

Appendix J: Technical and Administrative Requirements

GENERAL QUESTIONS *(If possible, please limit responses to one page or less.)*

- A. Please outline the system requirements for each component of the proposed ECM solution. Include client platform requirements, browser support, server platforms and recommended hard disk requirements for acceptable performance.
- B. Outline the skills required to develop and maintain your solution.
- C. Briefly describe past integrations with Oracle Financials, SAP, and/or Peoplesoft systems.
- D. Briefly describe the modularity of your solution. Can individual components be implemented independent of others? How difficult is it to add new functionality without adversely affecting the overall solution?
- E. Is your system fully scalable? Does it allow for an increase in the number of users and volumes of data without requiring replacement of primary system components? Please describe how your system will scale to meet the growing information needs of the courts and the population of California.
- F. AOC legal counsel has advised that the AOC and appellate courts adhere to web-related accessibility standards outlined in federal U.S. Section 508 of the Rehabilitation Act (as amended). Additionally, the AOC and appellate courts intend to voluntarily adopt an extended set of accessibility standards (specifically, WCAG 1.0 Priority 1 Checkpoints), along with custom privacy and linking policies.

Please address the following questions related to accessibility: *For this narrative question, the response does not need to adhere to the one page limit.*

- Discuss how and to what extent your product suite meets Section 508 standards. Please cite particular subparts and sections (e.g. “Subpart B § 1194.21 Software applications and operating systems.”), where applicable. Also, in describing compliance, distinguish whether said accessibility feature is (a) incorporated within the product suite or (b) compatible with third-party user assistive technology.
- Regarding Section 508, Subpart B § 1194.22 Web-based intranet and internet information and applications, specifically discuss how your web content management solution can allow the AOC and appellate courts to control/prevent non-compliant web content (i.e. web content that does not meet 508 standards, WCAG checkpoints, and/or other custom privacy,

linking, or legal policies) from being published to our web sites.

- Discuss how your solution exceeds federal accessibility standards or results in additional benefits in this area, if at all. For example, can your solution automatically optimize web content delivery for screen readers, mobile devices, and RSS feeds? Does your product provide easy-to-use alternative, text-only/XML site management?
- Discuss your solution's shortcomings in the area of accessibility and how these limitations might otherwise be addressed.

DETAILED REQUIREMENTS

Response Key:

| | |
|---|--|
| 1 | Item is "Out Of Box"- indicate module |
| 2 | Item will be included in future release - specify version and date |
| 3 | Item addressed by 3rd party integration- specify partner |
| 4 | Item requires customized code to be written- estimate level of effort and cost |
| 5 | Item not addressed by solution |

J1. Technical and Administrative

| ITEM | REQUIREMENT | RESPONSE | COMMENTS |
|-------|--|----------|----------|
| J1.1 | System shall comply with JSR 168 and 170. | | |
| J1.2 | System shall follow XML Web Services standards. | | |
| J1.3 | Web interface shall be Section 508 compliant (see Appendix C for more detail). | | |
| J1.4 | System shall operate with the AOC's chosen database product, Oracle. | | |
| J1.5 | System shall have the ability to integrate with products included in agency standard operating environment (defined in RFP). | | |
| J1.6 | System shall run on agency standard platform. | | |
| J1.7 | System shall have the ability to use XML to interface with other products. | | |
| J1.8 | System shall provide or support standards-based development tools (eg XML, CSS, DHTML, XSLT and other open standards). | | |
| J1.9 | Systems shall support agency application servers and platforms. | | |
| J1.10 | System shall support current industry standard web programming frameworks (e.g. J2EE or Microsoft .NET). | | |
| J1.11 | System shall support data exchange involving open standards and protocols for web services. This includes WSDL (web services definition language), UDDI (Universal Description, Discovery and Integration) and SOAP (Simple Object Access Protocol). | | |
| J1.12 | System shall support operating systems, browser and productivity applications included in agency SOEs. | | |

| ITEM | REQUIREMENT | RESPONSE | COMMENTS |
|-------|---|----------|----------|
| J1.13 | System shall support standard messaging protocols (eg SMTP, MIME). | | |
| J1.14 | System content authoring tools shall support portability and standards: AICC, IMS, IEEE and SCORM (e.g. AOC needs to exchange learning objectys with other orgs - import objects from other vendors and gov't agencies who are also SCORM compliant). | | |
| J1.15 | System shall integrate with native tools for user authentication and support single sign on (Active Directory). | | |
| J1.16 | System shall integrate with registration tools used by the AOC, including reg123. | | |
| J1.17 | System shall support exposure of any content through standard interfaces (SOA) | | |
| J1.18 | System shall support migration and conversion of data from existing repositories, including file servers. | | |
| J1.19 | System shall have the ability to generate PDF documents from XML Documents. | | |
| J1.20 | System shall have the ability to use XML to interface with other products for document or web content import. | | |
| J1.21 | Systems shall be scalable to meet anticipated growth of the agency, both in user base and content volume. | | |
| J1.22 | System shall provide web-based administration tools for managing the complete solution, including users, roles, repositories, etc. | | |
| J1.23 | System shall support customized role/security definition, allowing for individual system functions to be grouped, assigned or removed from an individual user or role profile. | | |
| J1.24 | System shall provide for segregation and assignment of administrative functions, so that individual functions may be assigned to a customized role. | | |
| J1.25 | System shall support scheduled jobs for monitoring and maintenance of the system. | | |
| J1.26 | System shall integrate with AOC standard email archiving tool, Symantec Enterprise Vault. | | |
| J1.27 | Vendor shall <i>support the AOC disaster recovery plan (e.g. storage and backup of content on multiple servers).</i> | | |
| J1.28 | System shall meet WM100 performance standards | | |

| ITEM | REQUIREMENT | RESPONSE | COMMENTS |
|-------------|---|-----------------|-----------------|
| | for load time (5.86 sec) and APPBENCHMARK for transaction time (18.11 sec) as outlined at http://www.webmastersolutions.com/wm100.html . | | |

END OF APPENDIX