Administrative Office of the Courts

REQUEST FOR INFORMATION

REALTIME TRANSCRIPT MANAGEMENT SOFTWARE

Release Date Friday February 9, 2007

RESPONSES DUE BY:
FRIDAY MARCH 16, 2007   3:00 P.M. PST

Judicial Council of California
Administrative Office of the Courts
2860 Gateway Oaks, 4th Floor
Sacramento, CA 95833

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I. Invitation to Respond

You are invited to respond with information to assist the Judicial Council, Administrative Office of the Courts ("AOC"), and the Superior courts of California in a Request for Information ("RFI") to evaluate commercial software products that will assist court personnel in real time transcript file management.

Your response will be submitted to the AOC. Please use the information contained within this document and the format requested as the basis for your response. Only vendors who respond to this RFI shall be considered eligible to respond to subsequent invites to request for proposal that will result from this RFI.

A. Background

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, procedure, and performs other functions prescribed by law. The Administrative Office of the Courts ("AOC") is the staff agency for the Council and assists both the Council and its chair in performing their duties.

B. Project Description

The objective of this RFI is to seek a vendor that markets realtime transcript management software designed for the court reporting industry that can be utilized in the court environment. This realtime application must enable users to connect their notebooks or PCs to the court reporter during a trial, arbitration or deposition and receive "live" text and if desired live audio. The transcript text ideally should appear on the computer screen seconds after the testimony is given. Users would also like the option to annotate the text in order to assign quick notes, issue coding and a variety of other features to the text instantly. The software must encompass features that allow for full-text searching capabilities that enable the user to search words or issues as testimony is being given.

The AOC is requesting information from vendors that have the proven experience and a good track record with other business partnerships. Software features must include the following at a minimum:

a) User friendly.
b) Thoroughly tested by its target audience and in use for a number of years.
c) Provide extensive security for transcript files.
d) Insulation from any realtime patent litigation.
e) Requires very little involvement in terms of setup by the courts IT staff.
f) Provides for in-house   training.
g) Reasonably priced.

II. Requirements

A. Court Breakdown

Many courts have multiple locations. The following numbers of judges below are useful in terms of representing the order of magnitude of court sites:

Small Court – (forty-six) 46 Locations - between 1 – 30 Judges

Medium Court – (eight) 8 Locations -between 30 – 100 judges

Large Court - (three) 3 Locations - between 100 - 250 Judges

Extra Large Court - (one) 1 Location - between 250 – 470 Judges

Total number of Courts Statewide = 58

III. Response Format

The following is the format outline for a response to this RFI. This outline is intended to minimize the effort of the respondent and structure the responses for ease of analysis by the AOC. Please adhere to this format.

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A. System Features

Questions in this section address the function of servers, file features as well as system security.

1.   Do all the users have to be in the same location once they log on to the system?
Response:

2.   Do users need to be first connected to the internet?
Response:

3.   Does your software allow for the capability to broadcast live realtime text?
Response:

4.   Does your software allow for the capability to stream live audio?
Response:

5.   Does your software have the "Instant Messenger" feature and can it be used to communicate with other users collectively or privately during a transcript session?
Response:

6.   Describe how your service will protect from unauthorized copying, alteration or deletion of transcript files?
Response:

7.   Does your program provide for search or retrieval of previously loaded transcripts?
Response:

8.   Do you provide each user with independent passwords to the system?
Response:

9.   May the system administrator delegate the use of this product to other authorized users?
Response:

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10. Provide the capacity limit for download per file and retrieval per transcript file?
Response:

11. Describe what type of files other than transcript notes can be stored on the court's network?
Response:

12. Does your application have a report feature? If so, describe what type of reports may be generated?
Response:

13. Which operating system/s is compatible with this software product?
Response:

14. May this product be used in conjunction with other technology?
Response:

15. May this product be used in conjunction with other court reporter transcription software? For Example is the software "Eclipse" compatible with this software?
Response:

16. How is the feed achieved from laptop/personal computer to the Court reporter stenographer's machine?
Response:

17. How many users may connect to the stenographer's machine at a given time?
Response:

18. Does your software allow for an annotation feature during a transcript session?
Response:

19. How does your software provide for coding or labeling for such annotations during the transcript feed?
Response:

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20.   Does your transcript software allow for word search during the taking of testimony?
Response:

21.   How does your program provide differently for special transcript files such as death penalty?
Response:

22.   How does your software provide for persons hard of hearing or with other applicable disabilities?
Response:

B. Management, Training & Support

Questions in this section address file management, software training and program technical support.

23.   How familiar is your company with the California Statutes that mandate requirements governing transcript file management?
Response:

24.   Does your company provide a website that allows the court to report system problems and seek assistance?
Response:

25.   How many simultaneous users are supported?
Response:

26.   How much in –house training is required in order to manage the product?
Response:

27.   Are their special network requirements (LAN or WAN) for this software? this product?
Response:

28.   What telecommunications connectivity or speeds are required for the optimal use of this product?
Response:

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29.   What internet browsers are compatible with this software product? Which is/are preferred?
Response:

30.   Does this software have any known conflicts or incompatibilities with any software or hardware (including firewall products)? If so, Please describe.
Response:

31.   Does your software support blocking by protocol or activity, pop-ups, email, etc?
Response:

C. Pricing & Cost Alternatives

Questions in this section relate to the several aspects of pricing.   Please Identify non-recurring and annual recurring costs. Also, discuss (if applicable) cost drivers, cost tradeoffs, and schedule considerations.

32.   What are the initial set-up costs for the program software?
Response:

33.   What type of technical support is offered with this software? Does it involve additional costs?
Response:

34.   How is the software product priced? By the workstation? By the number of workstations? By the number of simultaneous users? What are the increments in which licenses are offered - e.g. 1-49, 50-99, 100-499, 500-999?
Response:

35.   Is there an annual subscription or renewal fee required for the software? And how long are the quoted renewal prices guaranteed?
Response:

36.   Are there additional license fees for this software?
Response:

37.   Are discounts offered for volume purchasing?
Response:

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38.   Does your company face patent issues with the use of this software? How have you provided for potential litigation (if applicable)?
Response:

39.   What additional hardware and/or software are needed for optimal performance?
Response:

D. Corporate Expertise

Briefly describe your company, your products, customer base and services, history, ownership and other information you deem relevant.

E. Project Experience

Please describe in particular, any projects you have been involved in that are similar in concept to what is described in this RFI.

F. Additional Materials

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

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IV.   RFI Submission Information

A.   *Confidential or Proprietary Information*

All materials submitted in response to this RFI will be returned only at the AOC's
option and at the expense of the vendor submitting the response. One copy of a
submitted response will be retained for official files and become a public record.
Any material that a vendor considers as confidential but does not meet the
disclosure exemption requirements of the California Public Records Act should
not be included in the vendor's proposal as it may be made available to the public.

B.   *Reservation of Rights*

This RFI is issued solely for information and planning purposes only and does not
constitute a solicitation or an offer. Vendors who respond to this RFI shall be
considered eligible to respond to subsequent invites to request for proposal that
will result from this RFI.   Responders are solely responsible for all expenses
associated with responding to this RFI.

C.   *Contact Information*

All email submissions sent to the Solicitation Mailbox, **TCSolicitation@jud.ca.gov** and
MUST contain the subject referencing "**Electronic Storage for Court Reporter Notes
RFI**" and other appropriate identifying information in the email subject line. If a vendor's
question relates to a proprietary aspect of its proposal and the question would expose
proprietary information if disclosed to competitors, the vendor may submit the question in
writing, conspicuously marking it as "CONFIDENTIAL."

Following is the point of contact this RFI:

Alexi Andersen, Contract Specialist
Email: TCSolicitation@jud.ca.gov

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D.   Response Time

<u>Deadline for submitting this RFI is Friday March 16, 2007.</u> Please submit responses via e-mail in Microsoft Office document format by 3:00 P.M. PST. Supplemental hardcopy materials such as brochures, etc. may be sent to:

<div align="center">

Administrative Office of the Courts
Finance Division – Business Services
Attn: Trisha Hatcliff
Contract Specialist
2860 Gateway Oaks, 4th floor
Sacramento, CA 95833-3660

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E.   Information Exchange

After the AOC has had a chance to review the submitted material, your firm may be contacted and asked to participate in an information exchange with the AOC.