

## **EXHIBIT 1**

### **MINIMUM COURT INTERPRETER SCHEDULING SOFTWARE REQUIREMENTS**

The Judicial Council of California (JCC) Leadership Support Services (LSS) office and Court Interpreters Program (CIP) unit require a three-year subscription (with two-year option to renew) for a court interpreter scheduling software that can automate and streamline court requests for and assignment of qualified court interpreter employees for in-person cross-assignments or video remote assignments. All software functions, features, reports, etc. will be accessed via the Internet.

#### **1. User and Access Requirements**

- Supports at least 2,000 active users, including interpreters, court staff, and administrators.
- Provides role-based access control (e.g., interpreter, coordinator, supervisor, admin).
- Enables single sign-on (SSO) and multi-factor authentication (MFA) for security compliance.
- Offers a web-based interface accessible from desktop and mobile browsers.
- Includes mobile-friendly design or dedicated mobile app (iOS/Android optional).

#### **2. Scheduling and Assignment**

- Allows staff to create, modify, and cancel interpreter assignments by date, time, location, and language.
- Supports batch scheduling and recurring assignments (e.g., standing weekly hearings).
- Enables automated matching of interpreters based on language, credential, location, and availability.
- Provides manual override for coordinators to assign interpreters directly.
- Tracks assignment status (requested, assigned, accepted, declined, completed).

#### **3. Communication and Notifications**

- Sends automated notifications and reminders via SMS text, email, or in-app message.
- Allows interpreters to accept or decline assignments via text reply (two-way SMS).
- Logs all communication for audit and reporting purposes.
- Provides real-time updates to court staff when interpreters confirm or cancel.

#### **4. Interpreter Management**

- Maintains a centralized interpreter directory, including credentials, languages, contact info, and availability.
- Allows interpreters to update their own profiles and availability.
- Allows text messaging regarding certification and compliance status, with alerts for upcoming expirations.
- Supports upload and storage of required documents (e.g., certifications, contracts, insurance).

## **5. Reporting and Analytics**

- Generates usage, fulfillment, and performance reports (e.g., fill rate, response times, no-shows).
- Allows custom report creation and export to Excel, PDF, or CSV.
- Provides dashboard analytics with filters by date range, court, interpreter, and language.

## **6. Integration and Data**

- Integrates with existing court case management systems (API-based).
- Integrates with the council's Court Interpreter Data Collection System (CIDCS) for data entry of interpreter assignments and access to interpreter profiles.
- Provides secure data import/export and REST API access for external systems.
- Complies with state data privacy and security requirements (e.g., CJIS or equivalent).
- Supports data retention and archival policies in compliance with Judicial Branch standards.

## **7. Administrative Features**

- Allows multi-court or multi-location setup within one system.
- Supports custom business rules (e.g., assignment priority by credential, seniority, or proximity).
- Includes audit trail for all user actions and system changes.
- Provides configuration flexibility (languages, calendar parameters, notification templates).

## **8. Technical and Support**

- Cloud-based, scalable SaaS architecture with 99.9% uptime.
- Provides role-based dashboards and configurable workflows.
- Includes training materials, user support including vendor-led training webinars as needed, and admin configuration tools.
- Offers data encryption in transit and at rest.
- Supports API documentation and sandbox testing environment.