|  |
| --- |
| Attachment 9 – Statement of Work |

**Table of Contents**

Attachment 9 – Statement of Work i

A. Statement of Work Overview A-2

B. Requirements Overview B-3

B.1 BUSINESS REQUIREMENTS B-3

B.2 FUNCTIONAL REQUIREMENTS B-6

B.3 TECHNICAL REQUIREMENTS B-7

C. Project Deliverables C-8

D. Training Requirements D-19

E. Maintenance and Support Requirements E-20

# Statement of Work Overview

The Proposer shall provide the Judicial of Council of California (“Judicial Council” and “JCC”) with an Energy Management Information System (EMIS) commercially available as a Software as a Service (SaaS) application (“Application”) that is capable of tracking, benchmarking, analysis, and reporting on JCC utility data (electricity, gas, water) based on usage and cost with minimal to no customizations.

The JCC is requesting pricing on two configuration scenarios. The first option for configuration is for the Proposer to build and provide the capability to import utility cost and usage date directly from Investor-Owned and municipal utility providers that offer Electronic Data Interchange (EDI) into the Application. The second option is for the Proposer to provide the JCC the ability to upload utility usage and cost data via spreadsheet (CSV) produced and maintained by the JCC into the Application. Proposers are allowed, and encouraged, to provide pricing on both configuration Options.

* Option 1: The Application shall be configured to directly import utility data (usage and cost) via EDI from the utility service providers that the JCC uses at its facilities throughout the state of California on at least a monthly basis. A list of the utility service providers that the JCC currently uses is included in Attachment 12: List of JCC Utility Providers.
	+ For the utility providers that do not have the ability to provide utility usage/cost data via EDI, the Application shall provide the JCC the ability to import utility usage/cost data from a CSV file generated from the JCC’s IWMS into the Application.
	+ Additionally, the Application shall be able to parse the CSV file to identify utility providers whose data has not been provided via EDI and import only the utility cost/usage data associated with the utility providers and not overwrite data obtained directly via EDI.
	+ Finally, the Application shall provide the JCC the ability able to enter utility usage/cost data on an ad hoc basis.
* Option 2: The Application shall provide the JCC the ability to import utility usage/cost data via spreadsheet (CSV file) containing usage and cost data from the JCC’s IWMS into the Application on a monthly basis for analysis and reporting
	+ The Application shall provide the JCC the ability able to edit utility usage/cost data on an ad hoc basis.

For both Options 1 & 2, the JCC shall require thirty-six (36) months of utility cost and usage (electric, gas, water) historical data be loaded into the proposed solution.

If the Proposer is providing a response on Option 1, and if the Proposer can obtain historical data from the utility providers (with the JCC’s authorization), the JCC is requesting the Proposer import the historical cost/usage information from the utility providers. If the Proposers cannot obtain historical information from the utility providers, the JCC will provide in standard spreadsheet or text file formats (either for all utility providers used by the JCC, or for those from whom historical information is not available).

If the Proposer is providing a response on Option 2, the JCC will provide a CSV file with thirty-six months of data to be loaded into the Application

# Requirements Overview

This section of the Statement of Work consists of all Requirements for the Energy Management Information system application.

## B.1 BUSINESS REQUIREMENTS

* The proposed solution shall provide a means for the JCC to accurately monitor, analyze, and audit JCC facilities for efficiency of their utility use, and report the JCC’s progress toward its commitment to reduce energy and water consumption.
* The proposed solution shall be provided as a SaaS (Software as a Service) solution.
* The proposed solution shall have been in production (not beta or testing) and used by customers with a real estate portfolio size similar to the JCC for at least 12 months prior to the Solution Proposed by the Provider responding to this Request for Proposal.
* The proposed solution should provide the capability to automatically import all relevant Utility Provider bill details, including total usage, cost, credits/adjustments, demand charges, etc. billing data by account and meter directly from Utility Providers’ data feed services without on-going work or intervention by JCC staff.
* The proposed solution shall provide the capability to import utility billing data from a CSV file for Utility Providers for which the proposed solution does not have an integration, or the Utility Provider does not offer the capability.
* The proposed solution shall provide the capability to directly enter utility billing data into the proposed solution via a web-based interface for data from Utility Providers for which the proposed solution does not have an integration, or the Utility Provider does not offer the capability.
* The Provider of the proposed solution shall acknowledge the all JCC data (either obtained from Utility Providers for JCC Accounts, or uploaded directly by the JCC into the proposed solution) remain the property of the JCC, and shall not be shared with any third party without the JCC’s express consent.
* The proposed solution shall allow the JCC to associate facility data (description, address, type of construction, ownership, square footage, etc.) with Utility Provider utility billing data (account, meter, etc.) via a web based interface or through an upload of a formatted data file
* The proposed solution shall allow the JCC to create geographic groups (County, Region, Portfolio) and assign building/facilities to these geographic groups.
* The proposed solution shall provide secure multi-department, multi-user access to authorized JCC users.
* The proposed solution shall be accessible through multiple hardware platforms (i.e. smartphones – tablets – personal computers).
* The proposed solution shall support commonly used internet browsers.
* The proposed solution shall be able to upload a minimum history of thirty-six (36) months of utility cost and usage (electric, gas, water) from data provided by the Utility Providers or if this historical information is not available from the Utility Provider, from standard spreadsheet or text file formats.
* The solution shall have the capacity to store at least five (5) years of JCC Utility Billing data, and provide the ability to select for analysis, reporting, and visualization from the entire five (5) year data set.
* The proposed solution shall provide data validation to detect data quality issues with Utility Provider data and will provide an option or service to correct data.
* The proposed solution should have the ability to normalize the data according to factors such as heating degree days and cooling degree days or bin weather data.
* The proposed solution should have the ability to convert, display, and report energy use in equivalent environmental metrics such as CO2 equivalent.
* The proposed solution shall be able to condense large amounts of historical energy usage data obtained from utility bill data into a graphical display format that is rich, intuitive, and user friendly (Executive Data Dashboard).
* The proposed solution will provide a user configurable Executive Dashboard to display to view building energy performance.
* The proposed solution should allow users to annotate charts and displays with key information related to the understanding of the particular data set being displayed, and will store those annotations with the a report or query associated with the data set.
* The proposed solution shall have the ability to access, track, view, and graph Utility Provider utility billing data by billing cycle for energy consumption.
* The proposed solution shall be able condense (create aggregate totals over time, totals by region, by provider, etc.) large amounts of historical energy usage data obtained from utility bill data into custom reports / graphic chart displays.
* The proposed solution should provide users the ability to save custom reports.
* The proposed solution should allow the users to create ‘peer groups’ and will rank facilities by various performance indexes, such as Energy Use Intensity (EUI), Cost per SF/year, kWh per occupant, etc. These performance indexes should be for separate, as well as, aggregated energy or fuel types.
* The proposed solution should integrate with the ENERGY STAR Portfolio Manager to automatically produce ENERGY STAR scores for user-selected buildings
* The proposed solution should be able to characterize and predict the typical or expected energy usage based on key drivers such as weather (degree days/outside air temperature), occupancy, time of day/week, and other variables
* The proposed solutions should have the ability to identify and flag unexpectedly high or low energy use at the building/facility level. This may be accomplished through the use of a baseline model or a simple alarming threshold that is user-definable.
* The proposed solution should be able to provide the capability to allocate and provide total utility costs by calendar month as opposed to billing periods, which may not fall within a single month.
* The proposed solution should provide the capability to log and track the status of energy efficiency projects (e.g., start, ongoing, finish), and descriptions of measures and expected savings.
* The proposed solution should integrate with external data sources such as third-party weather providers so that degree-days can be automatically calculated and charted for inclusion in year-to-year or month-to-month energy comparisons.
* The proposed solution will generate year-over-year, month-over-month, week-over-week, or day-by-day energy and/or cost reports as the available utility data allow. Reports may be generated for single or multiple sites in a format specified by the user.
* The proposed solution should provide users the ability to create and save custom reports.
* The proposed solution shall have the ability to export reports generated within the solution to the following file formats: PDF, XLSX, DOCX, JPG, HTML.
* The proposed solution shall provide the following help system for end users: An online help system that includes comprehensive system documentation.
* The Provider of the proposed solution shall provide the following help system for JCC system administrators: A service help desk with a guaranteed response time of no more than one (1) business day.
* The Provider of the proposed solution shall provide estimates of the frequency of software updates during a year and any associated system downtime.
* The Provider of the proposed solution shall provide all necessary professional project management services to successfully implement the proposed solution
* The Provider of the proposed solution shall offer user training in the following form. Two to four (2-4) hours session either onsite or via Webex training programs
* Before the proposed solution enters production, the Provider of the proposed solution shall commission all data acquisition and communications systems, and analytical functions supported by the technology. The provider will document the test and assurances that were conducted and provide a written report of its finding to the JCC
* The proposed solution shall provide the ability to drill down (e.g.: via click or link) from the graphical representation of data to the underlying data.
* The proposed solution should provide the ability to color code data values (e.g.: red, green, yellow) based on threshold levels associated with the data elements.
* The proposed solution shall provide the ability to provide a positive or negative trend indicator for displayed metrics.
* The proposed solution shall provide the ability to present ad hoc queries through easy-to-use selection of data sources, fields, value ranges, etc.
* The proposed solution shall provide the ability to present drop down selection menus for any selectable element of an ad hoc query based on pre-defined values.
* The proposed solution shall provide the ability to select a range of data from the presented results of a report or query and convert it into a graphical format.
* The proposed solution shall provide the ability to integrate / interact with standard Microsoft Office products, including Word, Excel, Access, Outlook (email and calendar), Visio and SharePoint.
* The proposed solution should provide the ability to attach and/or link notes, comments, and documents to data records.

## B.2 FUNCTIONAL REQUIREMENTS

* The proposed solution shall provide the capability to import utility billing data from a CSV file for Utility Providers for which the proposed solution does not have an integration, or the Utility Provider does not offer the capability.
* The proposed solution shall provide the ability to provide plots of interval energy usage versus time (at least daily, weekly, and monthly time periods).
* The proposed solution shall allow users the option to select a specific time period and data points that are plotted.
* The proposed solution will allow multiple, user-selected data points to be plotted on a single chart or graph.
* The proposed solution shall provide the ability to compare the energy usage (and/or costs) in a fixed period (day/week/month/year) for a building against past (and/or predicted) performance of the same period length.
* The proposed solution shall, at the building level, provide the following information: Current Performance Index per square foot on an annual and monthly basis: Electricity Use (kWh); Gas Use (Therms); Total Energy Use (kBTU); • Water Use (CCF) in tabular form accessible via the Executive Dashboard as a selectable predefined report.
* The proposed solution shall, at the County level, provide the following aggregate information for all buildings in the County: Current Performance Index per square foot on an annual and monthly basis for: Electricity Use (kWh); Gas Use (Therms); Total Energy Use (kBTU); Water Use (CCF) in tabular form accessible via the Executive Dashboard as a selectable predefined report.
* The proposed solution shall, at the Portfolio level, provide the following aggregate information for all buildings in the Judicial Branch Real Estate portfolio: Current Performance Index per square foot on an annual and monthly basis for: Electricity Use (kWh); Gas Use (Therms); Total Energy Use (kBTU); Water Use (CCF) in tabular form accessible via the Executive Dashboard as a selectable predefined report.
* The proposed solution shall, at the building level, provide the following information: Current Performance Index per square foot on an annual and monthly basis for Utility cost (Electricity; Gas; Water) as graphic chart displays (bar chart, pie chart, etc.) via the Executive Dashboard as a predefined widget which can be added to a user’s dashboard.
* The proposed solution shall, at the County level, provide the following aggregate information for all buildings in the County: Current Performance Index per square foot on an annual and monthly basis for Utility cost (Electricity; Gas; Water) as graphic chart displays (bar chart, pie chart, etc.) via the Executive Dashboard as a predefined widget which can be added to a user’s dashboard.
* The proposed solution shall, at the Portfolio level, provide the following aggregate information for all buildings in the Judicial Branch Real Estate portfolio: Current Performance Index per square foot on an annual and monthly basis for Utility cost (Electricity; Gas; Water) as graphic chart displays (bar chart, pie chart, etc.) via the Executive Dashboard as a predefined widget which can be added to a user’s dashboard.
* The proposed solution shall support Firefox, Chrome, Safari, Internet Explorer, and Edge internet browsers.
* The proposed solution shall utilize responsive design so that data is accessible on smartphones – tablets – personal computers.
* The technology will provide the ability to express savings as a total, for a given pre- and post-period, or as a running, cumulative aggregated total.
* Solution should be easy to navigate and user friendly interface for all type of users.
* The solution shall support simple searches capability.
* Solution shall track changes made to database records with a time stamp and user information.
* Solution should allow the locking of data fields so they can only be edited/viewed by authorized users with the right level of access.

## B.3 TECHNICAL REQUIREMENTS

* The Provider of the proposed solution shall provide the JCC with a database export of all JCC data contained in the proposed solution once per year, and at the termination of the agreement in a standard database format (e.g., SQL, Oracle, DB2).
* The proposed solution shall provide sufficient capacity to store all required data: five years of JCC utility usage/cost data and all associated data, including but not encompassing: associated saved reports, queries, projects start/stop dates and notes.
* The Provider of the proposed solution shall provide documentation of which industry standard security protocols, if any, are associated with the proposed solution.
* The Provider of the proposed solution shall provide a list of which specific security frameworks and certifications that are utilized in the Data Center where the application will be hosted.
* The Provider of the proposed solutions data center shall have hardware firewalls in place, conduct periodic vulnerability scans, and automated patch updates for the operating system on which the proposed solution runs.
* The Provider of the proposed solution shall indicate any limits on the number of users and/or accounts that can be accessed via web browser or mobile web applications.
* The proposed solution should allow user access and permissions to be constrained to specific buildings, departments, people, etc..
* The proposed solution shall distinguish between users who have the ability to upload data and/or enter data and users who are accessing charts and reports within the proposed system.
* The proposed system shall require users to Login to the proposed solutions with a username and password.
* The proposed system shall require users who accounts have permission to upload data or enter/change data via a web interface to follow NIST Special Publication 800-63B for complexity.
* The proposed solution shall provide a means of end users resetting their password.
* Within the proposed solution, all stored passwords must be hashed, salted and stretched.
* The Provider of the proposed solutions shall indicate any web browser version / plugin dependencies.

# Project Deliverables

The JCC shall require that the Provider of the proposed solution provide all necessary professional project management services to successfully implement the proposed solution. The JCC shall require that these professional project management services include the Provider of the proposed solution assigning Project Manager to work with JCC staff on implementation.

The Proposer’s Project Manager shall work with the JCC staff to develop a master Project Management Plan that describes the approach, activities, duration, risks, and implementation for all project work. The JCC will provide written acceptance of the Proposer’s Project Management Plan. Included but not limited to, the Plan shall provide the following elements:

|  |
| --- |
| **Deliverable One: Kickoff Meeting** |
| **Task Item** | **Sub Tasks** | **Description** |
| **Kickoff meeting**  | **Sub 1** | Proposer and the JCC will hold a kickoff meeting. The subject of the meeting will be to discuss an overview of the project, voice any concerns, seek input from all parties, discuss the Project Plan and identify the JCC’s data elements and data sources. Proposer will work with the JCC staff to produce an agenda for the meeting and the Proposer will take notes of the meeting and deliver a summary of the meeting. |
| **Sub 2** | JCC will review and approve the kickoff meeting notes. If JCC notes any corrections or additions to the notes, Proposer will add said note or corrections |
| **Acceptance criteria** | Deliverable 1 will be considered complete when JCC accepts the kickoff meeting notes. |

|  |
| --- |
| **Deliverable Two: System Setup** |
| **Task Item** | **Sub Tasks** | **Description** |
| **System Setup** | **Sub 1** | Proposer will procure any hardware, software, and equipment necessary to create a JCC instance in their SaaS environment for the JCC’s hosted EMIS. |
| **Sub 2** | Proposer shall test the JCC instance and test it for functionality. |
| **Acceptance criteria** | Deliverable 2 will be considered complete when the Proposer provides the JCC a written communication that the JCC instance in their SaaS environment is ready to begin configuration |

|  |
| --- |
| **Deliverable Three: Build of JCC Facility / Utility Accounts** |
| **Task Item** | **Sub Tasks** | **Description** |
| **Build of JCC Facility / Utility Accounts** | **Sub 1** | Proposer will implement a structured methodology for importing the JCC CSV file containing Facility information (address, square footage, etc.) and Utility Service Provider information (accounts, meters, etc.). |
| **Sub 2** | The Proposer shall valid that the number of records contained in the JCC CSV file match the number of records imported into the EMIS. |
| **Sub 3** | The Proposer shall inform the JCC that the Facility/Utility Account CSV file has been imported into the EMIS, and is available for validation. |
|  | **Sub 4** | JCC shall validate that the EMIS has correctly imported the Facilty/Utility Account information. |
| **Acceptance criteria** | Deliverable 3 will be considered complete when the JCC provides the Proposer written confirmation that the JCC Facility and Utility Service Provider information within the EMIS is complete and accurate.  |
| This Deliverable is Associated with Payment |

|  |
| --- |
| **Deliverable Four: Import of Legacy Utility Data (CSV File Exclusively)** |
| **Task Item** | **Sub Tasks** | **Description** |
| **Import of Legacy Utility Data** | **Sub 1** | Proposer will implement a structured methodology for importing the JCC CSV file containing thirty-six (36) months of utility cost/usage information. |
| **Sub 2** | The Proposer shall valid that the number of records contained in the JCC CSV file match the number of records imported into the EMIS. |
| **Sub 3** | The Proposer shall inform the JCC that the Legacy Utility Data CSV file has been imported into the EMIS, and is available for validation |
|  |  | JCC shall validate that the EMIS has correctly imported the Legacy Utility Data information. |
| **Acceptance criteria** | Deliverable 4 will be considered complete when the JCC provides the Proposer written confirmation that the JCC Legacy Utility Data information within the EMIS is complete and accurate.  |
| This Deliverable is Associated with Payment |

|  |
| --- |
| **Deliverable Five: Utility Data EDI Integration (Optional)** |
| **Task Item** | **Sub Tasks** | **Description** |
| **Utility Data EDI Integration** | **Sub 1** | Proposer will inform the JCC that the Proposer is ready to begin working with Utility Service Providers on the EDI interface to the JCC’s instance in the EMIS. |
| **Sub 2** | JCC shall provide authorization to the Utility Service Providers to provide access to the JCC’s utility usage/cost data via their EDI interface and to work directly with the Proposer on configuring the interfaces between the two systems.  |
| **Sub 3** | Proposer shall work with Utility Service Providers to integrate the interface between the EMIS and the Utility Service Providers’ EDI interfaces. |
| **Sub 4** | Proposer shall valid that all Utility Service Providers EDI interfaces are functioning, and inform the JCC that the data can be validated. |
| **Sub 5** | JCC shall validate that data being provided by the Utility Service Providers EDI interfaces is being associated with the correct JCC facility/accounts. |
| **Acceptance criteria** | Deliverable 5 will be considered complete when the JCC provides the Proposer written confirmation that the data being provided by the Utility Service Providers EDI interfaces is being associated with the correct JCC facility/accounts. |
| This Deliverable is Associated with Payment |

| **Deliverable Six: Import of Legacy Utility Data - EDI Integration (Optional)** |
| --- |
| **Task Item** | **Sub Tasks** | **Description** |
|  **Import of Legacy Utility Data -EDI Integration** | **Sub 1** | Proposer shall work with Utility Service Providers to integrate the interface between the EMIS and the Utility Service Providers’ EDI interfaces. |
| **Sub 2** | Proposer will implement a structured methodology for importing the Utility Service Providers cost/usage data for JCC facilities for the thirty-six (36) months period. |
| **Sub 3** | The Proposer shall valid that the number of records contained in the Utility Service Providers files match the number of records imported into the EMIS. |
| **Sub 4** | The Proposer shall inform the JCC that the Legacy Utility Data from the Utility Providers has been imported into the EMIS, and is available for validation |
| **Sub 5** | JCC shall validate that the EMIS has correctly imported the Legacy Utility Data from the Utility Service Providers. |
| **Sub 6** | The JCC shall provide the Proposer written confirmation that the Legacy Utility Data has been successfully imported from the Utility Service Providers. |
| **Sub 7** | Proposer will implement a structured methodology for importing the JCC CSV file containing thirty-six (36) months of utility cost/usage information into the EMIS without overwriting data successfully imported from the Utility Service Providers. |
| **Sub 8** | The Proposer shall valid that the number of records contained in the JCC CSV file match the number of records imported into the EMIS and that data from the Utility Service Providers has not been overwritten. |
| **Sub 9** | JCC shall validate that the EMIS has correctly imported the Legacy Utility Data information from the CSV file and has not over-written the data imported from the Utility Service Providers. |
| **Acceptance criteria** | Deliverable 6 will be considered complete when the Proposer has completed all scheduled training sessions. |
| This Deliverable is Associated with Payment |

|  |
| --- |
| **Deliverable Seven: Training** |
| **Task Item** | **Sub Tasks** | **Description** |
|  **Training** | **Sub 1** | The Proposer shall schedule Administrator/Super User/Executive training sessions with JCC staff. |
| **Sub 2** | The Proposer shall conduct Administrator/Super User/Executive Training. |
| **Acceptance criteria** | Deliverable 6 will be considered complete when the Proposer has completed all scheduled training sessions. |
| This Deliverable is Associated with Payment |

|  |
| --- |
| **Deliverable Eight: System Cutover – Go Live** |
| **Task Item** | **Sub Tasks** | **Description** |
| **System Cutover – Go Live** | **Sub 1** | Provide JCC with a Go Live plan with adequate time for review and identify the participants for the Go Live.  |
| **Sub 2** | Provide System monitoring resources following the actual System cut over |
| **Sub 3** | Proposer shall provide a trouble reporting mechanism to the JCC, and provide an estimated resolution day/time for all reported issues |
| **Acceptance criteria** | Deliverable 9 will be considered complete when the JCC provides the Proposer written confirmation that all identified issues during the Go Live period are resolved, or can be addressed at a later date. |

|  |
| --- |
| **Deliverable Nine: Project Closure** |
| **Task Item** | **Sub Tasks** | **Description** |
| **Project Closure** | **Sub 1** | Complete reliability testing for all systems starting with Go Live for that system and ending 30 days post Go Live. |
| **Sub 2** | Complete remaining Project related administrative tasks, Project documentation is archived and the Project is officially handed over to the Technical Support Department. |
| **Sub 3** | Transition JCC’s primary point of contact from the Project Manager to Support Services. |
| **Acceptance criteria** | Deliverable 8 will be considered complete when the JCC provides written confirmation to the Proposer that the project can be closed and transitioned to support. |
| This Deliverable is Associated with Payment |

# Training Requirements

The Proposer shall provide training for the following user communities:

* Environmental Compliance and Sustainability Unit Staff (Super Users): EC&S Super Users shall be trained on how to log into the Application, access to all data within the application, create and save ad hoc reports on the data, and to export/download these reports in all applicable formats, hall be trained on how to import utility usage/cost data into the Application from the CSV file and perform any necessary reconciliation of data.
* Executive Management (Standard Users): Executive Management Users shall be presented with data that is specific to their courthouse/region as their default view in the application. Training shall include logging into the Application, selecting and viewing the “Executive Dashboard” associated with their division, exporting and downloading data from the Application.
* Administrators: Administrators shall be trained on how to access all data within the application, create and save ad hoc reports on the data, and to export/download these reports in all applicable formats. Administrators shall also be trained on the creation/deletion/modification all types of users. Finally, Administrators shall be trained on how to import utility usage/cost data into the Application from the CSV file and perform any necessary reconciliation of data.

The Provider of the proposed solution shall offer user training in one or both following formats:

Two to four (2-4) hours sessions either onsite or via live, online & interactive (e.g. Webex) training programs (if the Proposer feels that a 2-4 hour session would not be sufficient to cover the topic materials in their entirety for the expected user groups, the JCC is open to multiple sessions).

If the Proposer is including on-site training, the JCC would like to have on-site training take place either our Sacramento or San Francisco facilities. The JCC will coordinate and provide meeting rooms and audio/visual support for on-site meetings. The Proposer shall provide a cost estimate for travel.

If the Proposer is including live, online interactive training via a service provider, the Proposer shall be responsible for arranging and payment for the service, shall provide the JCC with the technical requirements for the service (internet browser, plugins, software, etc.).

The JCC is open to a “train the trainer” scenario for the Executive Management (Standard Users). If the Proposer would like to include this an option in their response, the Proposer shall indicate that this is the case.

For all training, the Proposer shall specify the length and number of training sessions included in their proposal.

# Maintenance and Support Requirements

Based on the maintenance and end user license agreement, the vendor shall provide a system that is available and meets all service level agreements.

The Application shall be available twenty four (24) hours per day, 365 days per year, with an availability (including uptime availability) of at least 99.9% as measured on a monthly basis. In addition to its other remedies, in the event that the Hosted Services fail to meet an availability of 99.9% in any calendar month, the Judicial Council will be entitled to a service credit equal to five percent (5%) of the monthly Hosted Services fee for each 30 minutes of unavailability below 100% in that month. All daily service credits accrued during a month will be aggregated to produce a total credit due for that month. Contractor will provide a report to the Judicial Council by the tenth day of each calendar month detailing the percentage availability of the Hosted Services for the previous month. The report will be in a format, and contain such information, as may be reasonably be required by the Judicial Council. If the Hosted Services monthly availability averages less than 100% for three (3) or more months in a rolling twelve-month period, the Judicial Council may terminate in whole or in part the Statement of Work or the Agreement for material breach. The service level credits and termination rights in this paragraph are in addition to the Judicial Council’s other remedies under the Agreement.

The proposed solution shall provide the following help system for end users: An online help system that includes comprehensive system documentation.

The Provider of the proposed solution shall provide the following help system for JCC system administrators: A service help desk with a guaranteed response time of no more than one (1) business day with an expected day/time resolution for the reported issue. The service help desk shall provide the ability to open a ticket via email, through a ticketing system, or via a phone call to a call center.