use, are managed through our experienced support team. All incidents are recorded and tracked to final resolution. During deployment, while the project team remains fully engaged in the efforts, incidents will be diagnosed in parallel by the project team and where they can be resolved without additional input from the support team, the project team will handle the matter directly and quickly.</p> <p>Justice Systems anticipates the implementation to be completed by eighteen (18) months after project start.</p>
2.4	Describe how you would manage the use of any required interfaces or electronic tools that have been purchased and/or installed. Examples of local interfaces may include jail management systems, booking systems, juvenile detention management systems, imaging systems, and probation systems.	<p>Integration and information sharing is an essential component of a modern criminal justice system. FullCourt <i>Enterprise</i> manages information exchanges using our FullCourt <i>Enterprise</i> Service Bus (ESB). The ESB takes the complexity out of integration and provides high-performance, multi-protocol interactions between heterogeneous systems and services. Through the use of various message channels, our solution can interface using asynchronous messages, web service calls, FTP file transfers, email, etc. Various options are provided for authentication and encryption, including PGP, SSL, HTTPS, etc. The ESB provides a set of capabilities to enable integration using the National Information Exchange Model (NIEM) and Service-oriented architecture (SOA). While XML (based on the NIEM model) is the standard data format for data exchanges, support for comma-delimited and other legacy formats is also available via the use of translators. FullCourt Enterprise comes with numerous standard interfaces. Additionally, our implementation will include California-specific interfaces as implemented in San Joaquin County. Services to implement custom interfaces are not included in the proposal and will be provided when specification is finalized by the Court.</p>

2.5	Describe the process involved in implementing any required specific configurations, e.g., local ordinances, terms of probation and pretrial release, and the creation of standard local documents using case management information. Identify any local Court personnel required to accomplish the task.	Please refer to Exhibit 16, Section 9 Gap Analysis and Configurability.
2.6	Describe the process, resources, and expertise necessary in converting data from existing system into the new CMS.	Justice Systems will perform the standard Legacy Data Conversion from the existing court case management system(s) to the FullCourt <i>Enterprise</i> database. Please refer to Exhibit 16, Section 8 Standard Legacy Data Conversion.
2.7	Describe your process for coordinating user acceptance.	<p>User Acceptance Testing includes approval of system capabilities, approval of integrations, and approval of data conversion. Justice Systems has procedures and checklists that will assist the Court in acceptance activities.</p> <p>The acceptance test plan will be developed jointly by the Justice Systems' Project Team members and the Court as a task of the iterative meetings and, as a result, much of the acceptance testing will occur as a natural outcome of the iterative meetings, where capabilities are demonstrated and system configuration is adjusted and reviewed. Justice Systems expects the detailed acceptance testing procedures on the fully configured and integrated FullCourt <i>Enterprise</i> system to take four weeks, after which the system should be approved as ready for the Court. During this acceptance testing, Justice Systems Court Specialists will be on-site at the Court during the first week to assist with this effort.</p> <p>Once acceptance testing is complete and FullCourt <i>Enterprise</i> is accepted, a copy of the Production FullCourt Enterprise configuration and data will be placed in the Development and Training environment to be used to support training. The Development and Training environment will be kept in synch with the Production environment and will be used for the Pre-Implementation Training activities.</p>
2.8	Describe your process for implementing change management.	Please refer to Exhibit 16, Section 10 Change Management.

2.9	Describe your process for managing critical defect scenarios.	<p>Our experience has shown that the greatest risks to ongoing operations are hardware and infrastructure systems failures, which are easily mitigated with modern system redundancy, failover plans, and an active and effective backup strategy on the part of the Court.</p> <p>Should any serious application errors occur that interfere with ongoing operations, Justice Systems’ full maintenance and support services are part of our proposal. Justice Systems’ dedicated and court-experienced support team are available to help work through any issue, escalate to technical staff as required, and provide any work-around where needed. Justice Systems’ reputation for quality products and timely support is unparalleled in the industry.</p> <p>Regardless of the level of severity of the issue, support response times are routinely immediate. When a user contacts our Help Desk by telephone at our Albuquerque offices, they will speak directly with a Help Desk specialist. Our Help Desk Team is comprised of former court clerks and attorney office staff—some of whom may participate in end-user training, but all of whom are thoroughly knowledgeable with our products. The Help Desk specialist may use remote access tools to observe and analyze the problem as it occurs on an end user’s workstation. Issues related to “how to” functional areas can be addressed both by means of dialogue and by demonstration.</p> <p>Problems that affect application operation are observed, noted and placed into the Justice Systems Issue Tracking System. In the Issue Tracking System, a support tracking number is assigned to the issue, and all communication and work related to the issue is tracked via the issue until it is resolved. Each issue type has a priority level which indicates its importance. The currently defined priorities are listed below.</p> <ul style="list-style-type: none">• Blocker—Blocks development and/or testing work, production could not run.• Critical—Crashes, loss of data, severe memory leak.• Major—Major loss of function.• Minor—Minor loss of function, or other problem where easy workaround is present.• Trivial—Cosmetic problem like misspelled words or misaligned text. <p>The majority of issues tend to fall within the Minor/Major classification of priority. Critical issues are infrequent and Blocker issues are exceptionally rare. We give Blocker and Critical issues our highest prioritization.</p> <p>Generally, if a problem cannot be immediately addressed by the Help Desk specialist and technical assistance is required, Justice Systems’ technical staff can be joined into and will participate in this initial telephone communication. Frequently, resolution occurs immediately thereafter.</p> <p>Support response times are typically immediate. Emergency issues receive the highest priority. Ordinarily, the greater number of issues can be resolved in less than 24 business hours. The urgency for correction primarily drives response/resolution times. Whenever matters cannot be resolved during the initial contact (telephonically or via email) they are entered by the Help Desk staff into our internal tracking system. Once an issue is entered into the tracking system, it is assigned to technical staff and worked upon as soon as reasonably possible. Issues that may have significant impact, and certainly those which may affect daily operations, though extremely rare, are nonetheless given highest prioritization. Fixes and corrections may be released via a downloadable patch, or other mechanism as appropriate to the needs of the client (and urgency).</p>
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2.10	Describe your process for coordinating software upgrades and version management.	<p>Product updates and general enhancements are provided as part of the Maintenance and Support Agreement. The timing and scheduling of product releases is managed internally and dependent upon a number of factors primarily driven by client need. Releases can be provided for initial testing in a Court maintained, non-production environment (with later release to end user being conducted by Court staff), or distributed to each product environment as Court participants direct. It is anticipated all releases will be managed and distributed through designated Court support staff; and, accordingly, the factors determining how often releases would occur are expected to be primarily within the control of Court participants. Justice Systems regularly receives product feedback from our clients. Feedback that we receive from our clients, including defects and feature requests, are logged into our support issue tracking system. Justice Systems holds regular Functional Review meetings, with representatives from all departments, to review the issues in our support issue tracking system. Justice Systems prioritizes issues and feature requests based on what best meets the needs of our 650 or more implementations. If a product feature is not a priority for a significant number of our existing clients, Justice Systems will provide quotes for enhancing the system based on the needs of a single client.</p>
2.11	Describe the process employed to track and report progress in system deployment.	<p>Justice Systems' project planning and management approach has a reputation for bringing projects in "on time and under budget." Executive communications will take place regularly at a pace that matches the size and scope of the particular court's implementation. Reporting will include detailed progress status on tasks and activities including business analysis, setup and configuration tasks, integration and data conversion activities, as well as timeline review, deliverables check-off, and project issues and risk management. Our processes are more fully described in Item 2.3 above.</p>
2.12	Describe the process and standards employed in determining when phases of deployment are satisfactorily completed.	<p>Justice Systems' FullCourt <i>Enterprise</i> case management system is a fully integrated system that can process all case types and support varying business processes across those case types by way of system setup and configuration as described in Item 2.5 above. Justice Systems normal practice is to deploy the system, and train the varying users, with all case types operational in a single deployment activity. Justice Systems is open to negotiating a phased approach based on Case Type/"Court", but we have had great success using the "all in" approach.</p> <p>Whether our standard deployment approach, or a phased approach, the acceptance procedures as described in Item 2.7 above will be employed to determine satisfactory completion.</p>
2.13	Describe the process involved in implementing any required state and local configurations, e.g., implementation of state statutes and rules, creation of standard state documents, state calendar, etc. Include any Court personnel required to accomplish the task.	<p>See Exhibit 3 Section 4 A for details on changes due to regulation.</p>

2.14	Describe the process involved in assessing and recommending how the required hardware and software that will ensure improved performance for the end-users is to be achieved, and how it is scalable to meet the future needs of the Court	<p>As an N-tiered system, the various components of FullCourt <i>Enterprise</i> (e.g., Web/Application Server, Database Server, ESB Server, etc.) can be deployed on different hardware using single servers or clusters (depending on requirements) for each tier. The clustered configuration for each tier (e.g., Web/Application Server, Database Server, etc.) provides load balancing across the cluster of servers at each tier. Scalability is achieved at each tier either vertically (by adding CPU and/or memory resources to a node), or horizontally (by adding nodes in a cluster) as performance and load requirements dictate. The FullCourt <i>Enterprise</i> architecture is extremely flexible and provides various deployment options to meet scalability, high availability and disaster recovery requirements.</p> <p>FullCourt <i>Enterprise</i> is currently running in courts as small as two users (running on a single server), to courts with more than 500 users (running on clusters of application and database servers). FullCourt <i>Enterprise</i> is easily capable of processing over 300,000 citations/cases per year. We have courts that process over 100 million transactions per year, and have over 10 million documents stored in the FullCourt <i>Enterprise</i> Document Management System (DMS).</p> <p>The most common issue we encounter with scalability is proper configuration and tuning of the database server. The most common issue we encounter with regard to effectively managing growth is available storage space.</p> <p>For further details, please refer to Exhibit 16, Section 7 FullCourt <i>Enterprise</i> System Configuration Guide.</p>
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3.0 Implementation and Deployment Services

The following sections set forth the Contractor's tasks, roles and responsibilities and the services for which the Contractor shall be responsible.

3.1	Preliminary Business Analysis Services tasks, roles and responsibilities. Preliminary Business Analysis Services include the tasks, activities and deliverables required by the Vendor to gain sufficient knowledge about the Court environment and overall Court requirements to enable creation of an implementation strategy and approach, a deployment plan and to successfully deploy the Application. The following table identifies the Vendor's and Court's Preliminary Business Analysis Services tasks, roles and responsibilities.	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
	1. Participate in meetings with the Court to understand high-level court requirements, priorities and existing team and reporting structure within court.	X			
	2. Deliverable: Develop and present to court a Preliminary Business Analysis Plan that clearly highlights the Vendor recommended steps to obtain the required knowledge to start the deployment process. This plan should clearly articulate the key steps that will be performed by the Vendor for obtaining requisite knowledge as well as lay out the time and effort requirements from the court.	X			
	3. Review, approve and accept the Preliminary Business Analysis Plan.		X		
	4. Execute the Preliminary Business Analysis Plan and obtain the required knowledge to start the deployment process.	X			
	5. Deliverable: Document the results of Preliminary Business Analysis and present to Court.	X			
	6. Review, approve and accept the results of the Preliminary Business Analysis.		X		

3.2	Implementation Strategy and Approach Services Tasks, Roles and Responsibilities. Implementation Strategy and Approach Services are the activities and Deliverables associated with developing and refining the deployment and training strategy and approach and methodology that will be used for deployment of the proposed solution. The following table identifies the Vendor's and Court's Implementation Strategy and Approach Services tasks, roles and responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
	1. Deliverable: Document and present to Court the recommended Implementation Strategy and Approach, including a communication plan that accounts for all constituents (e.g., Courts and justice partners, etc.) and a technical environment plan that includes the scope and objectives of non-production and production environments.	X			
	2. Review, approve and accept the recommended implementation strategy and approach, communication plan, and technical environment plan.		X		
	3. Deliverable: Develop a Vendor Staffing Plan that identifies vendor staff levels required at various points in the project and supports the implementation strategy and approach.	X			
	4. Review, approve and accept the Vendor Staffing Plan.		X		
	5. Deliverable: Recommend a Court Staffing Plan identifies court staff levels required at various points in the project and that will support the implementation strategy and approach.	X			
	6. Deliverable: Develop and present to Court a detailed, standards-based methodology with proposed toolsets to complete this deployment initiative within time and budget.	X			
	7. Review, approve and accept the methodology and toolsets for deploying the application.		X		
	8. Deliverable: Provide recommendations on appropriate deployment of logical environments to support vendor's recommended deployment strategy (e.g., testing, data conversion, etc.)	X			
	9. Review, approve and accept recommendations on appropriate deployment environments.		X		

3.3 Court Implementation Services

The Court Deployment Services are those services, as described in the following subsections that must be performed to successfully deploy the Application.

3.3.1 Implementation Requirement: Implementation/Deployment Project Management Services

Deployment Project Management Services are the activities and Deliverables associated with developing and maintaining a Court Implementation/Deployment project Plan and schedule for deployment of the CMS application. The following table identifies the Vendor’s and Court’s Deployment Planning Services tasks, roles and responsibilities.

Implementation/Deployment Project Management Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Deliverable: Develop, document and maintain the Implementation/Deployment Project Plan throughout the course of the engagement. This plan is based on the approved overall approach, methodology and use of proposed toolsets and processes. Vendor shall update this plan on a periodic basis as defined by Court (e.g., monthly, bi-monthly). This plan shall be developed and maintained in Microsoft Project software or an alternative project management tool approved by Court. This plan shall include all required details such as staffing, timelines, key activities, milestones, deliverables, actual progress against plan, variances, etc. Implementation/Deployment Project Plan will take into consideration Court holidays.	X			
2. Review, approve and accept Implementation/Deployment Project Plan		X		

<p>3. Establish, maintain and update a Deployment Knowledge Base with all deliverables and documents within the scope of the Deployment Services. In addition to full and accurate documentation of the Vendor's own activities, Vendor will include in the Deployment Knowledge Base all documents, information and data on which they rely to perform Deployment Services, including but not limited to the following: configuration guides, training manuals, assessment reports, user manuals, system level setup and procedures, all queries, form templates, reports and tuning parameters around the database or servers. The Deployment Knowledge Base must be fully indexed and key word searchable.</p>	<p>X</p>			
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3.3.2 Deployment Requirements: Infrastructure Assessment and Implementation Services

Infrastructure Assessment and Implementation Services are the activities and Deliverables required to assess and to validate that all components of the Court’s technical infrastructure, which must be able to support the Application, DMS, and the traffic generated through their use. These components include, but are not limited to, desktops, laptops, network elements, scanners, printers, etc. Infrastructure Assessment and Implementation Services also include coordinating and managing the implementation of other needed components. The following table (Table 4) identifies the Vendor’s and Court’s Infrastructure Assessment and Implementation Services tasks, roles and responsibilities.

Vendor’s Infrastructure Assessments and Deployment Services will focus on evaluating Court’s infrastructure in four main areas:

1. **Desktop Environment** – Evaluation of desktop machines and devices, Operating System (OS), and required software components and printers.
2. **Network Environment** – Evaluation of bandwidth and capacity planning capabilities against anticipated traffic volumes due to implementation of the Application and DMS and projected growth.
3. **Data Center Environment** – Vendor will evaluate Court connectivity and environment readiness (e.g., Application, Data Exchange Infrastructure, DMS, etc.) based on the infrastructure recommendations from the Deployment Strategy and Approach and Planning phases.

4. Document Management System Environment – As part of DMS implementation, Vendor will undertake an assessment to determine additional infrastructure items (scanners, document scanning software, printers, and intermediate servers), storage requirements, and suitability for integration with Application integration components.

In addition, during the Infrastructure Assessment, Vendor will identify gaps, formulate recommendations, and communicate an action plan for Court to address the findings in the Infrastructure Assessment. Information will be shared with the Court at regular and pre-defined stages of the Assessment. Vendor will deliver the final Infrastructure Assessment Findings report to the Court for review and approval.

Infrastructure Assessment and Implementation Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Deliverable: Develop and document an Infrastructure Assessment Plan and template for assessing all components of the Court’s technical infrastructure.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Review, approve and accept the Infrastructure Assessment Plan and template.		X		
3. Perform the infrastructure assessment for all technical components for the Court.	X	X	This is a shared responsibility.	See 1 above.
4. Deliverable: Document and present to Court, the findings of the infrastructure assessment, including recommendations on specific areas that need to be upgraded, standardized or secured.	X			
5. Review, approve and accept the findings of the infrastructure assessment.		X		
6. Perform hardware and connectivity capacity planning for the Court.	X			
7. Review, approve and accept hardware and connectivity capacity planning.		X		

8. Deliverable: Document and present to Court an assessment of required hardware as well as the network infrastructure required at a minimum to support the rollout.	X			
9. Review, approve and accept the hardware and network infrastructure assessment.		X		
10. Manage the installation of any additional hardware or network infrastructure and coordinate with third parties as required.		X		
11. Review, approve and accept the installed hardware or network infrastructure.	X			
12. Measure bandwidth utilization per case type and minimum hardware required to support rollout.	X			
13. Deliverable: Provide documented findings to the Court of the minimum requirements for desktop hardware along with bandwidth utilization numbers to support sizing of the network to the hosting data center.	X			
14. Review, approve and accept documented findings.		X		

3.3.3 Deployment Requirement: Operational Process and Procedures Services

Operational Process and Procedures Services are the activities and Deliverables required to assess the existing Court case management processes and procedures, perform a gap analysis with the process options compatible with the Application and develop and document recommended case management operational processes and procedures the Courts will utilize with the Application.

Operational Processes and Procedures Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Identify current operational processes and procedures used for case management by working in conjunction with the Courts.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Deliverable: Assess the existing (“as is”) operational processes and procedures against the end state (“to be”) Application configurations, processes and procedures, and develop recommendations on processes that will meet Court’s requirements.	X	X	This is a shared responsibility.	See 1 above.
3. Review, approve and accept the “as is” versus “to be” assessment and the process recommendations.		X		
4. Deliverable: Document approved Court procedures in a Court-approved format.	X	X	This is a shared responsibility.	See 1 above.
5. Review, approve and accept approved Court procedures.		X		
6. Deliverable: Develop and provide the Court with a business impact analysis based on the “as is” versus “to be” assessment.	X	X	This is a shared responsibility.	See 1 above.
7. Review, approve and accept the business impact analysis.		X		

3.3.4 Deployment Requirement: Application Configuration Services

Application Configuration Services are the activities and deliverables required to configure the Application to support the Court business processes. The following table identifies the Vendor’s and Court’s Application Configuration Services tasks, roles and responsibilities.

Application Configuration Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Conduct training sessions/system walkthroughs for Court business process staff to provide an understanding of the application and business context for configurations.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Conduct SME Education Sessions about system and configuration impacts.	X	X	This is a shared responsibility.	See 1 above.
3. Identify end state (“to be”) configurations by working in conjunction with the Courts.	X	X	This is a shared responsibility.	See 1 above.
4. Deliverable: Develop a detailed application configuration strategy that will meet Court requirements.	X			
5. Review, approve and accept the “as is” versus “to be” assessment and the configuration strategy.		X		
6. Deliverable: Develop and document a detailed application configuration plan that links to data exchange configuration.	X			
7. Review, approve and accept the detailed application configuration plan.		X		
8. Deliverable: Create and maintain a detailed application configuration workbook incorporating all recommended Configuration Items (CIs).	X			
9. Review, approve and accept the detailed application configuration workbook.		X		

10. Configure approved CIs as documented in the detailed application configuration workbook into the Application.	X	X	This is a shared responsibility.	See 1 above.
11. Deliverable: Create and submit to Court a detailed configuration workbook listing the final application configuration details of the Application.	X	X	This is a shared responsibility.	See 1 above.
12. Review, approve and accept the configuration workbook.		X		
13. Perform Application Configuration Services activities in synchronization with the Data Integration Services	X			
14. Identify Forms, Notices, and Reports requirements and design by working in conjunction with the Court.	X	X	This is a shared responsibility.	See 1 above.
15. Deliverable: Forms, Notices, and Reports Design Documents	X	X	This is a shared responsibility.	See 1 above.
16. Review, approve and accept Forms, Notices, and Reports Design Documents.	X			
17. Test approved configurations based on the Detailed Application Configuration Workbook. Unit test the configuration.	X	X	This is a shared responsibility.	See 1 above.
18. Identify defects and changes.	X	X	This is a shared responsibility.	See 1 above.
19. Remediate identified defects and changes.	X	X	This is a shared responsibility.	See 1 above.

3.3.5 Deployment Requirement: Data Conversion Services

Data Conversion Services are the activities and Deliverables associated with the assessment, planning, mapping, scripting, conversion and testing required for the conversion of data from the current Court systems to the Application.

The following table identifies the Vendor’s and Court’s Data Conversion tasks, roles and responsibilities.

Data Conversion Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Identify sources of data from the current Court systems by working in conjunction with the Court.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Deliverable: Assess the existing (“as is”) sources of data (including software, code, functionality, and data) against the end state (“to be”) Application, and develop a detailed Data Conversion Strategy and Data Conversion Plan for each source of data based on the assessment	X	X	This is a shared responsibility.	See 1 above.
3. Review, approve and accept the detailed Data Conversion Strategy and Data Conversion Plan.		X		
4. Deliverable: For each source of data, develop and document the detailed data schema/maps from current systems to the Application.	X	X	This is a shared responsibility.	See 1 above.
5. Deliverable: For each source of data, identify and document data elements which cannot be converted through the automated tools and/or other exceptions and develop a plan to achieve data conversion through alternative means (e.g., manual conversion, manual entry).	X	X	This is a shared responsibility.	See 1 above.
6. Review, approve and accept mapping and plan for converting data elements which cannot be converted through automated tools and/or other exceptions.		X		
7. Configure data conversion tools, as required to perform data conversion.	X	X	This is a shared responsibility.	See 1 above.
8. Provide all relevant technical documentation (development/configuration manuals etc.) on such data conversion scripts and tools.	X			

9. Perform data conversion through automated or manual processes as approved by Court.	X	X	This is a shared responsibility.	See 1 above.
10. Deliverable: Create a comprehensive Data Conversion Test Plan for each source of data.	x	X	This is a shared responsibility.	See 1 above.
11. Review, approve and accept all Data Conversion Test Plans.		X		
12. Deliverable: Conduct data conversion testing using Vendor's validation process, identify errors and exceptions and document and provide a report on the testing results to Court.	X	X	This is a shared responsibility.	See 1 above.
13. Conduct data conversion re-testing until requirements are met.	X	X	This is a shared responsibility.	See 1 above.
14. Review, approve and accept conversion testing and retesting results.		X		

3.3.6 Deployment Requirement: Data Integration Services

Data Integration Services are the activities and Deliverables associated with the assessment, planning, design, development, modification, and testing of the data exchanges between the Court and county and state partners, and the Application. This includes justice partner exchanges, electronic filing and electronic services, as well as the Application portal. The following table identifies the Vendor’s and Court’s Data Integration Services tasks, roles and responsibilities.

Data Integration Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Create an inventory of existing data exchanges (local and statewide exchanges) including internal, justice partner, vendor, and public facing exchanges and portal access, and create a Gap Analysis that assesses the existing (“as is”) state and scope of exchanges against the end state (“to be”) state and scope of exchanges.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Identify data exchange requirements between the current Court and partner systems and the Application, and analyze them against proposed data exchange standards, public access requirements, etc. and present recommended exchanges to the Court.	X	X	This is a shared responsibility.	See 1 above.
3. Ensure that such data exchange requirements between the current Court and partner systems and the Application are identified by working in conjunction with the Court and Court’s county and state justice partners (e.g., law enforcement, public defender, DOJ, DMV). Additionally, ensure that any gaps or exceptions identified in configuration or data conversion affecting data exchanges as well as deficiencies in the data exchange standards are also assessed.	X	X	This is a shared responsibility.	See 1 above.
4. Deliverable: Develop and provide to Court, a Gap Analysis that includes recommendations on the new exchanges that need to be configured and developed.	X			
5. Review, approve and accept the Gap Analysis.		X		

6. Discuss Gap Analysis results with Justice Partners.	X	X	This is a shared responsibility.	See 1 above.
7. Deliverable: Develop and maintain a detailed Data Exchange Deployment Plan consisting of the end-to-end process for exchange deployment (from the “as is” to the “to be” states) including organization of local data exchange deployment team, including Court, Vendor and justice partner resources, as needed.	X	X	This is a shared responsibility.	See 1 above.
8. Review, approve and accept the detailed Data Exchange Deployment Plan		X		
9. Deliverable: Develop and maintain a data integration pre-testing activities workbook including connectivity of vendors/partners, development of Court policy file, and configuration of e-filing.	X	X	This is a shared responsibility.	See 1 above.
10. Review, approve, and accept the pre-testing activities workbook.		X		
11. Perform the necessary activities to configure and deploy exchanges as required and approved by the Court.	X	X	This is a shared responsibility.	See 1 above.
12. Deliverable: Conduct data exchange deployment (for both local and statewide exchanges) and integration testing using Vendor’s validation process, identify errors and exceptions and document and provide testing and traceability matrix results to Court.	X	X	This is a shared responsibility.	See 1 above.
13. Conduct data exchange deployment and integration re-testing until requirements are met.	X	X	This is a shared responsibility.	See 1 above.
14. Review, approve and accept data exchange deployment and integration testing and retesting results.		X		
15. Provide Court with one data integration technical subject matter expert, as requested by the Court.	X			
16. Perform Data Integration Services activities in synchronization with the Application Configuration Services.	X	X	This is a shared responsibility.	See 1 above.

3.3.7 Deployment Requirement: Document Management System (DMS) Configuration Services

Document Management System (DMS) Configuration Services are the activities and Deliverables associated with developing and implementing DMS infrastructure requirements and integrating the DMS with the Application at Court. The following table identifies the Vendor's and Court's Document Management System Configuration Services tasks, roles and responsibilities.

Document Management System Configuration Services Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Deliverable: Develop a DMS Integration Plan and Approach for integrating existing Document Management Systems (DMS) with Application.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Review, approve and accept plan and approach for integrating existing DMS with Application.		X		
3. Deliverable: For Courts that do not have an existing DMS, provide a plan and approach for:	X	X	This is a shared responsibility.	See 1 above.
· Gathering DMS requirements from the Court.				
· Implementing the DMS infrastructure required at the Court level (e.g., scanners, intermediate servers).				
· Integrating DMS use into Court-specific Application business processes (e.g., workflows).				
· Integrating the Court's DMS infrastructure with the hosted DMS application.				
4. Review, approve and accept plan and approach for DMS infrastructure implementation and integration with Application for Courts that do not have an existing DMS.		X		
5. Deliverable: Perform integration of (new as well as existing) DMS with Application.	X	X	This is a shared responsibility.	See 1 above.

6. Review, approve and accept integration of (new as well as existing) DMS with Application.		X		
7. Coordinate the implementation of the DMS infrastructure required at the Court level and integrate with Application and the DMS application.	X	X	This is a shared responsibility.	See 1 above.

3.3.8 Implementation Requirement: Testing Services

Testing Services are the activities and Deliverables associated with planning and executing testing for Acceptance by the Court of the entire set of contracted Deployment requirements (e.g., configuration, exchanges). The following table identifies the Vendor's and Court's Testing Services tasks, roles and responsibilities.

Testing Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Deliverable: Develop, document and maintain a Test Plan for all Deployment Services, including the plan for end-to-end testing, network performance testing, data integration testing, application configuration testing, roles-based access testing and Court Acceptance testing. The Test Plan will define criteria for entering and exiting the various test phases.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Review, approve and accept the Test Plan.		X		

3. Prepare and document test cases, test scripts and test data as required by the Test Plan.	X	X	This is a shared responsibility.	See 1 above.
4. Review, approve and accept test cases, test scripts, and test data.		X		
5. Deliverable: Perform end-to-end testing, network performance testing, data integration testing, application configuration testing, mock cutover testing, and roles-based access testing, using industry standard methodologies and best practices. Such testing shall include testing for any and all Application release versions issued prior to a Court’s Final Acceptance of the Services.	X	X	This is a shared responsibility.	See 1 above.
6. Support Court Acceptance testing processes.	X			
7. Conduct Court Acceptance testing.		X		
8. Deliverable: Manage, identify, classify, and document to Court any Deployment Services-related deficiencies or errors found as a result of testing, using Court-prescribed tools.	X			
9. Resolve Deployment requirements-related deficiencies and errors found as a result of testing. Such Resolution shall include retesting.	X	X	This is a shared responsibility.	See 1 above.
10. Deliverable: Document and provide to Court the testing and retesting and traceability matrix results for Court approval.	X			
11. Develop any additionally needed test scripts for any subsequent Application releases prior to a Court’s Final Acceptance of the Services.	X	X	This is a shared responsibility.	See 1 above.
12. Review, approve and accept testing, retesting and traceability matrix results.		X		

3.3.9 Implementation Requirement: Cutover and Stabilization Services

Cutover and Stabilization Services are the activities and Deliverables required to successfully manage the Cutover from existing systems to the Application (“go live” support) without affecting the day-to-day functioning of the Court and ensuring that the transition process to the Application is completed quickly and in the most efficient manner possible. The following table identifies the Vendor’s and Court’s Cutover and Stabilization Services tasks, roles and responsibilities.

Cutover and Stabilization Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Deliverable: Define and document to Court the Cutover and Stabilization Services Plan to be performed by Vendor.	X			
2. Review, approve and accept the Operational Cutover and Stabilization Services Plan.		X		
3. Perform and coordinate cutover activities in accordance with the Cutover and Stabilization Services Plan.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
4. Provide expert on-site support to Court personnel during the Cutover, to ensure that the Cutover and transition are performed smoothly.	X			
5. Provide expert on-site resolution of any issues or problems that may arise in the post-Cutover transition stabilization period and/or manage resolution through approved processes and procedures.	X			
6. Perform all activities as provided, at minimum, in the court defined exit criteria.	X	X	This is a shared responsibility.	See 3 above.
7. Coordinate with Court help desk as required, including problem management and Incident management processes.	X	X	This is a shared responsibility.	See 3 above.
8. Train Court help desk and provide requisite help desk scripts and tools for Deployment Services and daily support and maintenance.	X			
9. Review, approve and accept scripts.		X		

3.3.10 Implementation Requirement: Training Services

Training Services are the activities and Deliverables associated with training the Application configuration administrators and End-Users for the purpose of supporting the Application and fully utilizing the functions and features of the applications through formal training (which may include classroom training, computer or web based training) and informal methods during the Deployment. The following table identifies the Vendor's and Court's Training Services tasks, roles and responsibilities.

Training Services Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Deliverable: Develop, document to Court and maintain a Court Training Plan, including training schedule, instructor requirements, court facilitator requirements, module/class structure, Court facilities requirements, alternative facility options, and specific training data issues.	X			
2. Review, approve and accept the Court Training Plan.		X		
3. Deliverable: Provide Application configuration and administration training to administrators.	X			
4. Deliverable: Provide Application End-User training and Court help desk training.	X	X	Justice Systems uses a Train-the-Trainer model, so training is a joint responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
5. Deliverable: Provide ongoing, pre-scheduled Application End-User training and Court help desk training for any subsequent Application releases prior to Court's Final Acceptance of the Services.	X	X	Justice Systems uses a Train-the-Trainer model, so training is a joint responsibility.	See 4 above.

6. Create and maintain the training configurations on the Application training instances as requested by Court.	X	X	Justice Systems uses a Train-the-Trainer model, so training is a joint responsibility.	See 4 above.
7. Deliverable: Provide e-filing and DMS operational training to Court-specified End-Users.	X	X	Justice Systems uses a Train-the-Trainer model, so training is a joint responsibility.	See 4 above.
8. Deliverable: Provide Court-specified End-Users with ongoing, pre-scheduled e-filing and DMS operational training for any subsequent Application releases prior to a Court's Final Acceptance of the Services.	X	X	Justice Systems uses a Train-the-Trainer model, so training is a joint responsibility.	See 4 above.
9. Review, approve and accept training.		X		
10. Review, approve and accept justice partner training session.		X		

3.4 Implementation Requirement: Project Management Services

Implementation Project Management Services are the activities and Deliverables associated with providing project management throughout the term of the engagement. The following table identifies the Vendor's and Court's Implementation Project Management Services tasks, roles and responsibilities.

Implementation Project Management Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Provide project strategy and direction including overall scope and timelines.		X		
2. Provide, and review with Court, Vendor project metrics reporting on Vendor's accomplishment of milestones, SLRs and associated Deliverables.	X			
3. Review, approve and accept project metrics, SLRs, milestones and Deliverables.		X		
4. Develop and present to the Court remediation plans to resolve Deployment Services related issues.	X			
5. Review, approve and accept remediation plans to resolve Deployment Services related issues.		X		
6. Deliverable: Participate in the creation of a Court-specific release plan.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
7. Coordinate the Application releases between the Courts through the pre-production environments to the production environment.	X			
8. Participate as requested by Court in technical and business planning/governance meetings to establish and communicate decisions.	X			
9. Adhere to Court Incident and problem management processes and tools.	X			
10. Vendor Project Manager shall schedule and conduct weekly project status meetings with appropriate Vendor resources in accordance with the Project Communications Plan with Court Project Manager and other key Court participants as the Court Project Manager may require.	X			
11. Participate in weekly project status report meetings.		X		

12. Deliverable: Provide written weekly project status reports to the Court Project Manager including status updates of applicable items in the Project Plan (e.g. the project schedule) in a format agreed to by Court, including escalation of any issues and risks that may impact Critical Milestones, as well as issue and risk mitigation actions.	X			
13. Execute projects using PMI best practices including standard project life cycle activities, project initiation, planning, execution, control and closure, and Acceptance.	X	X	This is a shared responsibility.	See 6 above.
14. Coordinate all Services, activities and dependencies and serve as the single point of contact/interface to Court including coordinating Vendor, Third Party and Court resources to ensure the on-time delivery of tested/quality checked Deliverables as defined in the Project Plan.	X	X	This is a shared responsibility.	See 6 above.
15. Prepare and present a quarterly Executive Management Report in a mutually agreed upon format.	X	X	This is a shared responsibility.	See 6 above.
16. Deliverable: Provide a Change Management Plan outlining the review process for documenting and approving changes in project scope.	X	X	This is a shared responsibility.	See 6 above.
17. Provide single portal access for all documents and reports	X			
18. Provide a regular Implementation Summary Report that includes current status of milestones, Court milestones, and all SLRs.	X	X	This is a shared responsibility.	See 6 above.
19. Review, approve and accept Implementation Summary Report.		X		
20. Deliverable: Develop overall approach and strategy to manage and maintain a Deployment Knowledge Base that will contain deployment documents and Deliverables from Court deployment, including recommendations on content, structure and tools.	X	X	This is a shared responsibility.	See 6 above.
21. Review, approve and accept overall approach and strategy to manage and maintain a Deployment Knowledge Base.		X		
22. Deliverable: Manage and maintain the Court-specified Deployment Knowledge Base throughout the Application deployment process, incorporating Application documents and Deliverables.	X			
23. Deliverable: Update the Deployment Knowledge Base with all deliverables and documents for Court as a part of Cutover and Stabilization Services.	X			
24. Review, approve and accept the updated Deployment Knowledge Base after all deliverables and documents.		X		

3.5 Implementation Requirement: Customer Satisfaction Management Services

Customer Satisfaction Management Services are the activities associated with developing, implementing and reporting on Customer Satisfaction surveys to the Court Project Management team. The following table identifies Vendor’s and Court’s Customer Satisfaction Management Services tasks, roles and responsibilities.

Customer Satisfaction Management Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Establish Customer Satisfaction Survey requirements for Court.		X		
2. Deliverable: Develop Customer Satisfaction Survey in accordance with Court’s survey requirements.	X			
3. Review, approve and accept Vendor developed Customer Satisfaction Survey.		X		
4. Conduct quarterly Customer Satisfaction Surveys to the Court.		X		
5. Meet with Court to review Customer Satisfaction reports and make recommendations on how to resolve customer dissatisfaction.	X			
6. Deliverable: Prepare a Customer Satisfaction Project Plan to resolve customer dissatisfaction.	X			
7. Review, provide additional input as required, approve and accept Customer Satisfaction Project Plan.		X		
8. Execute Court-Accepted Customer Satisfaction Project Plan.	X			

3.6 Additional Services Available to Courts

3.6.1	Document Scanning Services	Issue	Proposed Solution/Rationale and Benefit to the Court
	Data Conversion Services are: (1) the activities and Deliverables associated with the assessment, planning, mapping, scripting, performing data conversion and testing for the conversion of data from the current Court systems to the Application; and (2) the activities and Deliverables associated with scanning documents into the DMS, linking these documents to their appropriate actions in the Application and performing quality assurance testing to ensure that documents have been properly scanned and linked.		
3.6.1.1	Manual Data Entry and Scanning Services	Issue	Proposed Solution/Rationale and Benefit to the Court
	Where desired by a Court, Vendor will provide the following document scanning and manual data services.		
	Vendor will work with the Court to define and document local scanning and manual data entry requirements including the quantity and type of documents to be scanned. Load scripts will be developed for linking the scanned images back into the Application. It is the Court's responsibility to provide the documents in accordance with the requirements herein regarding Data Safeguards.		

3.6.1.2

Document Manual Conversion Strategy	Issue	Proposed Solution/Rationale and Benefit to the Court
Vendor will develop the details surrounding what information needs to be manually converted. The following is a list of tasks associated with the Manual Conversion Strategy Deliverable:	JSI and Court will have shared responsibility for these tasks.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
1. Determine legacy elements that will not be programmatically converted using the developed conversion routines. The Court will have an opportunity to decide whether there is value in manually converting the data—in other words, does the data warrant manual conversion (e.g., document scanning) or can the data remain in the hard copy case file?	JSI and Court will have shared responsibility for these tasks.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Determine the elements in the Application that will be assigned a default value as a result of missing legacy data. Some legacy systems will not have the information needed to create an entity in the Application. Therefore, Vendor will work with the Court to identify what default values or assumptions are needed to allow for legacy case processing in the Application.	JSI and Court will have shared responsibility for these tasks.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
3. Determine the fields that are affected by the missing or defaulted data and provide a plan for correcting or completing the information in the Application. This task gives the Court visibility on what business processes (if any) may need to be reviewed in order to support the data structure because this may include a workaround or a manual data entry during Court case processing.	JSI and Court will have shared responsibility for these tasks.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.

3.6.1.3

Manual Data Entry	Issue	Proposed Solution/Rationale and Benefit to the Court
Manual conversion is addressed through the execution of manual data entry.		
For manual data entry efforts, Vendor will provide the Court with a template data mapping guide and will work with the Court to complete the guide to support manual data entry activities. The Court is responsible for acquiring and entering the data required by the guide. The data mapping guide will:		
Lay out the types of documents that are to be manually data-entered and the process that a non-Court staff member would use to quickly recognize and categorize the legacy documents.		
Identify the data elements that should be extracted from each of the legacy document types to be manually data-entered.		
Identify the mapping of legacy record type to the Application record type.		
Explain the types of data anomalies that are likely to be encountered in each legacy record type and the process that should be used to resolve or flag each of these issues.		
In order to support manual data entry efforts, the Court will provide one day of training per legacy system on the specifics of manually entering case file data from that Court.		
Additionally, the Court will provide Monday-through-Friday telephone contact, during Court business hours, with an individual who can respond to questions from data entry Vendor Staff and provide direction on how to proceed with specific data entry issues.		
Manual data entry will be done on a case management entity-by-entity basis. Case management entities include base case data, participant record, event record, disposition record, dismissal, judgment, and filing information. Note that creating a case through manual data entry will involve entering many component case management entities.		
For the purposes of manual data entry, a record is defined as a case management entity such as a case initiation, filing, participant, judgment, or event. The Court will determine the minimum information that must be entered for each entity.		

3.6.2

3.6.2 Conduct Document Scanning at the Court	Issue	Proposed Solution/Rationale and Benefit to the Court
<p>Vendor resources will conduct document scanning for a Court. The Court will provide facilities for the imaging team. Vendor will bring document preparation and imaging equipment and resources to use at the Court. The Court will be responsible for provision of space, tables, power, and general office equipment to support any on-site scanning to be undertaken. All space shall be located in such a way to minimize the need for Vendor Staff to move documents long distances or between floors and buildings between the document preparation and quality control process. The space available limits the number of imaging workstations and personnel that can work concurrently and will impact the overall schedule. A minimum of 200 square feet is required to support a single threaded imaging workflow.</p>		
<p>On-site scanning work will be structured in such a way that an imaging team can come to the Court and work 40 hours per week continuously until work is complete.</p>		
<p>Courts will commence local scanning for documents received subsequent to the files being removed for bulk scanning. The Vendor Staff will develop an approach for appending the documents scanned at the Court and at the Vendor location into a single file at time of Cutover.</p>		
<p>Steps included in this task include:</p>		
<p>1. Document Preparation. Files will be reviewed and prepared for scanning. Files will be extracted from the storage containers or file folders, and placed in trays for production. Tray header sheets containing a barcode identifying the originating box will be generated from the scanning system and placed in each tray for inventory control and tracking purposes. Each tray header barcode will then be scanned into the scanning system, beginning the tracking of individual trays containing folders. The trays will then be transferred to the production area.</p>		

<p>Vendor will prepare the Case Files for scanning by removing blank pages from the files, removing any fasteners such as paper clips and staples, unfold, orient the pages up-right read-right, and tape any tears to limit further damage from conversion equipment. Files to be converted were likely compiled by a variety of sources and therefore are likely in a mixed condition and state of preparedness. Files may contain various page sizes, paper weights, background colors, ink colors, and document conditions. Patch cards will be placed between each folder and will be read by the scanner to indicate the beginning of a new folder for document sequencing purposes.</p>		
<p>2. Imaging. Documents will be imaged and then reviewed through a quality control process to catch scanning and pagination errors.</p>		
<p>Vendor will scan pages to TIFF, group IV image files or other format as required by the AOC (e.g., .PDF) and determine that pages within the file are scanned. Scanning will be done in duplex mode to capture images from double-sided forms.</p>	<p>PDF is the preferred format.</p>	<p>The PDF format provided better portability.</p>
<p>A Scanning Operator will scan the tray header into the scanning system. The Operator will remove the files from the tray and begin the scan process. As the documents are being scanned the capture system will detect that it has encountered a file header sheet and will automatically create a new batch. The Scanning Operator will visually compare images being scanned to look for skewed pages; double fed documents, missed batch level or document level barcodes, and any documents that may have been scanned improperly (additional reviews occur during quality assurance and indexing functions). If the Scanning Operator should find any problems, the functionality must be present to rescan, insert, or delete any pages at the scan station.</p>		
<p>During the scanning process, each page will be assigned a unique Document Control Number (DCN). The DCN provides the ability to track a certain page back to the file level, tray level, and box level.</p>		
<p>3. Indexing. Once scanned, documents are sent to an indexing group where they are reviewed and the appropriate data elements are added to the document metadata so that they can be attached to the case management record in the Application. Indexing is limited to a single data element such as a document ID number.</p>		
<p>The images will be routed to Indexing to create digitization of the required fields. A final edit program applies any applicable business rules defined by Court to perform checks on the data for validation. Errors found are routed to an experienced indexer to make the necessary corrections.</p>		

3.6.3 Document Scanning and Manual Data Entry Services Roles and Responsibilities

The following table identifies the Vendor's and Court's Manual Data entry and Document Scanning Services tasks, roles and responsibilities.

Document Scanning and Manual Data Entry Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Determine Overall Document Scanning Approach.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Identify Types of Documents to be scanned.		X		
3. Identify Meta-Data to be attached to the scanned documents.	X	X	This is a shared responsibility.	See 1 above.
4. Identify the Mapping of the scanned document to the Application Record.	X	X	This is a shared responsibility.	See 1 above.
5. Identify Potential Data Anomalies.		X		
6. Provide training to data entry Vendor staff.		X		
7. Review documents to be scanned for Exceptions.		X		
8. Modify documents as needed to reduce Exceptions.		X		
9. Prepare documents for scanning or manual entry.	X	X	This is a shared responsibility.	See 1 above.
10. Develop data mapping guide.	X	X	This is a shared responsibility.	See 1 above.
11. Deliverable: Manual Data Conversion Report.	X			
12. Review, approve and accept Manual Data Conversion Report.		X		
13. Deliverable: Scanning Completion Report.	X			
14. Review, approve and accept Scanning Completion Report.		X		

15. As required, perform redaction of scanned/converted data.		X		
16. Index Documents scanned.	X			
17. Provide telephone support for scanning, data entry and indexing Vendor Staff.		X		
18. Attach scanned Documents to Case Management Records in the CCMS Application.	X			
19. Return Documents.	X			
20. Submit Results of scanning activities.	X			

3.7 E-filing Implementation Services	Issue	Proposed Solution/Rationale and Benefit to the Court
If the Court elects to implement E-filing functionality in this deployment, then the Vendor shall support the Court in the implementation of e-filing as described below:		
Develop e-filing documentation. The Court Deployment Team’s integration resources will develop documentation to support the Court in the selection of an Electronic Filing Service Provider (EFSP) and the implementation of e-filing at the Court.	JSI will assist the Court with technical documentation related to integrating an EFSP with FCE.	Court will have primary responsibility for the selection of an EFSP that best fits their needs.
Procurement Documentation. The Court Deployment Team will compile a set of specifications and services that the EFSP must provide to the Court for the Court to bundle with their normal procurement documentation and conduct a selection. The team will also compile a set of evaluation criteria that the Court can use to help select the most appropriate EFSP vendors.	JSI will assist the Court with technical requirements and evaluation criteria related to integrating an EFSP with FCE.	Court will have primary responsibility for determining requirements of an EFSP that best fits their needs.

<p>Policy File. Initially, in time for the procurement, and then again, as e-filing is implemented and readied for testing, the Vendor will produce the e-filing Court policy file.</p>	<p>JSI will produce the e-filing Court policy file for the FCE Standard E-Filing Integration Module. Additional requirements of a 3rd party EFSP, if any, would require a chargeable modification to be determined upon final specification.</p>	<p>Court will have primary responsibility for determining the e-filing Court policy to best fit their needs.</p>
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3.7.1

Provide implementation support.	Issue	Proposed Solution/Rationale and Benefit to the Court
As the EFSP prepares to implement, Vendor will support and coordinate implementation services.	Only if the FCE Standard E-Filing Module is purchased. If a 3rd party EFSP is used, this would require additional chargeable services to be determined upon final scope of work.	JSI proposes the FCE E-Filing Module as the EFSP. Integration with a 3rd Party EFSP is outside the scope of this RFP response
Assist in evaluation of EFSP submissions. Vendor will review the submissions provided by the EFSPs who respond to the Court’s RFP, and will make recommendations as to which EFSP submissions are technically compliant with the requirements of the Application and the data exchange infrastructure.		
Coordinate integration with the Court. As the EFSP prepares to connect to the system, Vendor will work with the selected EFSP and the Court to arrange for access and network connectivity.	See answer above.	See answer above.

3.7.2

<p>Coordinate Data Exchange Configuration. In the event that the e-filing module requires configuration to support a specific EFSP, Vendor will advise the Court. The Court is responsible for resolving data exchange infrastructure issues.</p>	<p>See answer above.</p>	<p>See answer above.</p>
<p>Provide testing support.</p>		
<p>Vendor will coordinate and lead the Courts and EFSP through the integration and end-to-end testing.</p>	<p>Issue</p>	<p>Proposed Solution/Rationale and Benefit to the Court</p>
<p>Develop and Maintain a Data Exchange Deployment Testing Plan. E-filing will follow a very similar process to other interfaces in that a test plan will be used to track (1) the requirements that will be verified during testing, and (2) the test scenarios that will be used.</p>	<p>Only if the FCE Standard E-Filing Module is purchased. If a 3rd party EFSP is used, this would require additional chargeable services to be determined upon final scope of work.</p>	<p>JSI proposes the FCE E-Filing Module as the EFSP. Integration with a 3rd Party EFSP is outside the scope of this RFP response</p>

<p>Coordinate data integration and application configuration services. When planning to test e-filing, the Court Deployment Team’s integration resources will coordinate activities with the other deployment threads. Vendor will update the environment with the appropriate configuration and release version, help confirm the network security and performance, and provide the current data set. Testing will be conducted within a test environment (established by the Court) that simulates production.</p>	<p>See answer above.</p>	<p>See answer above.</p>
<p>Coordinate and lead integration testing. Vendor will coordinate and lead integration testing. The Court is responsible for resolving issues associated with data exchanges and associated infrastructure. Issues with the EFSP’s interface will be reported to the EFSP for remediation.</p>	<p>See answer above.</p>	<p>See answer above.</p>
<p>Coordinate and lead end-to-end testing. Vendor will coordinate and lead end-to-end testing of all CMS and integrated components. The Court is responsible for resolving issues associated with the data exchange infrastructure. Issues with the EFSP’s interface will be reported to the EFSP for remediation.</p>	<p>See answer above.</p>	<p>See answer above.</p>
<p>Compile test results. Vendor will compile test results of the e-filing implementation to document the level of functionality obtained.</p>	<p>See answer above.</p>	<p>See answer above.</p>
<p>Conduct data exchange deployment and integration re-testing. Vendor will continue end-to-end testing for up to eight weeks. The Court is responsible for resolving issues associated with data exchange infrastructure. The EFSP and/or the Justice Partner is responsible for resolving issues with its interface. If the exchange has not successfully passed end-to-end testing within the defined eight week timeframe, Vendor will suspend testing and the exchange will be considered to have failed the deployment readiness gate.</p>	<p>See answer above.</p>	<p>See answer above.</p>

E-filing Implementation Services Tasks, Roles and Responsibilities	Vendor	Court	Issue	Proposed Solution/Rationale and Benefit to the Court
1. Develop e-filing policy file.	X	X	This is a shared responsibility.	In our 35 years of experience, the best results are achieved when JSI and the Court work together as partners on tasks like this.
2. Review e-filing policy file.		X		
3. Develop e-filing Specifications.	X	X	This is a shared responsibility.	See 1 above.
4. Evaluate and recommend EFSP Submissions.	X	X	This is a shared responsibility.	See 1 above.
5. Select EFSP.		X		
6. Coordinate EFSP connection with data center.		X		

7. Deliverable: Data Exchange Deployment Testing Plan	X		Only if the FCE Standard E-Filing Module is purchased. If a 3rd party EFSP is used, this would require additional chargeable services to be determined upon final scope of work.	JSI proposes the FCE E-Filing Module as the EFSP. Integration with a 3rd Party EFSP is outside the scope of this RFP response
8. Review, approve, and accept the pre-testing activities workbook.		X		
9. Build/Tailor Test Plan to meet local Court needs.	X	X	See 7 above. This would be a shared responsibility.	See 7 and 1 above.
10. Lead E-filing Integration Testing.	X	X	See 7 above. This would be a shared responsibility.	See 7 and 1 above.
11. Lead E-filing End to End Testing.	X	X	See 7 above. This would be a shared responsibility.	See 7 and 1 above.

12. Deliverable: Test Results	X	X	See 7 above. This would be a shared responsibility.	See 7 and 1 above.
13. Conduct data exchange deployment and integration re-testing.	X	X	See 7 above. This would be a shared responsibility.	See 7 and 1 above.
14. Review, approve and Accept data exchange deployment and integration testing and retesting results.		X		
15. Maintain the data exchange infrastructure with respect to capacity and connectivity to support the Application development, test, and production deployment environments.		X		
16. Provide support for integration work from integration resources.	X		See 7 above.	See 7 above.
17. Pre-Cutover readiness testing.	X	X	See 7 above. This would be a shared responsibility.	See 7 and 1 above.
18. Provide Cutover support.	X		See 7 above.	See 7 above.
19. Manage post Cutover issue triage for local exchanges.	X	X	See 7 above. This would be a shared responsibility.	See 7 and 1 above.
20. Resolve issues with partner system.		X		
21. Resolve Issues with data exchange infrastructure.		X		
22. Conduct Remediation of data exchange infrastructure configuration.		X		
23. Conduct Remediation Coding of data exchange infrastructure		X		

4.0 Service Level Requirements

A key objective of this outsourcing agreement is to attain Service Level Requirements (SLRs). SLRs associated with Deployment Services are detailed in the following section.

Contractor shall provide electronic reports to the Court regarding Vendor's compliance with the SLRs specified in the Master Services Agreement.

See Exhibit 10 for Service Level Requirements.

5.0 Requirements Definitions

- 5.1 “Application” means the complete case management system, including all associated software, data exchanges, and external systems to be implemented by Vendor.
- 5.2 “Court Training Plan” means the plan that the Vendor shall develop for Court respecting End-User and configuration administrator Application training.
- 5.3 “Critical Milestones” means those milestones, activities, actions and projects identified as such in this Agreement, but are not limited to this Agreement. Additional milestones may be negotiated by individual courts.
- 5.4 “Customer Satisfaction” means a subjective rating obtained through Court customer satisfaction surveys conducted from time to time in accordance with terms defined herein.
- 5.5 “Cutover” means going-live on (i) the Application, or (ii) one or more case types within the Application, in each case (x) at one or more Court locations, and (y) where all Court personnel who are provided access to case management system(s) by the Court are able to access the Application and perform their normal daily operations using the production environment of the Application.
- 5.6 “E-filing Court Policy File” means the technical specification and policy schema for submitting documents electronically to the court.
- 5.7 “Fee Reductions” means the dollar amount by which the Fees will be reduced based on Vendor's failure to timely achieve any Critical Milestone. Fee Reductions may be defined and specified herein or by an individual trial court.
- 5.8 “Final Acceptance” means Court written Acceptance of all Services and Deliverables including Court signoff on all exit criteria as defined in the Cutover and Stabilizations Services.
- 5.9 “Incident” means either a (i) single event or (ii) abnormal activity for a function monitored by Vendor, each requiring a Vendor response typically denoted by a request for service or identification of a problem. Court will determine the Incident Priority Level of each reported Incident. Vendor will provide Court with an escalation procedure (to be approved by Court) for resolution of reported and non-reported incidents.
- 5.10 “Incident Resolution” means the point at which Vendor has responded to an Incident and Vendor has either: (a) conducted and successfully completed a Root Cause Analysis on a problem and appropriately corrected both the results and the cause of the problem; or (b) has provided an appropriate answer to an inquiry or an informational question that is understood by and acceptable to Court. In both cases, the Incident is not resolved until Court is convinced and satisfied that it has been resolved.
- 5.11 “Court Implementation and Deployment Project Plan” means the plan that Vendor shall develop for Court with respect to the Implementation/Deployment Services, as defined in this Exhibit 5.

- 5.12 “Knowledge Transfer Plan” means the plan the Vendor shall develop and execute respecting the knowledge required for Vendor to start the implementation process, as defined in this Exhibit 5.
- 5.13 “Measurement Interval” means the period in which a given SLR is measured (e.g., one (1) month, one (1) year, etc.).
- 5.14 “Measurement Tool” means a tool used to measure processes, equipment, and networks systems.
- 5.15 “Performance Target” is defined as the desired level of service Court is seeking for that particular Service Level Requirement.
- 5.16 “Priority Level” is a defined category that identifies the degree of business criticality and importance to Court of specific Incidents and the associated Vendor response requirements attributed to any such Incident. The Priority Level table categories and descriptions set forth in this Exhibit 5 apply to all Services.
- 5.17 “Reporting Period” means the interval of time between providing reports. Unless otherwise specified, all reports are provided on a monthly basis within three (3) Business Days of the close of the calendar month.
- 5.18 “Resolve” or “Resolution” means to repair, replace, reconfigure, reinstall, re-route, or otherwise provide a complete solution to an Incident that returns the system and/or End-User(s) to non-degraded full functionality. Implementing a Workaround is a partial or temporary resolution.
- 5.19 “Root Cause Analysis” is a problem analysis process undertaken to identify and quantify the underlying cause(s) of an Incident and document the necessary corrective actions to be taken to prevent recurring problems and/or trends which could result in problems.
- 5.20 “Implementation Plan” means the plan for deployment of the Application that the Vendor shall develop and maintain throughout the course of the Implementation/Deployment Services in accordance with this Exhibit 5.
- 5.21 “Workaround” is a temporary solution that Vendor or Court can implement in the event of an Incident as an alternate method of providing full Service or process functionality that allows the affected system(s) and/or process(es) to deliver to Court an acceptable level of business operations functionality until a permanent Incident Resolution can be implemented. Any such Workaround must be acceptable to and approved by Court.

END OF EXHIBIT 5

EXHIBIT 6

STATEMENT OF WORK (MODEL)

1.0 INTRODUCTION

This Model Statement of Work (SOW) provides for the professional services, activities, and tasks necessary for full implementation of JSI's FullCourt Enterprise Case Management System (CMS) named 'FullCourt Enterprise®' (FCE) for the Court. FCE may be interchangeably referred to herein as FCE or FCE CMS.

2.0 GENERAL PROJECT INFORMATION

2.1 Purpose

The purpose of this SOW is to set forth the necessary professional services of JSI to implement, configure and deploy (Implementation) JSI's FCE CMS for _____ Superior Court.

2.2 Approach and Methodology

2.2.1 High Level Project Timeline

Case Management Operations are anticipated to go live on FullCourt Enterprise _____ after the project kickoff date. The anticipated project kick-off date is _____. The estimated project completion date is _____.

The _____ Superior Court (referred to hereafter as "the Court) and JSI shall jointly develop a detailed project plan that includes a Gantt chart, activities, tasks, and dates. The project plan will be based on Justice Systems' proposed products and services as well as the Court's goals, needs, and requirements. Both the Court and JSI acknowledge time is of the essence and agree to work professionally and diligently in a mutual effort to complete the project without undue delay.

The figure below is a representative high-level project plan for a Court implementation of FullCourt Enterprise with standard interfaces.

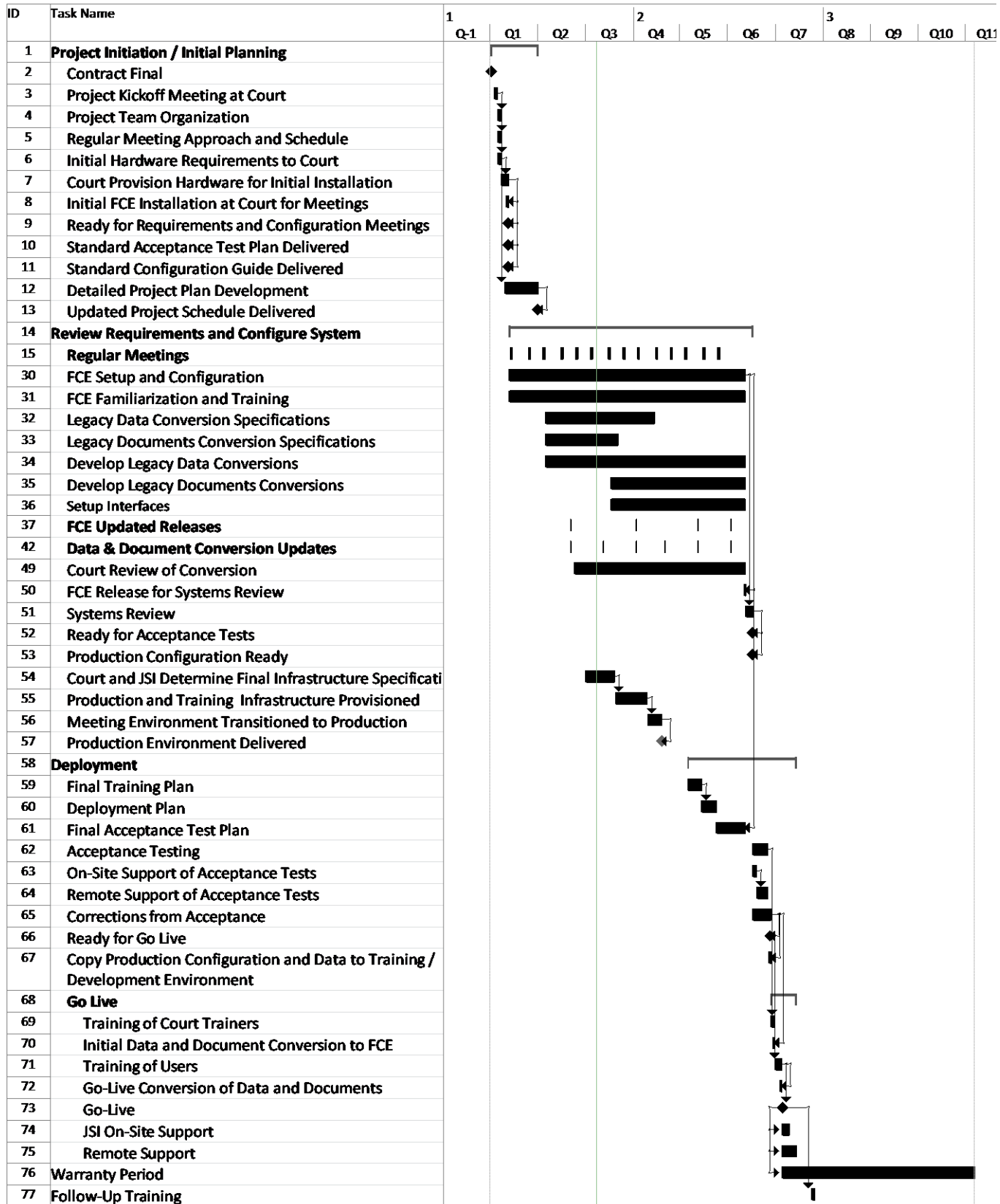


Figure 1. Proposed Project Gantt Chart

The detailed Implementation/Deployment Project Plan will be developed as part of the Initial Planning & Implementation/Deployment Project Management Services Tasks; see 3.3 below.

Milestone Schedule and Deliverables

Ref	Description	Date
3.1	Preliminary Business Analysis Plan	
3.1	Results of Preliminary Business Analysis Plan	
3.2	Recommended Implementation Strategy and Approach	
3.2	JSI Staffing Plan	
3.2	Court Staffing Plan	
3.2	Deployment Methodology	
3.2	Recommended Logical Environments	
3.3.1	Implementation/Deployment Project Plan	
3.3.1	Deployment Knowledge Base	
3.3.2	Infrastructure Assessment Plan and Template	
3.3.2	Results and Recommendations from Infrastructure Assessment	
3.3.2	Required Hardware and Network Infrastructure	
3.3.2	Desktop Hardware and Network Sizing	
3.3.3	Business Process Recommendations	
3.3.3	Approved Court Procedures	
3.3.3	Business Impact Analysis	
3.3.4	Application Configuration Strategy	
3.3.4	Application / Data Exchange Configuration	
3.3.4	Application Configuration Workbook	
3.3.4	Final Application Configuration	
3.3.4	Forms, Notices, Reports Design	
3.3.5	Data Conversion Strategy and Plan	
3.3.5	Legacy to FCE Data Mapping	
3.3.5	Document and Plan for Elements Cannot Convert	
3.3.5	Data Conversion Test Plan	
3.3.5	Data Conversion Testing Results	
3.3.6	Data Exchanges Gap Analysis	
3.3.6	Data Exchange Deployment Plan	
3.3.6	Data Integration Pre-Testing Activities Workbook	

Ref	Description	Date
3.3.6	Data Exchange Deployment and Integration Testing Results	
3.3.7	DMS Integration Plan and Approach	
3.3.7	DMS Plan where No Existing DMS	
3.3.7	Integrate DMS with CMS	
3.3.8	Deployment Test Plan	
3.3.8	Testing	
3.3.8	Testing Deficiency Documentation	
3.3.8	Testing and Traceability Results	
3.3.9	Cutover and Stabilization Services Plan	
3.3.10	Court Training Plan	
3.3.10	Application Configuration and Administration Training	
3.3.10	Application End-User and Court Help Desk Training	
3.3.10	e-Filing and DMS Operational Training	
3.4	Participate in the Creation of a Court-Specific Release Plan	
3.4	Change Management Plan	
3.4	Approach and Strategy to Manage and Maintain a Deployment Knowledge Base	
3.4	Maintain the Deployment Knowledge Base	
3.4	Update the Deployment Knowledge Base	
3.5	Develop Customer Satisfaction Survey	
3.5	Customer Satisfaction Project Plan	
3.6	E-filing Implementation Plan	
3.6	E-filing Testing Plan	
3.6	E-filing Data Exchange Testing Plan	
3.6	Document E-filing Test Results	
Plan	Initial Hardware Requirements	
Plan	Initial FCE Installation	
Plan	Analysis and Application Configuration Meetings Schedule	
Plan	System Configuration Guide	

2.2.2 High Level Implementation Approach

The project implementation and deployment approach will be Justice Systems' iterative analyze/train/configure strategy which JSI has successfully employed dozens of times in sophisticated court environments across the country. The Justice Systems implementation team will work with the

Court project team to analyze the court's requirements and develop the optimal processes to use with FCE, and configure the system to match those optimized processes. Over the project duration, FCE will be configured to best serve the various needs of the Court. At the end of the project, Justice Systems will provide the final launch-ready data conversion, work with the Court to train the all users across all functional areas, and assist in the full cutover of all groups and cases to FCE.

2.2.3 **Court Project Participants**

The implementation of FCE will be coordinated with various Court groups and external stakeholders. These groups are generally defined as follows:

A. **Court Policy Team:** team will include _____, _____,
_____.

- This team is responsible for addressing new and existing policies during FCE implementation and provides implementation guidance to all teams.

B. **Court Business Process and Subject Matter Expert Team:** team will include
_____, _____, _____.

- This team is responsible for defining the business process during the FCE implementation; for gathering information, documentation, forms, and local business processes for review and incorporation; for user acceptance testing and court staff training with JSI; and should participate in all iterative analysis and system configuration meetings.

C. **Court Technical Team:** team will include _____, _____,
_____.

- This team is responsible for ensuring data integration between all integration partners/stakeholders, coordinates and communicates with outside agencies and partners involved in data exchanges with the Court, brings policy issues to the Court's Project Manager, and Participates in design of data exchanges. This team is also responsible for providing expertise and services to support the conversion of legacy data and images/documents.

D. **External Stakeholders:** includes _____, _____,
_____.

- This group provides their agency's needs assessments to the Court's Project Manager.

2.2.4 **Justice Systems Project Participants**

A. Subject Matter Experts: The following SMEs will be assigned to this project. They are anticipated to work _____ hours in total on services delivery. _____,
_____.

B. Technical Staff: The following Technical Staff will be assigned to this project. They are anticipated to work _____ hours in total on services delivery. _____,
_____.

C. Project Management Team: The following Project Managers will be assigned to this project. They are anticipated to work _____ hours in total on services delivery. _____,
_____.

2.2.5 **Project Managers (PM)**

The following Project Managers will be the primary points-of-contact for this project.

Court PM: _____

Contact info: _____

JSI PM: _____

Contact info: _____

2.2.6 Locations of Work and Work Hours

- The following locations are Court sites that are designated as work locations:
 - _____, _____, _____.
- Court site work will take place during the Court's normal business hours:
 - _____ to _____ on business days.

2.2.7 Court Responsibilities

- Provide physical space and facilities for the JSI staff to work from when on-site.
- Provide facilities for the JSI team to conduct on-site meetings with Court staff.
- Provide all hardware and infrastructure necessary for deployment of the CMS.
- Provide operational and technical subject matter experts.
- Provide necessary legacy systems' data content and structure expertise to facilitate and participate in data migration to the CMS.
- Provide remote connectivity and access permissions as needed for JSI to perform tasks remotely and access and configure remotely the CMS during the course of the implementation project.
- Coordinate and Communicate with external agencies and parties as needed to facilitate successful implementation of data exchanges with the CMS.

3.0 PROJECT SCOPE OF WORK AND SERVICES

3.1 Preliminary Business Analysis

Preliminary Business Analysis Services tasks, roles and responsibilities. Preliminary Business Analysis Services include the tasks, activities and deliverables required by JSI to gain sufficient knowledge about the Court environment and overall Court requirements to enable creation of an implementation strategy and approach, a deployment plan and to successfully deploy the Application.

The following table identifies JSI's and the Court's Preliminary Business Analysis Services tasks, roles and responsibilities.

Preliminary Business Analysis Services tasks, roles and responsibilities.	JSI	Court
1. Participate in meetings with the Court to understand high-level court requirements, priorities and existing team and reporting structure within court.	X	
2. Deliverable: Develop and present to court a Preliminary Business Analysis Plan that clearly highlights the JSI recommended steps to obtain the required knowledge to start the deployment process. This plan should clearly articulate the key steps that will be performed by JSI for obtaining requisite knowledge as well as lay out the time and effort requirements from the court.	X	
3. Review, approve and accept the Preliminary Business Analysis Plan.		X

4. Execute the Preliminary Business Analysis Plan and obtain the required knowledge to start the deployment process.	X	
5. Deliverable: Document the results of Preliminary Business Analysis and present to Court.	X	
6. Review, approve and accept the results of the Preliminary Business Analysis,		X

3.2 Implementation Strategy and Approach

Implementation Strategy and Approach Services Tasks, Roles and Responsibilities. Implementation Strategy and Approach Services are the activities and Deliverables associated with developing and refining the deployment and training strategy and approach and methodology that will be used for deployment of the proposed solution. The following table identifies JSI's and the Court's Implementation Strategy and Approach Services tasks, roles and responsibilities

Implementation Strategy and Approach Services Tasks, Roles and Responsibilities.	JSI	Court
1. Deliverable: Document and present to Court the recommended Implementation Strategy and Approach, including a communication plan that accounts for all constituents (e.g., Courts and justice partners, etc.) and a technical environment plan that includes the scope and objectives of non-production and production environments.	X	
2. Review, approve and accept the recommended implementation strategy and approach, communication plan, and technical environment plan.		X
3. Deliverable: Develop a JSI Staffing Plan that identifies JSI staff levels required at various points in the project and supports the implementation strategy and approach.	X	
4. Review, approve and accept the JSI Staffing Plan.		X
5. Deliverable: Recommend a Court Staffing Plan identifies court staff levels required at various points in the project and that will support the implementation strategy and approach.	X	
6. Deliverable: Develop and present to Court a detailed, standards-based methodology with proposed toolsets to complete this deployment initiative within time and budget.	X	
7. Review, approve and accept the methodology and toolsets for deploying the application.		X

Implementation Strategy and Approach Services Tasks, Roles and Responsibilities.	JSI	Court
8. Deliverable: Provide recommendations on appropriate deployment of logical environments to support JSI's recommended deployment strategy (e.g., testing, data conversion, etc.)	X	
9. Review, approve and accept recommendations on appropriate deployment environments.		X

3.3 Court Implementation Services

The Court Deployment Services are those services, as described in the following subsections that must be performed to successfully deploy the Application.

3.3.1 Implementation Requirement: Implementation/Deployment Project Management Services

Deployment Project Management Services are the activities and Deliverables associated with developing and maintaining a Court Implementation/Deployment project Plan and schedule for deployment of the CMS application.

The following table identifies JSI's and the Court's Deployment Planning Services tasks, roles and responsibilities.

Implementation/Deployment Project Management Services Tasks, Roles and Responsibilities	JSI	Court
1. Deliverable: Develop, document and maintain the Implementation/Deployment Project Plan throughout the course of the engagement. This plan is based on the approved overall approach, methodology and use of proposed toolsets and processes. JSI shall update this plan on a periodic basis as defined by Court (e.g., monthly, bi-monthly). This plan shall be developed and maintained in Microsoft Project software or an alternative project management tool approved by Court. This plan shall include all required details such as staffing, timelines, key activities, milestones, deliverables, actual progress against plan, variances, etc. Implementation/Deployment Project Plan will take into consideration Court holidays.	X	
2. Review, approve and accept Implementation/Deployment Project Plan		X

Implementation/Deployment Project Management Services Tasks, Roles and Responsibilities	JSI	Court
<p>3. Establish, maintain and update a Deployment Knowledge Base with all deliverables and documents within the scope of the Deployment Services. In addition to full and accurate documentation of the JSI's own activities, JSI will include in the Deployment Knowledge Base all documents, information and data on which they rely to perform Deployment Services, including but not limited to the following: configuration guides, training manuals, assessment reports, user manuals, system level setup and procedures, all queries, form templates, reports and tuning parameters around the database or servers. The Deployment Knowledge Base must be fully indexed and key word searchable.</p>	X	

3.3.2 Deployment Requirement: Infrastructure Assessment and Implementation Services

Infrastructure Assessment and Implementation Services are the activities and Deliverables required to assess and to validate that all components of the Court's technical infrastructure, which must be able to support the Application, DMS, and the traffic generated through their use. These components include, but are not limited to, desktops, laptops, network elements, scanners, printers, etc. Infrastructure Assessment and Implementation Services also include coordinating and managing the implementation of other needed components.

JSI's Infrastructure Assessments and Deployment Services will focus on evaluating Court's infrastructure in four main areas:

1. **Desktop Environment** – Evaluation of desktop machines and devices, Operating System (OS), and required software components and printers.
2. **Network Environment** – Evaluation of bandwidth and capacity planning capabilities against anticipated traffic volumes due to implementation of the Application and DMS and projected growth.
3. **Data Center Environment** – JSI will evaluate Court connectivity and environment readiness (e.g., Application, Data Exchange Infrastructure, DMS, etc.) based on the infrastructure recommendations from the Deployment Strategy and Approach and Planning phases.
4. **Document Management System Environment** – As part of DMS implementation, JSI will undertake an assessment to determine additional infrastructure items (scanners, document scanning software, printers, and intermediate servers), storage requirements, and suitability for integration with Application integration components.

In addition, during the Infrastructure Assessment, JSI will identify gaps, formulate recommendations, and communicate an action plan for Court to address the findings in the Infrastructure Assessment. Information will be shared with the Court at regular and pre-defined stages of the Assessment. JSI will deliver the final Infrastructure Assessment Findings report to the Court for review and approval.

The following table identifies JSI's and the Court's Infrastructure Assessment and Implementation Services tasks, roles and responsibilities.

Infrastructure Assessment and Implementation Services Tasks, Roles and Responsibilities	JSI	Court
1. Deliverable: Develop and document an Infrastructure Assessment Plan and template for assessing all components of the Court's technical infrastructure.	X	X
2. Review, approve and accept the Infrastructure Assessment Plan and template.		X
3. Perform the infrastructure assessment for all technical components for the Court.	X	X
4. Deliverable: Document and present to Court, the findings of the infrastructure assessment, including recommendations on specific areas that need to be upgraded, standardized or secured.	X	
5. Review, approve and accept the findings of the infrastructure assessment.		X
6. Perform hardware and connectivity capacity planning for the Court.	X	
7. Review, approve and accept hardware and connectivity capacity planning.		X
8. Deliverable: Document and present to Court an assessment of required hardware as well as the network infrastructure required at a minimum to support the rollout.	X	
9. Review, approve and accept the hardware and network infrastructure assessment.		X
10. Manage the installation of any additional hardware or network infrastructure and coordinate with third parties as required.		X
11. Review, approve and accept the installed hardware or network infrastructure.	X	
12. Measure bandwidth utilization per case type and minimum hardware required to support rollout.	X	
13. Deliverable: Provide documented findings to the Court of the minimum requirements for desktop hardware along with bandwidth utilization numbers to support sizing of the network to the hosting data center.	X	
14. Review, approve and accept documented findings.		X

3.3.3 Deployment Requirement: Operational Process and Procedures Services

Operational Process and Procedures Services are the activities and Deliverables required to assess the existing Court case management processes and procedures, perform a gap analysis with the process

options compatible with the Application and develop and document recommended case management operational processes and procedures the Courts will utilize with the Application.

Operational Processes and Procedures Services Tasks, Roles and Responsibilities	JSI	Court
1. Identify current operational processes and procedures used for case management by working in conjunction with the Courts.	X	X
2. Deliverable: Assess the existing (“as is”) operational processes and procedures against the end state (“to be”) Application configurations, processes and procedures, and develop recommendations on processes that will meet Court’s requirements.	X	X
3. Review, approve and accept the “as is” versus “to be” assessment and the process recommendations.		X
4. Deliverable: Document approved Court procedures in a Court-approved format.	X	X
5. Review, approve and accept approved Court procedures.		X
6. Deliverable: Develop and provide the Court with a business impact analysis based on the “as is” versus “to be” assessment.	X	X
7. Review, approve and accept the business impact analysis.		X

3.3.4 Deployment Requirement: Application Configuration Services

Application Configuration Services are the activities and deliverables required to configure the Application to support the Court business processes.

The following table identifies JSI’s and the Court’s Application Configuration Services tasks, roles and responsibilities.

Application Configuration Services Tasks, Roles and Responsibilities	JSI	Court
1. Conduct training sessions/system walkthroughs for Court business process staff to provide an understanding of the application and business context for configurations.	X	X
2. Conduct SME Education Sessions about system and configuration impacts.	X	X
3. Identify end state (“to be”) configurations by working in conjunction with the Courts.	X	X
4. Deliverable: Develop a detailed application configuration strategy that will meet Court requirements.	X	

Application Configuration Services Tasks, Roles and Responsibilities	JSI	Court
5. Review, approve and accept the “as is” versus “to be” assessment and the configuration strategy.		X
6. Deliverable: Develop and document a detailed application configuration plan that links to data exchange configuration.	X	
7. Review, approve and accept the detailed application configuration plan.		X
8. Deliverable: Create and maintain a detailed application configuration workbook incorporating all recommended Configuration Items (CIs).	X	
9. Review, approve and accept the detailed application configuration workbook.		X
10. Configure approved CIs as documented in the detailed application configuration workbook into the Application.	X	X
11. Deliverable: Create and submit to Court a detailed configuration workbook listing the final application configuration details of the Application.	X	X
12. Review, approve and accept the configuration workbook.		X
13. Perform Application Configuration Services activities in synchronization with the Data Integration Services	X	
14. Identify Forms, Notices, and Reports requirements and design by working in conjunction with the Court.	X	X
15. Deliverable: Forms, Notices, and Reports Design Documents	X	X
16. Review, approve and accept Forms, Notices, and Reports Design Documents.	X	
17. Test approved configurations based on the Detailed Application Configuration Workbook. Unit test the configuration.	X	X
18. Identify defects and changes.	X	X
19. Remediate identified defects and changes.	X	X

3.3.5 Deployment Requirement: Data Conversion Services

Data Conversion Services are the activities and Deliverables associated with the assessment, planning, mapping, scripting, conversion and testing required for the conversion of data from the current Court systems to the Application.

The following table identifies JSI’s and the Court’s Data Conversion tasks, roles and responsibilities.

Data Conversion Services Tasks, Roles and Responsibilities	JSI	Court
1. Identify sources of data from the current Court systems by working in conjunction with the Court.	X	X
2. Deliverable: Assess the existing (“as is”) sources of data (including software, code, functionality, and data) against the end state (“to be”) Application, and develop a detailed Data Conversion Strategy and Data Conversion Plan for each source of data based on the assessment	X	X
3. Review, approve and accept the detailed Data Conversion Strategy and Data Conversion Plan.		X
4. Deliverable: For each source of data, develop and document the detailed data schema/maps from current systems to the Application.	X	X
5. Deliverable: For each source of data, identify and document data elements which cannot be converted through the automated tools and/or other exceptions and develop a plan to achieve data conversion through alternative means (e.g., manual conversion, manual entry).	X	X
6. Review, approve and accept mapping and plan for converting data elements which cannot be converted through automated tools and/or other exceptions.		X
7. Configure data conversion tools, as required to perform data conversion.	X	X
8. Provide all relevant technical documentation (development/configuration manuals etc.) on such data conversion scripts and tools.	X	
9. Perform data conversion through automated or manual processes as approved by Court.	X	X
10. Deliverable: Create a comprehensive Data Conversion Test Plan for each source of data.	X	X
11. Review, approve and accept all Data Conversion Test Plans.		X
12. Deliverable: Conduct data conversion testing using JSI’s validation process, identify errors and exceptions and document and provide a report on the testing results to Court.	X	X
13. Conduct data conversion re-testing until requirements are met.	X	X
14. Review, approve and accept conversion testing and retesting results.		X

3.3.6 **Deployment Requirement: Data Integration Services**

Data Integration Services are the activities and Deliverables associated with the assessment, planning, design, development, modification, and testing of the data exchanges between the Court and county and state partners, and the Application. This includes justice partner exchanges, electronic filing and electronic services, as well as the Application portal.

The following table identifies JSI's and the Court's Data Integration Services tasks, roles and responsibilities.

Data Integration Services Tasks, Roles and Responsibilities	JSI	Court
1. Create an inventory of existing data exchanges (local and statewide exchanges) including internal, justice partner, vendor, and public facing exchanges and portal access, and create a Gap Analysis that assesses the existing ("as is") state and scope of exchanges against the end state ("to be") state and scope of exchanges.	X	X
2. Identify data exchange requirements between the current Court and partner systems and the Application, and analyze them against proposed data exchange standards, public access requirements, etc. and present recommended exchanges to the Court.	X	X
3. Ensure that such data exchange requirements between the current Court and partner systems and the Application are identified by working in conjunction with the Court and Court's county and state justice partners (e.g., law enforcement, public defender, DOJ, DMV). Additionally, ensure that any gaps or exceptions identified in configuration or data conversion affecting data exchanges as well as deficiencies in the data exchange standards are also assessed.	X	X
4. Deliverable: Develop and provide to Court, a Gap Analysis that includes recommendations on the new exchanges that need to be configured and developed.	X	
5. Review, approve and accept the Gap Analysis.		X
6. Discuss Gap Analysis results with Justice Partners.	X	X
7. Deliverable: Develop and maintain a detailed Data Exchange Deployment Plan consisting of the end-to-end process for exchange deployment (from the "as is" to the "to be" states) including organization of local data exchange deployment team, including Court, JSI, and justice partner resources, as needed.	X	X
8. Review, approve and accept the detailed Data Exchange Deployment Plan		X

9. Deliverable: Develop and maintain a data integration pre-testing activities workbook including connectivity of vendors/partners, development of Court policy file, and configuration of e-filing.	X	X
10. Review, approve, and accept the pre-testing activities workbook.		X
11. Perform the necessary activities to configure and deploy exchanges as required and approved by the Court.	X	X
12. Deliverable: Conduct data exchange deployment (for both local and statewide exchanges) and integration testing using JSI's validation process, identify errors and exceptions and document and provide testing and traceability matrix results to Court.	X	X
13. Conduct data exchange deployment and integration re-testing until requirements are met.	X	X
14. Review, approve and accept data exchange deployment and integration testing and retesting results.		X
15. Provide Court with one data integration technical subject matter expert, as requested by the Court.	X	
16. Perform Data Integration Services activities in synchronization with the Application Configuration Services.	X	X

3.3.7 Deployment Requirement: Document Management System (DMS) Configuration Services

Document Management System (DMS) Configuration Services are the activities and Deliverables associated with developing and implementing DMS infrastructure requirements and integrating the DMS with the Application at Court.

The following table identifies JSI's and the Court's Document Management System Configuration Services tasks, roles and responsibilities.

Document Management System Configuration Services Roles and Responsibilities	JSI	Court
1. Deliverable: Develop a DMS Integration Plan and Approach for integrating existing Document Management Systems (DMS) with Application.	X	X
2. Review, approve and accept plan and approach for integrating existing DMS with Application.		X
3. Deliverable: For Courts that do not have an existing DMS, provide a plan and approach for:	X	X
· Gathering DMS requirements from the Court.		

· Implementing the DMS infrastructure required at the Court level (e.g., scanners, intermediate servers).		
· Integrating DMS use into Court-specific Application business processes (e.g., workflows).		
· Integrating the Court's DMS infrastructure with the hosted DMS application.		
4. Review, approve and accept plan and approach for DMS infrastructure implementation and integration with Application for Courts that do not have an existing DMS.		X
5. Deliverable: Perform integration of (new as well as existing) DMS with Application.	X	X
6. Review, approve and accept integration of (new as well as existing) DMS with Application.		X
7. Coordinate the implementation of the DMS infrastructure required at the Court level and integrate with Application and the DMS application.	X	X

3.3.8 Implementation Requirement: Testing Services

Testing Services are the activities and Deliverables associated with planning and executing testing for Acceptance by the Court of the entire set of contracted Deployment requirements (e.g., configuration, exchanges).

The following table identifies JSI's and the Court's Testing Services tasks, roles and responsibilities.

Testing Services Tasks, Roles and Responsibilities	JSI	Court
1. Deliverable: Develop, document and maintain a Test Plan for all Deployment Services, including the plan for end-to-end testing, network performance testing, data integration testing, application configuration testing, roles-based access testing and Court Acceptance testing. The Test Plan will define criteria for entering and exiting the various test phases.	X	X
2. Review, approve and accept the Test Plan.		X
3. Prepare and document test cases, test scripts and test data as required by the Test Plan.	X	X
4. Review, approve and accept test cases, test scripts, and test data.		X
5. Deliverable: Perform end-to-end testing, network performance testing, data integration testing, application configuration testing, mock cutover testing, and roles-based access testing, using industry standard methodologies and best practices. Such testing shall include testing for any and all	X	X

Testing Services Tasks, Roles and Responsibilities	JSI	Court
Application release versions issued prior to a Court's Final Acceptance of the Services.		
6. Support Court Acceptance testing processes.	X	
7. Conduct Court Acceptance testing.		X
8. Deliverable: Manage, identify, classify, and document to Court any Deployment Services-related deficiencies or errors found as a result of testing, using Court-prescribed tools.	X	
9. Resolve Deployment requirements-related deficiencies and errors found as a result of testing. Such Resolution shall include retesting.	X	X
10. Deliverable: Document and provide to Court the testing and retesting and traceability matrix results for Court approval.	X	
11. Develop any additionally needed test scripts for any subsequent Application releases prior to a Court's Final Acceptance of the Services.	X	X
12. Review, approve and accept testing, retesting and traceability matrix results.		X

3.3.9 Implementation Requirement: Cutover and Stabilization Services

Cutover and Stabilization Services are the activities and Deliverables required to successfully manage the Cutover from existing systems to the Application ("go live" support) without affecting the day-to-day functioning of the Court and ensuring that the transition process to the Application is completed quickly and in the most efficient manner possible.

The following table identifies JSI's and the Court's Cutover and Stabilization Services tasks, roles and responsibilities.

Cutover and Stabilization Services Tasks, Roles and Responsibilities	JSI	Court
1. Deliverable: Define and document to Court the Cutover and Stabilization Services Plan to be performed by JSI.	X	
2. Review, approve and accept the Operational Cutover and Stabilization Services Plan.		X
3. Perform and coordinate cutover activities in accordance with the Cutover and Stabilization Services Plan.	X	X
4. Provide expert on-site support to Court personnel during the Cutover, to ensure that the Cutover and transition are performed smoothly.	X	

Cutover and Stabilization Services Tasks, Roles and Responsibilities	JSI	Court
5. Provide expert on-site resolution of any issues or problems that may arise in the post-Cutover transition stabilization period and/or manage resolution through approved processes and procedures.	X	
6. Perform all activities as provided, at minimum, in the court defined exit criteria.	X	X
7. Coordinate with Court help desk as required, including problem management and Incident management processes.	X	X
8. Train Court help desk and provide requisite help desk scripts and tools for Deployment Services and daily support and maintenance.	X	
9. Review, approve and accept scripts.		X

3.3.10 Implementation Requirement: Training Services

Training Services are the activities and Deliverables associated with training the Application configuration administrators and End-Users for the purpose of supporting the Application and fully utilizing the functions and features of the applications through formal training (which may include classroom training, computer or web-based training) and informal methods during the Deployment.

The following table identifies JSI's and the Court's Training Services tasks, roles and responsibilities.

Training Services Roles and Responsibilities	JSI	Court
1. Deliverable: Develop, document to Court and maintain a Court Training Plan, including training schedule, instructor requirements, court facilitator requirements, module/class structure, Court facilities requirements, alternative facility options, and specific training data issues.	X	
2. Review, approve and accept the Court Training Plan.		X
3. Deliverable: Provide Application configuration and administration training to administrators.	X	
4. Deliverable: Provide Application End-User training and Court help desk training.	X	X
5. Deliverable: Provide ongoing, pre-scheduled Application End-User training and Court help desk training for any subsequent Application releases prior to Court's Final Acceptance of the Services.	X	X
6. Create and maintain the training configurations on the Application training instances as requested by Court.	X	X

7. Deliverable: Provide e-filing and DMS operational training to Court-specified End-Users.	X	X
8. Deliverable: Provide Court-specified End-Users with ongoing, pre-scheduled e-filing and DMS operational training for any subsequent Application releases prior to a Court's Final Acceptance of the Services.	X	X
9. Review, approve and accept training.		X
10. Review, approve and accept justice partner training session.		X

3.4 Implementation Requirement: Project Management Services

Implementation Project Management Services are the activities and Deliverables associated with providing project management throughout the term of the engagement.

The following table identifies JSI's and the Court's Implementation Project Management Services tasks, roles and responsibilities.

Implementation Project Management Services Tasks, Roles and Responsibilities	JSI	Court
1. Provide project strategy and direction including overall scope and timelines.		X
2. Provide, and review with Court, JSI project metrics reporting on JSI's accomplishment of milestones, SLRs and associated Deliverables.	X	
3. Review, approve and accept project metrics, SLRs, milestones and Deliverables.		X
4. Develop and present to the Court remediation plans to resolve Deployment Services related issues.	X	
5. Review, approve and accept remediation plans to resolve Deployment Services related issues.		X
6. Deliverable: Participate in the creation of a Court-specific release plan.	X	X
7. Coordinate the Application releases between the Courts through the pre-production environments to the production environment.	X	
8. Participate as requested by Court in technical and business planning/governance meetings to establish and communicate decisions.	X	
9. Adhere to Court Incident and problem management processes and tools.	X	
10. JSI Project Manager shall schedule and conduct weekly project status meetings with appropriate JSI resources in accordance with the Project	X	

Implementation Project Management Services Tasks, Roles and Responsibilities	JSI	Court
Communications Plan with Court Project Manager and other key Court participants as the Court Project Manager may require.		
11. Participate in weekly project status report meetings.		X
12. Deliverable: Provide written weekly project status reports to the Court Project Manager including status updates of applicable items in the Project Plan (e.g. the project schedule) in a format agreed to by Court, including escalation of any issues and risks that may impact Critical Milestones, as well as issue and risk mitigation actions.	X	
13. Execute projects using PMI best practices including standard project life cycle activities, project initiation, planning, execution, control and closure, and Acceptance.	X	X
14. Coordinate all Services, activities and dependencies and serve as the single point of contact/interface to Court including coordinating JSI, Third Party and Court resources to ensure the on-time delivery of tested/quality checked Deliverables as defined in the Project Plan.	X	X
15. Prepare and present a quarterly Executive Management Report in a mutually agreed upon format.	X	X
16. Deliverable: Provide a Change Management Plan outlining the review process for documenting and approving changes in project scope.	X	X
17. Provide single portal access for all documents and reports	X	
18. Provide a regular Implementation Summary Report that includes current status of milestones, Court milestones, and all SLRs.	X	X
19. Review, approve and accept Implementation Summary Report.		X
20. Deliverable: Develop overall approach and strategy to manage and maintain a Deployment Knowledge Base that will contain deployment documents and Deliverables from Court deployment, including recommendations on content, structure and tools.	X	X
21. Review, approve and accept overall approach and strategy to manage and maintain a Deployment Knowledge Base.		X
22. Deliverable: Manage and maintain the Court-specified Deployment Knowledge Base throughout the Application deployment process, incorporating Application documents and Deliverables.	X	

Implementation Project Management Services Tasks, Roles and Responsibilities	JSI	Court
23. Deliverable: Update the Deployment Knowledge Base with all deliverables and documents for Court as a part of Cutover and Stabilization Services.	X	
24. Review, approve and accept the updated Deployment Knowledge Base after all deliverables and documents.		X

3.5 Implementation Requirement: Customer Satisfaction Management Services

Customer Satisfaction Management Services are the activities associated with developing, implementing and reporting on Customer Satisfaction surveys to the Court Project Management team.

The following table identifies JSI's and the Court's Customer Satisfaction Management Services tasks, roles and responsibilities.

Customer Satisfaction Management Services Tasks, Roles and Responsibilities	JSI	Court
1. Establish Customer Satisfaction Survey requirements for Court.		X
2. Deliverable: Develop Customer Satisfaction Survey in accordance with Court's survey requirements.	X	
3. Review, approve and accept JSI developed Customer Satisfaction Survey.		X
4. Conduct quarterly Customer Satisfaction Surveys to the Court.		X
5. Meet with Court to review Customer Satisfaction reports and make recommendations on how to resolve customer dissatisfaction.	X	
6. Deliverable: Prepare a Customer Satisfaction Project Plan to resolve customer dissatisfaction.	X	
7. Review, provide additional input as required, approve and accept Customer Satisfaction Project Plan.		X
8. Execute Court-Accepted Customer Satisfaction Project Plan.	X	

3.6 E-filing Implementation Services

If the Court elects to implement E-filing functionality in this deployment, then JSI shall support the Court in the implementation of e-filing as described below:

E-filing Implementation Services	Services
<p>Develop e-filing documentation. The Court Deployment Team’s integration resources will develop documentation to support the Court in the selection of an Electronic Filing Service Provider (EFSP) and the implementation of e-filing at the Court.</p>	<p>JSI will assist the Court with technical documentation related to integrating an EFSP with FCE.</p>
<p>Procurement Documentation. The Court Deployment Team will compile a set of specifications and services that the EFSP must provide to the Court for the Court to bundle with their normal procurement documentation and conduct a selection. The team will also compile a set of evaluation criteria that the Court can use to help select the most appropriate EFSP vendors.</p>	<p>JSI will assist the Court with technical requirements and evaluation criteria related to integrating an EFSP with FCE.</p>
<p>Policy File. Initially, in time for the procurement, and then again, as e-filing is implemented and readied for testing, the JSI will produce the e-filing Court policy file.</p>	<p>JSI will produce the e-filing Court policy file for the FCE Standard E-Filing Integration Module. Additional requirements of a 3rd party EFSP, if any, would require a chargeable modification to be determined upon final specification.</p>

3.6.1 Provide Implementation Support

Provide implementation support.	Services
<p>As the EFSP prepares to implement, JSI will support and coordinate implementation services.</p>	<p>Only if the FCE Standard E-Filing Module is purchased. If a 3rd party EFSP is used, this would require additional chargeable services to be determined upon final scope of work.</p>
<p>Assist in evaluation of EFSP submissions. JSI will review the submissions provided by the EFSPs who respond to the Court’s RFP, and will make recommendations as to which EFSP submissions are technically compliant with the requirements of the Application and the data exchange infrastructure.</p>	

Provide implementation support.	Services
Coordinate integration with the Court. As the EFSP prepares to connect to the system, JSI will work with the selected EFSP and the Court to arrange for access and network connectivity.	See answer above.
Coordinate Data Exchange Configuration. In the event the e-filing module requires configuration to support a specific EFSP, JSI will advise the Court. The Court is responsible for resolving data exchange infrastructure issues.	See answer above.

3.6.2 **Provide Testing Support**

JSI will coordinate and lead the Courts and EFSP through the integration and end-to-end testing.

Provide testing support.	Services
Develop and Maintain a Data Exchange Deployment Testing Plan. E-filing will follow a very similar process to other interfaces in that a test plan will be used to track (1) the requirements that will be verified during testing, and (2) the test scenarios that will be used.	Only if the FCE Standard E-Filing Module is purchased. If a 3rd party EFSP is used, this would require additional chargeable services to be determined upon final scope of work.
Coordinate data integration and application configuration services. When planning to test e-filing, the Court Deployment Team's integration resources will coordinate activities with the other deployment threads. JSI will update the environment with the appropriate configuration and release version, help confirm the network security and performance, and provide the current data set. Testing will be conducted within a test environment (established by the Court) that simulates production.	See answer above.
Coordinate and lead integration testing. JSI will coordinate and lead integration testing. The Court is responsible for resolving issues associated with data exchanges and associated infrastructure. Issues with the EFSP's interface will be reported to the EFSP for remediation.	See answer above.

Provide testing support.	Services
Coordinate and lead end-to-end testing. JSI will coordinate and lead end-to-end testing of all CMS and integrated components. The Court is responsible for resolving issues associated with the data exchange infrastructure. Issues with the EFSP's interface will be reported to the EFSP for remediation.	See answer above.
Compile test results. JSI will compile test results of the e-filing implementation to document the level of functionality obtained.	See answer above.
Conduct data exchange deployment and integration re-testing. JSI will continue end-to-end testing for up to eight weeks. The Court is responsible for resolving issues associated with data exchange infrastructure. The EFSP and/or the Justice Partner is responsible for resolving issues with its interface. If the exchange has not successfully passed end-to-end testing within the defined eight-week timeframe, JSI will suspend testing and the exchange will be considered to have failed the deployment readiness gate.	See answer above.

3.6.3 E-filing Implementation Services Tasks, Roles and Responsibilities

E-filing Implementation Services Tasks, Roles and Responsibilities	JSI	Court
1. Develop e-filing policy file.	X	X
2. Review e-filing policy file.		X
3. Develop e-filing Specifications.	X	X
4. Evaluate and recommend EFSP Submissions.	X	X
5. Select EFSP.		X
6. Coordinate EFSP connection with data center.		X
7. Deliverable: Data Exchange Deployment Testing Plan	X	
8. Review, approve, and accept the pre-testing activities workbook.		X
9. Build/Tailor Test Plan to meet local Court needs.	X	X

E-filing Implementation Services Tasks, Roles and Responsibilities	JSI	Court
10. Lead E-filing Integration Testing.	X	X
11. Lead E-filing End to End Testing.	X	X
12. Deliverable: Test Results	X	X
13. Conduct data exchange deployment and integration re-testing.	X	X
14. Review, approve and Accept data exchange deployment and integration testing and retesting results.		X
15. Maintain the data exchange infrastructure with respect to capacity and connectivity to support the Application development, test, and production deployment environments.		X
16. Provide support for integration work from integration resources.	X	
17. Pre-Cutover readiness testing.	X	X
18. Provide Cutover support.	X	
19. Manage post Cutover issue triage for local exchanges.	X	X
20. Resolve issues with partner system.		X
21. Resolve Issues with data exchange infrastructure.		X
22. Conduct Remediation of data exchange infrastructure configuration.		X
23. Conduct Remediation Coding of data exchange infrastructure		X

4.0 OTHER PROJECT MATTERS

4.1 Additional Acceptance Criteria

Add any additional acceptance criteria here.

4.2 Additional Terms and Conditions

Add any additional terms and conditions here

4.3 Additional Fees and Costs

Add any additional fees and costs here.

END OF EXHIBIT 6

EXHIBIT 7
ACCEPTANCE AND SIGN-OFF FORM

Acceptance and Sign-Off Form

Description of Work or Deliverable provided by Contractor: in accordance with Master Agreement #MA 2017-16, Participating Entity's Project Manager shall complete and provide this form to the Contractor within 10 days of delivery of applicable Work or Deliverable.

Date submitted: _____

Work or Deliverable is:

1) Submitted on time: yes no. If no, please note length of delay and reasons.

2) Complete: yes no. If no, please identify incomplete aspects of the Work.

3) Technically accurate: yes no. If no, please note corrections required.

Please note level of satisfaction:

Poor Fair Good Very Good Excellent

Comments, if any:

Work or Deliverable is accepted.

Work or Deliverable is unacceptable as noted above.

Name: _____

Title: _____

Date: _____

END OF EXHIBIT 7

EXHIBIT 8

FEES, PRICING AND PAYMENT TERMS

1. Fees.

For professional services, Contractor's Schedule of Standard Professional Service Rates is as follows:

Professional Services	Hourly Rate
Hourly Rate for all professional services	\$165

Hosted Services are not offered or priced under this Agreement, and therefore, are excluded from this Agreement.

Licensed Software Includes: FullCourt Enterprise Court Case Management System Update Licenses, FullCourt Enterprise Imaging Module, FullCourt Enterprise Service Bus Module, FullCourt Enterprise Standard Appellate Interface, FullCourt Enterprise Standard California JBSIS Reports, FullCourt Enterprise Standard California's DOJ Interface, FullCourt Enterprise Standard California DMV Interface (The FCE interface to California's DMV requires the court to license the Microsoft Host Integration Server (HIS) included with Microsoft BizTalk Server.), FullCourt Enterprise Application Servers, FullCourt Enterprise Standard Public Access Module, (optional) CitePayUSA Online Payment Module (CitePayUSA Transaction Fee is capped at 5% (subject to negotiation with the JBE) of the Amount Paid to the Court and is Paid by the Payor), FullCourt Enterprise Standard Citation Import Module, FullCourt Enterprise Standard Disposition/Warrant Export Module, FullCourt Enterprise Standard Collections Interface Module, and FullCourt Enterprise Standard Bulk Mailing Interface Module.

Summary of Pricing for System User Licenses	
User Count	Price per user
1-100	\$4,771.00
101-500	\$4,187.00
501-1000	\$3,215.00
1000+	\$2,772.00

These fees are associated with the functionality and mixture of Licensed Software as it exists with San Joaquin Superior Court as of January 1, 2019. What follows on the next pages of Exhibit 8 is pricing based on identified user counts and the specifications and requirements set forth in this Agreement. Final fees may vary if the JBE's user count or requirements vary from the specifications and requirements set forth in this Agreement.

COST SUBMISSION MATRIX

Summary Tab

Summary of Total Software, Professional Services, Maintenance & Support Costs, Other

Cost Categories (Complete the Worksheet for each category)	Proposed Cost for Superior Court of Amador County	Proposed Cost for Superior Court of Colusa County	Proposed Cost for Superior Court of Contra Costa County	Proposed Cost for Superior Court of Lassen County	Proposed Cost for Superior Court of Marin County	Proposed Cost for Superior Court of Mariposa County	Proposed Cost for Superior Court of Mono County	Proposed Cost for Superior Court of Shasta County	Explanation/Notes (if necessary)**
Estimated Users Per Court	33	19	375	25	110	25	20	250	
1. Software License Fees	\$ 171,204.00	\$ 98,572.00	\$ 1,670,225.00	\$ 129,700.00	\$ 560,670.00	\$ 129,700.00	\$ 103,760.00	\$ 1,146,850.00	These amounts reflect price breaks due to number of users.
2. Professional Services	\$ 402,765.00	\$ 402,765.00	\$ 1,452,990.00	\$ 402,765.00	\$ 1,452,990.00	\$ 402,765.00	\$ 402,765.00	\$ 1,452,990.00	The pricing provided for Professional Services is based upon the requirements of the RFP. Justice Systems recognizes the level of services required by the MSA may not be desired by some courts (e.g., Small Courts). Pricing for Professional Services can be tailored to suit the needs of each individual court.
3. Maintenance and Support	\$ 166,710.00	\$ 95,984.00	\$ 1,623,972.00	\$ 134,085.00	\$ 545,954.00	\$ 134,085.00	\$ 100,036.00	\$ 1,116,746.00	
4. Other Costs	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
5. Hosted Costs (if vendor offers SaaS hosting)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ 740,679.00	\$ 597,321.00	\$ 4,747,187.00	\$ 666,550.00	\$ 2,559,614.00	\$ 666,550.00	\$ 606,561.00	\$ 3,716,586.00	

Licensing Fees

Detailed Licensing Fees (Including non-production environments)

Software Application	Fee Per User/Employee	Explanation/Notes (if necessary) Note Taxable Items when Applicable
Production Environment		
FullCourt <i>Enterprise</i> First 100 Concurrent Users	\$4,771.00	Software Includes: FullCourt <i>Enterprise</i> Court Case Management System Update Licenses, FullCourt <i>Enterprise</i> Imaging Module, FullCourt <i>Enterprise</i> Service Bus Module, FullCourt <i>Enterprise</i> Standard Appellate Interface, FullCourt <i>Enterprise</i> Standard California JBSIS Reports, FullCourt <i>Enterprise</i> Standard California's DOJ Interface, FullCourt <i>Enterprise</i> Standard California DMV Interface (The FCE interface to California's DMV requires the court to license the Microsoft Host Integration Server (HIS) included with Microsoft BizTalk Server.), FullCourt <i>Enterprise</i> Application Servers, FullCourt <i>Enterprise</i> Standard Public Access Module, FullCourt <i>Enterprise</i> Standard Citation Import Module, FullCourt <i>Enterprise</i> Standard Disposition/Warrant Export Module, FullCourt <i>Enterprise</i> Standard Collections Interface Module, FullCourt <i>Enterprise</i> Standard Bulk Mailing Interface Module, Perpetual Licenses.
(FullCourt E-Filing Module)	---	Justice Systems can and has integrated with several third-party e-filing systems. We also offer our own e-filing module. While not included in this pricing, we can provide pricing for the module, if requested.
(FullCourt <i>Enterprise</i> Case Management System, View-Only Licenses)	---	Priced in this proposal are Update Concurrent User Licenses. Also available, but not priced, are View-Only Concurrent User Licenses. Pricing is available, if requested.
Non-Production Environment		
Oracle 12C RDBS ASFU (1) CPU License	\$167.00	Test/Train Environments
FCE Application Server (1) CPU License	\$83.00	Test/Train Environments
Third-Party Software bundled in (List Individually) (Defined as ancillary software that works in conjunction with primary software)		
Oracle 12C Standard Edition 2 Relational Database, Application Specific Full User CPU License	\$167.00	
(Fully Integrated Mentis aiSmartBench Judge Workbench)	---	Not Priced in this proposal, but also available upon request, are aiSmartBench Judge and Assistant Workbench System Licenses.
(FCE OCR/Redaction, Indexing, and Data Extraction Module)	---	This module is not priced in this proposal, but is available and can be priced based upon actual specification, if requested.
(FCE Multi-Tenancy Module)	---	This module is not priced in this proposal, but is available and can be priced based upon actual specification, if requested.
Total	\$5,188.00	Next 400 Concurrent Users = \$4,187 each. Next 1,000 Concurrent Users = \$3,215 each. Next Unlimited Concurrent Users = \$2,772 each.

Professional Services Superior Court of Amador County
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
	FCE Standard Project Management	1	20	\$ 165.00	\$ 3,300	1	4	\$ 165.00	\$ 660	1	2	\$ 165.00	\$ 330				
1. Business Assessment and Plan Build																	
	Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
	Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services	1	15	\$ 165.00	\$ 2,475	1	6	\$ 165.00	\$ 990	1	6	\$ 165.00	\$ 990				
	Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
	Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services	1	1	\$ 165.00	\$ 165			\$ 165.00	\$ -	1	10	\$ 165.00	\$ 1,650				
3. Project Plan Build																	
	Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks	1	25	\$ 165.00	\$ 4,125	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Phase I Total		6	73	\$ 165.00	\$ 12,045	5	84	\$ 165.00	\$ 13,860	6	44	\$ 165.00	\$ 7,260	0	0	\$ 165.00	\$ -
Phase II - Configuration and business case testing																	
	FCE Standard Project Management	1	10	\$ 165.00	\$ 1,650	1	2	\$ 165.00	\$ 330	1	1	\$ 165.00	\$ 165				
4. Local Configuration																	
	FCE Standard Court Implementation Services—Remote Setup	1	8	\$ 165.00	\$ 1,320	2	30	\$ 165.00	\$ 9,900	2	4	\$ 165.00	\$ 1,320				
	Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services	1	4	\$ 165.00	\$ 660	2	18	\$ 165.00	\$ 5,940	1	4	\$ 165.00	\$ 660				
5. Unit Testing (NA)																	
6. Integration Testing																	
	FCE Standard Public Access Setup/Testing	1	4	\$ 165.00	\$ 660	1	13	\$ 165.00	\$ 2,145	1	13	\$ 165.00	\$ 2,145				
	FCE Standard California DOJ Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
	FCE Standard JBSIS Setup/Testing	1	7	\$ 165.00	\$ 1,155	1	36	\$ 165.00	\$ 5,940	1	18	\$ 165.00	\$ 2,970				
	FCE Standard California DMV Setup/Testing	1	4	\$ 165.00	\$ 660	1	5	\$ 165.00	\$ 825	2	26	\$ 165.00	\$ 8,580				
	FCE Standard ESB Setup/Testing	1	2	\$ 165.00	\$ 330	1	6	\$ 165.00	\$ 990	1	28	\$ 165.00	\$ 4,620				
	FCE Standard Appellate Interface Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	25	\$ 165.00	\$ 5,775				
	FCE Standard Financial Export Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
	FCE Standard Citation Import Setup/Testing	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	22	\$ 165.00	\$ 3,630				
	FCE Standard Disposition/Warrant Export Setup/Testing	1	2	\$ 165.00	\$ 330	1	4	\$ 165.00	\$ 660	1	24	\$ 165.00	\$ 3,960				
	FCE Standard Collections Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
	FCE Standard Bulk Mailing Interface Setup/Testing	1	2	\$ 165.00	\$ 330	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
	Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	9	\$ 165.00	\$ 1,485	1	48	\$ 165.00	\$ 7,920	1	48	\$ 165.00	\$ 7,920				
Phase II Total		13	76	\$ 165.00	\$ 12,540	17	222	\$ 165.00	\$ 44,550	17	308	\$ 165.00	\$ 55,770	0	0	\$ 165.00	\$ -
Phase III - Deployment																	
	FCE Standard Project Management	1	44	\$ 165.00	\$ 7,260	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				
7. Data Migration																	
	FCE Standard Court Implementation Services—Legacy Data Conversion	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	107	\$ 165.00	\$ 17,655				
	Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services	1	9	\$ 165.00	\$ 1,485	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920				
	Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	32	\$ 165.00	\$ 5,280				
8. End to End Testing																	
	FCE Standard Setup/Conversion Testing Meetings	1	8	\$ 165.00	\$ 1,320	1	198	\$ 165.00	\$ 32,670	1	12	\$ 165.00	\$ 1,980				
	Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	18	\$ 165.00	\$ 2,970	2	60	\$ 165.00	\$ 9,900	2	40	\$ 165.00	\$ 13,200				
9. Training (User and Admin)																	
	FCE Standard Court Implementation Services—Train-the-Trainer	1	4	\$ 165.00	\$ 660	1	40	\$ 165.00	\$ 6,600	1	4	\$ 165.00	\$ 660				
	FCE Standard Court Implementation Services—Train-the-End-User	1	8	\$ 165.00	\$ 1,320	1	96	\$ 165.00	\$ 15,840	1	7	\$ 165.00	\$ 1,155				
	Additional Requirements in Exhibit 5—3.3.10 Training Services	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 6,600	1	10	\$ 165.00	\$ 1,650				
10. User Acceptance Testing																	
	FCE Standard Acceptance Testing	1	6	\$ 165.00	\$ 990	2	48	\$ 165.00	\$ 7,920	1	7	\$ 165.00	\$ 1,155				
	Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300	1	9	\$ 165.00	\$ 1,485				
11. Go-Live Support																	
	FCE Standard Go-Live Assistance	1	8	\$ 165.00	\$ 1,320	2	88	\$ 165.00	\$ 14,520	1	16	\$ 165.00	\$ 2,640				
	Additional Requirements in Exhibit 5—3.3.9 Cutover and Stabilization Services	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	8	\$ 165.00	\$ 1,320				
12. Post Go-Live Support																	
	FCE Standard Follow-up Training	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920	1	4	\$ 165.00	\$ 660				
13. Other																	
	FCE Standard Installation of Production and Testing Environments	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	47	\$ 165.00	\$ 7,755				
Phase III Total		14	154	\$ 165.00	\$ 25,410	20	686	\$ 165.00	\$ 113,730	13	344	\$ 165.00	\$ 56,820	0	0	\$ 165.00	\$ -
Grand Total		35	303	\$ 165.00	\$ 49,995	42	992	\$ 165.00	\$ 167,970	36	696	\$ 165.00	\$ 115,350	0	0	\$ 165.00	\$ -

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)	Project Management				Proposer's Business SMEs				Proposer's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
	FCE Standard Project Management		20	\$ -	\$ -		4	\$ -	\$ -		2	\$ -	\$ -				
1. Business Assessment and Plan Build																	
	Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks		6	\$ -	\$ -		30	\$ -	\$ -		6	\$ -	\$ -				
	Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services		8	\$ -	\$ -		4	\$ -	\$ -		4	\$ -	\$ -				
	Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services		6	\$ -	\$ -		30	\$ -	\$ -		6	\$ -	\$ -				
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
	Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services		1	\$ -	\$ -			\$ -	\$ -		10	\$ -	\$ -				
3. Project Plan Build																	
	Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks		12	\$ -	\$ -		8	\$ -	\$ -		8	\$ -	\$ -				
Phase I Total		0	53	\$ -	\$ -	0	76	\$ -	\$ -	0	36	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																	
	FCE Standard Project Management		10	\$ -	\$ -		2	\$ -	\$ -		1	\$ -	\$ -				
4. Local Configuration																	
	FCE Standard Court Implementation Services—Remote Setup		8	\$ -	\$ -		60	\$ -	\$ -		8	\$ -	\$ -				
	Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services		4	\$ -	\$ -		36	\$ -	\$ -		4	\$ -	\$ -				
5. Unit Testing (NA)																	
6. Integration Testing																	
	FCE Standard Public Access Setup/Testing		4	\$ -	\$ -		13	\$ -	\$ -		13	\$ -	\$ -				
	FCE Standard California DOJ Setup/Testing		4	\$ -	\$ -		6	\$ -	\$ -		35	\$ -	\$ -				
	FCE Standard JBSIS Setup/Testing		7	\$ -	\$ -		36	\$ -	\$ -		18	\$ -	\$ -				
	FCE Standard California DMV Setup/Testing		4	\$ -	\$ -		5	\$ -	\$ -		22	\$ -	\$ -				
	FCE Standard ESB Setup/Testing		2	\$ -	\$ -		0	\$ -	\$ -		28	\$ -	\$ -				
	FCE Standard Appellate Interface Setup/Testing		4	\$ -	\$ -		6	\$ -	\$ -		35	\$ -	\$ -				
	FCE Standard Financial Export Setup/Testing		4	\$ -	\$ -		18	\$ -	\$ -		18	\$ -	\$ -				
	FCE Standard Citation Import Setup/Testing		4	\$ -	\$ -		4	\$ -	\$ -		22	\$ -	\$ -				
	FCE Standard Disposition/Warrant Export Setup/Testing		2	\$ -	\$ -		4	\$ -	\$ -		24	\$ -	\$ -				
	FCE Standard Collections Setup/Testing		6	\$ -	\$ -		18	\$ -	\$ -		18	\$ -	\$ -				
	FCE Standard Bulk Mailing Interface Setup/Testing		2	\$ -	\$ -		14	\$ -	\$ -		14	\$ -	\$ -				
	Additional Requirements in Exhibit 5—3.3.8 Testing Services		9	\$ -	\$ -		48	\$ -	\$ -		48	\$ -	\$ -				
Phase II Total		0	76	\$ -	\$ -	0	270	\$ -	\$ -	0	328	\$ -	\$ -	0	0	\$ -	\$ -
Phase III - Deployment																	
	FCE Standard Project Management		44	\$ -	\$ -		16	\$ -	\$ -		8	\$ -	\$ -				
7. Data Migration																	
	FCE Standard Court Implementation Services—Legacy Data Conversion		6	\$ -	\$ -		8	\$ -	\$ -		107	\$ -	\$ -				
	Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		9	\$ -	\$ -		4	\$ -	\$ -		48	\$ -	\$ -				
	Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services		5	\$ -	\$ -		8	\$ -	\$ -		32	\$ -	\$ -				
8. End to End Testing																	
	FCE Standard Setup/Conversion Testing Meetings		24	\$ -	\$ -		396	\$ -	\$ -		12	\$ -	\$ -				
	Additional Requirements in Exhibit 5—3.3.8 Testing Services		18	\$ -	\$ -		120	\$ -	\$ -		80	\$ -	\$ -				
9. Training (User and Admin)																	
	FCE Standard Court Implementation Services—Train-the-Trainer		4	\$ -	\$ -		40	\$ -	\$ -		4	\$					

Professional Services Superior Court of Colusa County
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management	1	20	\$ 165.00	\$ 3,300.00	1	4	\$ 165.00	\$ 660.00	1	2	\$ 165.00	\$ 330.00			\$ 165.00	\$ -
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks	1	6	\$ 165.00	\$ 990.00	1	30	\$ 165.00	\$ 4,950.00	1	6	\$ 165.00	\$ 990.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services	1	15	\$ 165.00	\$ 2,475.00	1	6	\$ 165.00	\$ 990.00	1	6	\$ 165.00	\$ 990.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services	1	6	\$ 165.00	\$ 990.00	1	30	\$ 165.00	\$ 4,950.00	1	6	\$ 165.00	\$ 990.00			\$ 165.00	\$ -
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services	1	1	\$ 165.00	\$ 165.00			\$ 165.00	\$ -	1	10	\$ 165.00	\$ 1,650.00			\$ 165.00	\$ -
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks	1	25	\$ 165.00	\$ 4,125.00	1	14	\$ 165.00	\$ 2,310.00	1	14	\$ 165.00	\$ 2,310.00			\$ 165.00	\$ -
Phase I Total	6	73	\$165.00	\$ 12,045.00	5	84	\$165.00	\$ 13,860.00	6	44	\$165.00	\$ 7,260.00	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management	1	10	\$ 165.00	\$ 1,650.00	1	2	\$ 165.00	\$ 330.00	1	1	\$ 165.00	\$ 165.00			\$ 165.00	\$ -
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup	1	3	\$ 165.00	\$ 1,320.00	2	30	\$ 165.00	\$ 9,900.00	2	4	\$ 165.00	\$ 1,320.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services	1	4	\$ 165.00	\$ 660.00	2	18	\$ 165.00	\$ 5,940.00	1	4	\$ 165.00	\$ 660.00			\$ 165.00	\$ -
5. Unit Testing (NA)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing	1	4	\$ 165.00	\$ 660.00	1	13	\$ 165.00	\$ 2,145.00	1	13	\$ 165.00	\$ 2,145.00			\$ 165.00	\$ -
FCE Standard California DOJ Setup/Testing	1	4	\$ 165.00	\$ 660.00	1	6	\$ 165.00	\$ 990.00	1	95	\$ 165.00	\$ 5,775.00			\$ 165.00	\$ -
FCE Standard JBSIS Setup/Testing	1	7	\$ 165.00	\$ 1,155.00	1	36	\$ 165.00	\$ 5,940.00	1	18	\$ 165.00	\$ 2,970.00			\$ 165.00	\$ -
FCE Standard California DMV Setup/Testing	1	4	\$ 165.00	\$ 660.00	1	5	\$ 165.00	\$ 825.00	2	26	\$ 165.00	\$ 8,580.00			\$ 165.00	\$ -
FCE Standard ESB Setup/Testing	1	2	\$ 165.00	\$ 330.00	1	0	\$ 165.00	\$ -	1	28	\$ 165.00	\$ 4,620.00			\$ 165.00	\$ -
FCE Standard Appellate Interface Setup/Testing	1	4	\$ 165.00	\$ 660.00	1	6	\$ 165.00	\$ 990.00	1	35	\$ 165.00	\$ 5,775.00			\$ 165.00	\$ -
FCE Standard Financial Export Setup/Testing	1	3	\$ 165.00	\$ 990.00	1	18	\$ 165.00	\$ 2,970.00	1	18	\$ 165.00	\$ 2,970.00			\$ 165.00	\$ -
FCE Standard Citation Import Setup/Testing	1	4	\$ 165.00	\$ 660.00	1	4	\$ 165.00	\$ 660.00	1	22	\$ 165.00	\$ 3,630.00			\$ 165.00	\$ -
FCE Standard Disposition/Warrant Export Setup/Testing	1	2	\$ 165.00	\$ 330.00	1	4	\$ 165.00	\$ 660.00	1	24	\$ 165.00	\$ 3,960.00			\$ 165.00	\$ -
FCE Standard Collections Setup/Testing	1	6	\$ 165.00	\$ 990.00	1	18	\$ 165.00	\$ 2,970.00	1	18	\$ 165.00	\$ 2,970.00			\$ 165.00	\$ -
FCE Standard Bulk Mailing Interface Setup/Testing	1	2	\$ 165.00	\$ 330.00	1	14	\$ 165.00	\$ 2,310.00	1	14	\$ 165.00	\$ 2,310.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	9	\$ 165.00	\$ 1,485.00	1	48	\$ 165.00	\$ 7,920.00	1	48	\$ 165.00	\$ 7,920.00			\$ 165.00	\$ -
Phase II Total	15	76	\$165.00	\$ 12,540.00	17	222	\$165.00	\$ 44,550.00	17	308	\$165.00	\$ 55,770.00	0	0	\$165.00	\$ -
Phase III - Deployment																
FCE Standard Project Management	1	44	\$ 165.00	\$ 7,260.00	1	16	\$ 165.00	\$ 2,640.00	1	3	\$ 165.00	\$ 1,320.00			\$ 165.00	\$ -
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion	1	6	\$ 165.00	\$ 990.00	1	8	\$ 165.00	\$ 1,320.00	1	107	\$ 165.00	\$ 17,655.00			\$ 165.00	\$ -
FCE Standard Court Implementation Services—Legacy Image Conversion	1	9	\$ 165.00	\$ 1,485.00	1	4	\$ 165.00	\$ 660.00	1	48	\$ 165.00	\$ 7,920.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services	1	5	\$ 165.00	\$ 825.00	1	8	\$ 165.00	\$ 1,320.00	1	32	\$ 165.00	\$ 5,280.00			\$ 165.00	\$ -
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings	1	3	\$ 165.00	\$ 1,320.00	1	198	\$ 165.00	\$ 32,670.00	1	12	\$ 165.00	\$ 1,980.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	18	\$ 165.00	\$ 2,970.00	2	60	\$ 165.00	\$ 9,900.00	2	40	\$ 165.00	\$ 6,600.00			\$ 165.00	\$ -
9. Training (User and Admin)																
FCE Standard Court Implementation Services—Train-the-Trainer	1	1	\$ 165.00	\$ 165.00	1	40	\$ 165.00	\$ 6,600.00			\$ 165.00	\$ -			\$ 165.00	\$ -
FCE Standard Court Implementation Services—Train-the-End-User	1	8	\$ 165.00	\$ 1,320.00	2	96	\$ 165.00	\$ 15,840.00			\$ 165.00	\$ -			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.10 Training Services	1	3	\$ 165.00	\$ 495.00	1	40	\$ 165.00	\$ 6,600.00	1	10	\$ 165.00	\$ 1,650.00			\$ 165.00	\$ -
10. User Acceptance Testing																
FCE Standard Acceptance Testing	1	6	\$ 165.00	\$ 990.00	2	48	\$ 165.00	\$ 7,920.00	1	7	\$ 165.00	\$ 1,155.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services	1	20	\$ 165.00	\$ 3,300.00	1	20	\$ 165.00	\$ 3,300.00	1	9	\$ 165.00	\$ 1,485.00			\$ 165.00	\$ -
11. Go-Live Support																
FCE Standard Go-Live Assistance	1	3	\$ 165.00	\$ 1,320.00	2	88	\$ 165.00	\$ 14,640.00	1	16	\$ 165.00	\$ 2,640.00			\$ 165.00	\$ -
Additional Requirements in Exhibit 5—3.3.9 Cutover and Stabilization Services	1	6	\$ 165.00	\$ 990.00	1	8	\$ 165.00	\$ 1,320.00	1	3	\$ 165.00	\$ 495.00			\$ 165.00	\$ -
12. Post Go-Live Support																
FCE Standard Follow-up Training	1	4	\$ 165.00	\$ 660.00	1	48	\$ 165.00	\$ 7,920.00			\$ 165.00	\$ -			\$ 165.00	\$ -
13. Other																
FCE Standard Installation of Production and Testing Environments	1	4	\$ 165.00	\$ 660.00	1	4	\$ 165.00	\$ 660.00	1	47	\$ 165.00	\$ 7,755.00			\$ 165.00	\$ -
Phase III Total	14	154	\$165.00	\$ 25,410.00	20	686	\$165.00	\$ 113,730.00	13	344	\$165.00	\$ 56,760.00	0	0	\$165.00	\$ -
Grand Total	35	303	\$165.00	\$ 49,995.00	42	992	\$165.00	\$ 163,140.00	36	696	\$165.00	\$ 114,770.00	0	0	\$165.00	\$ -

2. Assumed Court Hourly Participation estimated "Hours" only

Phase	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management		20	\$ -	\$ -		4	\$ -	\$ -		2	\$ -	\$ -			\$ -	\$ -
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks		6	\$ -	\$ -		30	\$ -	\$ -		6	\$ -	\$ -			\$ -	\$ -
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services		3	\$ -	\$ -		4	\$ -	\$ -		4	\$ -	\$ -			\$ -	\$ -
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services		6	\$ -	\$ -		30	\$ -	\$ -		6	\$ -	\$ -			\$ -	\$ -
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services		1	\$ -	\$ -			\$ -	\$ -		10	\$ -	\$ -			\$ -	\$ -
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks		12	\$ -	\$ -		8	\$ -	\$ -		8	\$ -	\$ -			\$ -	\$ -
Phase I Total	0	53	\$ -	\$ -	0	76	\$ -	\$ -	0	36	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management		10	\$ -	\$ -		2	\$ -	\$ -		1	\$ -	\$ -			\$ -	\$ -
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup		3	\$ -	\$ -		60	\$ -	\$ -		3	\$ -	\$ -			\$ -	\$ -
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services		4	\$ -	\$ -		36	\$ -	\$ -		4	\$ -	\$ -			\$ -	\$ -
5. Unit Testing (NA)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing		4	\$ -	\$ -		13	\$ -	\$ -		13	\$ -	\$ -			\$ -	\$ -
FCE Standard California DOJ Setup/Testing		4	\$ -	\$ -		6	\$ -	\$ -		35	\$ -	\$ -			\$ -	\$ -
FCE Standard JBSIS Setup/Testing		7	\$ -	\$ -		36	\$ -	\$ -		18	\$ -	\$ -			\$ -	\$ -
FCE Standard California DMV Setup/Testing		4	\$ -	\$ -		5	\$ -	\$ -		52	\$ -	\$ -			\$ -	\$ -
FCE Standard ESB Setup/Testing		2	\$ -	\$ -		0	\$ -	\$ -		28	\$ -	\$ -			\$ -	\$ -
FCE Standard Appellate Interface Setup/Testing		4	\$ -	\$ -		6	\$ -	\$ -		35	\$ -	\$ -			\$ -	\$ -
FCE Standard Financial Export Setup/Testing		3	\$ -	\$ -		18	\$ -	\$ -		18	\$ -	\$ -			\$ -	\$ -
FCE Standard Citation Import Setup/Testing		4	\$ -	\$ -		4	\$ -	\$ -		22	\$ -	\$ -			\$ -	\$ -
FCE Standard Disposition/Warrant Export Setup/Testing		2	\$ -	\$ -		4	\$ -	\$ -		24	\$ -	\$ -			\$ -	\$ -
FCE Standard Collections Setup/Testing		6	\$ -	\$ -		18	\$ -	\$ -		18	\$ -	\$ -			\$ -	\$ -
FCE Standard Bulk Mailing Interface Setup/Testing		2	\$ -	\$ -		14	\$ -	\$ -		14	\$ -	\$ -			\$ -	\$ -
Additional Requirements in Exhibit 5—3.3.8 Testing Services		9	\$ -	\$ -		48	\$ -	\$ -		48	\$ -	\$ -			\$ -	\$ -
Phase II Total	0	76	\$ -	\$ -	0	270	\$ -	\$ -	0	338	\$ -	\$ -	0	0	\$ -	\$ -
Phase III - Deployment																
FCE Standard Project Management		44	\$ -	\$ -		16	\$ -	\$ -		3	\$ -	\$ -			\$ -	\$ -
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion		6	\$ -	\$ -		8	\$ -	\$ -		107	\$ -	\$ -			\$ -	\$ -
FCE Standard Court Implementation Services—Legacy Image Conversion		9	\$ -	\$ -		4	\$ -	\$ -		48	\$ -	\$ -			\$ -	\$ -
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		5	\$ -	\$ -		8	\$ -	\$ -		32	\$ -	\$ -			\$ -	\$ -
8.																

Professional Services Superior Court of Contra Costa County
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management		1	160	\$ 165.00	\$ 26,400	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				\$ 165.00
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks			20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services			113	\$ 165.00	\$ 18,645	1	57	\$ 165.00	\$ 9,405	1	57	\$ 165.00	\$ 9,405				\$ 165.00
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services			20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services			4	\$ 165.00	\$ 660			\$ 165.00	\$ -	1	24	\$ 165.00	\$ 3,960				\$ 165.00
3. Project Plan Build																	
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks			80	\$ 165.00	\$ 13,200	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
Phase I Total		15	397	\$165.00	\$ 65,505	4	353	\$165.00	\$ 58,245	5	169	\$165.00	\$ 27,885	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management		1	80	\$ 165.00	\$ 13,200	1	8	\$ 165.00	\$ 1,320	1	4	\$ 165.00	\$ 660				\$ 165.00
4. Local Configuration																	
FCE Standard Court Implementation Services-Remote Setup			11	\$ 165.00	\$ 1,815	2	60	\$ 165.00	\$ 9,900	2	10	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services			12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 11,550	1	12	\$ 165.00	\$ 1,980				\$ 165.00
5. Unit Testing (N/A)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing			5	\$ 165.00	\$ 825	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
FCE Standard California DOJ Setup/Testing			5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard JBSIS Setup/Testing			14	\$ 165.00	\$ 2,310	1	72	\$ 165.00	\$ 11,880	1	36	\$ 165.00	\$ 5,940				\$ 165.00
FCE Standard California DMV Setup/Testing			8	\$ 165.00	\$ 1,320	1	10	\$ 165.00	\$ 1,650	2	52	\$ 165.00	\$ 8,580				\$ 165.00
FCE Standard ESB Setup/Testing			5	\$ 165.00	\$ 825			\$ 165.00	\$ -	1	56	\$ 165.00	\$ 9,240				\$ 165.00
FCE Standard Appellate Interface Setup/Testing			5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard Financial Export Setup/Testing			11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
FCE Standard Citation Import Setup/Testing			12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	90	\$ 165.00	\$ 14,850				\$ 165.00
FCE Standard Disposition/Warrant Export Setup/Testing			5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard Collections Setup/Testing			11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
FCE Standard Bulk Mailing Interface Setup/Testing			2	\$ 165.00	\$ 330	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5-3.3.8 Testing Services			16	\$ 165.00	\$ 2,640	1	69	\$ 165.00	\$ 11,385	1	69	\$ 165.00	\$ 11,385				\$ 165.00
Phase II Total		15	202	\$165.00	\$ 33,330	16	453	\$165.00	\$ 96,195	17	593	\$165.00	\$ 108,075	0	0	\$165.00	\$ -
Phase III - Deployment																	
FCE Standard Project Management		1	549	\$ 165.00	\$ 90,585	1	56	\$ 165.00	\$ 9,240	1	28	\$ 165.00	\$ 4,620				\$ 165.00
7. Data Migration																	
FCE Standard Court Implementation Services-Legacy Data Conversion			25	\$ 165.00	\$ 4,125	1	30	\$ 165.00	\$ 4,950	2	200	\$ 165.00	\$ 66,000				\$ 165.00
FCE Standard Court Implementation Services-Legacy Image Conversion			15	\$ 165.00	\$ 2,475	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 13,200				\$ 165.00
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services			12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	80	\$ 165.00	\$ 13,200				\$ 165.00
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings			76	\$ 165.00	\$ 12,540	3	480	\$ 165.00	\$ 237,600	3	40	\$ 165.00	\$ 19,800				\$ 165.00
Additional Requirements in Exhibit 5-3.3.8 Testing Services			36	\$ 165.00	\$ 5,940	4	60	\$ 165.00	\$ 99,000	4	40	\$ 165.00	\$ 26,400				\$ 165.00
9. Training (User and Admin)																	
FCE Standard Court Implementation Services-Train-the-Trainer				\$ 165.00	\$ -	2	80	\$ 165.00	\$ 26,400			\$ 165.00	\$ -				\$ 165.00
FCE Standard Court Implementation Services-Train-the-End-User			40	\$ 165.00	\$ 6,600	4	192	\$ 165.00	\$ 126,720			\$ 165.00	\$ -				\$ 165.00
Additional Requirements in Exhibit 5-3.3.10 Training Services			16	\$ 165.00	\$ 2,640	4	40	\$ 165.00	\$ 26,400	1	24	\$ 165.00	\$ 3,960				\$ 165.00
10. User Acceptance Testing																	
FCE Standard Acceptance Testing			20	\$ 165.00	\$ 3,300	4	96	\$ 165.00	\$ 63,360	4	8	\$ 165.00	\$ 5,280				\$ 165.00
Additional Requirements in Exhibit 5-3.5 Customer Satisfaction Management Services			40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600	1	20	\$ 165.00	\$ 3,300				\$ 165.00
11. Go-Live Support																	
FCE Standard Go-Live Assistance			40	\$ 165.00	\$ 6,600	4	144	\$ 165.00	\$ 95,040	2	60	\$ 165.00	\$ 19,800				\$ 165.00
Additional Requirements in Exhibit 5-3.3.9 Cutover and Stabilization Services			52	\$ 165.00	\$ 8,580	2	28	\$ 165.00	\$ 9,240	2	28	\$ 165.00	\$ 9,240				\$ 165.00
12. Post Go-Live Support																	
FCE Standard Follow-up Training			16	\$ 165.00	\$ 2,640	3	96	\$ 165.00	\$ 47,520			\$ 165.00	\$ -				\$ 165.00
13. Other																	
FCE Standard Installation of Production and Testing Environments			12	\$ 165.00	\$ 1,980	1	12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 23,100				\$ 165.00
Phase III Total		14	949	\$165.00	\$ 156,585	36	1,382	\$165.00	\$ 699,270	25	638	\$165.00	\$ 207,990	0	0	\$165.00	\$ -
Grand Total		34	1,548	\$165.00	\$ 255,420	56	2,188	\$165.00	\$ 853,710	47	1,400	\$165.00	\$ 343,860	0	0	\$165.00	\$ -

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management			160				16				8						
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks			20	\$ -			120	\$ -			20	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services			50	\$ -			25	\$ -			25	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services			20	\$ -			120	\$ -			20	\$ -					\$ -
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services			4	\$ -				\$ -			24	\$ -					\$ -
3. Project Plan Build																	
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks			40	\$ -			20	\$ -			20	\$ -					\$ -
Phase I Total		0	294	\$ -	\$ -	0	301	\$ -	\$ -	0	117	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management			80				8				4						
4. Local Configuration																	
FCE Standard Court Implementation Services-Remote Setup			11	\$ -			120	\$ -			20	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services			12	\$ -			140	\$ -			12	\$ -					\$ -
5. Unit Testing (N/A)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing			5	\$ -			20	\$ -			20	\$ -					\$ -
FCE Standard California DOJ Setup/Testing			5	\$ -			8	\$ -			48	\$ -					\$ -
FCE Standard JBSIS Setup/Testing			14	\$ -			72	\$ -			36	\$ -					\$ -
FCE Standard California DMV Setup/Testing			8	\$ -			10	\$ -			104	\$ -					\$ -
FCE Standard ESB Setup/Testing			5	\$ -				\$ -			56	\$ -					\$ -
FCE Standard Appellate Interface Setup/Testing			5	\$ -			8	\$ -			48	\$ -					\$ -
FCE Standard Financial Export Setup/Testing			11	\$ -			40	\$ -			40	\$ -					\$ -
FCE Standard Citation Import Setup/Testing			12	\$ -			20	\$ -			90	\$ -					\$ -
FCE Standard Disposition/Warrant Export Setup/Testing			5	\$ -			8	\$ -			48	\$ -					\$ -
FCE Standard Collections Setup/Testing			11	\$ -			40	\$ -			40	\$ -					\$ -
FCE Standard Bulk Mailing Interface Setup/Testing			2	\$ -			20	\$ -			20	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services			16	\$ -			69	\$ -			69	\$ -					\$ -
Phase II Total		0	202	\$ -	\$ -	0	583	\$ -	\$ -	0	655	\$ -	\$ -	0	0	\$ -	\$ -
Phase III - Deployment																	
FCE Standard Project Management			549				56				28						
7. Data Migration																	
FCE Standard Court Implementation Services-Legacy Data Conversion			25	\$ -			30	\$ -			400	\$ -					\$ -
FCE Standard Court Implementation Services-Legacy Image Conversion			15	\$ -			8	\$ -			80	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services			12	\$ -			20	\$ -			80	\$ -					\$ -
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings			76	\$ -			480	\$ -			120	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services																	

Professional Services Superior Court of Lassen County
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management		1	20	\$ 165.00	\$ 3,300	1	4	\$ 165.00	\$ 660	1	2	\$ 165.00	\$ 330				
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks		1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services		1	15	\$ 165.00	\$ 2,475	1	6	\$ 165.00	\$ 990	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services		1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services		1	1	\$ 165.00	\$ 165			\$ 165.00	\$ -	1	10	\$ 165.00	\$ 1,650				
3. Project Plan Build																	
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks		1	25	\$ 165.00	\$ 4,125	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Phase I Total		6	73	\$165.00	\$ 12,045	5	84	\$165.00	\$ 13,860	6	44	\$165.00	\$ 7,260	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management		1	10	\$ 165.00	\$ 1,650	1	2	\$ 165.00	\$ 330	1	1	\$ 165.00	\$ 165				
4. Local Configuration																	
FCE Standard Court Implementation Services-Remote Setup		1	8	\$ 165.00	\$ 1,320	2	30	\$ 165.00	\$ 9,900	2	4	\$ 165.00	\$ 660				
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services		1	4	\$ 165.00	\$ 660	2	18	\$ 165.00	\$ 5,940	1	4	\$ 165.00	\$ 660				
5. Unit Testing (N/A)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing		1	4	\$ 165.00	\$ 660	1	13	\$ 165.00	\$ 2,145	1	13	\$ 165.00	\$ 2,145				
FCE Standard California DOJ Setup/Testing		1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard JBSIS Setup/Testing		1	7	\$ 165.00	\$ 1,155	1	36	\$ 165.00	\$ 5,940	1	18	\$ 165.00	\$ 2,970				
FCE Standard California DMV Setup/Testing		1	4	\$ 165.00	\$ 660	1	5	\$ 165.00	\$ 825	2	26	\$ 165.00	\$ 8,580				
FCE Standard ESB Setup/Testing		1	2	\$ 165.00	\$ 330	1	0	\$ 165.00	\$ -	1	28	\$ 165.00	\$ 4,620				
FCE Standard Appellate Interface Setup/Testing		1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard Financial Export Setup/Testing		1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Citation Import Setup/Testing		1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	22	\$ 165.00	\$ 3,630				
FCE Standard Disposition/Warrant Export Setup/Testing		1	2	\$ 165.00	\$ 330	1	4	\$ 165.00	\$ 660	1	24	\$ 165.00	\$ 3,960				
FCE Standard Collections Setup/Testing		1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Bulk Mailing Interface Setup/Testing		1	2	\$ 165.00	\$ 330	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Additional Requirements in Exhibit 5-3.3.8 Testing Services		1	9	\$ 165.00	\$ 1,485	1	48	\$ 165.00	\$ 7,920	1	48	\$ 165.00	\$ 7,920				
Phase II Total		15	76	\$165.00	\$ 12,540	17	222	\$165.00	\$ 44,550	17	308	\$165.00	\$ 55,770	0	0	\$165.00	\$ -
Phase III - Deployment																	
FCE Standard Project Management		1	44	\$ 165.00	\$ 7,260	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				
7. Data Migration																	
FCE Standard Court Implementation Services-Legacy Data Conversion		1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	107	\$ 165.00	\$ 17,655				
FCE Standard Court Implementation Services-Legacy Image Conversion		1	9	\$ 165.00	\$ 1,485	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920				
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	32	\$ 165.00	\$ 5,280				
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings		1	8	\$ 165.00	\$ 1,320	1	198	\$ 165.00	\$ 32,670	1	12	\$ 165.00	\$ 1,980				
Additional Requirements in Exhibit 5-3.3.8 Testing Services		1	18	\$ 165.00	\$ 2,970	2	60	\$ 165.00	\$ 9,900	2	40	\$ 165.00	\$ 6,600				
9. Training (User and Admin)																	
FCE Standard Court Implementation Services-Train-the-Trainer		1	8	\$ 165.00	\$ 1,320	1	40	\$ 165.00	\$ 6,600	1	8	\$ 165.00	\$ 1,320				
FCE Standard Court Implementation Services-Train-the-End-User		1	8	\$ 165.00	\$ 1,320	2	96	\$ 165.00	\$ 15,840	1	10	\$ 165.00	\$ 1,650				
Additional Requirements in Exhibit 5-3.3.10 Training Services		1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 6,600	1	10	\$ 165.00	\$ 1,650				
10. User Acceptance Testing																	
FCE Standard Acceptance Testing		1	6	\$ 165.00	\$ 990	2	48	\$ 165.00	\$ 7,920	1	7	\$ 165.00	\$ 1,155				
Additional Requirements in Exhibit 5-3.5 Customer Satisfaction Management Services		1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300	1	9	\$ 165.00	\$ 1,485				
11. Go-Live Support																	
FCE Standard Go-Live Assistance		1	8	\$ 165.00	\$ 1,320	2	88	\$ 165.00	\$ 14,640	1	16	\$ 165.00	\$ 2,640				
Additional Requirements in Exhibit 5-3.3.9 Cutover and Stabilization Services		1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	8	\$ 165.00	\$ 1,320				
12. Post Go-Live Support																	
FCE Standard Follow-up Training		1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920								
13. Other																	
FCE Standard Installation of Production and Testing Environments		1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	47	\$ 165.00	\$ 7,755				
Phase III Total		14	154	\$165.00	\$ 25,410	20	686	\$165.00	\$ 113,790	13	344	\$165.00	\$ 56,860	0	0	\$165.00	\$ -
Grand Total		35	303	\$165.00	\$ 49,995	42	992	\$165.00	\$ 162,380	36	696	\$165.00	\$ 114,630	0	0	\$165.00	\$ -

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management			20		\$ -		4		\$ -		2		\$ -				\$ -
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks			6		\$ -		30		\$ -		6		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services			3		\$ -		4		\$ -		4		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services			6		\$ -		30		\$ -		6		\$ -				\$ -
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services			1		\$ -				\$ -		10		\$ -				\$ -
3. Project Plan Build																	
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks			12		\$ -		8		\$ -		8		\$ -				\$ -
Phase I Total		0	53		\$ -	0	76		\$ -	0	36		\$ -	0	0		\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management			10		\$ -		2		\$ -		1		\$ -				\$ -
4. Local Configuration																	
FCE Standard Court Implementation Services-Remote Setup			8		\$ -		60		\$ -		8		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services			4		\$ -		36		\$ -		4		\$ -				\$ -
5. Unit Testing (N/A)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing			4		\$ -		13		\$ -		13		\$ -				\$ -
FCE Standard California DOJ Setup/Testing			7		\$ -		6		\$ -		35		\$ -				\$ -
FCE Standard JBSIS Setup/Testing			4		\$ -		36		\$ -		18		\$ -				\$ -
FCE Standard California DMV Setup/Testing			2		\$ -		5		\$ -		52		\$ -				\$ -
FCE Standard ESB Setup/Testing			2		\$ -		0		\$ -		28		\$ -				\$ -
FCE Standard Appellate Interface Setup/Testing			4		\$ -		6		\$ -		35		\$ -				\$ -
FCE Standard Financial Export Setup/Testing			6		\$ -		18		\$ -		18		\$ -				\$ -
FCE Standard Citation Import Setup/Testing			4		\$ -		4		\$ -		22		\$ -				\$ -
FCE Standard Disposition/Warrant Export Setup/Testing			2		\$ -		4		\$ -		24		\$ -				\$ -
FCE Standard Collections Setup/Testing			6		\$ -		18		\$ -		18		\$ -				\$ -
FCE Standard Bulk Mailing Interface Setup/Testing			2		\$ -		14		\$ -		14		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services			9		\$ -		48		\$ -		48		\$ -				\$ -
Phase II Total		0	76		\$ -	0	270		\$ -	0	338		\$ -	0	0		\$ -
Phase III - Deployment																	
FCE Standard Project Management			44		\$ -		16		\$ -		8		\$ -				\$ -
7. Data Migration																	
FCE Standard Court Implementation Services-Legacy Data Conversion			6		\$ -		8		\$ -		107		\$ -				\$ -
FCE Standard Court Implementation Services-Legacy Image Conversion			9		\$ -		4		\$ -		48		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services			5		\$ -		8		\$ -		32		\$ -				\$ -
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings			24		\$ -		396		\$ -		12		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services			18		\$ -		120		\$ -		80		\$ -				\$ -
9. Training (User and Admin)																	
FCE Standard Court Implementation Services-Train-the-Trainer			8		\$ -		200		\$ -		8		\$ -				\$ -
FCE Standard Court Implementation Services-Train-the-End-User			16		\$ -		192		\$ -		10		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.10 Training Services	</																

Professional Services Superior Court of Marin County
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management		1	160	\$ 165.00	\$ 26,400	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				\$ 165.00
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks			20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services			113	\$ 165.00	\$ 18,645	1	57	\$ 165.00	\$ 9,405	1	57	\$ 165.00	\$ 9,405				\$ 165.00
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services			20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services			4	\$ 165.00	\$ 660			\$ 165.00	\$ -	1	24	\$ 165.00	\$ 3,960				\$ 165.00
3. Project Plan Build																	
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks			80	\$ 165.00	\$ 13,200	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
Phase I Total		5	397	\$165.00	\$ 65,505	4	353	\$165.00	\$ 58,245	5	169	\$165.00	\$ 27,885	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management		1	80	\$ 165.00	\$ 13,200	1	8	\$ 165.00	\$ 1,320	1	4	\$ 165.00	\$ 660				\$ 165.00
4. Local Configuration																	
FCE Standard Court Implementation Services-Remote Setup			11	\$ 165.00	\$ 1,815	2	60	\$ 165.00	\$ 9,900	2	10	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services			12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 23,100	1	12	\$ 165.00	\$ 1,980				\$ 165.00
5. Unit Testing (N/A)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing			5	\$ 165.00	\$ 825	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
FCE Standard California DOJ Setup/Testing			5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard JBSIS Setup/Testing			14	\$ 165.00	\$ 2,310	1	72	\$ 165.00	\$ 11,880	1	38	\$ 165.00	\$ 5,940				\$ 165.00
FCE Standard California DMV Setup/Testing			8	\$ 165.00	\$ 1,320	1	10	\$ 165.00	\$ 1,650	2	52	\$ 165.00	\$ 17,160				\$ 165.00
FCE Standard ESB Setup/Testing			5	\$ 165.00	\$ 825			\$ 165.00	\$ -	1	56	\$ 165.00	\$ 9,240				\$ 165.00
FCE Standard Appellate Interface Setup/Testing			5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard Financial Export Setup/Testing			11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
FCE Standard Citation Import Setup/Testing			12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	90	\$ 165.00	\$ 14,850				\$ 165.00
FCE Standard Disposition/Warrant Export Setup/Testing			5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard Collections Setup/Testing			11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
FCE Standard Bulk Mailing Interface Setup/Testing			2	\$ 165.00	\$ 330	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5-3.3.8 Testing Services			16	\$ 165.00	\$ 2,640	1	69	\$ 165.00	\$ 11,385	1	69	\$ 165.00	\$ 11,385				\$ 165.00
Phase II Total		15	202	\$165.00	\$ 33,330	16	453	\$165.00	\$ 96,195	17	593	\$165.00	\$ 108,075	0	0	\$165.00	\$ -
Phase III - Deployment																	
FCE Standard Project Management		1	549	\$ 165.00	\$ 90,585	1	56	\$ 165.00	\$ 9,240	1	28	\$ 165.00	\$ 4,620				\$ 165.00
7. Data Migration																	
FCE Standard Court Implementation Services-Legacy Data Conversion			25	\$ 165.00	\$ 4,125	1	30	\$ 165.00	\$ 4,950	2	200	\$ 165.00	\$ 66,000				\$ 165.00
FCE Standard Court Implementation Services-Legacy Image Conversion			15	\$ 165.00	\$ 2,475	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 13,200				\$ 165.00
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services			12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	80	\$ 165.00	\$ 13,200				\$ 165.00
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings			76	\$ 165.00	\$ 12,540	3	480	\$ 165.00	\$ 237,600	3	40	\$ 165.00	\$ 19,800				\$ 165.00
Additional Requirements in Exhibit 5-3.3.8 Testing Services			36	\$ 165.00	\$ 5,940	4	60	\$ 165.00	\$ 39,600	4	40	\$ 165.00	\$ 26,400				\$ 165.00
9. Training (User and Admin)																	
FCE Standard Court Implementation Services-Train-the-Trainer				\$ 165.00	\$ -	2	80	\$ 165.00	\$ 26,400			\$ 165.00	\$ -				\$ 165.00
FCE Standard Court Implementation Services-Train-the-End-User			40	\$ 165.00	\$ 6,600	4	192	\$ 165.00	\$ 126,720			\$ 165.00	\$ -				\$ 165.00
Additional Requirements in Exhibit 5-3.3.10 Training Services			16	\$ 165.00	\$ 2,640	4	40	\$ 165.00	\$ 26,400	1	24	\$ 165.00	\$ 3,960				\$ 165.00
10. User Acceptance Testing																	
FCE Standard Acceptance Testing			20	\$ 165.00	\$ 3,300	4	96	\$ 165.00	\$ 63,360	4	8	\$ 165.00	\$ 5,280				\$ 165.00
Additional Requirements in Exhibit 5-3.5 Customer Satisfaction Management Services			40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600	1	20	\$ 165.00	\$ 3,300				\$ 165.00
11. Go-Live Support																	
FCE Standard Go-Live Assistance			40	\$ 165.00	\$ 6,600	4	144	\$ 165.00	\$ 95,040	2	60	\$ 165.00	\$ 19,800				\$ 165.00
Additional Requirements in Exhibit 5-3.3.9 Cutover and Stabilization Services			52	\$ 165.00	\$ 8,580	2	28	\$ 165.00	\$ 9,240	2	28	\$ 165.00	\$ 9,240				\$ 165.00
12. Post Go-Live Support																	
FCE Standard Follow-up Training			16	\$ 165.00	\$ 2,640	3	96	\$ 165.00	\$ 47,520			\$ 165.00	\$ -				\$ 165.00
13. Other																	
FCE Standard Installation of Production and Testing Environments			12	\$ 165.00	\$ 1,980	1	12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 23,100				\$ 165.00
Phase III Total		14	949	\$165.00	\$ 156,585	36	1,382	\$165.00	\$ 699,270	25	638	\$165.00	\$ 207,900	0	0	\$165.00	\$ -
Grand Total		34	1,548	\$165.00	\$ 295,420	56	2,188	\$165.00	\$ 853,710	47	1,400	\$165.00	\$ 343,860	0	0	\$165.00	\$ -

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management			160				16				8						
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks			20	\$ -			120	\$ -			20	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services			50	\$ -			25	\$ -			25	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services			20	\$ -			120	\$ -			20	\$ -					\$ -
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services			4	\$ -				\$ -			24	\$ -					\$ -
3. Project Plan Build																	
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks			40	\$ -			20	\$ -			20	\$ -					\$ -
Phase I Total		0	294	\$ -	\$ -	0	301	\$ -	\$ -	0	117	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management			80				8				4						
4. Local Configuration																	
FCE Standard Court Implementation Services-Remote Setup			11	\$ -			120	\$ -			20	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services			12	\$ -			140	\$ -			12	\$ -					\$ -
5. Unit Testing (N/A)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing			5	\$ -			20	\$ -			20	\$ -					\$ -
FCE Standard California DOJ Setup/Testing			5	\$ -			8	\$ -			48	\$ -					\$ -
FCE Standard JBSIS Setup/Testing			14	\$ -			72	\$ -			38	\$ -					\$ -
FCE Standard California DMV Setup/Testing			8	\$ -			10	\$ -			104	\$ -					\$ -
FCE Standard ESB Setup/Testing			5	\$ -				\$ -			56	\$ -					\$ -
FCE Standard Appellate Interface Setup/Testing			5	\$ -			8	\$ -			48	\$ -					\$ -
FCE Standard Financial Export Setup/Testing			11	\$ -			40	\$ -			40	\$ -					\$ -
FCE Standard Citation Import Setup/Testing			12	\$ -			20	\$ -			90	\$ -					\$ -
FCE Standard Disposition/Warrant Export Setup/Testing			5	\$ -			8	\$ -			48	\$ -					\$ -
FCE Standard Collections Setup/Testing			11	\$ -			40	\$ -			40	\$ -					\$ -
FCE Standard Bulk Mailing Interface Setup/Testing			2	\$ -			20	\$ -			20	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services			16	\$ -			69	\$ -			69	\$ -					\$ -
Phase II Total		0	202	\$ -	\$ -	0	583	\$ -	\$ -	0	655	\$ -	\$ -	0	0	\$ -	\$ -
Phase III - Deployment																	
FCE Standard Project Management			549				56				28						
7. Data Migration																	
FCE Standard Court Implementation Services-Legacy Data Conversion			25	\$ -			30	\$ -			400	\$ -					\$ -
FCE Standard Court Implementation Services-Legacy Image Conversion			15	\$ -			8	\$ -			80	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services			12	\$ -			20	\$ -			80	\$ -					\$ -
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings			76	\$ -			480	\$ -			120	\$ -					\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services																	

Professional Services Superior Court of Mariposa County
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management	1	20	\$ 165.00	\$ 3,300	1	4	\$ 165.00	\$ 660	1	2	\$ 165.00	\$ 330				
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services	1	15	\$ 165.00	\$ 2,475	1	6	\$ 165.00	\$ 990	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services	1	1	\$ 165.00	\$ 165			\$ 165.00	\$ -	1	10	\$ 165.00	\$ 1,650				
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks	1	25	\$ 165.00	\$ 4,125	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Phase I Total	6	73	\$165.00	\$ 12,045	5	84	\$165.00	\$ 13,860	6	44	\$165.00	\$ 7,260	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management	1	10	\$ 165.00	\$ 1,650	1	2	\$ 165.00	\$ 330	1	1	\$ 165.00	\$ 165				
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup	1	8	\$ 165.00	\$ 1,320	2	30	\$ 165.00	\$ 9,900	2	4	\$ 165.00	\$ 660				
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services	1	4	\$ 165.00	\$ 660	2	18	\$ 165.00	\$ 5,940	1	4	\$ 165.00	\$ 660				
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing	1	4	\$ 165.00	\$ 660	1	13	\$ 165.00	\$ 2,145	1	13	\$ 165.00	\$ 2,145				
FCE Standard California DOJ Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard JBSIS Setup/Testing	1	7	\$ 165.00	\$ 1,155	1	36	\$ 165.00	\$ 5,940	1	18	\$ 165.00	\$ 2,970				
FCE Standard California DMV Setup/Testing	1	4	\$ 165.00	\$ 660	1	5	\$ 165.00	\$ 825	2	26	\$ 165.00	\$ 8,580				
FCE Standard ESB Setup/Testing	1	2	\$ 165.00	\$ 330	1	0	\$ 165.00	\$ -	1	28	\$ 165.00	\$ 4,620				
FCE Standard Appellate Interface Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard Financial Export Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Citation Import Setup/Testing	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	22	\$ 165.00	\$ 3,630				
FCE Standard Disposition/Warrant Export Setup/Testing	1	2	\$ 165.00	\$ 330	1	4	\$ 165.00	\$ 660	1	24	\$ 165.00	\$ 3,960				
FCE Standard Collections Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Bulk Mailing Interface Setup/Testing	1	2	\$ 165.00	\$ 330	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	9	\$ 165.00	\$ 1,485	1	48	\$ 165.00	\$ 7,920	1	48	\$ 165.00	\$ 7,920				
Phase II Total	15	76	\$165.00	\$ 12,540	17	222	\$165.00	\$ 44,550	17	308	\$165.00	\$ 55,770	0	0	\$165.00	\$ -
Phase III - Deployment																
FCE Standard Project Management	1	44	\$ 165.00	\$ 7,260	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	107	\$ 165.00	\$ 17,655				
FCE Standard Court Implementation Services—Legacy Image Conversion	1	9	\$ 165.00	\$ 1,485	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920				
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	32	\$ 165.00	\$ 5,280				
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings	1	8	\$ 165.00	\$ 1,320	1	198	\$ 165.00	\$ 32,670	1	12	\$ 165.00	\$ 1,980				
Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	18	\$ 165.00	\$ 2,970	2	60	\$ 165.00	\$ 9,900	2	40	\$ 165.00	\$ 6,600				
9. Training (User and Admin)																
FCE Standard Court Implementation Services—Train-the-Trainer	1	8	\$ 165.00	\$ 1,320	1	40	\$ 165.00	\$ 6,600	1	10	\$ 165.00	\$ 1,650				
FCE Standard Court Implementation Services—Train-the-End-User	1	8	\$ 165.00	\$ 1,320	2	96	\$ 165.00	\$ 15,840	1	10	\$ 165.00	\$ 1,650				
Additional Requirements in Exhibit 5—3.3.10 Training Services	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 6,600	1	10	\$ 165.00	\$ 1,650				
10. User Acceptance Testing																
FCE Standard Acceptance Testing	1	6	\$ 165.00	\$ 990	2	48	\$ 165.00	\$ 7,920	1	7	\$ 165.00	\$ 1,155				
Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300	1	9	\$ 165.00	\$ 1,485				
11. Go-Live Support																
FCE Standard Go-Live Assistance	1	8	\$ 165.00	\$ 1,320	2	88	\$ 165.00	\$ 14,640	1	16	\$ 165.00	\$ 2,640				
Additional Requirements in Exhibit 5—3.3.9 Cutover and Stabilization Services	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	8	\$ 165.00	\$ 1,320				
12. Post Go-Live Support																
FCE Standard Follow-up Training	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920								
13. Other																
FCE Standard Installation of Production and Testing Environments	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	47	\$ 165.00	\$ 7,755				
Phase III Total	14	154	\$165.00	\$ 25,410	20	686	\$165.00	\$ 113,570	13	344	\$165.00	\$ 56,820	0	0	\$165.00	\$ -
Grand Total	35	303	\$165.00	\$ 49,995	42	992	\$165.00	\$ 162,380	36	696	\$165.00	\$ 115,390	0	0	\$165.00	\$ -

* Please use (and specify) the proposed blended rate for each phase.

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management		20		\$ -		4		\$ -		2		\$ -				\$ -
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks		6		\$ -		30		\$ -		6		\$ -				\$ -
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services		6		\$ -		4		\$ -		4		\$ -				\$ -
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services		6		\$ -		30		\$ -		6		\$ -				\$ -
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services		1		\$ -				\$ -		10		\$ -				\$ -
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks		25		\$ -		8		\$ -		8		\$ -				\$ -
Phase I Total	0	53		\$ -	0	76		\$ -	0	36		\$ -	0	0		\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management		10		\$ -		2		\$ -		1		\$ -				\$ -
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup		8		\$ -		60		\$ -		8		\$ -				\$ -
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services		4		\$ -		36		\$ -		4		\$ -				\$ -
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing		4		\$ -		13		\$ -		13		\$ -				\$ -
FCE Standard California DOJ Setup/Testing		4		\$ -		6		\$ -		35		\$ -				\$ -
FCE Standard JBSIS Setup/Testing		7		\$ -		36		\$ -		18		\$ -				\$ -
FCE Standard California DMV Setup/Testing		4		\$ -		5		\$ -		52		\$ -				\$ -
FCE Standard ESB Setup/Testing		2		\$ -		0		\$ -		28		\$ -				\$ -
FCE Standard Appellate Interface Setup/Testing		4		\$ -		6		\$ -		35		\$ -				\$ -
FCE Standard Financial Export Setup/Testing		6		\$ -		18		\$ -		18		\$ -				\$ -
FCE Standard Citation Import Setup/Testing		4		\$ -		4		\$ -		22		\$ -				\$ -
FCE Standard Disposition/Warrant Export Setup/Testing		2		\$ -		4		\$ -		24		\$ -				\$ -
FCE Standard Collections Setup/Testing		6		\$ -		18		\$ -		18		\$ -				\$ -
FCE Standard Bulk Mailing Interface Setup/Testing		2		\$ -		14		\$ -		14		\$ -				\$ -
Additional Requirements in Exhibit 5—3.3.8 Testing Services		9		\$ -		48		\$ -		48		\$ -				\$ -
Phase II Total	0	76		\$ -	0	270		\$ -	0	338		\$ -	0	0		\$ -
Phase III - Deployment																
FCE Standard Project Management		44		\$ -		16		\$ -		8		\$ -				\$ -
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion		6		\$ -		8		\$ -		107		\$ -				\$ -
FCE Standard Court Implementation Services—Legacy Image Conversion		9		\$ -		4		\$ -		48		\$ -				\$ -
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		5		\$ -		8		\$ -		32		\$ -				\$ -
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings		8		\$ -		198		\$ -		12		\$ -				\$ -
Additional Requirements in Exhibit 5—3.3.8 Testing Services		18		\$ -		60		\$ -		40		\$ -				\$ -
9. Training (User and Admin)																
FCE Standard Court Implementation Services—Train-the-Trainer		8		\$ -		40		\$ -		10		\$ -				\$ -
FCE Standard Court Implementation Services—Train-the-End-User		8		\$ -		96		\$ -		10		\$ -				\$ -
Additional Requirements in Exhibit 5—3.3.10 Training Services		8		\$ -		40		\$ -		10		\$ -				\$ -
10. User Acceptance Testing																
FCE Standard Acceptance Testing		6		\$ -		48		\$ -		7		\$ -				\$ -
Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services		20		\$ -		20		\$ -		9		\$ -</				

Professional Services Superior Court of Mono County
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management	1	20	\$ 165.00	\$ 3,300	1	4	\$ 165.00	\$ 660	1	2	\$ 165.00	\$ 330				
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services	1	15	\$ 165.00	\$ 2,475	1	6	\$ 165.00	\$ 990	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services	1	1	\$ 165.00	\$ 165			\$ 165.00	\$ -	1	10	\$ 165.00	\$ 1,650				
3. Project Plan Build																
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks	1	25	\$ 165.00	\$ 4,125	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Phase I Total	6	73	\$165.00	\$ 12,045	5	84	\$165.00	\$ 13,860	6	44	\$165.00	\$ 7,260	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management	1	10	\$ 165.00	\$ 1,650	1	2	\$ 165.00	\$ 330	1	1	\$ 165.00	\$ 165				
4. Local Configuration																
FCE Standard Court Implementation Services-Remote Setup	1	8	\$ 165.00	\$ 1,320	2	30	\$ 165.00	\$ 9,900	2	4	\$ 165.00	\$ 660				
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services	1	4	\$ 165.00	\$ 660	2	18	\$ 165.00	\$ 5,940	1	4	\$ 165.00	\$ 660				
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing	1	4	\$ 165.00	\$ 660	1	13	\$ 165.00	\$ 2,145	1	13	\$ 165.00	\$ 2,145				
FCE Standard California DOJ Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard JBSIS Setup/Testing	1	7	\$ 165.00	\$ 1,155	1	36	\$ 165.00	\$ 5,940	1	18	\$ 165.00	\$ 2,970				
FCE Standard California DMV Setup/Testing	1	4	\$ 165.00	\$ 660	1	5	\$ 165.00	\$ 825	2	26	\$ 165.00	\$ 8,580				
FCE Standard ESB Setup/Testing	1	2	\$ 165.00	\$ 330	1	0	\$ 165.00	\$ -	1	28	\$ 165.00	\$ 4,620				
FCE Standard Appellate Interface Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard Financial Export Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Citation Import Setup/Testing	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	22	\$ 165.00	\$ 3,630				
FCE Standard Disposition/Warrant Export Setup/Testing	1	2	\$ 165.00	\$ 330	1	4	\$ 165.00	\$ 660	1	24	\$ 165.00	\$ 3,960				
FCE Standard Collections Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Bulk Mailing Interface Setup/Testing	1	2	\$ 165.00	\$ 330	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Additional Requirements in Exhibit 5-3.3.8 Testing Services	1	9	\$ 165.00	\$ 1,485	1	48	\$ 165.00	\$ 7,920	1	48	\$ 165.00	\$ 7,920				
Phase II Total	15	76	\$165.00	\$ 12,540	17	222	\$165.00	\$ 44,550	17	308	\$165.00	\$ 55,770	0	0	\$165.00	\$ -
Phase III - Deployment																
FCE Standard Project Management	1	44	\$ 165.00	\$ 7,260	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				
7. Data Migration																
FCE Standard Court Implementation Services-Legacy Data Conversion	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	107	\$ 165.00	\$ 17,655				
FCE Standard Court Implementation Services-Legacy Image Conversion	1	9	\$ 165.00	\$ 1,485	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920				
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	32	\$ 165.00	\$ 5,280				
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings	1	8	\$ 165.00	\$ 1,320	1	198	\$ 165.00	\$ 32,670	1	12	\$ 165.00	\$ 1,980				
Additional Requirements in Exhibit 5-3.3.8 Testing Services	1	18	\$ 165.00	\$ 2,970	2	60	\$ 165.00	\$ 9,900	2	40	\$ 165.00	\$ 6,600				
9. Training (User and Admin)																
FCE Standard Court Implementation Services-Train-the-Trainer	1	8	\$ 165.00	\$ 1,320	1	40	\$ 165.00	\$ 6,600	1	8	\$ 165.00	\$ 1,320				
FCE Standard Court Implementation Services-Train-the-End-User	1	8	\$ 165.00	\$ 1,320	2	96	\$ 165.00	\$ 15,840	1	10	\$ 165.00	\$ 1,650				
Additional Requirements in Exhibit 5-3.3.10 Training Services	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 6,600	1	10	\$ 165.00	\$ 1,650				
10. User Acceptance Testing																
FCE Standard Acceptance Testing	1	6	\$ 165.00	\$ 990	2	48	\$ 165.00	\$ 7,920	1	7	\$ 165.00	\$ 1,155				
Additional Requirements in Exhibit 5-3.5 Customer Satisfaction Management Services	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300	1	9	\$ 165.00	\$ 1,485				
11. Go-Live Support																
FCE Standard Go-Live Assistance	1	8	\$ 165.00	\$ 1,320	2	88	\$ 165.00	\$ 14,640	1	16	\$ 165.00	\$ 2,640				
Additional Requirements in Exhibit 5-3.3.9 Cutover and Stabilization Services	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	8	\$ 165.00	\$ 1,320				
12. Post Go-Live Support																
FCE Standard Follow-up Training	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920								
13. Other																
FCE Standard Installation of Production and Testing Environments	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	47	\$ 165.00	\$ 7,755				
Phase III Total	14	154	\$165.00	\$ 25,410	20	686	\$165.00	\$ 113,570	13	344	\$165.00	\$ 56,820	0	0	\$165.00	\$ -
Grand Total	35	303	\$165.00	\$ 49,995	42	992	\$165.00	\$ 167,380	36	696	\$165.00	\$ 115,390	0	0	\$165.00	\$ -

* Please use (and specify) the proposed blended rate for each phase.

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management		20		\$ -		4		\$ -		2		\$ -				\$ -
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5-3.1 Preliminary Business Analysis Service Tasks		6		\$ -		30		\$ -		6		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.1 Implementation/Deployment Project Management Services		6		\$ -		4		\$ -		4		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.3 Operational Process and Procedures Services		6		\$ -		30		\$ -		6		\$ -				\$ -
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5-3.3.2 Infrastructure Assessment and Implementation Services		1		\$ -				\$ -		10		\$ -				\$ -
3. Project Plan Build																
Additional Requirements in Exhibit 5-3.2 Implementation Strategy and Approach Services Tasks		12		\$ -		8		\$ -		8		\$ -				\$ -
Phase I Total	0	53		\$ -	0	76		\$ -	0	36		\$ -	0	0		\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management		10		\$ -		2		\$ -		1		\$ -				\$ -
4. Local Configuration																
FCE Standard Court Implementation Services-Remote Setup		8		\$ -		60		\$ -		8		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.4 Application Configuration Services		4		\$ -		36		\$ -		4		\$ -				\$ -
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing		4		\$ -		13		\$ -		13		\$ -				\$ -
FCE Standard California DOJ Setup/Testing		4		\$ -		6		\$ -		35		\$ -				\$ -
FCE Standard JBSIS Setup/Testing		7		\$ -		36		\$ -		18		\$ -				\$ -
FCE Standard California DMV Setup/Testing		4		\$ -		5		\$ -		52		\$ -				\$ -
FCE Standard ESB Setup/Testing		2		\$ -		0		\$ -		28		\$ -				\$ -
FCE Standard Appellate Interface Setup/Testing		4		\$ -		6		\$ -		35		\$ -				\$ -
FCE Standard Financial Export Setup/Testing		6		\$ -		18		\$ -		18		\$ -				\$ -
FCE Standard Citation Import Setup/Testing		4		\$ -		4		\$ -		22		\$ -				\$ -
FCE Standard Disposition/Warrant Export Setup/Testing		2		\$ -		4		\$ -		24		\$ -				\$ -
FCE Standard Collections Setup/Testing		6		\$ -		18		\$ -		18		\$ -				\$ -
FCE Standard Bulk Mailing Interface Setup/Testing		2		\$ -		14		\$ -		14		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services		9		\$ -		48		\$ -		48		\$ -				\$ -
Phase II Total	0	76		\$ -	0	270		\$ -	0	338		\$ -	0	0		\$ -
Phase III - Deployment																
FCE Standard Project Management		44		\$ -		16		\$ -		8		\$ -				\$ -
7. Data Migration																
FCE Standard Court Implementation Services-Legacy Data Conversion		6		\$ -		8		\$ -		107		\$ -				\$ -
FCE Standard Court Implementation Services-Legacy Image Conversion		9		\$ -		4		\$ -		48		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		5		\$ -		8		\$ -		32		\$ -				\$ -
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings		18		\$ -		396		\$ -		12		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.8 Testing Services		18		\$ -		120		\$ -		80		\$ -				\$ -
9. Training (User and Admin)																
FCE Standard Court Implementation Services-Train-the-Trainer		8		\$ -		40		\$ -		8		\$ -				\$ -
FCE Standard Court Implementation Services-Train-the-End-User		8		\$ -		192		\$ -		10		\$ -				\$ -
Additional Requirements in Exhibit 5-3.3.10 Training Services		8		\$ -		80		\$ -		10		\$ -				\$ -
10. User Acceptance Testing																
FCE Standard Acceptance Testing		6		\$ -		48		\$ -		7		\$ -				\$ -
Additional Requirements in Exhibit 5-3.5 Customer Satisfaction Management Services		20		\$ -		20		\$ -		9						

Professional Services Superior Court of Shasta County
Estimated Professional Services By Implementation Phase and Activity

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
	FCE Standard Project Management	1	160	\$ 165.00	\$ 26,400	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				\$ 165.00
	1. Business Assessment and Plan Build																
	Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks	1	20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
	Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services	1	113	\$ 165.00	\$ 18,645	1	57	\$ 165.00	\$ 9,405	1	57	\$ 165.00	\$ 9,405				\$ 165.00
	Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services	1	20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
	2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
	Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services	1	4	\$ 165.00	\$ 660			\$ 165.00	\$ -	1	24	\$ 165.00	\$ 3,960				\$ 165.00
	3. Project Plan Build																
	Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks	1	80	\$ 165.00	\$ 13,200	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
	Phase I Total	5	397	\$ 165.00	\$ 65,505	4	353	\$ 165.00	\$ 58,245	5	169	\$ 165.00	\$ 27,885	0	0	\$ 165.00	\$ -
Phase II - Configuration and business case testing																	
	FCE Standard Project Management	1	80	\$ 165.00	\$ 13,200	1	8	\$ 165.00	\$ 1,320	1	4	\$ 165.00	\$ 660				\$ 165.00
	4. Local Configuration																
	FCE Standard Court Implementation Services—Remote Setup	1	11	\$ 165.00	\$ 1,815	2	60	\$ 165.00	\$ 9,900	2	10	\$ 165.00	\$ 1,650				\$ 165.00
	Additional Requirements in Exhibit 5—3.4 Application Configuration Services	1	12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 11,550	1	12	\$ 165.00	\$ 1,980				\$ 165.00
	5. Unit Testing (N/A)																
	6. Integration Testing																
	FCE Standard Public Access Setup/Testing	1	5	\$ 165.00	\$ 825	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
	FCE Standard California DOJ Setup/Testing	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
	FCE Standard JBSIS Setup/Testing	1	14	\$ 165.00	\$ 2,310	1	72	\$ 165.00	\$ 11,880	1	36	\$ 165.00	\$ 5,940				\$ 165.00
	FCE Standard California DMV Setup/Testing	1	8	\$ 165.00	\$ 1,320	1	10	\$ 165.00	\$ 1,650	2	52	\$ 165.00	\$ 8,580				\$ 165.00
	FCE Standard ESB Setup/Testing	1	5	\$ 165.00	\$ 825			\$ 165.00	\$ -	1	56	\$ 165.00	\$ 9,240				\$ 165.00
	FCE Standard Appellate Interface Setup/Testing	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
	FCE Standard Financial Export Setup/Testing	1	11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
	FCE Standard Citation Import Setup/Testing	1	12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	80	\$ 165.00	\$ 13,200				\$ 165.00
	FCE Standard Disposition/Warrant Export Setup/Testing	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
	FCE Standard Collections Setup/Testing	1	11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
	FCE Standard Bulk Mailing Interface Setup/Testing	1	2	\$ 165.00	\$ 330	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
	Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	16	\$ 165.00	\$ 2,640	1	69	\$ 165.00	\$ 11,385	1	69	\$ 165.00	\$ 11,385				\$ 165.00
	Phase II Total	15	202	\$ 165.00	\$ 33,330	16	453	\$ 165.00	\$ 96,195	17	593	\$ 165.00	\$ 108,075	0	0	\$ 165.00	\$ -
Phase III - Deployment																	
	FCE Standard Project Management	1	549	\$ 165.00	\$ 90,585	1	56	\$ 165.00	\$ 9,240	1	28	\$ 165.00	\$ 4,620				\$ 165.00
	7. Data Migration																
	FCE Standard Court Implementation Services—Legacy Data Conversion	1	25	\$ 165.00	\$ 4,125	1	30	\$ 165.00	\$ 4,950	2	200	\$ 165.00	\$ 33,000				\$ 165.00
	FCE Standard Court Implementation Services—Legacy Image Conversion	1	15	\$ 165.00	\$ 2,475	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 6,600				\$ 165.00
	Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services	1	12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	80	\$ 165.00	\$ 13,200				\$ 165.00
	8. End to End Testing																
	FCE Standard Setup/Conversion Testing Meetings	1	76	\$ 165.00	\$ 12,540	3	480	\$ 165.00	\$ 79,200	3	40	\$ 165.00	\$ 6,600				\$ 165.00
	Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	36	\$ 165.00	\$ 5,940	4	60	\$ 165.00	\$ 9,900	4	40	\$ 165.00	\$ 6,600				\$ 165.00
	9. Training (User and Admin)																
	FCE Standard Court Implementation Services—Train-the-Trainer	1		\$ 165.00	\$ -	2	80	\$ 165.00	\$ 13,200			\$ 165.00	\$ -				\$ 165.00
	FCE Standard Court Implementation Services—Train-the-End-User	1	40	\$ 165.00	\$ 6,600	4	192	\$ 165.00	\$ 31,680			\$ 165.00	\$ -				\$ 165.00
	Additional Requirements in Exhibit 5—3.3.10 Training Services	1	16	\$ 165.00	\$ 2,640	4	40	\$ 165.00	\$ 6,600	1	24	\$ 165.00	\$ 3,960				\$ 165.00
	10. User Acceptance Testing																
	FCE Standard Acceptance Testing	1	20	\$ 165.00	\$ 3,300	4	96	\$ 165.00	\$ 15,840	4	8	\$ 165.00	\$ 1,320				\$ 165.00
	Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600	1	20	\$ 165.00	\$ 3,300				\$ 165.00
	11. Go-Live Support																
	FCE Standard Go-Live Assistance	1	40	\$ 165.00	\$ 6,600	4	144	\$ 165.00	\$ 23,760	2	60	\$ 165.00	\$ 9,900				\$ 165.00
	Additional Requirements in Exhibit 5—3.3.9 Cutover and Stabilization Services	1	52	\$ 165.00	\$ 8,580	2	28	\$ 165.00	\$ 4,620	2	28	\$ 165.00	\$ 4,620				\$ 165.00
	12. Post Go-Live Support																
	FCE Standard Follow-up Training	1	16	\$ 165.00	\$ 2,640	3	96	\$ 165.00	\$ 15,840			\$ 165.00	\$ -				\$ 165.00
	13. Other																
	FCE Standard Installation of Production and Testing Environments	1	12	\$ 165.00	\$ 1,980	1	12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 11,550				\$ 165.00
	Phase III Total	14	949	\$ 165.00	\$ 156,585	36	1,382	\$ 165.00	\$ 227,220	25	638	\$ 165.00	\$ 105,990	0	0	\$ 165.00	\$ -
	Grand Total	34	1,548	\$ 165.00	\$ 255,420	56	2,188	\$ 165.00	\$ 361,710	47	1,400	\$ 165.00	\$ 184,860	0	0	\$ 165.00	\$ -

* Please use (and specify) the proposed blended rate for each phase.

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
	FCE Standard Project Management		160				16				8						
	1. Business Assessment and Plan Build																
	Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks		20	\$ -	\$ -		120	\$ -	\$ -		20	\$ -	\$ -				\$ -
	Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services		50	\$ -	\$ -		25	\$ -	\$ -		25	\$ -	\$ -				\$ -
	Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services		20	\$ -	\$ -		120	\$ -	\$ -		20	\$ -	\$ -				\$ -
	2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
	Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services		4	\$ -	\$ -			\$ -	\$ -		24	\$ -	\$ -				\$ -
	3. Project Plan Build																
	Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks		40	\$ -	\$ -		20	\$ -	\$ -		20	\$ -	\$ -				\$ -
	Phase I Total	0	294	\$ -	\$ -	0	301	\$ -	\$ -	0	117	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																	
	FCE Standard Project Management		80				8				4						
	4. Local Configuration																
	FCE Standard Court Implementation Services—Remote Setup		11	\$ -	\$ -		120	\$ -	\$ -		20	\$ -	\$ -				\$ -
	Additional Requirements in Exhibit 5—3.4 Application Configuration Services		12	\$ -	\$ -		140	\$ -	\$ -		12	\$ -	\$ -				\$ -
	5. Unit Testing (N/A)																
	6. Integration Testing																
	FCE Standard Public Access Setup/Testing		5	\$ -	\$ -		20	\$ -	\$ -		20	\$ -	\$ -				\$ -
	FCE Standard California DOJ Setup/Testing		5	\$ -	\$ -		8	\$ -	\$ -		48	\$ -	\$ -				\$ -
	FCE Standard JBSIS Setup/Testing		14	\$ -	\$ -		72	\$ -	\$ -		36	\$ -	\$ -				\$ -
	FCE Standard California DMV Setup/Testing		8	\$ -	\$ -		10	\$ -	\$ -		104	\$ -	\$ -				\$ -
	FCE Standard ESB Setup/Testing		5	\$ -	\$ -			\$ -	\$ -		56	\$ -	\$ -				\$ -
	FCE Standard Appellate Interface Setup/Testing		5	\$ -	\$ -		8	\$ -	\$ -		48	\$ -	\$ -				\$ -
	FCE Standard Financial Export Setup/Testing		11	\$ -	\$ -												

Annual Maintenance and Support

Detailed Costs for Maintenance and Support Services for each of the eight courts

Maintenance and support details	Cost	Explanation/Notes (if necessary)**
Superior Court of Amador County		
		35 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 42,801.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 42,801.00	
Year 4	\$ 44,941.00	
Year 5	\$ 44,941.00	
Subtotal	\$ 175,484.00	
Discount	\$ 8,774.00	
Total M&S Fee	\$ 166,710.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Superior Court of Colusa County		
		19 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 24,643.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 24,643.00	
Year 4	\$ 25,875.00	
Year 5	\$ 25,875.00	
Subtotal	\$ 101,036.00	
Discount	\$ 5,052.00	
Total M&S Fee	\$ 95,984.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Superior Court of Contra Costa County		
		375 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 416,938.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 416,938.00	
Year 4	\$ 437,784.00	
Year 5	\$ 437,784.00	
Subtotal	\$ 1,709,444.00	
Discount	\$ 85,472.00	
Total M&S Fees	\$ 1,623,972.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Superior Court of Lassen County		
		25 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 34,425.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 34,425.00	
Year 4	\$ 36,146.00	
Year 5	\$ 36,146.00	
Subtotal	\$ 141,142.00	
Discount	\$ 7,057.00	
Total M&S Fee	\$ 134,085.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Superior Court of Marin County		
		110 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 140,168.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 140,168.00	
Year 4	\$ 147,176.00	
Year 5	\$ 147,176.00	
Subtotal	\$ 574,688.00	
Discount	\$ 28,734.00	
Total M&S Fee	\$ 545,954.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Superior Court of Mariposa County		
		25 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 34,425.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 34,425.00	
Year 4	\$ 36,146.00	
Year 5	\$ 36,146.00	
Subtotal	\$ 141,142.00	
Discount	\$ 7,057.00	
Total M&S Fee	\$ 134,085.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Superior Court of Mono County		
		20 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 24,940.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 25,940.00	
Year 4	\$ 27,237.00	
Year 5	\$ 27,237.00	
Subtotal	\$ 105,354.00	
Discount	\$ 5,318.00	
Total M&S Fees	\$ 100,036.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Superior Court of Shasta County		
		250 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 286,713.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 286,713.00	
Year 4	\$ 301,048.00	
Year 5	\$ 301,048.00	
Subtotal	\$ 1,175,522.00	
Discount	\$ 58,776.00	
Total M&S Fee	\$ 1,116,746.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).

Other or Additional Costs (based on an individual court deployment)
Other or additional Costs

Description	Superior Court of Amador County			Superior Court of Colusa County			Superior Court of Contra Costa County			Superior Court of Lassen County			Superior Court of Marin County			Superior Court of Mariposa County			Superior Court of Mono County			Superior Court of Shasta County		
	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost
Document Scanning Services																								
DMS Integration, Third-Party DMS Interface Module—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Integration Services (integration using web Services API)																								
Additional Data Exchanges/Interfaces																								
FCE Third-Party E-Filing System Integration—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Prosecutor System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Jail System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
N/A	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Jury System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
County Warrant System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Public Defender Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Third-Party Probation System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Total	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

COST SUBMISSION MATRIX

Summary Tab
Summary of Total Software, Professional Services, Maintenance & Support Costs, Other, Hosted Costs

Cost Categories	Cost in SMALL	Cost in MEDIUM	Cost in LARGE	Cost in ENTERPRISE	Explanation/Notes (if necessary)**
1. Software License Fees	\$ 623,475.00	\$ 1,460,875.00	\$ 2,997,350.00		The Software License amount is calculated on the Sample Size numbers provided in the notes below. Small=125; Medium=325; Large=750
2. Professional Services (Small Court)	\$ 402,765.00				The pricing provided for Professional Services is based upon the requirements of the RFP. Justice Systems recognizes the level of services required by the MSA may not be desired by some courts (e.g., Small Courts). Pricing for Professional Services can be tailored to suit the needs of each individual court.
3. Professional Services (Medium Court)		\$ 1,452,990.00			
4. Professional Services (Large Court)			\$ 3,486,120.00		
5. Maintenance and Support	\$ 607,109.00	\$ 1,422,528.00	\$ 2,101,442.00	\$ -	
6. Other Costs	TBD	TBD	TBD	TBD	
7. Hosted Costs (if applicable)	\$ -	\$ -	\$ -		
	\$ 1,633,349.00	\$ 4,336,393.00	\$ 8,584,912.00	\$ -	

*These amounts are for demonstrative purposes based on the assumed number of users and relative size of the court.

Licensing Fees

Detailed Licensing Fees (Including non-production environments)

Software Application	Fee Per User/Employee	Explanation/Notes (if necessary) Note Taxable Items when Applicable
Production Environment		
FullCourt Enterprise First 100 Concurrent Users	\$4,771.00	Software Includes: FullCourt Enterprise Court Case Management System Update Licenses, FullCourt Enterprise Imaging Module, FullCourt Enterprise Service Bus Module, FullCourt Enterprise Standard Appellate Interface, FullCourt Enterprise Standard California JBSIS Reports, FullCourt Enterprise Standard California's DOJ Interface, FullCourt Enterprise Standard California DMV Interface (The FCE interface to California's DMV requires the court to license the Microsoft Host Integration Server (HIS) included with Microsoft BizTalk Server.), FullCourt Enterprise Application Servers, FullCourt Enterprise Standard Public Access Module, , FullCourt Enterprise Standard Citation Import Module, FullCourt Enterprise Standard Disposition/Warrant Export Module, FullCourt Enterprise Standard Collections Interface Module, FullCourt Enterprise Standard Bulk Mailing Interface Module, Perpetual Licenses.
(FullCourt E-Filing Module)	---	Justice Systems can and has integrated with several third-party e-filing systems. We also offer our own e-filing module. While not included in this pricing, we can provide pricing for the module, if requested.
(FullCourt Enterprise Case Management System, View-Only Licenses)	---	Priced in this proposal are Update Concurrent User Licenses. Also available, but not priced, are View-Only Concurrent User Licenses. Pricing is available, if requested.
(CitePayUSA EMV-Capable Credit Card Terminals)	---	Not priced, but available, are Fully Integrated CitePayUSA Credit Card Point-of-Sale Terminals. Pricing is available upon request.
Non-Production Environment		
Oracle 12C RDBS ASFU (1) CPU License	\$167.00	Test/Train Environments
FCE Application Server (1) CPU License	\$83.00	Test/Train Environments
Third-Party Software bundled in (List Individually) (Defined as ancillary software that works in conjunction with primary software)		
Oracle 12C Standard Edition 2 Relational Database, Application Specific Full User CPU License	\$167.00	
(Fully Integrated Mentis aiSmartBench Judge Workbench)	---	Not Priced in this proposal, but also available upon request, are aiSmartBench Judge and Assistant Workbench System Licenses.
(FCE OCR/Redaction, Indexing, and Data Extraction Module)	---	This module is not priced in this proposal, but is available and can be priced based upon actual specification, if requested.
(FCE Multi-Tenancy Module)	---	This module is not priced in this proposal, but is available and can be priced based upon actual specification, if requested.
Total	\$5,188.00	Next 400 Concurrent Users = \$4,187 each. Next 1,000 Concurrent Users = \$3,215 each. Next Unlimited Concurrent Users = \$2,772 each.

Software Application	Fee Per User/Employee*	Explanation/Notes (if necessary)** Note Taxable Items when Applicable
Enterprise Superior Court Pricing		
** Price Breaks at Branchwide Large-volume purchases.		See above.
Subtotal	\$ -	
Third-Party Software bundled in (List Individually)		
Subtotal	\$ -	
Total	\$ -	

Professional Services SMALL COURT
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Hours and Cost

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management	1	20	\$ 165.00	\$ 3,300	1	4	\$ 165.00	\$ 660	1	2	\$ 165.00	\$ 330				
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.3.1 Preliminary Business Analysis Service Tasks	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services	1	15	\$ 165.00	\$ 2,475	1	6	\$ 165.00	\$ 990	1	6	\$ 165.00	\$ 990				
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services	1	6	\$ 165.00	\$ 990	1	30	\$ 165.00	\$ 4,950	1	6	\$ 165.00	\$ 990				
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services	1	1	\$ 165.00	\$ 165			\$ 165.00	\$ -	1	10	\$ 165.00	\$ 1,650				
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services	1	25	\$ 165.00	\$ 4,125	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Tasks																
Phase I Total	6	73	\$165.00	\$ 12,045	5	84	\$165.00	\$ 13,860	6	44	\$165.00	\$ 7,260	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management	1	10	\$ 165.00	\$ 1,650	1	2	\$ 165.00	\$ 330	1	1	\$ 165.00	\$ 165				
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup	1	8	\$ 165.00	\$ 1,320	2	30	\$ 165.00	\$ 4,950	2	4	\$ 165.00	\$ 660				
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services	1	4	\$ 165.00	\$ 660	2	18	\$ 165.00	\$ 2,970	1	4	\$ 165.00	\$ 660				
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing	1	4	\$ 165.00	\$ 660	1	13	\$ 165.00	\$ 2,145	1	13	\$ 165.00	\$ 2,145				
FCE Standard California DOJ Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard JBSIS Setup/Testing	1	7	\$ 165.00	\$ 1,155	1	36	\$ 165.00	\$ 5,940	1	18	\$ 165.00	\$ 2,970				
FCE Standard California DMV Setup/Testing	1	4	\$ 165.00	\$ 660	1	5	\$ 165.00	\$ 825	2	26	\$ 165.00	\$ 4,290				
FCE Standard ESB Setup/Testing	1	2	\$ 165.00	\$ 330	1	0	\$ 165.00	\$ -	1	28	\$ 165.00	\$ 4,620				
FCE Standard Appellate Interface Setup/Testing	1	4	\$ 165.00	\$ 660	1	6	\$ 165.00	\$ 990	1	35	\$ 165.00	\$ 5,775				
FCE Standard Financial Export Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Citation Import Setup/Testing	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	22	\$ 165.00	\$ 3,630				
FCE Standard Disposition/Warrant Export Setup/Testing	1	2	\$ 165.00	\$ 330	1	4	\$ 165.00	\$ 660	1	24	\$ 165.00	\$ 3,960				
FCE Standard Collections Setup/Testing	1	6	\$ 165.00	\$ 990	1	18	\$ 165.00	\$ 2,970	1	18	\$ 165.00	\$ 2,970				
FCE Standard Bulk Mailing Interface Setup/Testing	1	2	\$ 165.00	\$ 330	1	14	\$ 165.00	\$ 2,310	1	14	\$ 165.00	\$ 2,310				
Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	9	\$ 165.00	\$ 1,485	1	48	\$ 165.00	\$ 7,920	1	48	\$ 165.00	\$ 7,920				
Phase II Total	15	76	\$165.00	\$ 12,540	17	222	\$165.00	\$ 36,510	17	308	\$165.00	\$ 50,820	0	0	\$165.00	\$ -
Phase III - Deployment																
FCE Standard Project Management	1	44	\$ 165.00	\$ 7,260	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	107	\$ 165.00	\$ 17,655				
FCE Standard Court Implementation Services—Legacy Image Conversion	1	9	\$ 165.00	\$ 1,485	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920				
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	32	\$ 165.00	\$ 5,280				
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings	1	8	\$ 165.00	\$ 1,320	1	198	\$ 165.00	\$ 32,670	1	12	\$ 165.00	\$ 1,980				
Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	18	\$ 165.00	\$ 2,970	2	60	\$ 165.00	\$ 9,900	2	40	\$ 165.00	\$ 6,600				
9. Training (User and Admin)																
FCE Standard Court Implementation Services—Train-the-Trainer			\$ 165.00	\$ -	1	40	\$ 165.00	\$ 6,600			\$ 165.00	\$ -				
FCE Standard Court Implementation Services—Train-the-End-User	1	8	\$ 165.00	\$ 1,320	2	96	\$ 165.00	\$ 15,840			\$ 165.00	\$ -				
Additional Requirements in Exhibit 5—3.3.10 Training Services	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 6,600	1	10	\$ 165.00	\$ 1,650				
10. User Acceptance Testing																
FCE Standard Acceptance Testing	1	6	\$ 165.00	\$ 990	2	48	\$ 165.00	\$ 7,920	1	7	\$ 165.00	\$ 1,155				
Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300	1	9	\$ 165.00	\$ 1,485				
11. Go-Live Support																
FCE Standard Go-Live Assistance	1	8	\$ 165.00	\$ 1,320	2	88	\$ 165.00	\$ 14,640	1	16	\$ 165.00	\$ 2,640				
Additional Requirements in Exhibit 5—3.3.9 Cutover and Stabilization Services	1	6	\$ 165.00	\$ 990	1	8	\$ 165.00	\$ 1,320	1	8	\$ 165.00	\$ 1,320				
12. Post Go-Live Support																
FCE Standard Follow-up Training	1	4	\$ 165.00	\$ 660	1	48	\$ 165.00	\$ 7,920			\$ 165.00	\$ -				
13. Other																
FCE Standard Installation of Production and Testing Environments	1	4	\$ 165.00	\$ 660	1	4	\$ 165.00	\$ 660	1	47	\$ 165.00	\$ 7,755				
Phase III Total	14	154	\$165.00	\$ 25,410	20	686	\$165.00	\$ 113,580	13	344	\$165.00	\$ 56,760	0	0	\$165.00	\$ -
Grand Total	35	303	\$165.00	\$ 49,995	42	992	\$165.00	\$ 163,950	36	696	\$165.00	\$ 114,630	0	0	\$165.00	\$ -

2. Assumed Court Hourly Participation (Please input the estimated "Hours" only)

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management		20	\$ -	\$ -		4	\$ -	\$ -		2	\$ -	\$ -				
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.3.1 Preliminary Business Analysis Service Tasks		6	\$ -	\$ -		30	\$ -	\$ -		6	\$ -	\$ -				
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services		8	\$ -	\$ -		4	\$ -	\$ -		4	\$ -	\$ -				
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services		6	\$ -	\$ -		30	\$ -	\$ -		6	\$ -	\$ -				
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services		1	\$ -	\$ -			\$ -	\$ -		10	\$ -	\$ -				
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services		12	\$ -	\$ -		8	\$ -	\$ -		8	\$ -	\$ -				
Tasks																
Phase I Total	0	53	\$ -	\$ -	0	76	\$ -	\$ -	0	36	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management		10	\$ -	\$ -		2	\$ -	\$ -		1	\$ -	\$ -				
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup		8	\$ -	\$ -		60	\$ -	\$ -		8	\$ -	\$ -				
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services		4	\$ -	\$ -		36	\$ -	\$ -		4	\$ -	\$ -				
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing		4	\$ -	\$ -		13	\$ -	\$ -		13	\$ -	\$ -				
FCE Standard California DOJ Setup/Testing		4	\$ -	\$ -		6	\$ -	\$ -		35	\$ -	\$ -				
FCE Standard JBSIS Setup/Testing		7	\$ -	\$ -		36	\$ -	\$ -		18	\$ -	\$ -				
FCE Standard California DMV Setup/Testing		4	\$ -	\$ -		5	\$ -	\$ -		52	\$ -	\$ -				
FCE Standard ESB Setup/Testing		2	\$ -	\$ -		0	\$ -	\$ -		28	\$ -	\$ -				
FCE Standard Appellate Interface Setup/Testing		4	\$ -	\$ -		6	\$ -	\$ -		35	\$ -	\$ -				
FCE Standard Financial Export Setup/Testing		6	\$ -	\$ -		18	\$ -	\$ -		18	\$ -	\$ -				
FCE Standard Citation Import Setup/Testing		4	\$ -	\$ -		4	\$ -	\$ -		22	\$ -	\$ -				
FCE Standard Disposition/Warrant Export Setup/Testing		2	\$ -	\$ -		4	\$ -	\$ -		24	\$ -	\$ -				
FCE Standard Collections Setup/Testing		6	\$ -	\$ -		18	\$ -	\$ -		18	\$ -	\$ -				
FCE Standard Bulk Mailing Interface Setup/Testing		2	\$ -	\$ -		14	\$ -	\$ -		14	\$ -	\$ -				
Additional Requirements in Exhibit 5—3.3.8 Testing Services		9	\$ -	\$ -		48	\$ -	\$ -		48	\$ -	\$ -				
Phase II Total	0	76	\$ -	\$ -	0	270	\$ -	\$ -	0	338	\$ -	\$ -	0	0	\$ -	\$ -
Phase III - Deployment																
FCE Standard Project Management		44	\$ -	\$ -		16	\$ -	\$ -		8	\$ -	\$ -				
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion		6	\$ -	\$ -		8	\$ -	\$ -		107	\$ -	\$ -				
FCE Standard Court Implementation Services—Legacy Image Conversion		9	\$ -	\$ -		4	\$ -	\$ -		48	\$ -	\$ -				
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		5	\$ -	\$ -		8	\$ -	\$ -		32	\$ -	\$ -				
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings		24	\$ -	\$ -		396	\$ -	\$ -		12	\$ -	\$ -				
Additional Requirements in Exhibit 5—3.3.8 Testing Services		18	\$ -	\$ -		120	\$ -	\$ -		80	\$ -	\$ -				
9. Training (User and Admin)																
FCE Standard Court Implementation Services—Train-the-Trainer			\$ -	\$ -		40	\$ -	\$ -			\$ -	\$ -				
FCE Standard Court Implementation Services—Train-the-End-User		8	\$ -	\$ -		96	\$ -	\$ -			\$ -	\$ -				
Additional Requirements in Exhibit 5—3.3.10 Training Services		8	\$ -	\$ -		40	\$ -	\$ -								

Professional Services MEDIUM COURT
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management	1	160	\$ 165.00	\$ 26,400	1	16	\$ 165.00	\$ 2,640	1	8	\$ 165.00	\$ 1,320				\$ 165.00
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks	1	20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services	1	113	\$ 165.00	\$ 18,645	1	57	\$ 165.00	\$ 9,405	1	57	\$ 165.00	\$ 9,405				\$ 165.00
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services	1	20	\$ 165.00	\$ 3,300	1	120	\$ 165.00	\$ 19,800	1	20	\$ 165.00	\$ 3,300				\$ 165.00
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services	1	4	\$ 165.00	\$ 660			\$ 165.00	\$ -	1	24	\$ 165.00	\$ 3,960				\$ 165.00
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks	1	30	\$ 165.00	\$ 4,950	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
Phase I Total	5	397	\$ 165.00	\$ 65,505	4	353	\$ 165.00	\$ 58,245	5	169	\$ 165.00	\$ 27,885	0	0	\$ 165.00	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management	1	80	\$ 165.00	\$ 13,200	1	8	\$ 165.00	\$ 1,320	1	4	\$ 165.00	\$ 660				\$ 165.00
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup	1	11	\$ 165.00	\$ 1,815	2	60	\$ 165.00	\$ 9,900	2	10	\$ 165.00	\$ 1,650				\$ 165.00
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services	1	12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 11,550	1	12	\$ 165.00	\$ 1,980				\$ 165.00
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing	1	5	\$ 165.00	\$ 825	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
FCE Standard California DOJ Setup/Testing	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard JBSIS Setup/Testing	1	14	\$ 165.00	\$ 2,310	1	72	\$ 165.00	\$ 11,880	1	36	\$ 165.00	\$ 5,940				\$ 165.00
FCE Standard California DMV Setup/Testing	1	8	\$ 165.00	\$ 1,320	1	10	\$ 165.00	\$ 1,650	2	52	\$ 165.00	\$ 8,580				\$ 165.00
FCE Standard ESB Setup/Testing	1	5	\$ 165.00	\$ 825			\$ 165.00	\$ -	1	56	\$ 165.00	\$ 9,240				\$ 165.00
FCE Standard Appellate Interface Setup/Testing	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard Financial Export Setup/Testing	1	11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
FCE Standard Citation Import Setup/Testing	1	12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	90	\$ 165.00	\$ 14,850				\$ 165.00
FCE Standard Disposition/Warrant Export Setup/Testing	1	5	\$ 165.00	\$ 825	1	8	\$ 165.00	\$ 1,320	1	48	\$ 165.00	\$ 7,920				\$ 165.00
FCE Standard Collections Setup/Testing	1	11	\$ 165.00	\$ 1,815	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600				\$ 165.00
FCE Standard Bulk Mailing Interface Setup/Testing	1	2	\$ 165.00	\$ 330	1	20	\$ 165.00	\$ 3,300	1	20	\$ 165.00	\$ 3,300				\$ 165.00
Additional Requirements in Exhibit 5—3.3.6 Testing Services	1	16	\$ 165.00	\$ 2,640	1	69	\$ 165.00	\$ 11,385	1	69	\$ 165.00	\$ 11,385				\$ 165.00
Phase II Total	15	202	\$ 165.00	\$ 33,330	16	453	\$ 165.00	\$ 96,195	17	593	\$ 165.00	\$ 108,075	0	0	\$ 165.00	\$ -
Phase III - Deployment																
FCE Standard Project Management	1	549	\$ 165.00	\$ 90,585	1	56	\$ 165.00	\$ 9,240	1	28	\$ 165.00	\$ 4,620				\$ 165.00
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion	1	25	\$ 165.00	\$ 4,125	1	30	\$ 165.00	\$ 4,950	2	200	\$ 165.00	\$ 33,000				\$ 165.00
FCE Standard Court Implementation Services—Legacy Image Conversion	1	15	\$ 165.00	\$ 2,475	1	8	\$ 165.00	\$ 1,320	2	40	\$ 165.00	\$ 6,600				\$ 165.00
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services	1	12	\$ 165.00	\$ 1,980	1	20	\$ 165.00	\$ 3,300	1	80	\$ 165.00	\$ 13,200				\$ 165.00
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings	1	76	\$ 165.00	\$ 12,540	3	480	\$ 165.00	\$ 79,200	3	40	\$ 165.00	\$ 6,600				\$ 165.00
Additional Requirements in Exhibit 5—3.3.8 Testing Services	1	36	\$ 165.00	\$ 5,940	4	60	\$ 165.00	\$ 9,900	4	40	\$ 165.00	\$ 6,600				\$ 165.00
9. Training (User and Admin)																
FCE Standard Court Implementation Services—Train-the-Trainer	1		\$ 165.00	\$ -	2	80	\$ 165.00	\$ 13,200			\$ 165.00	\$ -				\$ 165.00
FCE Standard Court Implementation Services—Train-the-End-User	1	40	\$ 165.00	\$ 6,600	4	192	\$ 165.00	\$ 31,680			\$ 165.00	\$ -				\$ 165.00
Additional Requirements in Exhibit 5—3.3.10 Training Services	1	16	\$ 165.00	\$ 2,640	4	40	\$ 165.00	\$ 6,600	1	24	\$ 165.00	\$ 3,960				\$ 165.00
10. User Acceptance Testing																
FCE Standard Acceptance Testing	1	20	\$ 165.00	\$ 3,300	4	96	\$ 165.00	\$ 15,840	4	8	\$ 165.00	\$ 1,320				\$ 165.00
Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services	1	40	\$ 165.00	\$ 6,600	1	40	\$ 165.00	\$ 6,600	1	20	\$ 165.00	\$ 3,300				\$ 165.00
11. Go-Live Support																
FCE Standard Go-Live Assistance	1	40	\$ 165.00	\$ 6,600	4	144	\$ 165.00	\$ 23,760	2	60	\$ 165.00	\$ 9,900				\$ 165.00
Additional Requirements in Exhibit 5—3.3.9 Cutover and Stabilization Services	1	32	\$ 165.00	\$ 5,280	2	28	\$ 165.00	\$ 4,620	2	28	\$ 165.00	\$ 4,620				\$ 165.00
12. Post Go-Live Support																
FCE Standard Follow-up Training	1	16	\$ 165.00	\$ 2,640	3	96	\$ 165.00	\$ 15,840			\$ 165.00	\$ -				\$ 165.00
13. Other																
FCE Standard Installation of Production and Testing Environments	1	12	\$ 165.00	\$ 1,980	1	12	\$ 165.00	\$ 1,980	2	70	\$ 165.00	\$ 11,550				\$ 165.00
Phase III Total	14	949	\$ 165.00	\$ 156,585	36	1,382	\$ 165.00	\$ 228,180	25	638	\$ 165.00	\$ 105,990	0	0	\$ 165.00	\$ -
Grand Total	34	1,548	\$ 165.00	\$ 255,420	56	2,188	\$ 165.00	\$ 362,525	47	1,400	\$ 165.00	\$ 243,975	0	0	\$ 165.00	\$ -

* The blended rate for each phase.

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																
FCE Standard Project Management		160				16				8						
1. Business Assessment and Plan Build																
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks		20				120				20						
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment Project Management Services		50				25				25						
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services		20				120				20						
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services		4								24						
3. Project Plan Build																
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services Tasks		40				20				20						
Phase I Total	0	294	\$ -	\$ -	0	301	\$ -	\$ -	0	117	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																
FCE Standard Project Management		80				8				4						
4. Local Configuration																
FCE Standard Court Implementation Services—Remote Setup		11				120				20						
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services		12				140				12						
5. Unit Testing (N/A)																
6. Integration Testing																
FCE Standard Public Access Setup/Testing		5				20				20						
FCE Standard California DOJ Setup/Testing		5				8				48						
FCE Standard JBSIS Setup/Testing		14				72				36						
FCE Standard California DMV Setup/Testing		8				10				104						
FCE Standard ESB Setup/Testing		5								56						
FCE Standard Appellate Interface Setup/Testing		5				8				48						
FCE Standard Financial Export Setup/Testing		11				40				40						
FCE Standard Citation Import Setup/Testing		12				20				90						
FCE Standard Disposition/Warrant Export Setup/Testing		5				8				48						
FCE Standard Collections Setup/Testing		11				40				40						
FCE Standard Bulk Mailing Interface Setup/Testing		2				20				20						
Additional Requirements in Exhibit 5—3.3.6 Testing Services		16				69				69						
Phase II Total	0	202	\$ -	\$ -	0	583	\$ -	\$ -	0	655	\$ -	\$ -	0	0	\$ -	\$ -
Phase III - Deployment																
FCE Standard Project Management		549				56				28						
7. Data Migration																
FCE Standard Court Implementation Services—Legacy Data Conversion		25				30				400						
FCE Standard Court Implementation Services—Legacy Image Conversion		15				8				80						
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		12				20				80						
8. End to End Testing																
FCE Standard Setup/Conversion Testing Meetings		76				2,880				120						
Additional Requirements in Exhibit 5—3.3.8 Testing Services		36				240				160						
9. Training (User and Admin)																
FCE Standard Court Implementation Services—Train-the-Trainer						800										
FCE Standard Court Implementation Services—Train-the-End-User		40				768										
Additional Requirements in Exhibit 5—3.3.10 Training Services		16				160				24						

Professional Services LARGE COURT
Estimated Professional Services By Implementation Phase and Activity

1. Estimated Contractor Hours and Cost

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management		1	264	\$ 165.00	\$ 43,560	1	24	\$ 165.00	\$ 3,960	1	12	\$ 165.00	\$ 1,980				\$ 165.00
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks		1	48	\$ 165.00	\$ 7,920	2	140	\$ 165.00	\$ 46,200	1	48	\$ 165.00	\$ 7,920				\$ 165.00
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment/Project Management Services		1	184	\$ 165.00	\$ 30,360	2	48	\$ 165.00	\$ 15,840	2	48	\$ 165.00	\$ 15,840				\$ 165.00
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services		1	48	\$ 165.00	\$ 7,920	2	140	\$ 165.00	\$ 46,200	1	48	\$ 165.00	\$ 7,920				\$ 165.00
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services		1	8	\$ 165.00	\$ 1,320			\$ 165.00	\$ -	1	64	\$ 165.00	\$ 10,560				\$ 165.00
3. Project Plan Build																	
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services		1	186	\$ 165.00	\$ 30,690	2	48	\$ 165.00	\$ 15,840	2	48	\$ 165.00	\$ 15,840				\$ 165.00
Phase I Total		6	738	\$165.00	\$ 121,770	9	400	\$165.00	\$ 128,040	8	268	\$165.00	\$ 60,060	0	0	\$165.00	\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management		1	130	\$ 165.00	\$ 21,450	1	14	\$ 165.00	\$ 2,310	1	6	\$ 165.00	\$ 990				\$ 165.00
4. Local Configuration																	
FCE Standard Court Implementation Services—Remote Setup		1	32	\$ 165.00	\$ 5,280	2	149	\$ 165.00	\$ 49,170	2	24	\$ 165.00	\$ 7,920				\$ 165.00
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services		1	32	\$ 165.00	\$ 5,280	2	195	\$ 165.00	\$ 64,350	1	32	\$ 165.00	\$ 5,280				\$ 165.00
5. Unit Testing (NA)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing		1	9	\$ 165.00	\$ 1,485	1	32	\$ 165.00	\$ 5,280	1	32	\$ 165.00	\$ 5,280				\$ 165.00
FCE Standard California DOJ Setup/Testing		1	7	\$ 165.00	\$ 1,155	1	12	\$ 165.00	\$ 1,980	1	72	\$ 165.00	\$ 11,880				\$ 165.00
FCE Standard JBSIS Setup/Testing		1	15	\$ 165.00	\$ 2,475	1	112	\$ 165.00	\$ 18,480	1	56	\$ 165.00	\$ 9,240				\$ 165.00
FCE Standard California DMV Setup/Testing		1	8	\$ 165.00	\$ 1,320	1	15	\$ 165.00	\$ 2,475	2	80	\$ 165.00	\$ 26,400				\$ 165.00
FCE Standard ESB Setup/Testing		1	12	\$ 165.00	\$ 1,980			\$ 165.00	\$ -	2	70	\$ 165.00	\$ 23,100				\$ 165.00
FCE Standard Appellate Interface Setup/Testing		1	7	\$ 165.00	\$ 1,155	1	12	\$ 165.00	\$ 1,980	1	72	\$ 165.00	\$ 11,880				\$ 165.00
FCE Standard Financial Export Setup/Testing		1	18	\$ 165.00	\$ 2,970	1	52	\$ 165.00	\$ 8,580	1	52	\$ 165.00	\$ 8,580				\$ 165.00
FCE Standard Citation Import Setup/Testing		1	52	\$ 165.00	\$ 8,580	1	87	\$ 165.00	\$ 11,055	1	335	\$ 165.00	\$ 55,275				\$ 165.00
FCE Standard Disposition/Warrant Export Setup/Testing		1	7	\$ 165.00	\$ 1,155	1	12	\$ 165.00	\$ 1,980	1	72	\$ 165.00	\$ 11,880				\$ 165.00
FCE Standard Collections Setup/Testing		1	24	\$ 165.00	\$ 3,960	1	64	\$ 165.00	\$ 10,560	1	64	\$ 165.00	\$ 10,560				\$ 165.00
FCE Standard Bulk Mailing Interface Setup/Testing		1	3	\$ 165.00	\$ 495	1	29	\$ 165.00	\$ 4,785	1	29	\$ 165.00	\$ 4,785				\$ 165.00
Additional Requirements in Exhibit 5—3.3.8 Testing Services		1	34	\$ 165.00	\$ 5,610	1	104	\$ 165.00	\$ 17,160	1	104	\$ 165.00	\$ 17,160				\$ 165.00
Phase II Total		15	390	\$165.00	\$ 64,350	16	869	\$165.00	\$ 200,145	18	1,100	\$165.00	\$ 210,210	0	0	\$165.00	\$ -
Phase III - Deployment																	
FCE Standard Project Management		1	927	\$ 165.00	\$ 152,955	1	96	\$ 165.00	\$ 15,840	1	42	\$ 165.00	\$ 6,930				\$ 165.00
7. Data Migration																	
FCE Standard Court Implementation Services—Legacy Data Conversion		1	45	\$ 165.00	\$ 7,425	1	64	\$ 165.00	\$ 10,560	2	400	\$ 165.00	\$ 132,000				\$ 165.00
FCE Standard Court Implementation Services—Legacy Image Conversion		1	36	\$ 165.00	\$ 5,940	1	18	\$ 165.00	\$ 2,970	2	94	\$ 165.00	\$ 31,020				\$ 165.00
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services		1	24	\$ 165.00	\$ 3,960	1	34	\$ 165.00	\$ 5,610	1	172	\$ 165.00	\$ 28,380				\$ 165.00
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings		1	182	\$ 165.00	\$ 30,030	4	840	\$ 165.00	\$ 54,400	3	80	\$ 165.00	\$ 39,600				\$ 165.00
Additional Requirements in Exhibit 5—3.3.8 Testing Services		1	86	\$ 165.00	\$ 14,190	4	136	\$ 165.00	\$ 89,760	4	88	\$ 165.00	\$ 58,080				\$ 165.00
9. Training (User and Admin)																	
FCE Standard Court Implementation Services—Train-the-Trainer				\$ 165.00	\$ -	3	160	\$ 165.00	\$ 79,200			\$ 165.00	\$ -				\$ 165.00
FCE Standard Court Implementation Services—Train-the-End-User		1	40	\$ 165.00	\$ 6,600	6	384	\$ 165.00	\$ 380,160			\$ 165.00	\$ -				\$ 165.00
Additional Requirements in Exhibit 5—3.3.10 Training Services		1	40	\$ 165.00	\$ 6,600	4	96	\$ 165.00	\$ 63,360	1	69	\$ 165.00	\$ 11,385				\$ 165.00
10. User Acceptance Testing																	
FCE Standard Acceptance Testing		1	91	\$ 165.00	\$ 15,015	6	288	\$ 165.00	\$ 285,120	3	48	\$ 165.00	\$ 23,760				\$ 165.00
Additional Requirements in Exhibit 5—3.5 Customer Satisfaction Management Services		1	104	\$ 165.00	\$ 17,160	1	104	\$ 165.00	\$ 17,160	1	60	\$ 165.00	\$ 9,900				\$ 165.00
11. Go-Live Support																	
FCE Standard Go-Live Assistance		1	120	\$ 165.00	\$ 19,800	6	288	\$ 165.00	\$ 285,120	3	160	\$ 165.00	\$ 79,200				\$ 165.00
Additional Requirements in Exhibit 5—3.3.9 Cutover and Stabilization Services		1	104	\$ 165.00	\$ 17,160	2	56	\$ 165.00	\$ 18,480	2	56	\$ 165.00	\$ 18,480				\$ 165.00
12. Post Go-Live Support																	
FCE Standard Follow-up Training		1	16	\$ 165.00	\$ 2,640	3	96	\$ 165.00	\$ 47,520			\$ 165.00	\$ -				\$ 165.00
13. Other																	
FCE Standard Installation of Production and Testing Environments		1	40	\$ 165.00	\$ 6,600	1	39	\$ 165.00	\$ 6,435	2	288	\$ 165.00	\$ 95,040				\$ 165.00
Phase III Total		14	1,855	\$165.00	\$ 306,075	44	2,699	\$165.00	\$ 1,861,695	25	1,557	\$165.00	\$ 533,775	0	0	\$165.00	\$ -
Grand Total		35	2,983	\$165.00	\$ 492,195	69	3,968	\$165.00	\$ 2,189,880	51	2,925	\$165.00	\$ 804,045	0	0	\$165.00	\$ -

* The blended rate for each phase.

2. Assumed Court Hourly Participation (estimated "Hours" only)

Phase	Activity (Prof Services)	Project Management				Contractor's Business SMEs				Contractor's Technical Resources				All Other Implementation Services*			
		Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost	Resource Count	Hours	Rate*	Cost
Phase I - Initiation and Infrastructure Setup																	
FCE Standard Project Management			264				24				12						
1. Business Assessment and Plan Build																	
Additional Requirements in Exhibit 5—3.1 Preliminary Business Analysis Service Tasks			48				280				48						
Additional Requirements in Exhibit 5—3.3.1 Implementation/Deployment/Project Management Services			92				96				48						
Additional Requirements in Exhibit 5—3.3.3 Operational Process and Procedures Services			48				280				48						
2. Infrastructure Design/HW & SW Inventory List and Build Instructions																	
Additional Requirements in Exhibit 5—3.3.2 Infrastructure Assessment and Implementation Services			8								64						
3. Project Plan Build																	
Additional Requirements in Exhibit 5—3.2 Implementation Strategy and Approach Services			93				96				48						
Phase I Total		0	553	\$ -	\$ -	0	776	\$ -	\$ -	0	268	\$ -	\$ -	0	0	\$ -	\$ -
Phase II - Configuration and business case testing																	
FCE Standard Project Management			130				14				6						
4. Local Configuration																	
FCE Standard Court Implementation Services—Remote Setup			32				288				48						
Additional Requirements in Exhibit 5—3.3.4 Application Configuration Services			32				390				32						
5. Unit Testing (NA)																	
6. Integration Testing																	
FCE Standard Public Access Setup/Testing			9				32				32						
FCE Standard California DOJ Setup/Testing			7				12				72						
FCE Standard JBSIS Setup/Testing			15				112				56						
FCE Standard California DMV Setup/Testing			8				15				160						
FCE Standard ESB Setup/Testing			12								140						
FCE Standard Appellate Interface Setup/Testing			7								72						
FCE Standard Financial Export Setup/Testing			18								52						
FCE Standard Citation Import Setup/Testing			52								335						
FCE Standard Disposition/Warrant Export Setup/Testing			7								72						
FCE Standard Collections Setup/Testing			24								64						
FCE Standard Bulk Mailing Interface Setup/Testing			3								29						
Additional Requirements in Exhibit 5—3.3.8 Testing Services			34								104						
Phase II Total		0	390	\$ -	\$ -	0	1,213	\$ -	\$ -	0	1,274	\$ -	\$ -	0	0	\$ -	\$ -
Phase III - Deployment																	
FCE Standard Project Management			927				96				42						
7. Data Migration																	
FCE Standard Court Implementation Services—Legacy Data Conversion			45				64				800						
FCE Standard Court Implementation Services—Legacy Image Conversion			36				18				188						
Additional Requirements in Exhibit 5—3.3.5 Data Conversion Services & 3.3.7 Document Management System (DMS) Configuration Services			24				34				172						
8. End to End Testing																	
FCE Standard Setup/Conversion Testing Meetings			182				6,720				240						
Additional Requirements in Exhibit 5—3.3.8 Testing Services																	

Annual Maintenance and Support

Detailed Costs for Maintenance and Support Services.

Contractor must be willing to provide non-scope upgrades or modifications to the CMS that are paid for by a single court to be available for use to all other Courts at no additional cost.

Maintenance and support details	Cost	Explanation/Notes (if necessary)**
Small Court		125 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 155,869.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 155,869.00	
Year 4	\$ 163,662.00	
Year 5	\$ 163,662.00	
Subtotal	\$ 639,062.00	
Discount	\$ 31,953.00	
Total M&S Fee	\$ 607,109.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Medium Court		325 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 365,219.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 365,219.00	
Year 4	\$ 383,480.00	
Year 5	\$ 383,480.00	
Subtotal	\$ 1,497,398.00	
Discount	\$ 74,870.00	
Total M&S Fee	\$ 1,422,528.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Large Court		750 Concurrent Users
Year 1	\$ -	Begins when Software goes into production, included as part of 1-Year Warranty.
Year 2	\$ 539,523.00	Begins 12 Months after production Go-Live date (i.e., after 1-Year Warranty).
Year 3	\$ 539,523.00	
Year 4	\$ 566,499.00	
Year 5	\$ 566,499.00	
Subtotal	\$ 2,212,044.00	
Discount	\$ 110,602.00	
Total M&S Fee	\$ 2,101,442.00	Label changed to reflect Total M&S Fee (Subtotal-Discout).
Enterprise Licensing		Not Applicable
Year 1		
Year 2		
Year 3		
Year 4		
Year 5		
Subtotal	\$ -	
Discount		
Total M&S Fee	\$ -	

Other or Additional Costs (based on an individual court deployment)

Other or additional Costs

Description	SMALL			MEDIUM			LARGE			ENTERPRISE		
	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost	Unit Cost	No. of Units	Total Cost
Document Scanning Services												
DMS Integration, Third-Party DMS Interface Module—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Integration Services (integration using web Services API)												
Additional Data Exchanges/Interfaces												
FCE Third-Party E-Filing System Integration—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Prosecutor System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Jail System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
CitePayUSA Driving School Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Jury System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
County Warrant System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Public Defender Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
FCE Third-Party Probation System Interface—TBD Based Upon Final Specification	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Total	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

2. Notes

Upon execution of a Participating Addendum, a JBE is entitled to receive, at no additional cost, all Contractor's California standard interfaces provided or available to the Contractor's current customers in California, including, but not limited to, solutions to the Department of Motor Vehicles (DMV), Department of Justice (DOJ), and Judicial Branch Statistical Information System (JBSIS) reporting. To the extent the JBE requires updated California standard interfaces at the time of execution of a Participating Addendum, the JBE and Contractor must negotiate a mutually acceptable statement of work for such update.

Fee or Price Adjustments During Term.

- a. **Initial Term.** Contractor may not increase any of Contractor's prices, fees, and rates set forth in this Agreement during the Initial Term. This provision does not restrict a JBE from negotiating lower fees in such JBE's Participating Addendum.
- b. **Option Terms.** Upon the commencement of each Option Term, Contractor may elect to increase the annual license, maintenance, support, and professional service fees; provided, however, that such percentage increase may not exceed three (3) percent annually.

3. Expenses. Contractor expenses are subject to Exhibit 9 (Contractor Expense and Travel Reimbursement Guidelines).

4. Payment Terms.

A. Invoice Procedures. After the JBE has accepted Services and Work, Contractor will send one original and two copies of a correct, itemized invoice for the accepted Services and Work to "Accounts Payable," at the address indicated in the applicable Participating Addendum. Invoices shall reference the Purchase Order Number and/or Contract as applicable.

Submitted invoices are to be in accordance with Exhibit 7 (Acceptance and Sign-Off Form).

Except as indicated below, invoices are to be submitted in arrears for the services provided and within thirty (30) days of the accepted Work. Billing shall cover services not previously invoiced.

JBE will pay for the following services or Deliverables as described below.

- Licensed Software: 40% at time of signing a Participating Addendum, 40% at Go Live, and 20% at acceptance as set forth in Exhibit 3 Section 1 B.
- Work and any Deliverables other than the Licensed Software: billed monthly in arrears as accepted. In no event shall a JBE be required to pay in advance for professional services.

- Maintenance and Support: billed one year after Go Live (first year performed under warranty) and paid annually for services to be performed.
- CitePay: per transaction.

B. Invoice Submittals. Invoices must be submitted by mail to the location specified by the Participating Entity (unless the Participating Entity specifies another delivery method, e.g. electronic delivery).

C. Invoice Instructions. Contractor will print each invoice on Contractor's standard printed bill form, and each invoice will include at least (i) the Agreement number, (ii) a unique invoice number, (iii) Contractor's name and address, (iv) the nature of the invoiced charge, (v) the total invoiced amount, and (vi) all other details the JBE considers reasonably necessary to permit the JBE to evaluate the Services performed and the Work delivered, including the number of hours worked and the applicable hourly rate (as set forth in the Service and contractor Personnel Rates Table). If requested, Contractor will promptly correct any inaccuracy and resubmit the invoice.

D. Invoice Details. Contractor will submit invoices to the JBE. Each invoice will have a number and will include the following information:

- a) purchase order or agreement number;
- b) service request date, if applicable;
- c) detailed description of service(s), including the following information:
 - i. location where service(s) were performed;
 - ii. description of service(s) performed;
- d) hours billed;
- e) hourly billing rate;
- f) approved reimbursable expenses;
- g) list of materials used, with pricing;
- h) date of service completion;
- i) name and address of contractor;
- j) Contractor's federal taxpayer identification number.

Contractor will include all back up documentation and receipts for material costs, associated with each invoice.

E. Required Certification. Contractor must include with any request for reimbursement from the JBE a certification that Contractor is not seeking reimbursement for costs incurred to assist, promote, or deter union organizing. If Contractor incurs costs or makes expenditures to assist, promote or deter union organizing, Contractor will maintain records sufficient to show that no reimbursement from the JBE was sought for these costs, and Contractor will provide those records to the Attorney General upon request.

F. Retention Amount. During the implementation phase of this project, at least ten (10)

percent of each invoice, except as it applies to Licensed Software, shall be withheld by the JBE and the aggregate amount withheld shall be paid to Contractor upon delivery and final acceptance by JBE of the Work and Deliverables required by this Agreement and applicable Statement of Work.

END OF EXHIBIT 8

EXHIBIT 9

CONTRACTOR EXPENSE AND TRAVEL REIMBURSEMENT GUIDELINES

All travel-related expenses must be approved in advance by the JBE. The JBE policy and limits on reimbursable travel-related expenses are listed below.

Lodging – Receipts are required and each day of lodging claimed must be listed separately. Maximum rates are listed below.

1. In-state - Actual costs are reimbursable up to a maximum per day rate of \$250 for San Francisco county; \$140 for Alameda, San Mateo, and Santa Clara counties; \$120 for Los Angeles, Orange and Ventura counties; and \$110 for all other counties, plus tax and energy surcharge.
2. Out-of-state – Actual costs are reimbursable with appropriate prior approval.

Meals – Actual costs are reimbursable up to the limits stated below for continuous travel of more than 24 hours.

1. Breakfast – Up to \$8.
2. Lunch – Up to \$12.
3. Dinner – Up to \$20.

For continuous travel of less than 24 hours, actual expenses up to the above limits may be reimbursable if:

1. Travel begins one hour before normal work hours – Breakfast may be claimed.
2. Travel ends one hour after normal work hours – Dinner may be claimed.
3. Lunch may not be claimed on trips of less than 24 hours.

Incidental Expenses – Up to \$6 per day. Incidentals are not reimbursable for one-day trips; they may only be claimed after 24 hours.

Transportation – The actual cost of tickets for air, rail, bus, rental car, or other forms of public transportation is reimbursable. The lowest cost ticket available must be purchased. Receipts are required for rental cars and air travel. For ticketless travel, the traveler's itinerary may be submitted in lieu of a receipt.

1. The actual costs of cab fare, public parking, and tolls are reimbursable. Receipts are required for all expenses of \$3.50 or more.
2. Mileage – Personal vehicle mileage is reimbursable at the current federal mileage reimbursement rate established by the IRS that corresponds to the date(s) of travel.

Other Business Expenses – Actual cost is reimbursable. Receipts or documentation are required for all other business expenses, regardless of the amount claimed.

END OF EXHIBIT 9

EXHIBIT 10

MAINTENANCE AND SUPPORT

I. ERRORS AND CORRECTION

1. Classification of Errors. “Error(s)” are classified as follows as well as their corresponding response times:

Priority	Description	Examples	Contact Method	Target Response Time (Inside Standard Business Hours)	Resolution Work Hours
Critical	Immediate, critical impact to the JBE’s business and operations cannot reasonably continue. No timely workaround exists.	<ul style="list-style-type: none"> • Licensed Software is unavailable in a production system • Loss of business-critical Licensed Software functionality in a production system without a workaround • Licensed Software causes data corruption or loss in a production system 	Phone	Initial Call Answered – 80% within 5 minutes; 100% within one hour	16 hours per day, 7 days per week
High	Significant impact to JBE’s business. Workaround is available. Operations are hindered but can continue in a restricted manner.	<ul style="list-style-type: none"> • Loss of business-critical Licensed Software functionality with a workaround • Loss of non-business-critical Licensed Software functionality without a workaround 	Phone	Initial Call Answered – 80% within 10 minutes; 100% within one hour; Response time – Four Business Hours	Standard Support Services hours

Priority	Description	Examples	Contact Method	Target Response Time (Inside Standard Business Hours)	Resolution Work Hours
Medium	Moderate impact on JBE's business which does not prevent or significantly hinder operations.	<ul style="list-style-type: none"> • Loss of non-business-critical Licensed Software functionality with a workaround • Issues with the user Interface that substantially interfere with use of the Licensed Software 	Phone or email	Initial Call Answered – 80% within 10 minutes; 100% within one hour (phone only); Response time – One Business Day	Standard Support Services hours
Low	Minimal impact on business.	<ul style="list-style-type: none"> • Issues that do not substantially impact business functionality • Questions about how a product feature works • Guidance on how to setup processing options • Suggestions for enhancement 	Phone or email	n/a	n/a

Contractor's standard Support Services hours are 7am to 5pm Pacific Time on all business days. Contractor's support staff can be contacted to report Errors during standard Support Services hours. Error reports may be made via phone or email contacts as provided by Contractor to each Participating Entity.

If Contractor cannot resolve an Error or provide a work around to such Error in accordance with the table above, JBE may contact Contractor's support management staff to get a final resolution of the Error.

END OF EXHIBIT 10

EXHIBIT 11

TRAINING

1. Training Plan

Justice Systems has had many years of successful training and implementation of Full Court Enterprise (“FCE”). Our experience as former court clerks, administrators, judges, and prosecutors along with our extensive knowledge of FCE, we have found what does and what does not work when implementing a new case management system. Our training process consists of a combination of on-site training at the Court, training at our Justice Systems, training facility, along with remote training via the Internet.

Training Overview

	Small Court	Medium Court	Large Court
Remote Setup Assistance	10 days (non-consecutive) 1 JSI Staff	20 days (non-consecutive) 1 JSI Staff	30 days (non-consecutive) 2 JSI Staff
Train-the-Trainer	5 days 1 JSI Staff	10 days 2 JSI Staff	20 days 3 JSI Staff
Acceptance Testing (On-Site)	5 days + 1 day travel 2 JSI Staff	10 days + 2 days travel 4 JSI Staff	30 days + 6 days travel 6 JSI Staff
Train the End Users (On-Site)	10 days + 1 day travel 2 JSI Staff	20 days + 4 days travel 4 JSI Staff	40 days + 8 days travel 6 JSI Staff
Go-live Assistance (On-Site)	10 day + 1 day travel 2 JSI Staff	15 days + 3 days travel 4 JSI Staff	30 days + 6 days travel 6 JSI Staff
Follow-up Training (On-Site)	5 days + 1 day travel 1 JSI Staff	10 days + 2 days travel 3 JSI Staff	10 days + 2 days travel 3 JSI Staff

1.1 Court Trainers

Justice Systems recommends that both Justice Systems and the Court trainers jointly provide the training within each court. The ideal Court Trainers will have been involved with table setup and business process decisions, and will have potentially participated in the iterative meetings as described in **Exhibit 5 Table D Implementation and Deployment Services**. This provides valuable insight and understanding as to how the system works and “why” the system was configured because of questions that may arise when training the end users. These people will become the local “experts” of the application and will continue to be an asset to the Court beyond the training phase, as they will be able to “troubleshoot” issues as needed, which will provide for a timelier resolution to certain circumstances. In summary, our experience has proven that this approach provides greater stability in the court and enables a core group of users to become intimately familiar with the system over time, rather than through a short period of intense training prior to Go-Live. This longer period of exposure increases staff confidence once full production begins. The approach also allows greater diversity of training in multiple locations with an

increased number of trainers who are familiar with the system and its customizations.

1.2 Remote Setup Assistance

The Implementation Plan outlines Iterative Meetings with the Court and Justice Systems' staff on-site. During these meetings, much of the table configuration is started or completed. The Court Trainers will often be assigned to finish completion of table configuration and will require remote support from Justice Systems to answer questions and/or provide guidance. Justice Systems provides the court with a user configuration guide to help the court understand what needs to be done and track completion of it. The chart below shows what is included in the pricing related to Remote Setup Assistance.

1.3 Train-the-Trainer and Acceptance Testing

Once installation and setup activities are completed, the Court staff trainers will be trained by Justice Systems (Train-the-Trainer). Training will involve using the Court's real data from a preliminary data conversion. The Court will be required to bring real case data to training, with enough data for repetition, to identify things not previously discussed and to assist with identifying any outstanding conversion issues. It is important that the staff bring with them enough data that will provide for repetitive data entry. Hands-on, repetitive data entry during training provides the individual the opportunity to gain confidence in their ability to train their fellow co-workers. This confidence will build excitement rather than dread (empowering rather than discouraging) for the much anticipated first day of "Go-Live".

The Court Trainers will utilize their knowledge of the system and local business practices to assist with Acceptance Testing. Justice Systems' staff will be on-site to guide the Court Trainers through Acceptance Testing which will include approval of system capabilities, approval of integrations, and approval of data conversion. Justice Systems has procedures and checklists that will assist the Court in testing activities. The chart above shows the number of Justice Systems' staff and the number of days that are included in the costs for Train-the-Trainer and Acceptance Testing as part of this proposal.

1.4 Train the End Users

Justice Systems and the Court Trainers will work together to formulate an End User Training Plan, based on scheduled activity within the court and availability of the court staff. The detail of class topics (i.e., when, who and what) should be defined by the Court Trainers because they are intimately familiar with the current workload that needs to be maintained and the resources that are available. They also know individual court staff's learning style, personality and job responsibilities which can ensure that appropriate amount of time is spent on each function.

Users require training on all functional areas relevant to their positions and responsibilities. Court staff should be trained in groups of persons with like or similar responsibilities to optimize training time and minimize distractions. Both Justice Systems and the Court trainers will jointly train the end-users in preparation for Go-Live. This training should include hands-on practice with the system in 'real world' scenarios. Those being trained will be required to bring real case data to training, with enough data for repetition. Materials required should be outlined in the detailed training plan and should be shared with staff so they can bring work from their area that is specific to what they do to fulfill their job responsibilities. The benefits of utilizing real court data are critical. Experience has proven that individuals will retain information longer and better learn when they recognize that they are entering information that is meaningful to them. This also helps to reveal any scenarios that were not contemplated during the iterative meetings that can be addressed prior to cutting over to the production system. It is important that the staff bring with them enough data that will provide for repetitive data entry. Hands-on, repetitive data entry during training provides the individual the opportunity to gain confidence in and understand how the new application will help them to be more efficient and proficient in their jobs. This confidence will build excitement rather than dread (empowering rather than discouraging) for the much anticipated first day of "Go-Live".

1.5 Training Facility Requirements

The JBE shall provide the facilities and equipment necessary for on-site training. The on-site training facility requirements should include a training system (*i.e.*, application server and database server), with a workstation for each user in a training group, at least one printer, scanners for each workstation, a projector and screen. The training area should be removed from court activity and distractions, if possible. Where two or more JSI staff will be assisting, it is ideal to have enough space to conduct multiple training groups simultaneously. Training materials should include real cases, citations, receipting, dispositions for practice in data entry and procedural refinement. It is important to note that training will be conducted using converted court data and which will provide for an environment that helps the end user understand what they are seeing and doing. It also provides a mechanism to identify any problems related to the data conversion.

1.6 Go-Live Support

Justice Systems' project team members will be on-site for Go-Live support during launch. The number of days and staff are outlined in this Exhibit 11 and is included in the pricing set forth in this Agreement.

1.7 Follow-Up Support

Follow-up support usually takes place 6 to 8 weeks following go-live. Justice Systems'

staff will come on-site to answer questions or assist with additional training. Support for the court is always available, but the follow-up visit provides the court with the opportunity to meet with Justice Systems one-on-one to address more in-depth questions in a group setting or with individuals to refine the court's use of the software. The chart below shows what is included in the pricing for Follow-up Support.

END OF EXHIBIT 11

EXHIBIT 12

TRANSITION SERVICES

1. Termination Procedures. Upon any termination of this Agreement, Contractor shall, to the extent Contractor's employees and resources are available at such time, (i) provide necessary assistance to JBE in preparation to transition from the Licensed Software to another suitable case management system software program (the "Substitute Product") if requested by the JBE. Such continuing services and assistance maybe provided to the JBE for a period up to thirty-six (36) months after the effective date of the termination (the "Transition Period"), and may include, upon the JBE's request, the following services: (i) continue performance of any work as directed by the JBE in writing, and (ii) take any other steps reasonably required by the JBE with respect to this Contract. Contractor shall not be required to disclose any of its proprietary intellectual property to any third-party implementing such Substitute Product.

2. Software Support. Contractor understands and agrees that, during the Transition Period, the JBE, in consideration of payment of such, will be entitled to receive continuing Maintenance and Support Services from Contractor for the Licensed Software, in accordance with the provisions of Exhibit 10 (Maintenance and Support).

3. Transition Fees. Any termination or transition assistance provided by Contractor shall be subject to payment by the JBE at Contractor's hourly rates as set forth in Contractor's then-standard rates and charges table and the scope of such services to be mutually agreed upon at that time in writing. Except as provided in this Exhibit 12, no termination fees of any kind, including but not limited to unrecovered costs or other transition fees shall be payable by the JBE upon or subsequent to the termination of this Agreement.

4. Transition Personnel Requirements. Contractor will make Contractor personnel available on a commercially reasonable basis to assist in the transition from the Licensed Software supported by Contractor's Maintenance and Support Services, to the Substitute Product, supported by the JBE or the JBE's designee.

END OF EXHIBIT 12

EXHIBIT 13

PARTICIPATING ADDENDUM

- (1) This Participating Addendum is made and entered into as of [month/day/year] (“Participating Addendum Effective Date”) by and between the _____ [add full name of the JBE] (“JBE”) and [add name of Contractor] (“Contractor”) pursuant to the Master Agreement # _____ [add Master Agreement # - see cover page] (“Master Agreement”) dated _____, 20__ [add Effective Date of the Master Agreement] between the [add name of the JBE that established the Master Agreement] (“Establishing JBE”) and Contractor. Unless otherwise specifically defined in this Participating Addendum, each capitalized term used in this Participating Addendum shall have the meaning set forth in the Master Agreement.
- (2) This Participating Addendum constitutes and shall be construed as a separate, independent contract between Contractor and the JBE, subject to the following: (i) this Participating Addendum shall be governed by the Master Agreement, and the terms in the Master Agreement are hereby incorporated into this Participating Addendum; (ii) the Participating Addendum (including any purchase order documents pursuant to the Participating Addendum) may not alter or conflict with the terms of the Master Agreement, or exceed the scope of the Work provided for in the Master Agreement; and (iii) the term of the Participating Addendum may not extend beyond the expiration date of the Master Agreement. The Participating Addendum and the Master Agreement shall take precedence over any terms and conditions included on Contractor’s invoice or similar document.
- (3) Under this Participating Addendum, the JBE may, at its option, order Contractor’s Work by attaching and incorporating a Statement of Work and any other necessary ordering documents. The JBE’s Statement of Work will be substantially similar to the model Statement of Work set forth in Exhibit 6 of the Master Agreement. The ordering documents, including the Statement of Work, are subject to the following: such documents are subject to and governed by the terms of the Master Agreement and the Participating Addendum, and any term in the ordering documents that conflicts with or alters any term of the Master Agreement (or the Participating Addendum) or exceeds the scope of the Work provided for in the Master Agreement, will not be deemed part of the contract between Contractor and JBE. Subject to the foregoing, this Participating Addendum shall be deemed to include such ordering documents.
- (4) The JBE is solely responsible for the acceptance of and payment for the Work under this Participating Addendum. The JBE shall be solely responsible for its obligations and any breach of its obligations. Any breach of obligations by the JBE shall not be deemed a breach by the Establishing JBE or any other Participating Entity. The Establishing JBE shall have no liability or responsibility of any type related to: (i) the JBE’s use of or procurement through the Master Agreement (including this Participating Addendum), or (ii) the JBE’s business relationship with Contractor. The Establishing JBE makes no guarantees, representations, or warranties to any Participating Entity.

- (5) Pricing for the Work shall be in accordance with the prices set forth in the Master Agreement.
- (6) The term of this Participating Addendum shall be from the Effective Date until: [_____ **month/day/year** – *may not exceed the Expiration Date of the Master Agreement*].
- (7) The JBE hereby orders, and Contractor hereby agrees to provide, the following Work as set forth in the attached Statement of Work, and pursuant to the Master Agreement.
- (8) Notices regarding this Participating Addendum must be sent to the following address and recipient:

If to Contractor:	If to the JBE:
[name, title, address]	[name, title, address]
<u>With a copy to:</u>	<u>With a copy to:</u>

Either party may change its address for notices by giving the other party notice of the new address in accordance with this section. Notices will be considered to have been given at the time of actual delivery in person, three (3) days after deposit in the mail as set forth above, or one (1) day after delivery to an overnight air courier service.

Invoices shall be sent to the following address and recipient:

- (9) This Participating Addendum and the incorporated documents and provisions (including the terms of the Master Agreement) constitute the entire agreement between the parties and supersede any and all prior understandings and agreements, oral or written, relating to the subject matter of this Participating Addendum.

IN WITNESS WHEREOF, the JBE and Contractor have caused this Participating Addendum to be executed on the Participating Addendum Effective Date.

[JBE]

[CONTRACTOR]

By: _____

By: _____

Name:

Name:

Title:

Title:

END OF EXHIBIT 13

EXHIBIT 14


**UNRUH CIVIL RIGHTS ACT AND CALIFORNIA FAIR EMPLOYMENT
AND HOUSING ACT CERTIFICATION**

Pursuant to Public Contract Code (PCC) section 2010, the following certifications must be provided when (i) submitting a bid or proposal to the JBE for a solicitation of goods or services of \$100,000 or more, or (ii) entering into or renewing a contract with the JBE for the purchase of goods or services of \$100,000 or more.

CERTIFICATIONS:

1. We are in compliance with the Unruh Civil Rights Act (Section 51 of the Civil Code);
2. We are in compliance with the California Fair Employment and Housing Act (Chapter 7 (commencing with Section 12960) of Part 2.8 of Division 3 of the Title 2 of the Government Code); **and**
3. We do not have any policy against any sovereign nation or peoples recognized by the government of the United States, including, but not limited to, the nation and people of Israel, that is used to discriminate in violation of the Unruh Civil Rights Act (Section 51 of the Civil Code) or the California Fair Employment and Housing Act (Chapter 7 (commencing with Section 12960) of Part 2.8 of Division 3 of Title 2 of the Government Code).

The certifications made in this document are made under penalty of perjury under the laws of the State of California. I, the official named below, certify that I am duly authorized to legally bind the proposer/bidder/vendor to certifications made in this document.

<i>Company Name (Printed)</i> Justice System, Inc.		<i>Federal ID Number</i> 85-0304264
<i>By (Authorized Signature)</i> 		
<i>Printed Name and Title of Person Signing</i> Ernie L. o, President/CEO		
<i>Date Executed</i> 10/27/2017	<i>Executed in the County of</i> <u>Bernalillo</u> <i> in the State of</i> <u>New Mexico</u>	

END OF EXHIBIT 14

EXHIBIT 15

ACCESSIBILITY

The parties understand that Contractor is not providing an electronic filing and services system under the current configuration. The JBE agrees that it will not configure the Licensed Software or the services in such a way that it may be considered an electronic filing and services system.

Contractor shall comply with all applicable provisions of the California Code of Civil Procedure (CCP) §1010.6, and all applicable rules adopted by the Judicial Council pursuant to CCP §1010.6 to implement such provisions.

As of June 2017, California Assembly Bill #103 (AB103) was enacted amending CCP §1010.6, adding subdivision (h), which states in pertinent part:

(h) (1) The Judicial Council shall adopt uniform rules to implement this subdivision as soon as practicable, but no later than June 30, 2019.

(2) Any system for the electronic filing and service of documents, including any information technology applications, Internet Web sites, and Web-based applications, used by an electronic service provider or any other vendor or contractor that provides an electronic filing and service system to a trial court, regardless of the case management system used by the trial court, shall satisfy both of the following requirements:

(A) The system shall be accessible to individuals with disabilities, including parties and attorneys with disabilities, in accordance with Section 508 of the federal Rehabilitation Act of 1973 (29 U.S.C. Sec. 794d), as amended, the regulations implementing that act set forth in Part 1194 of Title 36 of the Code of Federal Regulations and Appendices A, C, and D of that part, and the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.).

(B) The system shall comply with the Web Content Accessibility Guidelines 2.0 at a Level AA success criteria.

(3) A vendor or contractor that provides an electronic filing and service system to a trial court shall comply with paragraph (2) as soon as practicable, but no later than June 30, 2019. Commencing on the operative date of this subdivision, the vendor or contractor shall provide an accommodation to an individual with a disability in accordance with subparagraph (D) of paragraph (4).

(4) A trial court that contracts with an entity for the provision of a system for electronic filing and service of documents shall require the entity, in the trial court's contract with the entity, to do all of the following:

(A) Test and verify that the entity's system complies with this subdivision and provide the verification to the Judicial Council no later than June 30, 2019.

(B) Respond to, and resolve, any complaints regarding the accessibility of the system that are brought to the attention of the entity.

(C) Designate a lead individual to whom any complaints concerning accessibility may be addressed and post the individual's name and contact information on the entity's Internet Web site.

(D) Provide to an individual with a disability, upon request, an accommodation to enable the individual to file and serve documents electronically at no additional charge for any time period that the entity is not compliant with paragraph (2) of this subdivision. Exempting an individual with a disability from mandatory electronic filing and service of documents shall not be deemed an accommodation unless the person chooses that as an accommodation. The vendor or contractor shall clearly state in its Internet Web site that an individual with a disability may request an accommodation and the process for submitting a request for an accommodation.

(5) A trial court that provides electronic filing and service of documents directly to the public shall comply with this subdivision to the same extent as a vendor or contractor that provides electronic filing and services to a trial court.

(6) (A) The Judicial Council shall submit four reports to the appropriate committees of the Legislature relating to the trial courts that have implemented a system of electronic filing and service of documents. The first report is due by June 30, 2018; the second report is due by December 31, 2019; the third report is due by December 31, 2021; and the fourth report is due by December 31, 2023.

(B) The Judicial Council's reports shall include all of the following information:

(i) The name of each court that has implemented a system of electronic filing and service of documents.

(ii) A description of the system of electronic filing and service.

(iii) The name of the entity or entities providing the system.

(iv) A statement as to whether the system complies with this subdivision and, if the system is not fully compliant, a description of the actions that have been taken to make the system compliant.

(7) An entity that contracts with a trial court to provide a system for electronic filing and service of documents shall cooperate with the Judicial Council by providing all information, and by permitting all testing, necessary for the Judicial Council to prepare its reports to the Legislature in a complete and timely manner.

END OF EXHIBIT 15

EXHIBIT 16

SPECIFICATIONS COMMENTS

Section 1. (See Exhibit 5, Table B. Technical Requirements #1.4)

Integrated Imaging Module

The standard FCE Integrated Imaging Module includes both scan and view capabilities. The Integrated Imaging Module includes document management capabilities as well as imaging capabilities. The imaging component is fully integrated across the case management system and allows users to: scan documents and pleadings; clean up scanned images; store scanned images in a designated area of the network; index documents to cases and register of action entries; annotate and redact document texts; access and reference documents from the individual cases as well as from the register of actions; send reminders pertaining to documents; and attach documents in Adobe Acrobat .PDF format to an email.

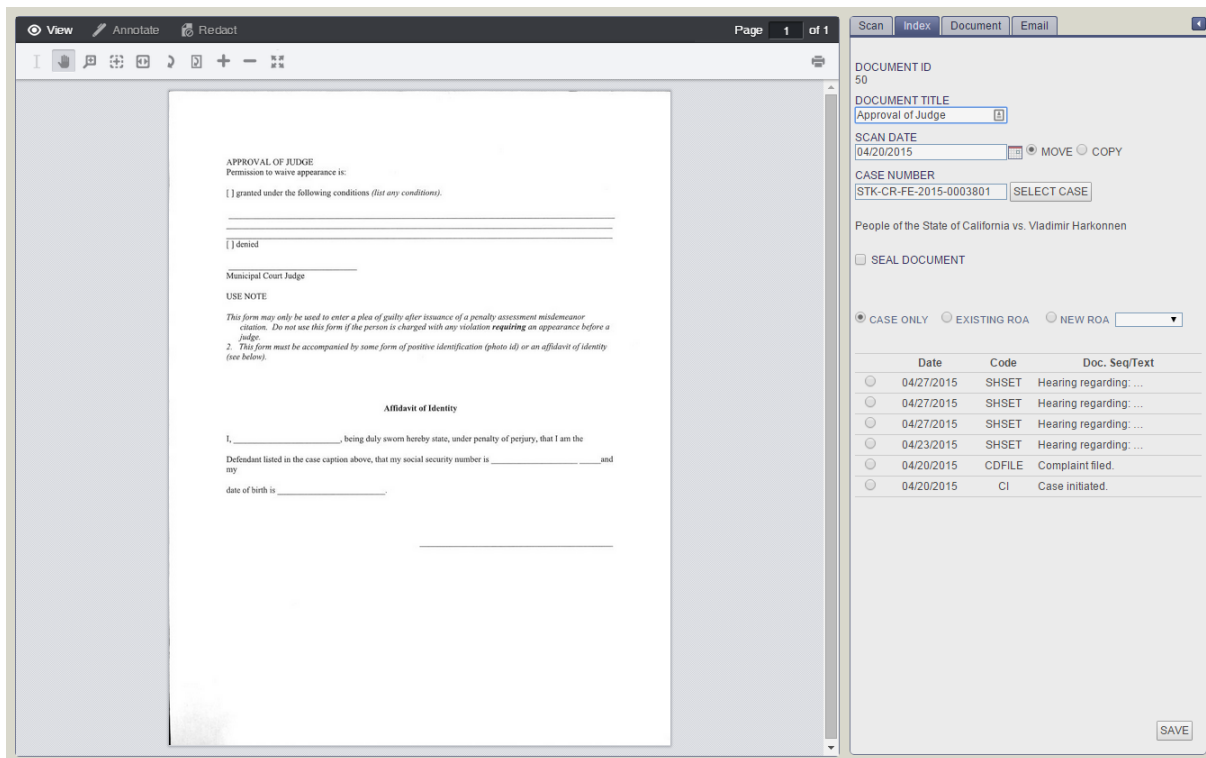


Figure 1. FullCourt Enterprise Imaging

Justice Systems has hundreds of customers already using the imaging and document management module. All of our business analysis, change management, configuration, implementation, and training activities incorporate document management processes as a standard consideration.

Following Justice Systems' standard approach, which relies on the full engagement and participation of the individual Court stakeholders to drive requirements discovery, process optimization, and change

management; and integrates training into the requirements analysis process, the Court will be able to readily integrate imaging into their daily business processes.

A WAN optimization solution is recommended to improve performance of the centralized Document Management System, especially for high volume courts.

Batch Imaging Module

The Batch Imaging Module to the FCE Integrated Imaging provides additional functionality to the Imaging Module. This Module supports court procedures where multiple documents are to be scanned and indexed at one time.

OCR and Auto-Redaction

Justice Systems has integrated our Imaging module with Extract Systems' ID Shield Advanced Redaction Software. Extract ID Shield can detect and redact sensitive data types (*e.g.*, SSN, driver license, date of birth, *etc.*) within any unstructured document. Additionally, ID Shield provides optical character recognition (OCR) for scanned document images, including full text OCR with a searchable PDF/A output file.

When a Court decides to make court documents available online, securing sensitive data within the documents is a requirement. While documents may be manually redacted in our Imaging module, automated redaction is necessary to quickly and efficiently process the large number of documents Courts handle. ID Shield, integrated with our Imaging module, is designed to eliminate bottlenecks in the Court's workflow. With ID Shield, the Court can pre-define rules and data types the software will use to find and redact information from documents and images. Users can verify documents seconds after scanning them, to ensure sensitive data is removed from publicly available documents.

ID Shield starts with the industry's most powerful character recognition engines (Nuance OmniPage) for machine printed as well as handwritten information. Next, rules-based logic is applied. Extract's proprietary rules formula uses keywords, phrases, contextual clues, pattern recognition, exclusion logic and spatial location to precisely find sensitive data types. An image found to contain sensitive data may be automatically redacted or sent to the ID Shield verification module. The redaction zone is then permanently "burned-in" to a copy of the image, removing all associated metadata.

Founded in 1998, Extract Systems is an industry leader in data automation technology. Its indexing, mapping and redaction solutions are built around an innovative and flexible core technology and designed to solve customers' specific document management challenges. ID Shield has been deployed at more than 250 local and state government agencies and has redacted more than three billion pages.

Section 2. (See Exhibit 5, Table B. Technical Requirements #1.4.1 and 1.4.2) **FullCourt *Enterprise* 3rd Party DMS Interface**

Integration Guide

OVERVIEW

The FullCourt *Enterprise* (FCE) Court Case Management System (CMS) provides the ability to integrate with a 3rd party Document Management System (DMS) and provide the following functionality, if supported by the DMS:

- **Launch DMS Client**
The DMS web-based Client can be launched from within FCE.
- **Document Retrieval**
Documents indexed to cases and ROA's in the DMS can be retrieved from within FCE.
- **Case Documents Retrieval (Folder View)**
A list of documents indexed to a specific case in the DMS can be retrieved from within FCE.
- **Document Generation, Archival and Indexing**
Documents generated by FCE can be archived in the DMS and indexed to cases and register of actions (ROA's) in FCE.
- **Document Imaging and Indexing**
Documents that are imaged through the DMS can be indexed to cases and register of actions (ROA's) in FCE.
- **Barcode Coversheet**
FCE can create barcode coversheets with the case number, ROA number (if applicable), and party name. The barcode coversheet is used to separate documents and provide the indexing information needed to automatically link the document to the appropriate case or ROA when a batch of documents is scanned.
- **Sealed Cases/Documents**
When cases are sealed in FCE, the DMS can be notified so that the documents indexed to the case can also be marked as sealed. Documents that are imaged and sealed through the DMS can also be sealed in FCE.
- **Case Merge**
When cases are merged in FCE, the DMS can be notified so that the documents indexed to the merged cases can be re-indexed to the surviving case.
- **Case Purge**
When a case is purged in FCE, the DMS can be notified so that the documents indexed to the purged case can also be purged.

IMPLEMENTATION

General

The following properties need to be set in the `fullcourten terprise.properties` file:

```
imaging.enabled=true  
thirdparty.imaging.enabled=true  
jcr.db.xxxx
```

NOTE: All `jcr.db` properties need to be set. A separate schema is not needed, so they can point to the same schema as FCE. This requirement will be eliminated in a future release of FCE.

Launch DMS Client

The Document Management's web-based Client can be launched in a separate browser tab from the FCE DOCUMENT MGMT menu.

Customer: Provide the menu text and URL for launching the DMS web-based Client. There are two properties that need to be provided in the `fullcourten terprise.properties` file:

```
thirdparty.imaging.main.url.description=the text to display on the FCE menu.  
thirdparty.imaging.main.url=the URL that will be opened when the menu item is selected.
```

Example:

```
thirdparty.imaging.main.url.description=Launch Imaging Client  
thirdparty.imaging.main.url=http://www.example.com/path/to/imaging/cli  
ent
```

Document Retrieval

Document retrieval provides the ability to view a specific document indexed to a case or ROA in the DMS. This is implemented in the same manner as the FCE Imaging Module with the user clicking on the title of a document listed on either the FCE Case Document Management page or the FCE Case Record of Action page.

Customer: Provide a URL pattern and the information needed for generating the URL to view a specific document in the DMS. The URL pattern is provided in the `fullcourten terprise.properties` file using the `thirdparty.imaging.document.url` property. FCE provides replacements for the following case properties:

[CaseNumber] – formatted case number (e.g. 2012-CR-0231415)

[CaseYear] – case year (e.g. 2012)

[CaseType] – case type (e.g. CR)

[CaseSubtype] – case subtype (e.g. MV)

[CaseSequence] – sequence number of the case (e.g. 231415)

[DocumentID] – unique identifier of the document (e.g. 3242526)

[DocumentTitle] – title of the document (e.g. First Appearance)

If the `thirdparty.imaging.zerofillsequence` property is set to true in the `fullcourtenrprise.properties` file, the case sequence number in `[CaseSequence]` will be pre-filled with leading 0's up to the case sequence length defined in the case number format (e.g. 0231415).

Example:

Suppose the third party imaging is provided via a REST-ful API that follows the pattern `www.example.com/caseyear/casetype/casesequence/documentID`. So, for case 2012-CR-0231415 and a document with ID 2325632, it provides access to this document at `http://www.example.com/2012/CR/231415/2325632`. For this example, the `fullcourtenrprise.properties` file would need the following property setting:

`thirdparty.imaging.document.url=http://www.example.com/[CaseYear]/[CaseType]/[CaseSequence]/[DocumentID]`

Case Documents Retrieval (Folder View)

Case document retrieval provides the ability to view a list of the documents indexed to a specific case in the Documents Management System (i.e. folder view). This is implemented in FCE with the addition of a VIEW ALL DOCUMENTS link at the top of the Case Document Management page.

Customer: *Provide a URL pattern and the information needed for generating the URL to view all documents indexed to a specific case in the DMS. The URL pattern is provided in the `fullcourtenrprise.properties` file using the `thirdparty.imaging.case.url` property. The same replacements that are listed under "Document Retrieval" above are available for case document retrieval.*

Example:

`thirdparty.imaging.case.url=http://www.example.com/somepath/[CaseNumber]`

Document Generation/Archival and Document Imaging (Bi-Directional Indexing)

Documents generated by FCE can be archived in the DMS and indexed to cases in FCE. FCE can produce an automatic Register of Action (ROA) for a document generated in FCE using *AutoROA* merge codes. These documents can be archived in the DMS and indexed to the ROA. In addition, Documents that are imaged through the DMS can be indexed to Cases and Register of Actions (ROA's) in FCE.

FCE provides a web services interface that allows the DMS to retrieve case level information by using a Case Number or ROA Number and allows the DMS to create, delete or update the indexing of a document in FCE.

Customer: *Implement an indexing process within the DMS using the provided FCE web service interface that pulls case related information from FCE to apply as indexes to a document, and then notifies FCE*

that a document has been indexed. The FCE web service is accessible on the deployed application under the URL `http://FCE_SERVER/fullcourtweb/services/services/DocumentWebServiceDefaultService?wsdl`. This web service can be used to communicate with the FCE for all things related to third party imaging integration. It contains methods for retrieving imaging configuration settings (e.g. pre-defined document titles, case types, case subtypes, ROA event types, security, etc.).

Barcode Coversheet

The use of a barcode coversheet helps in facilitating the indexing of documents into the DMS. By creating a barcode coversheet, a natural separator of documents is created with the indexing information needed to automatically link the document to the appropriate case or ROA without user intervention. A barcode coversheet can be printed from either the Case Detail page or ROA Summary page. It will contain the Case number, ROA number (if applicable), and Party name as 3 of 9 barcode values. The coversheet will also print this information in human readable text for the user to mate the coversheet with the appropriate documentation to be scanned.

Customer: *The DMS can use the barcode coversheet and bi-directional indexing web service interface to automate the indexing of scanned documents. A barcode coversheet without an ROA number will be indexed to the case while those with an ROA number will be indexed to the ROA as well as the case.*

Sealed Cases/Documents

FCE has the ability to create an event that "seals" a case within the system. When a case is sealed, there is also a need to seal the corresponding case documents in the DMS. When a sealing event occurs in FCE, it will execute an HTTP post to the specified URL with a defined set of data that will allow the DMS to seal the case documents. FCE also exposes a web service that allows the sealing process in the DMS to create a Record of Action (ROA) within FCE when it completes the sealing task.

Customer: *Provide a URL pattern and the information needed for generating the URL to seal documents associated with a case in DMS. Implement a process within the DMS to "seal" appropriate documents and create an ROA in the FCE system using the provided web service.*

Example:

`thirdparty.imaging.sealcase.url=http://www.example.com/somepath/[CaseNumber]`

`thirdparty.imaging.sealdocument.url=http://www.example.com/somepath/[DocumentID]`

Case Merge

When two cases are merged in FCE, the DMS can be notified so that the documents indexed to the merged cases can be re-indexed to the surviving case.

Customer: Provide a URL pattern and the information needed for generating the URL to update document indexing information in the DMS.

Example:

```
thirdparty.imaging.mergecase.url=http://www.example.com/somepath/[OldCaseNumber]/[SurvivingCaseNumber]
```

Case Purge

When a case is purged in FCE, the DMS can be notified so that the documents indexed to the purged case can also be purged.

Customer: Provide a URL pattern and the information needed for generating the URL to purge documents in the DMS.

Example:

```
thirdparty.imaging.purgecase.url=http://www.example.com/somepath/[CaseNumber]
thirdparty.imaging.purgedocument.url=http://www.example.com/somepath/[DocumentID]
```

3RD PARTY DMS REQUIREMENTS

1. The FullCourt *Enterprise* 3rd Party DMS Integration Module may require applicable licensing of the 3rd Party DMS Software Development Kit (SDK) or Application Programming Interface (API).
2. Every FCE user that accesses the 3rd Party DMS from FCE requires the following:
 - A FullCourt *Enterprise* 3rd Party DMS Integration Module license.
 - A Client license for the 3rd party DMS.
 - User credentials (user name / password) for the 3rd party DMS.
3. The 3rd party DMS must be set up before you can enable the integration with FCE. Specifically, the following items need to be set up in the DMS:
 - Appropriate web-based services for the DMS.
 - Activation of appropriate SDK and API's for the DMS.
 - Applicable classifications for documents indexed to cases and ROA's in FCE.
 - Applicable Keywords for indexing documents to cases and ROA's.

Section 3. (See Exhibit 5, Table B. Technical Requirements #1.6)

Workflows and Automated Processing

FCE includes a customizable and configurable User Dashboard that allows for various widgets that provide easy access to several workflow processes that include Courtroom Sessions, Work Queues, Reminders, and the Judges' Daily Schedules. Work Queues and Reminders allow the court to track

actions which need to be taken on cases.

Work Queues allow users to organize tasks and create workflows that must be completed within the system. Users may create Work Queues, and then define Application Events and Register of Actions (ROA) entries that will trigger a task to be placed into a Work Queue. Each item in a Work Queue will provide information and links necessary for task completion. A Work Queue also may be configured to generate a document, or a set of documents. In addition, Work Queue tasks can be given a Warning Date and a Due Date to ensure tasks are completed in a timely manner. FCE allows the court to define Work Queue names, and security access to the specific Work Queue. Once a task is completed in a Work Queue, the task may be automatically assigned to another Work Queue.

Work Queues can be configured to automate updates to Pleas, Findings, Case Status, Warrant Status; automate assessments of Fines and Fees; automate adjustments to Fines and Fees; Convert Bonds to pay Fines and Fees; and more – with or without User review to approve the actions.

FCE's Reminders functionality allows the court to define any type of time limit or action that needs to be completed by the court and/or a case participant. The Reminder Queues functionality tracks who the task is assigned to, a completion due date, in addition to tracking who completed the task and when it was completed. Also, Reminders can be attached/identified to be invoked based on an Application Event.

FCE also provides an internal workflow engine driven by Application Events. Application Events are system defined events (e.g., case creation, hearing scheduled, etc.) that can trigger automated actions. Application Events provide the following functionality:

- Define actions that are triggered when an Application Event is triggered or an ROA entry generated.
 - Actions that can be triggered by an Application Event include: generating ROA entries, printing documents, indexing documents to case, seal/unseal, remand, bind over, jury requested, hearing result, auto appeal, case status transitions, email notifications, etc.
- Define documents or document sets that are generated when an Application Event is triggered or an ROA entry is generated.
- Define Reminders that are created/completed when an Application Event is triggered or an ROA entry is generated.
- Generate email notifications to parties on the case.

FCE provides the court with a comprehensive, highly configurable, and automated workflow toolset that includes Work Queues, Reminders, Application Events, ROA entries, Courtroom Processing, and Overdue Processing.

Register of Actions (ROA)

The Register of Actions (ROA) is the Court's recording of events that have taken place during the life of a case. Any action on a case may be tracked/recorded in the ROA. Each ROA entry includes the date, Judge, descriptive text, and civil action type (if a civil case). Documents and images also can be attached to each ROA entry. Any ROA on a case may be individually sealed. The Court may create ROA codes that will auto-populate an ROA entry with pre-defined information. Predefined ROA code entries can also

automatically generate documents, trigger case events, create Reminders, and generate additional ROA entries. Users may also search all ROA entries across a case.

All ROA entries may include case context substitutions, called Merge Codes. Merge Codes allow users to extract case and party information automatically from the FCE database when processed. For example, the Merge Code 'DefendantName' in an ROA entry, when saved, would be replaced with the name of the defendant on the case.

The screenshot displays the 'ROA SUMMARY' page for case 2014-SC-0002109, 'Steve Saturn vs. Janet Jupiter'. The page is titled 'CASE STATUS Pending - Oct 2, 2014'. It features a search section with fields for CODE, FROM DATE, TO DATE, and TEXT, along with 'SEARCH' and 'CANCEL' buttons. Below the search section, there are two rows of ROA entries. Each row includes a selection checkbox, a date field (set to 10/02/2014), a code field (NO HREM and NO ISSU), a judge dropdown (Fabiano, Lisa), a text field, a sealed checkbox, an action type dropdown, and a documents list. The first entry's text is 'Document Sent: Hearing Notice - Email Notification' and its document is 'SHONNAHEARINGNOTICE.RTF SHONNAHEARINGNOTICE.RTF(P)'. The second entry's text is 'Document Issued: Hearing Notice'. At the bottom of the page, there are buttons for PRINT, SAVE, LIST, ADD, DELETE, REFRESH, and CANCEL.

Figure 2. FullCourt Enterprise Register of Actions (ROA) Summary Page

FCE allows the user to attach ROA entries to Application Events. Application Events are system defined events (*e.g.*, case creation, hearing scheduled, *etc.*) that can trigger automated actions. Attaching ROA entries to Application Events will enable the automatic creation of ROA entries on a case. This allows users to automate the tracking of all case activity such as new case filings, hearings scheduled and resulted, pleas, findings, document creation, overdue tracking, changes in case status, and many others. Each Application Event may have multiple ROA entries attached to it.

Additionally, each Case has a Case/Party Timeline that provides a graphical representation of events (*e.g.*, ROA entries, case status changes, *etc.*) of a case or party. Timelines include several filters to limit the information displayed on the Timeline. Clicking on any item in the timeline will result in a dialog presenting information about the item, and a link that navigates the user to the page relevant to the item selected. For example, if a Hearing is clicked on a dialog box containing information about the hearing (type, date(s), judge) and a link to the hearing itself will be displayed.

Each Case also page provides the ability to print a full Case History for that individual case, while the

Party Detail page provides the ability to print a complete Party History including all cases, pleas, findings, ROA entries, balances, payments, and more.

Courtroom Processing

Dispositions can be easily entered using Courtroom Processing. FCE provides a Courtroom Processing page specifically designed to be used in high-volume courts. It provides state-of-the-art features enabling the user to perform a variety of functionality without having to leave this page. The ability of FCE to keep up with high volume courts is enabled, in part, by caching information about the party and case in the browser, automatic browser polling for state changes, performing single operations across multiple tabs, automatic ROA generation and recording and color-coding fields that are in error for quick user identification and resolution.

The Courtroom Processing functionality along with pre-defined disposition Macros and the Application Events, allows the court to quickly capture data real-time in the courtroom, while allowing multiple courtroom participants to access the courtroom docket. Once a Courtroom Session is created, multiple end-users with the appropriate access level may view the same session simultaneously. Each end-user may see and access the same case. All cases and charges for a defendant may be disposed at one time. This may be done using the Copy feature and with the use of a Macro, which will fill in multiple data elements by entering a simple court defined "macro code." Macros are useful for quickly applying a court-defined preset disposition entry.

The court can also setup Case Minutes Codes, which allow quick entry of pre-defined case minutes. Case Minute Codes can also be used to add or remove items to or from a Work Queue. There is no limit to how many Macros or Case Minute Codes the court may configure.

The Judge Session page lists all cases that have hearings scheduled from an associated Courtroom Session. A summary of the Court Session is provided as well as a brief summary of each case on the docket that includes Custody Status. The Judge Session also provides links for quick access to the Case Detail, Charge Summary, the Party Detail, ROA entries (and documents attached to the ROA), Exhibits, all case Documents, and Judge Notes. If the Judge Session is accessed from the Courtroom Session page, the session will be automatically loaded. The Judge Session will sync cases/hearings from the associated Courtroom Session. New cases added to the Courtroom Session will appear automatically at the bottom of the Judge Session page. As cases are heard, the Judge may mark cases as processed.

Prosecutors and Defense Attorneys may also view the Courtroom Session. Some offices take advantage of the Plea Negotiation functionality, which allows the attorneys to negotiate conditions and submit the agreement to the court. Once submitted, the judge may view the information via the Courtroom Processing page and make changes if needed before accepting the plea.

In summary, the Courtroom Processing page of FCE provides quick access to all disposition information for a single case or multiple cases and streamlines data entry for more accurate real-time access of those dispositions to all courtroom participants.

Defendant	Court Case	Count	Statute Number	Description	Disposition	Pending Plea
Deviant, D	2013-CM-0004227	1	720 5/21-3(a)(2)	CRIMINAL TRESPASS TO LAND		00/00/0000

APPLY MACRO >

SEARCH | MACRO
 HISTORY | ROAS
 PAYMENT PLAN | RESTITUTION
 PAYMENT | DOCUMENTS
 HEARINGS | REFRESH
 TEMPLATE | CLEAR QUEUE

ROA DATE: 00/00/0000 00:00 AM

Disposition | Other Sentences | Prob/Sup | Confinement | Other | Hearing | Minutes | Notes

CUST. > HEARING > 06/19/2013 09:00 AM:Arraignme HEARING RESULT >

AMENDED STATUTE > 2008-09-30 RETRIEVE FILED > 00/00/0000 00:00 AM INCHOATE >

AMENDING DOC > CLASS >

CITED SPEED > POSTED SPEED > POUNDS OVER WT > DO NOT ALLOW EPAYMENTS >

PLEA > PLEA DATE > 00/00/0000 BOND SET > BOND TYPE > MODIFY >

FINDING > OTHER FINDING > DISPOSITION TYPE > MODIFY >

DISPOSITION DATE > 00/00/0000 SENTENCING DATE > 00/00/0000 SENTENCING DEFER DATE > 00/00/0000

DAYS > REL JRSD > RET JRSD > SENTENCING >

ASSESS FINE/FEES > DEFAULT BOND AMOUNT > 0.00

TOTAL TO ASSESS > 0.00 COST ONLY FEES >

FINE > 0.00 FEES > 0.00 TOTAL > 0.00 TOTAL ASSESSED > 0.00

SUSPEND > 0.00 DUE DATE > 00/00/0000 BALANCE > 0.00

Add/Edit Fees Adjust Fees

SAVE | PENDING PLEA OFF | DELETE PENDING PLEA | PRINT | REFRESH | CANCEL

Figure 3. Example of Courtroom Processing in FullCourt Enterprise

Overdue Processing

Our Overdue Processing functionality will monitor and process cases where defendants have failed to perform requirements for appearance, payment, or compliance with other court orders.

Overdue Processing is a fully rules-driven automation engine that allows the users to define automated case processing steps, what triggers those steps, and what processing takes place over what timeframe, allowing updating of hundreds of cases at once that meet the rule-based criteria for processing. The automated processing can include data entry to the case, financial updates, document production, and more. All user-configuration entries are done by only those with the proper security to do so.

Overdue Processing functionality allows the court to predefine the steps that need to be taken when a defendant fails to appear, fails to pay, and/or fails to comply with a court ordered program (e.g., Public Service Work). The steps can be defined based on the hearing type and/or the existence of a bond. The court may choose to have the system generate a specific document/notice, create a future hearing/appearance date, assess additional fees, enter a default disposition, generate a warrant, create a license suspension, and/or send the case to an outside collection agency. Multiple steps may be defined as well as when each step is to occur, based on the lack of action by the defendant. FCE will keep track of the steps that have occurred and what the next steps should be.

Section 4. (See Exhibit 5, Table B. Technical Requirements #1.7)

Report Production

FCE includes over 200 standard reports. All reports generate PDF output, and many can be generated in formats like CSV, XLS, and HTML. FCE provides the ability to print formatted versions of nearly any screen within the system. Furthermore, since FCE is a web-based application every screen in the system can be printed using the web browser.

The FCE reports are separated into the following categories; Case, Citation, Scheduling, External Agency, E-Payments, Financial, Import/Export, Scheduling, Statistical, Supervision and Warrant. All reports can specify multiple selection criteria (*e.g.*, case types, statute, date ranges, entering clerk ID, *etc.*). While the selection criteria enable the user to specify what exactly they want the report to return, all reports have smart defaults so certain criteria can be safely ignored. FCE has countless different report selection criteria across all the reports. Additionally, FCE includes Report and Process Scheduling functionality that allows reports to be scheduled and run during off-hours.

FCE also includes NCSC CourTools, performance measure reports. NCSC CourTools performance measure reports enable courts to collect and present evidence of their success and performance in meeting the needs of their constituents. FCE currently offers four CourTools reports:

- **Age of Active Pending Caseload**— shows the number of days, broken down by case type, current cases have been pending. The report presents the data in a pie chart, a table, and an area graph.
- **Clearance Rates**— displays the number of outgoing cases as a percentage of the number of incoming cases. The report presents the data in line graphs and a table.
- **Time to Disposition**—displays the percentage of cases disposed or otherwise resolved within the entered time frame. Data is presented in a table and an area graph.
- **Trial Date Certainty**—displays the number of times cases disposed by trial are scheduled for trial. Data is presented in tables.

All information in the FCE schema is accessible for reporting purposes. Reports can be generated using third-party reporting tools (*e.g.*, Crystal Reports). The FCE schema provides many built-in functions and views to help develop complex reports. For example, there are functions to get the defendant's balance due, format the case number, *etc.* There are approximately 100 functions available for use. In addition to functions, FCE has pre-defined innumerable indexes which help with the performance of reports. Given the number deployed installations of FCE and the size of some of the larger installations, the standard reports in FCE have been battle-tested in production environments.

In addition to the standard "built-in" reports, our Ad Hoc Reporting Module provides flexibility to generate custom reports without the need for the user to know SQL or understand the entire FCE data model. Where greater flexibility for reports is needed, a data dictionary is also provided for FCE to be used in conjunction with an off-the-shelf third-party report writing tool (*e.g.*, Crystal Reports) provided by the Court to create custom reports.

Crystal reports that are compliant with the FCE schema can be uploaded into FCE. These Crystal

Reports can then be run within the application just like the provided off-the-shelf canned reports. The Crystal Reports can then be grouped for ease of access and usability. The Court can write Crystal reports and upload them to FCE, these Crystal Reports can also be run externally from FCE directly against the database, or alternatively the reports can be written in another third-party reporting tool and run directly against the database.

Section 5. (See Exhibit 5, Table B. Technical Requirements #3.1)

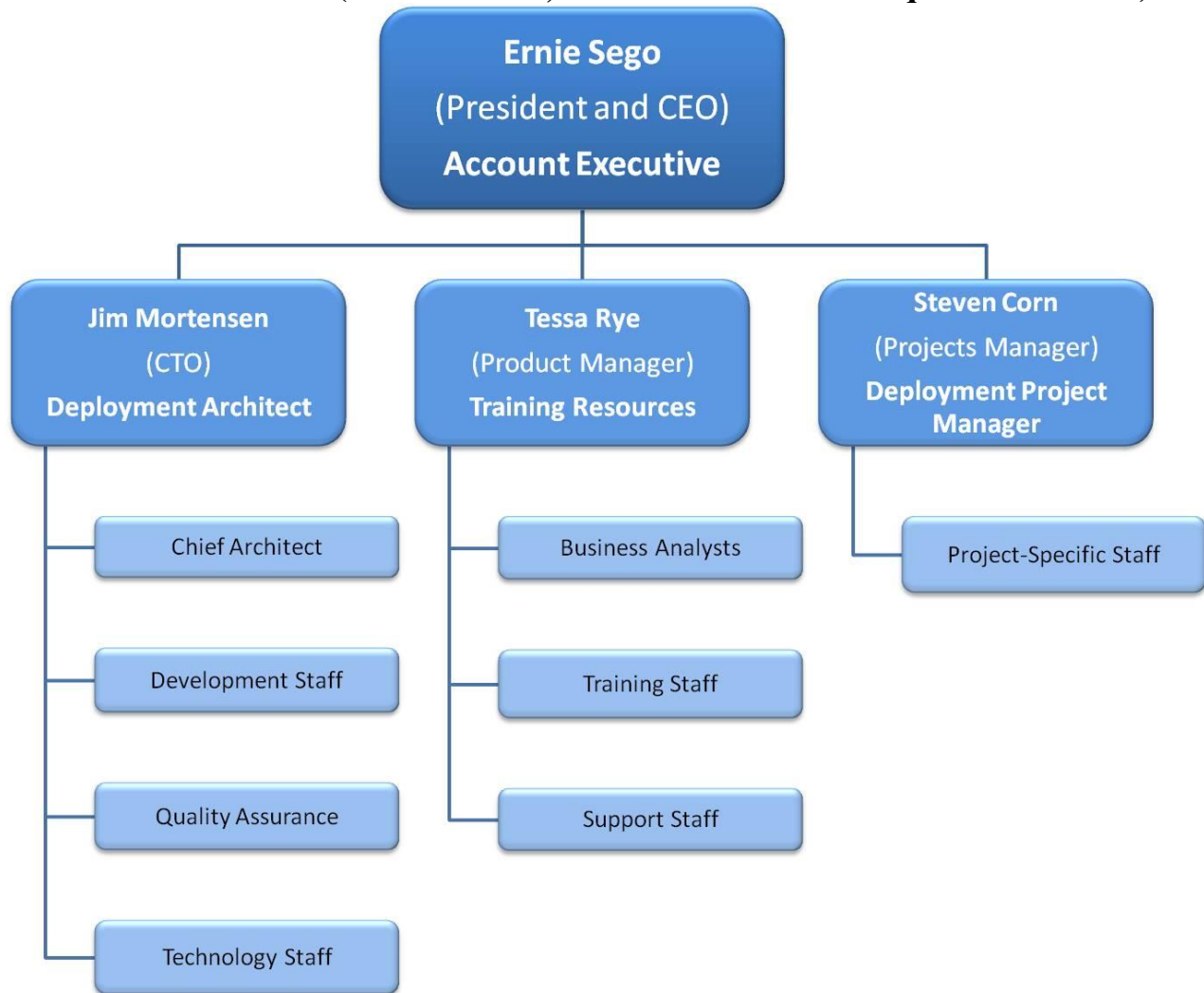


Figure 4. Justice Systems' Project Organization Chart

Section 6. (See Exhibit 5, Table B. Technical Requirements #7)

Document Generation

FCE also provides the use of Merge Codes to generate custom court documents. Merge Codes allow users to create document templates that extract case and party information directly from the FCE database when generated. With a few clicks, an entire batch of warrants or subpoenas can be generated and printed. FCE supports more than 3,600 case context substitutions, called merge codes.

Documents are RTF based and can be uploaded into FCE once the clerk has authored the document in any word processor capable of saving in RTF format (*e.g.*, Microsoft Word, OpenOffice, *etc.*). FCE does not require any specialized tools to create document templates or forms. Justice Systems provides training in the use and production of new document and form templates using MS Word. Documents can be configured to be printed to a specific printer, print multiple copies/file copies, and designate who they are printed for (*e.g.*, defendant, victims, *etc.*). FCE also enables individual documents to be grouped together, in what is called a 'Document Set', so they can be more easily managed and processed as a group.

Documents can be generated in one of two ways, manually or automatically. When a document is generated, case context information (*i.e.*, defendant name, balance due, *etc.*) are substituted into the form.

To generate a document manually a court case must be in 'context'. The user can generate a document by selecting available documents by functional type. Once the document is generated, the user can print the document, download the document, or view it in a control embedded in the browser whereby they can edit it before printing.

Documents and document sets can be automatically generated and indexed to a case based upon well-known system events (*e.g.*, disposition, case creation, *etc.*). They can also be generated during batch processing (*e.g.*, Overdue Processing, *etc.*).

Integrating existing Court documents into FCE involves inserting the appropriate FCE merge codes into the document template and adjusting formatting as needed. This is assuming the source documents are already in DOC or RTF compatible format. Non-compatible formats will require additional effort.

Section 7. (See Exhibit 5, Table B. Technical Requirements #9.1)



System Configuration Guide

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Disclaimer

Information provided in this guide is for configuring FullCourt *Enterprise* only. Any additional software operations or network traffic on a customer's computing environment will require additional capabilities above and beyond that recommended in this guide in order to achieve satisfactory response and performance from FullCourt *Enterprise* and all other operations. Information contained in this guide will change as technology evolves in the areas of operating systems, databases, middleware, etc. and should be verified with the appropriate party (Justice Systems, Inc., Oracle, Microsoft, etc.) prior to purchase of systems for FullCourt *Enterprise*.

Audience

The intended audience for this document is qualified Information Systems professionals. This document outlines the FullCourt *Enterprise* system requirements, sizing, and system configuration guidelines. As you are well aware, the technology industry is moving at a breakneck pace. As we work with new technologies and further refine existing ones, it is frequently necessary to update the contents of this document to accurately reflect the state of technology. This document is intended to inform the reader as nearly as possible at the time of publishing about general guidelines that will aid in evaluation of current and planned technology infrastructure. Before finalizing any decisions we recommend consulting with the Justice Systems technical staff to assure the information you are working with is the most current.

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1 FullCourt *Enterprise* Architecture Overview

FullCourt *Enterprise* application is supported by six (6) major components, each of which may be implemented on separate hardware platforms, but can be deployed on one platform for smaller implementations. These components are:

- **Web/Application Server(s)**
A Java application server used to run the FullCourt *Enterprise* application. The Application Server is a Java Servlet container that implements the Java Servlet and the Java Server Pages (JSP) specifications from Sun Microsystems.
- **Database Server(s)**
A relational Database Management System (DBMS) utilized by FullCourt *Enterprise* and the optional Public Access Module.
- **Enterprise Service Bus (ESB) Server**
The ESB is used by FullCourt *Enterprise* to exchange data with other systems. NOTE: For smaller deployments, this server may be co-located on the platform supporting the Web/Application Server.
- **Imaging Module Document Viewer Server**
The Document Viewer Server is used by the optional Imaging Module to support viewing, annotating, redacting, and manipulating documents and scanned images.

NOTE:

For smaller deployments, the Imaging Module Document Viewer Server may be co-located on the platform supporting the Application Server.

- **Print Server**
Supports print queues and device drivers for reports, documents, labels, and receipts.

NOTE:

The Print Server may be co-located on the platform supporting the Web/Application Server

- **Workstations**
Workstations for each user run a Web Browser to access the FullCourt *Enterprise* browser-based application.

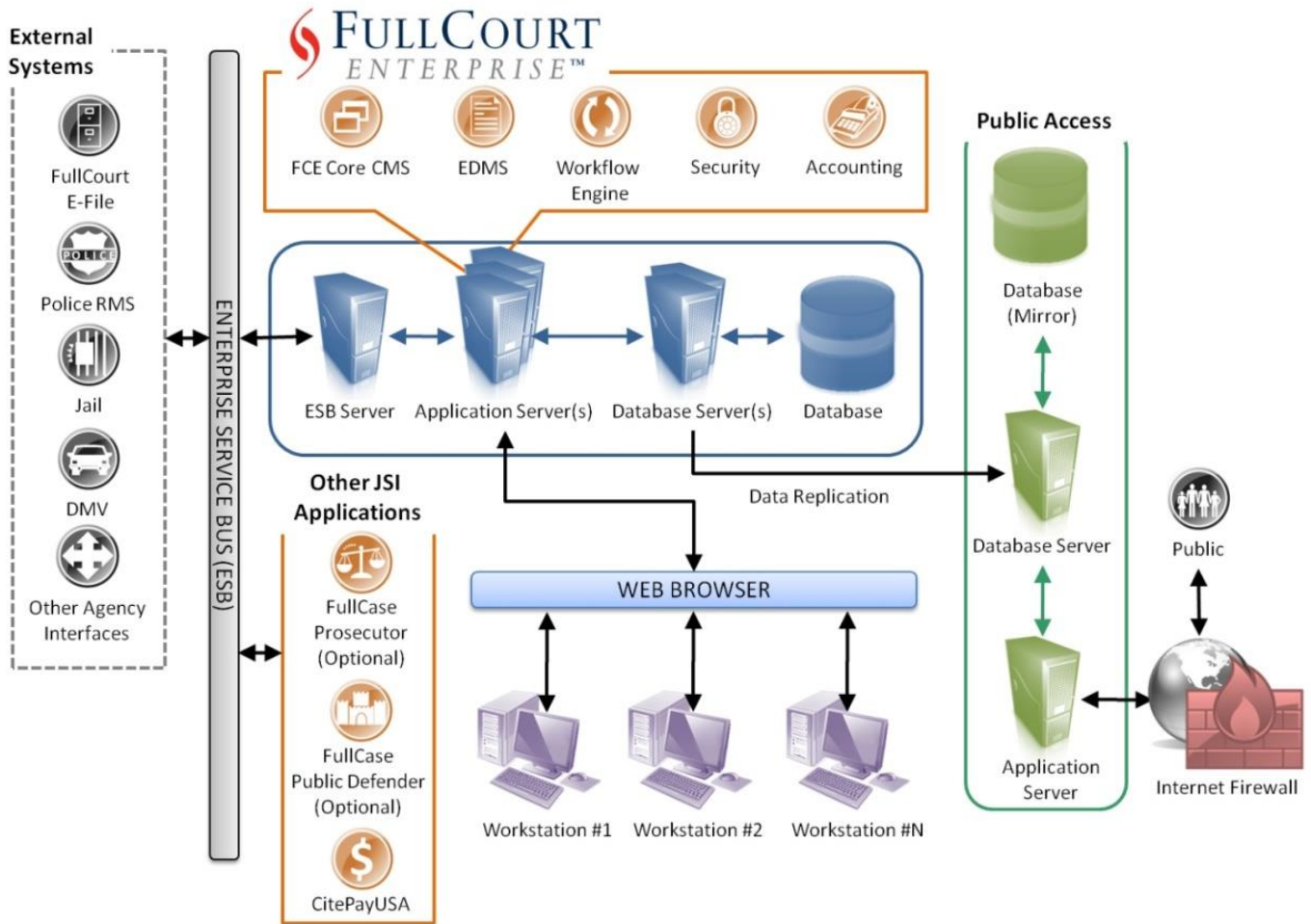


Figure 2. FullCourt Enterprise Architecture Diagram

2 Virtualized Environments

FullCourt *Enterprise*, and its various components, can run in a virtualized environment. References in this document to a “physical server” apply to a virtual machine (VM) that emulates dedicated hardware. Virtualized environments for running FullCourt *Enterprise* components must meet the system requirements specified in this document.

Justice Systems does not warrant whether any particular virtualization product or configuration will meet any particular customer requirement. If the customer elects to run FullCourt *Enterprise* in a virtualized environment, Justice Systems will support the product with some restrictions. Reported issues that are obviously originating in FullCourt *Enterprise* will be addressed in accordance with the FullCourt *Enterprise* Maintenance and Support Agreement. Issues that could have their origin in the configuration or management of the virtual environment - such as problems with performance, network and printer communications, etc. - may need to be reproduced outside of the virtual environment. Where the issue is confirmed to be unrelated to the virtual environment, Justice Systems will support the product in a manner consistent with support provided when the software is not running in a virtualized environment.

3 Servers

FullCourt *Enterprise* typically utilizes two (2) or more servers to optimize performance by distributing the computing load. The primary servers supporting FullCourt *Enterprise* include:

- Web / Application Server
- Database Server

Depending on the specific requirements of a given installation, the various server components (e.g., Web/Application Server, Database Server, ESB Server, etc.) can be deployed on one physical server, or be spread across two (2) or more servers. Please review the guidelines included in this guide and then contact Justice Systems for specific recommendations.

3.1 Basic Guidelines for All Servers

Servers should have the following:

- A Gigabit Ethernet adapter.
- Sufficient disk space for log files and to back up the databases running on the server to disk, which will then be backed up to external media (See disk space requirements later in this document). Sufficient disk space to back up the database to disk will dramatically reduce both the time to do the backup and, in the event of a disaster, the time to recover.
- External backup subsystem with enough capacity to backup ALL disk space on the servers. Consult with Justice Systems, Inc. for recommended backup procedures.
- External backup software / media and procedures.
- Sufficient backup storage to implement a long term backup strategy
- Safe locations, both on-site and off-site, to store backup media.
- Uninterruptible power supply (UPS) with sufficient capacity to keep the server running for 20-30 minutes during a power outage and associated management software to gracefully shutdown the server in the event the UPS is depleted before power is restored.

3.2 Web/Application Server

Web/Application Servers (middle tier) run the business logic for the application and serve the application presentation layer to the browser based client interface. The web/application server must run a J2EE Application Server engine under any supported operating system such as Windows Server 2008 R2 SP1 / 2012 / 2012 R2 / 2016, or Red Hat Enterprise Linux or CentOS 6.6+/7.3+.

The middle tier executes FullCourt *Enterprise* using the Apache Tomcat application server engine.

NOTE:

Application server installation on Windows Active Directory Domain Controllers is **not** supported.

The processor(s) on the middle tier should be at least 3 GHz quad-core or equivalent. The number of processors and amount of memory required for the middle tier depends on the operating system selected, the application server engine selected, and the number of concurrent sessions expected to be executed based on the number of users expected to be running the system at any one time. Values in the table below are intended as a general guideline only. Contact Justice Systems prior to hardware purchase for more information on sizing and configuring the middle tier. Each middle tier server should have about 100 GB of disk space.

Table 1. Middle Tier Application/Web Server Configuration

FullCourt <i>Enterprise</i> user licenses – up to	Number of Middle Tier/Web Servers	Processors per Server (quad-core)	RAM per Server (GB)
1-2	0 (all on Workstation) +		
10	0 (all on DB server) #		
25	1	1	32
50	1	2	32
100	1	4	64
200	2	4	64
Over 200	Contact Justice Systems		

+ This configuration uses a single workstation to support the Browser, the application server and the database server for 1-2 users. See the Workstations section below for guidelines.

This configuration uses a single server to support both the application server and the database server for up to 10 users. See the database server configuration table below for guidelines.

Justice Systems requires the use of 64-bit hardware and operating systems for the Application Server.

In larger installations, a dedicated Web Server (*e.g.*, Apache), or the use of SSL Acceleration and Load Balancing appliances can be utilized to offload SSL processing. Always consult with Justice Systems on all configuration options prior to hardware purchase.

3.2.1 Fault Tolerance, Availability

FullCourt *Enterprise* can employ industry standard methods available through the selected operating systems, application servers, database engines, and third party tools to achieve fault tolerance, availability, backup and disaster recovery. Please contact Justice Systems for additional configuration details.

3.3 Database Server

The database containing FullCourt *Enterprise* data usually runs on a dedicated database server (*i.e.*, separate from the middle tier web/application server mentioned above) that is specifically configured and tuned to support a relational database engine. This server stores FullCourt *Enterprise* data, serves it to the application and backs up the data. This server can use any operating system supported by the chosen relational database product. It is possible in installations with few users and low data volumes for the web/application server and database server to coexist on one physical server. See the tables below, or contact Justice Systems for specific recommendations.

The database server can employ any leading relational database engines (*e.g.*, Oracle or Microsoft SQL). Justice Systems supports FullCourt *Enterprise* with the following databases:

- Oracle 11g / 12c (Standard Edition, Standard Edition 2, or Enterprise Edition)
- Microsoft SQL Server 2008 R2 / 2012 / 2014 / 2016 (Standard or Enterprise)

Configuration details have a dramatic impact on the performance of the database. Following are guidelines for configuring a database server appropriate to your installation.

3.3.1 Operating System Requirements

The database server should run on Windows Server 2008 R2 SP1 / 2012 / 2012 R2 / 2016, or a Linux variant operating system, depending on the systems supported by the selected database. **Justice Systems requires the use of 64-bit hardware and operating systems for the Application Server.** For installations with more than 200 users, consideration should be given to using a Linux variant for the database server. Contact the Justice Systems technical staff for specific details depending on the relational database engine selected.

NOTE:	Oracle database installation on Windows Active Directory Domain Controllers is not supported.
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3.3.2 Disk Space Requirements (Sizing)

The total disk space requirement for the database server is calculated by combining the disk space requirements for the Database, the Operating System, the Disk Configuration, and the Backup Approach. Justice Systems provides guidelines only for the database, the operating system, and high-speed backup techniques. Contact Justice Systems prior to hardware purchase for more information on sizing and configuring the Database Server

3.3.2.1 Database Space Requirements

To determine the total amount of server disk space necessary to contain the database, perform the following steps.

1. Determine the total number of cases that the database server must handle over its budgeted lifetime.

To do this, gather the following information and fill out the Case Volume Worksheet:

- a. Total number of existing cases that will be manually entered and/or electronically converted to FullCourt Enterprise.
- b. Number of cases to be processed in the coming 12 months.
- c. Rate at which number of cases grows annually (in percentage).
- d. Number of years this server is planned for use (normally 4-6 years).

Table 2. Case Volume Worksheet

Cases		
1	Existing Cases	
2	Year 1	
3	Year 2	(line 2+(line 2 x __%))
4	Year 3	(line 3+(line 3 x __%))
5	Year 4	(line 4+(line 4 x __%))
6	Year 5	(line 5+(line 5 x __%))
7	Total Future Cases	(sum of lines 2 through 6)
8	Total Cases	(line 1 + line 7)

Example: A court will convert 75,000 existing cases, has a current caseload of 20,000 cases annually that is growing 20% per year, and intends to size the server to hold the existing cases as well as all cases that will be processed in the next 5 years. Using this information, the worksheet to calculate the total number of cases would look something like the following:

Table 3. Example Case Volume Worksheet with Example Data

Cases		
1	Existing Cases	75000
2	Year 1	20000
3	Year 2	24000 (line 2+(line 2 x 20%))
4	Year 3	28800 (line 3+(line 3 x 20%))
5	Year 4	34560 (line 4+(line 4 x 20%))
6	Year 5	41472 (line 5+(line 5 x 20%))
7	Total Future Cases	148832 (sum of lines 2 through 6)
8	Total Cases	223832 (line 1 + line 7)

- Use the total number of cases to determine the database size from Database Disk Sizing Table below. The Audit Trail version of the table reflects a maximum ceiling that could be needed if the FullCourt *Enterprise* full Audit Trail is implemented at your site.

Table 4. Database Disk Sizing Table

Without Audit Trail		With Audit Trail (Max. Ceiling)	
Total Cases	DB Size (GB)	Total Cases	DB Size (GB)
500,000	20	500,000	100
750,000	30	750,000	150
1,000,000	40	1,000,000	200
1,250,000	50	1,250,000	250
1,500,000	60	1,500,000	300
1,750,000	70	1,750,000	350
2,000,000	80	2,000,000	400
2,250,000	90	2,250,000	450
2,500,000	100	2,500,000	500
2,750,000	110	2,750,000	550
3,000,000	120	3,000,000	600
3,250,000	130	3,250,000	650
3,500,000	140	3,500,000	700
3,750,000	150	3,750,000	750
4,000,000	160	4,000,000	800
4,250,000	170	4,250,000	850
4,500,000	180	4,500,000	900
4,750,000	190	4,750,000	950
5,000,000	200	5,000,000	1000
5,250,000	210	5,250,000	1050
5,500,000	220	5,500,000	1100
5,750,000	230	5,750,000	1150
6,000,000	240	6,000,000	1200

(Table includes a 150% increase in space to allow high speed backup and recovery techniques.)

- If your court intends to use the FullCourt *Enterprise* Document Imaging Module, use the sizing information in section 7.2 to determine the additional storage requirements for storing documents and images.

Before configuring your disk space consult with Justice Systems technical staff to determine final configuration details and space usage specific to your site.

3.3.3 Disk Configuration Considerations

The following should be carefully considered when configuring the disk subsystem on the database server.

- An optimal disk configuration is hardware controlled RAID 5 (hot swappable preferred) using the maximum number of hard drives distributed across the maximum number of controllers possible to meet the hard drive space requirement. This will reduce the I/O subsystem bottleneck, which can be one of the large impediments to good database performance. Consult Justice Systems, Inc. regarding your configuration to ensure optimal performance and fault tolerance.
- Software based mirroring or duplexing solutions (RAID 1) are acceptable but not optimal.
- DO NOT use software-based disk striping solutions (e.g., RAID 5) such as those provided with many popular operating systems. Any RAID disk solutions should always be implemented using a hardware RAID controller.
- DO NOT use RAID 0.
- File compression and controller caching should be DISABLED on any volume containing any database file(s).

3.3.4 Processor and Memory Requirements

Use the total number of users of FullCourt *Enterprise* to look up the amount of memory and the number of processors required in the database server in the table below. This information is provided as a guideline only.

All processors should be multi-core Xeon or better processors. Except for installations of 15 users or less, the server is assumed to be a dedicated database server. This table is based on “average” requirements for a dedicated database server serving data to client workstations running the FullCourt *Enterprise* application. Requirements may vary widely from court to court. We recommend consulting with the Justice Systems technical staff before any purchase of hardware. The following table reflects configuration for Oracle 12c. For information regarding any other database please contact Justice Systems.

Table 5. Minimum Database Server Requirements

FullCourt <i>Enterprise</i> user licenses – up to	Number of Database Servers	Processors per Server (quad-core)	RAM per Server (GB)
1-2	0 (all on Workstation) ⁺		
5	1 [#]	1	16 [#]
10	1 [#]	1	32 [#]
100	1	1	64
200	1	2	96
Over 200	Contact Justice Systems		

⁺ This configuration uses a single workstation to support the Browser, the application server and the database server for 1-2 users. See the Workstations section below for guidelines.

[#] This configuration uses a single server to support both the application server and the database server for up to 10 users; over 10 users, you should use separate servers for application and database

3.4 Enterprise Service Bus (ESB) Server

The ESB Server is used by FullCourt *Enterprise* to exchange data with external systems. The ESB can communicate with other services and applications (e.g., legacy systems, justice partner systems and other Justice Systems applications) using disparate transport and messaging technologies, and supports almost all modern transports and protocols.

The ESB Server is typically deployed on the middle tier web/application server. When the web/application Server is deployed in a cluster of two (2) or more servers, the ESB is deployed on a separate physical server. Please contact Justice Systems for more information on configuring a separate ESB server.

Hardware requirements for a separate ESB Server are minimal: single quad-core processor, 16 GB RAM, hardware mirrored 300 GB disks.

3.5 Imaging Module – Prizm Document Viewer Server

The Prizm Document Viewer Server is used by the optional Imaging Module to support viewing, annotating, redacting, and manipulating documents and scanned images.

For smaller deployments, the Prizm Document Viewer Server may be a shared service running on the middle tier web/application server. For larger deployments, the Prizm Document Viewer Server should be deployed on a separate physical server. Please contact Justice Systems for more information on configuring a separate Prizm Document Viewer Server.

Recommended hardware requirements for a separate Prizm Document Viewer Server are based on the expected volume of unique documents (or scanned images) viewed per minute:

- Minimum Requirements:
 - 2 cores, 8 GB memory.
 - Add 2 GB memory per additional CPU core.
- Recommended Requirements*:
 - Low Volume (1-10 documents per minute):
4 cores, 32 GB memory, 7200rpm or Solid-State Drive (SSD)
 - Moderate Volume (10-20 documents per minute):
8 cores, 64 GB memory, Solid-State Drive (SSD) recommended.
 - High Volume (20-30 documents per minute):
20 cores, 128 GB memory, Solid-State Drive (SSD).

* Processor, memory and disk requirements for good performance are dependent on numerous factors including type of documents, size of documents, content of documents. Adjustments may be necessary based on current or anticipated documents/images being used.

3.6 Print Server

The Print Server provides connectivity between FullCourt *Enterprise* and the printers on the network. Typical FullCourt *Enterprise* installations have separate printers to support report printing, document printing, label printing, and receipt printing – and usually multiples of each of these types. The print server facilitates the connection and configuration of each printer, supports a queue for each to prevent any printing backlog on the application server, and supports the device drivers needed for each of the various printer types and manufacturers.

The print server can be a separate physical server or it may be a shared service running on the middle tier web/application server and/or on the database server. Please contact Justice Systems for more information on configuring the print server.

4 Workstations

Workstations are the computers where users interact with FullCourt *Enterprise* through a web browser. Workstations should have sufficient memory and free disk space to support simultaneous operation of the browser and any other software used locally on the workstation.

4.1 Minimum Configuration:

- Dual-core processor, or better*
- 4 GB memory*
- 19" monitor (1280x1024), or larger
- 100 Mbps Ethernet adapter
- Microsoft Windows 7 / 8 / 8.1 / 10 Professional
- Microsoft Word 2010 or later (or other word processor that supports RTF format)
- Google Chrome 41 or later# (Chrome provides superior performance and industry-leading HTML5 functionality)
- Internet Explorer 11.x or Microsoft Edge

4.2 Recommended Configuration:

- Quad-core processor, or better*
- 8 GB memory*
- 20" monitor (1280x1024), or larger
- Gigabit Ethernet adapter
- Microsoft Windows 7 / 8 / 8.1 / 10 Professional
- Microsoft Word 2010 or later
- Google Chrome 56 or later# (Chrome provides superior performance and industry-leading HTML5 functionality)
- Solid-State Drives (SSD) are recommended for courtroom workstations using Courtroom Session functionality.

4.3 Supported Browsers:

- Google Chrome 41 or later# (Chrome provides superior performance and industry-leading HTML5 functionality).
- Internet Explorer 11.x or Microsoft Edge (support for HTML5 Synchronous IndexedDB and Web Storage from Web Workers is required for Court Room Processing and Plea Negotiation functionality).
- All major browsers are supported for public access.

FullCourt Enterprise relies on the Java browser plugin to support the optional CitePayUSA Point Of Sale Module (i.e., support for VeriFone credit card terminals). With the release of **Google Chrome version 45**, Google has removed support for the Java plugin. To use the CitePayUSA Point of Sale Module with Chrome you will need to use Chrome 41- 44. Future releases of FullCourt *Enterprise* will migrate away from the use of the Java plugin for this functionality.

4.4 1-2 User Configuration:

If using a single workstation to support the Browser, the application server and the database server, the following requirements apply to the workstation running the application server and database server:

- 2.3 GHz dual-core processor (quad-core recommended), or better*
- 8 GB memory, or 16 GB if optional Imaging Module is used*
- Microsoft Windows 7 / 8 / 8.1 / 10 Professional **(64-bit Required)**

* Processor and memory requirements for good performance are dependent on numerous external factors including the other applications and processes running on the workstation. Adjustments may be necessary based on current or anticipated workstation environments.

5 Network

The FullCourt *Enterprise* system is an N-tiered, browser-based system. Each tier of the architecture communicates with other tiers over an IP network. As such, the network infrastructure is critical for efficient operation of FullCourt *Enterprise*. A switched Gigabit Ethernet infrastructure is required for optimal performance; however, FullCourt *Enterprise* requires no particular configuration, equipment, and/or vendor for the IP network.

As a browser-based system, FullCourt *Enterprise* is ideally suited for remote access. However, for deployments with remote sites, the available network bandwidth between the remote site and the data center where FullCourt *Enterprise* is deployed is still an important consideration. Every court is different in their system usage, particularly with regard to electronic images/documents. While it is difficult to determine a meaningful per user session bandwidth requirement, based on observed usage in large courts that effectively use electronic images/documents, a rough estimate of average bandwidth utilization would be 25-50 Kbps per user session.

Contact Justice Systems for assistance in assessing specific bandwidth requirements.

6 Printer Specifications

Typical FullCourt *Enterprise* installations have separate printers to support report/document printing, receipt printing, and label printing – and usually multiples of each of these types. Use of network printers (that are available to the web application server) is recommended for FullCourt *Enterprise*.

6.1 Report/Document Printers

For report and document printing, FullCourt *Enterprise* generally supports any laser printer for which device drivers are available on the applicable operating system.

6.2 Receipt Printers

For receipt printing, FullCourt *Enterprise* generally supports any laser printer for which device drivers are available on the applicable operating system as well as Ithaca receipt printers. Other specialized receipt printers may be supported through configuration and/or customization. Contact Justice Systems if you need support for a specialized receipt printer not listed above.

NOTE:

Most FullCourt *Enterprise* users deploy one of the following receipt printers: Ithaca Series 150, Ithaca POSjet 1500, and legacy Ithaca 610 and Ithaca iTherm 280.

6.3 Case Label Printers

For case label printing, FullCourt *Enterprise* generally supports any laser printer (using various Avery layouts) for which device drivers are available on the applicable operating system as well as the Brother QL-1060N and Dymo LabelWriter specialized label printers. Other specialized label printers or layouts may be supported through configuration, creation of specific templates and/or customization. Contact Justice Systems about support for a specialized label printer not listed above.

6.4 Check Printer

For check printing, FullCourt *Enterprise* generally supports any laser printer (using various check layouts) for which device drivers are available on the applicable operating system. Other specialized check printers or layouts may be supported through configuration, creation of specific templates and/or customization. Contact Justice Systems if you need support for a specialized check printer.

7 Document Imaging

If your court intends to use the FullCourt *Enterprise* Document Imaging Module, please note the following additional requirements:

The FullCourt *Enterprise* Imaging Module works with industry-standard scanners (TWAIN).

Scanning can be done at each user's work area and/or in a central location.

7.1 Scanner Requirements

- A standard TWAIN compatible scanner
- Resolution for standard documents is 200dpi / B&W
- Scan speed requirements depend on the number of images scanned per day

NOTE:

Many FullCourt *Enterprise* users deploy the Fujitsu fi series workgroup scanners (*e.g.*, fi-6130, or fi-7160) as a workstation scanner.

7.2 Storage Requirements

Stored images/documents use an average of about 50k per page. A read-only public-access copy of each document (with any redactions) is stored in Adobe Acrobat (PDF) format, which also uses about 50k per page. To estimate the amount of storage required, multiply the number of estimated pages by 100k.

You may use the following average number of pages per type of case for estimating purposes:

- Parking: 3
- Moving Violations: 5
- Misdemeanor: 20
- Felony: 300
- Civil: 1,000

The actual number of pages per case type may vary significantly by court depending on how business rules and processes are implemented.

Section 8. (See Exhibit 5, Table B. Technical Requirements #15.1-4)

Standard Legacy Data Conversion

(RFP Exhibit 3, 2.0 Implementation and Deployment Services, Item 2.6)

Justice Systems will perform our Standard Legacy Data Conversion from the existing court case management system(s) to the FCE database.

To meet the Court's eighteen (18) month roll-out timeframe, minimize risk, and provide a more cost-effective approach to achieve the procurement goals of the Court, our Standard Legacy Data Conversion limits the scope of conversion to the following data tables:

- Parties.
- Cases (include judge).
- Charges (including violation date, officer, disposition, disposition date, and finding).
- Case Roles (defendant and victim).
- Statutes.
- Agencies.
- Officers.
- Judges.
- Register of Actions (no legacy ROA codes or mapping to FCE events).
- Balance Due on Case/Charge (to be provided as text in an ROA).

This data conversion does NOT include converting the following data tables among others:

- Attorneys.
- Prosecutors.
- Case Status History.
- Hearings.
- Minutes.
- Warrants.
- Subpoenas.
- Summons.
- Financials, including Assessments, Payments, Bonds, etc.

The Court technical staff will extract the source data into an intermediate flat-file format. The Court will document the extracted fields, tables, relationships, linkages, and encoding. The extracted data will be reviewed by the Court for consistency, correctness, and completeness, and will be systematically corrected and edited, as required, in the export process. Proper relationships among the data must be also established in the intermediate format.

Justice Systems will work with the Court to define procedures that will resolve any relationship translations needed, and mapping of codes. Justice Systems will create the process to validate, translate, and move the data from the intermediate form into the FCE database. During the Analysis and Configuration phase of the project, Justice Systems will work with the Court to provide four (4) iterative data conversions that will be used by the Court to validate the completeness and correctness of the converted data.

Justice Systems has well-defined data conversion tools and processes that have been used to migrate dozens of Courts from to FCE. The Justice Systems data conversion process ensures:

- The data conversion can be readily and efficiently accomplished with the minimal possible interruption in daily court operations.
- The preservation of relationships among the various data tables.
- The quality, consistency, and completeness of the original data after conversion.

When system acceptance and review activities begin prior to Go-Live, the final conversion process will have been established and will be part of the review and acceptance activities.

The high-level steps of the data conversion process are as follows:

Iterative Data Conversions:

1. Court provides JSI an export of the legacy database for the iterative data conversions.
2. JSI performs the iterative data conversion.
3. JSI performs validation tests on converted data.
4. JSI loads converted data into the FCE test environment.
5. JSI provides the Court a list of data consistency errors that require data cleansing prior to final data conversion.
6. Court and JSI work together to review iterative data conversion and perform data cleansing.
7. Court performs some initial setup and configuration of FCE with JSI assistance.

Final Data Conversion (Thursday prior to Go-Live):

1. Data entry into FCE stops by 3:00pm (Mountain Time).
2. Court creates an export of the legacy database for the final data conversion.
3. JSI performs the final data conversion.
4. On Saturday, JSI performs validation tests on converted data.
5. On Saturday afternoon, JSI loads converted data into the FCE production environment.
6. JSI provides the Court a list of any outstanding data consistency errors that require data cleansing.
7. Court and JSI review final data conversion.
8. Court performs some final setup and configuration of FCE with JSI assistance.
9. On Monday morning, Court is “live” with FCE.

Data Extraction, Transformation, Staging, Cleansing, and Validation

During the data conversion process, any data consistency errors are logged so they can be reviewed and used to perform any necessary data cleansing prior to the final data conversion. In addition, after the data conversion is completed, data validation tests are run against the target database to identify any data consistency errors, so they can also be used to perform data cleansing. Justice Systems works with Court personnel to identify where data cleansing is needed. It is the responsibility of the Court to perform any data cleansing based on the information provided by Justice Systems.

Final Conversion Process

Justice Systems follows a detailed data conversion checklist to ensure a successful final data conversion. The initial step is a “kick-off” meeting of all Justice Systems staff involved in the data conversion process to review

the plan and any unique circumstances pertaining to the Court. Justice Systems' staff is well versed in the legacy to FCE migration process, having performed the same migration numerous times for courts of varying sizes and varying circumstances.

Other Conversion Services

If the JBE desires additional conversion services, Justice Systems is willing to negotiate the pricing and timeline of such services during negotiation of the Participating Addendum with the JBE.

Section 9. (See Exhibit 5, Table D. Implementation and Deployment Services #2.5 & 2.13)

Gap Analysis and Configurability

(RFP Exhibit 3, 2.0 Implementation and Deployment Services, Item 2.5)

Justice Systems has used our implementation methodology successfully across many years and many successful implementations. Gap Analysis is central to our iterative 'review and improve' approach: FCE capabilities, analyzing with the Court team how those capabilities might be adapted and configured to meet the Court's specific needs, evaluate where gaps exist between processes and capabilities and then modifying the system setups and configurations as necessary to meet the court's needs. This iterative pattern is repeated across all major functional components of the system, with each functional area usually revisited two or three times.

Our experience has shown that it is important for the customer project team to get broad exposure to the system's features and capabilities before reaching a conclusion on most process changes or system configurations. While some needed changes are obvious on initial review, most decisions are best made when a more complete understanding of available options is reached. Justice Systems has long and successful experience with this approach to gap analysis, and expects to move the decision process along quickly.

Almost all court business processes can be accommodated by FCE by way of system setup and configuration, setting up the various capabilities as described below. With Superior Courts of all jurisdictions already operating in California, Justice Systems anticipates that adaptation of the system to additional California Superior Courts should be a straight-forward matter.

The FCE solution is highly configurable without program modifications, and many of the unique requirements of individual Courts can often be met through proper system setup and configuration, workflows, work queues, ad hoc reporting, document templates, role-based security, etc. Configuration changes to FCE can generally be performed by Court staff without Developer involvement. Configurations are stored in the FCE database or external property files and are preserved through application upgrades.

Basic user-configurable setup tables include:

- Statutes/Ordinances
- Fines
- Fees
- Fine and Fee Rules
- Distribution Rules
- General Ledger Accounts
- Bank Accounts
- Hearing Types
- Findings
- Dispositions
- Law Enforcement Agencies and Officers
- Law Firms and Attorneys
- Judges
- Courtrooms
- Case Types and Sub-types
- Register of Action Entries
- Probation Conditions
- Probation Officers
- Charging Language
- Prosecutors
- Public Defenders
- Sentencing Ranges
- Incident Reporting Processing
- Case Notes
- And Dozens More

In addition to basic information entry, many user-configuration entries in our products control how the products behave and process information. Fine and Fee Rules and Distribution Rules affect how fines and fees are assessed to cases, how payments are processed on those assessments, and how collected monies are distributed to other agencies. Scheduling blocks can be defined that control how and when hearings of certain purpose on certain case types are scheduled both by time and by courtroom. Our Overdue Processing module is a fully rules-driven automation engine that allows the users to define automated case processing steps, what triggers those steps, and what processing takes place over what timeframe, allowing updating of hundreds of cases at once that meet the rule-based criteria for processing. The automated processing can include data entry to the case, financial updates, document production, and more.

FCE includes a customizable and configurable User Dashboard that allows for various widgets that provide easy access to several workflow processes that include Courtroom Sessions, Work Queues, Reminders, and the Judges' Daily Schedules. Work Queues and Reminders allow the court to track actions which need to be taken on cases.

Work Queues allow users to organize tasks and create workflows that must be completed within the system. Users may create Work Queues, and then define Application Events and Register of Actions (ROA) entries that will trigger a task to be placed into a Work Queue. Each item in a Work Queue will provide information and links necessary for task completion. A Work Queue also may be configured to generate a document, or a set of documents. In addition, Work Queue tasks can be given a Warning Date and a Due Date to ensure tasks are completed in a timely manner. FCE allows the court to define Work Queue names, and security access to the specific Work Queue. Once a task is completed in a Work Queue, the task may be automatically assigned to another Work Queue.

Work Queues can be configured to automate updates to Pleas, Findings, Case Status, Warrant Status; automate assessments of Fines and Fees; automate adjustments to Fines and Fees; Convert Bonds to pay Fines and Fees; and more – with or without User review to approve the actions.

FCE's Reminders functionality allows the court to define any type of time limit or action that needs to be

completed by the court and/or a case participant. The Reminder Queues functionality tracks who the task is assigned to, a completion due date, in addition to tracking who completed the task and when it was completed. Also, Reminders can be attached/identified to be invoked based on an Application Event.

FCE also provides an internal workflow engine driven by Application Events. Application Events are system defined events (*e.g.*, case creation, hearing scheduled, *etc.*) that can trigger automated actions. Application Events provide the following functionality:

- Define actions that are triggered when an Application Event is triggered or an ROA entry generated.
 - Actions that can be triggered by an Application Event include: generating ROA entries, printing documents, indexing documents to case, seal/unseal, remand, bind over, jury requested, hearing result, auto appeal, case status transitions, email notifications, *etc.*
- Define documents or document sets that are generated when an Application Event is triggered or an ROA entry is generated.
- Define Reminders that are created/completed when an Application Event is triggered or an ROA entry is generated.
- Generate email notifications to parties on the case.

FCE provides the court with a comprehensive, highly configurable, and automated workflow toolset that includes Work Queues, Reminders, Application Events, ROA entries, Courtroom Processing, and Overdue Processing.

Section 10. (See Exhibit 5, Table D. Implementation and Deployment Services #2.8) **Change Management**

(RFP Exhibit 3, 2.0 Implementation and Deployment Services, Item 2.8)

Whether discovered or requested as part of the project efforts proposed in this response, or requested in the normal course of business at any time outside the effort of this project, additional functionality beyond that proposed in Justice Systems' response to this RFP are handled in a two-phase change request process that is described below.

Functionality Change Requests are handled as follows:

- Any Programming Services that Justice Systems and Customer mutually agree upon shall be managed in a two (2) phase process.
 - Phase I will be the analysis portion of any programming work—that period of time when both the Customer and Justice Systems are working closely to communicate requirements, designs, work plans and the like.
 - Phase II applies to the period after which the delivery of designs has been made and plans, schedules and costs have been agreed upon.

Given this dual phased approach to Programming Services, a “workflow” process is intended to provide for a well-defined and cooperative environment:

- Each request for Programming Services will be submitted by the Customer in writing and with as much detail as reasonably possible given the existent circumstances. Whenever practical, requests for multiple Programming Services will be submitted simultaneously to become part of a single “project”.
- Each request will incorporate written documents that may more clearly apprise Justice Systems of the desired functionality and assist in the design process.
- All requests for Programming Services shall be submitted on behalf of the Customer by an authorized Project Management personnel (PM), so stating that the request has been authorized and that sufficient funding for the Phase I commitment is available.
- The written request will be submitted to a designated Justice Systems Client Manager, who will acknowledge receipt of same in writing and either simultaneously with that acknowledgement, or within 24 business hours, provide the Customer PM the tracking issue number(s) assigned to the request.
- The acknowledgment and assignment of a tracking issue number will constitute Justice Systems’ acceptance of the request to begin analysis and design work toward the development of final specifications and a work plan. The costs for such Phase I analysis shall not exceed \$3000, unless otherwise the amount of any additional costs is agreed to by the parties in writing (“Phase I cap”). Phase I charges in accordance with the schedule set forth at the end of this Services Agreement and the Phase I cap will begin to be incurred at this point and continue until either of these events occurs: (a) the Customer PM communicates in writing to the Justice Systems Client Manager that the requested Programming Services has been withdrawn; or (b) the final specifications and Final Work Plan have been accepted by the Customer and a Purchase Order has been timely and properly submitted to Justice Systems. All Phase I charges incurred up to this point and time, not to exceed the Phase I cap, will become due and payable as specified in the Payment section below.

Analysis and Design:

- Upon acknowledgment of the requested Programming Services, Justice Systems will begin initial analysis toward the Design and the definition of a Preliminary Work Plan. This analysis will most likely involve participation of resources from within the Customer’s staff. The Justice System Client Manager, together with the Customer PM, will coordinate the assignment and commitment of resources for this purpose.
- The completion of analysis work will take place following one or more of the following: conference calls among resources, email communications, web meetings and (where necessary) on-site meetings, as well as any other forms of communication and information exchanges as the parties mutually agree to be reasonably required in achieving the goals of the analysis.
- Analysis work, the design, specifications and Work Plans (both Preliminary and Final) are intended to be elements of an overall “process” involving the exchange of ideas, questions, concepts and, as necessary, written instruments demonstrating screen mockups, reports, etc. Sometimes a single event or meeting may be all that is required for the parties to sufficiently appreciate the request. An iterative process will more likely be the standard.

Final Specifications and Final Work Plan:

Products of the Analysis and Design work will be:

- Preliminary Design Specification(s).
- A Preliminary Work Plan.
- A Price Quote, including any annual maintenance and support costs, based upon the Preliminary Design Specifications and Preliminary Work Plan which will be submitted by Justice Systems to the Customer for review, comment and approval, modification or rejection of proposal.
- Upon the Customer’s approval of the Final Design Specification(s), Justice Systems will prepare and submit simultaneously, or typically within 10 business days, a proposed Final Work Plan and Fixed Price Proposal, including any annual maintenance and support costs. The Final Work Plan will outline the anticipated schedule for completion of the modification(s) outlining timeframes and deliverables.
- The Final Work Plan, and included schedules, will be dependent upon receipt by Justice Systems of a Purchase Order for the contemplated Programming Services within the timeframe set forth in the proposed Plan. Failure to timely provide the Purchase Order, or other changes to the proposed Final Work Plan, may result in the necessity to adjust other timeframes or scheduling.

- A written amendment and Purchase Order will be required before Justice Systems will begin the performance of Services set out in the Quote (Phase II).

Change Orders:

- All requests from the Customer for Change Orders to the agreed upon specifications, analysis and design work or any additional work shall be submitted in writing to the Justice Systems Client Manager, and the parties will employ the same procedures outlined for submission of originating requests.
- Change Orders not affecting the approved Programming Services, Final Design Specifications or Final Work Plan will be treated as “new” requests and assigned as being new Projects.
- Change Orders or subsequent requests affecting the approved Programming Services, Final Design Specifications or Final Work Plan require amendments to any, or all, such instruments and shall be subject to written agreement of the Customer PM.
- Prior to performing any work occasioned by a Change Order affecting the approved Programming Services, Final Design Specifications or Final Work Plan, the Customer will be invoiced for work completed and shall be payable as specified in the Payment section below. Invoices will be for the proportionate amount of the fixed costs for work already performed by Justice Systems.

Payment for Programming Services:

- Phase I charges will be billed monthly on a “Time & Material” basis, unless otherwise mutually agreed upon in a fixed price quote.
- Phase I “Time & Material” charges for Programming Services will be itemized on the monthly invoice by “rate type” of the Schedule of Standard Professional Services Rates.
- “Fixed Prices” will include the total costs for Justice Systems’ development, testing, and delivery of the requested modification(s), the cost of Release Letter and Help Text production, and other costs mutually agreed to by the parties. “Fixed Prices” will include travel time and travel expenses.
- All invoices shall be paid within thirty (30) days of a properly submitted invoice date.

END OF EXHIBIT 16