

**CALIFORNIA COURTS
ADMINISTRATIVE OFFICE OF THE COURTS**

Amendment No. 1

to

RFP #ISD071002

(Request for Proposal to Provide Shared Services Environment)

This Amendment No. 1 to RFP #ISD071002 modifies RFP #ISD071002 (“RFP”). Except as expressly set forth herein, the terms and conditions of the RFP shall remain unchanged.

1. Section I. In the first paragraph of Section I, the phrase “within a 150-mile radius of San Francisco, California” is replaced with “within the State of California”.
2. Section III.2.7. In Section III.2.7, the phone number in the last line, “916-372-9978”, is replaced with “916-375-4940”.
3. Section III.4.2. The text of Section III.4.2 is replaced in its entirety with the following:

“III.4.2. Evaluation Criteria

The AOC intends to evaluate the Phase One Proposals based upon the following factors, in general order of importance:

1. The Vendor’s staffing and commitment for timely proposed Phase One performance (establishment of SOW, pricing and Phase One Contract terms and conditions) (Section III.5 and Section VI.8 [Phase One]).
2. The Vendor’s commitment and ability to meet the Phase Two Functional Requirements and associated service level agreements (Part VI). (See detail below.)
3. The Vendor’s experience in providing services comparable to those specified in the RFP (Section VII.4).
4. The Vendor’s willingness to agree to the terms of the Professional Services Agreement (Section III.4.5) and the Minimum Contract Terms for the Phase Two Contract (Section III.4.7).
5. The Vendor’s plan to attract courts as early as possible to the Technology Center (Section IV.2).

Within the Phase Two Functional Requirements, the following requirements and corresponding service level agreements are ranked in general order of importance, as follows (where more than one section of the RFP is listed within a number, each of the listed sections

have equal importance with one another [e.g.: Technology Center Facility and Technology Center Network within item 3 below are equal in importance]):

1. Commitment to Meet Implementation Schedule (Section VI.14)
2. Managed Service Provider (Section VI.4)
3. Technology Center Facility (Section VI.1), Technology Center Network (Section VI.2) and Prime Contractor and Direct Services (Section VI.11)
4. Management and Key Personnel (Section VI.8 [Phase Two]), Migration (Section VI.9), Transition Services at Phase Two Contract Conclusion (Section VI.13), Help Desk (Section VI.6) and LAN/WAN/MAN (Section VI.3)
5. Application Service Provider (Section VI.5)
6. Desktop Support (Section VI.7)
7. Integration with Existing Resources/Initiatives (Section VI.12)

Notwithstanding the criteria and ranking listed above, the AOC reserves the right to weigh factors that the AOC determines provide the best potential value for performance of the Shared Services Environment Project.”

4. Section IV.3. In the last sentence of Section IV.3, “2001” is replaced with “2002”.
5. Section V.3.1. The last sentence of Section V.3.1 is replaced with the following:

“Phase One Proposal shall cite the numeral/alphabetical reference point (e.g., IV.4.2.1, Monitoring – Question A) and restate the question or information request followed by the response to the question or information request.”
6. Section VI.1.1.
 - (a) Subsection 1.a of Section VI.1.1 is replaced in its entirety with the following:

“a. Is located within the State of California”
 - (b) Subsection 1.b of Section VI.1.1 is replaced in its entirety with the following:

“b. Is equipped with electrical, heating, and air conditioning to support the computer processing and network equipment within the Technology Center”
7. Section VI.2.1, Subsection 1. Subsection 1 of Section VI.2.1 is replaced in its entirety with the following:
 - “1. The Vendor shall design, implement and operate a network to support the Technology Center.”

8. Section VI.2.2. Section VI.2.2 is replaced in its entirety with the following:

“VI.2.2 Technology Center Network Technical Proposal

The Vendor shall include the following information in its Phase One Proposal:

- A. Describe the Vendor’s network design, implementation and operations capabilities.
- B. Given that the Technology Center is designed to support new applications, describe how the Vendor will develop a network design, and implement and operate a network, to support the flow of information to and from the trial courts, the state, and other public agencies. Describe the process that will be used.
- C. Describe the resources needed from the AOC and the courts to complete the design, implementation and operation of the network. Describe the Vendor’s plan to find and evaluate the capabilities and associated costs of network providers (including state-owned networks).
- D. Describe what requirements are needed to successfully implement, operate, monitor and maintain the network.
- E. Describe Vendor’s knowledge of other state networking resources.
- F. Has the Vendor designed or been responsible for implementing, maintaining and operating any other public network?
- G. Is network design, implementation and operation a core competency of the Vendor? If it is not, identify the subcontractor that will have primary responsibility for this piece of the project.

Refer to Appendix I for a list of network requirements.”

9. Section VI.4.1.

- (a) In subsection 3.d of Section VI.4.1, the following language is inserted at the end of the paragraph as a new paragraph:

“The AOC will request and obtain changes from third party suppliers to software, hardware and network components. In addition, the Vendor shall recommend changes that are driven by technology operations and shall present them to the AOC for consideration by the AOC and the applicable third party suppliers. The AOC will be the management contact for the third party suppliers.”

- (b) In subsection 6 of Section VI.4.1, the following text is inserted at the end of the paragraph:

“The Vendor will select and implement a disaster recovery site that mitigates the risks of Acts of God or other disasters that may occur at the location of the Technology Center.”

10. Section VI.5.1.

- (a) In Section VI.5.1, the last sentence of the first paragraph is replaced with the following:

“In addition, a Human Resources software application and a payroll software application are scheduled to be identified in the fourth quarter of 2002 and installed in the first quarter of 2003.”

- (b) The text of the bullet items in Section VI.5.1 are replaced with the following:

- “● Microsoft Office
- Active Directory
- Exchange services
- Citrix
- Microsoft Host Integration Server 2000
- Additional software as required”

- (c) In subsection 5 of Section VI.5.1, the following text is inserted at the end of the paragraph as a new paragraph:

“The AOC (using its application user groups) will request and obtain changes from third party suppliers to applications software. In addition, the Vendor shall recommend application changes that are driven by technology operations and shall present them to the AOC’s application user groups for consideration by the AOC and third party supplier. The AOC will be the management contact for the third party supplier.”

11. Section VI.6.1, Subsection 7. Subsection 7 of Section VI.6.1 is replaced in its entirety with the following:

- “7. Help Desk support will be provided Monday through Friday, 8:00 a.m. until 5:00 p.m. Pacific Time.”

12. Section VI.6.1, Subsection 8. The following text is inserted as subsection 8 at the end of Section VI.6.1:

- “8. The Vendor shall establish and maintain a toll-free Help Desk phone number.”

13. Section VI.7.1, Subsection 3. Subsection 3 of Section VI.7.1 is replaced in its entirety with the following:

- “3. Desktop support will be provided Monday through Friday, 8:00 a.m. until 5:00 p.m. Pacific Time.”
14. Section VI.7.2, Subsection A. Subsection A of Section VI.7.2 is replaced in its entirety with the following:
- “A. How does the Vendor propose to handle the interface of its Help Desk function to the courts during normal business hours? What time frames for callbacks, notifications, response times, and resolutions can be expected?”
15. Section VI.8.1. The following text is inserted as subsection 5 at the end of Section VI.8.1:
- “5. The Vendor shall provide sufficient personnel located at or nearby the Technology Center to assure effective performance of the Managed Services Provider services (Section VI.4).”
16. Section VI.8.2.5. The following text is inserted as Section VI.8.2.5 at the end of Section VI.8.2:
- “VI.8.2.5 Vendor Personnel at or Nearby the Technology Center**
- The Vendor shall include the following information in its Phase One Proposal:
- a. An identification of the managerial personnel who will be providing Managed Services Provider services who will be located at or near the Technology Center.
- b. An identification, by job title and responsibility, of other than managerial personnel who will providing Managed Services Provider services who will be located at or near the Technology Center.”
17. Section VI.11, Subsection 2. Subsection 2 of Section VI.11 is replaced in its entirety by the following:
- “2.
- a. The Vendor must not subcontract and, therefore, shall be the direct supplier of the following services:
- All services described in this RFP as Managed Service Provider services (see Section VI.4).
 - All services described in this RFP as Applications Services Provider services for either SAP or an AOC-certified case management system (CMS) application (see Section VI.5). Alternatively, the Vendor can satisfy this requirement by having the SAP Application Services Provider services performed by the Vendor’s immediate (first tier) subcontractor; provided that it shall be a positive evaluation

factor if the Vendor performs directly these SAP Application Services Provider services, as opposed to having them performed by its subcontractor.

- Level 1 Help Desk support (see Section VI.6).

The Vendor may utilize contract employees or individuals who are consultants to perform the services that must be provided directly by the Vendor.

- b. All other services may be subcontracted by the Vendor with the approval of the AOC.”

18. Section VI.11.2. Section VI.11.2 is replaced in its entirety with the following:

“VI.11.2 Prime Contractor and Direct Services Technical Proposal

- A. State whether the SAP Application Services Provider will be the Vendor or the Vendor’s immediate (first tier) subcontractor; identify the subcontractor, if applicable. Provide evidence that the SAP Application Services Provider is certified by SAP.
- B. Describe the services that the Vendor will subcontract and the respective subcontractors.
- C. Describe the process by which the Vendor will ensure that third party subcontractors of the AOC perform in accordance with their agreements with the AOC.
- D. Describe how the Vendor will, to the extent feasible under the agreements between the AOC and its subcontractors, ensure that the AOC’s subcontractors perform in a manner that ensures that the functional requirements of this RFP are met and the service levels set forth in the Appendixes to this RFP are achieved.”

19. Section VI.12.1. The second sentence of the subsection 2 of Section VI.12.1 is replaced with the following:

“The Vendor shall, to the maximum extent feasible, integrate the results of AOC initiatives into the Vendor’s performance of Phase Two.”

20. Sections VII.3 and VII.4. The numeral “VII.3” on page 65 of the RFP is deleted, and Section VII.4 is renumbered accordingly to Section VII.3.

21. Appendix A. In Appendix A:

- (a) “**Level 1**” is replaced with “**Level 1 Severity**”;
- (b) “**Level 2**” is replaced with “**Level 2 Severity**”;
- (c) each reference to “**7am-8pm Monday – Friday**” is replaced with “**7am-8pm Monday – Friday (Pacific Time)**”; and

- (d) each reference to “**8am-5pm Monday – Friday**” is replaced with “**8am-5pm Monday – Friday (Pacific Time)**”.
22. Appendix B. Appendix B is replaced in its entirety with the appendix attached hereto as Schedule A.
23. Appendixes D. In Appendix D:
- (a) each reference to “**7am-8pm Monday – Friday**” is replaced with “**7am-8pm Monday – Friday (Pacific Time)**”; and
- (b) each reference to “**8am-5pm Monday – Friday**” is replaced with “**8am-5pm Monday – Friday (Pacific Time)**”.
24. Appendix F, Section I.C. In Section I.C of Appendix F, “N/A” is replaced with “None”.
25. Appendix I. Appendix I is replaced in its entirety with the appendix attached hereto as Schedule B.
26. Appendix J. Appendix J is replaced in its entirety with the appendix attached hereto as Schedule C.
27. Attachment 2, Section 5.1. In Section 5.1 of Attachment 2, “\$250,000” is replaced with “\$150,000”.
28. Attachment 2, Section 13.26. The following text is inserted as Section 13.26 after Section 13.25 of Attachment 2 and the provisions in Article 13 of Attachment 2 following such insertion (Counterparts and Entire Agreement) shall be renumbered accordingly:
- “13.26 **Non-Solicitation**. During the term of this Agreement, Contractor shall not employ or solicit the employment of any employees of the AOC.”
29. Attachment 3, Section IX.A. In Section IX.A of Attachment 3, the following text is deleted:
- “The AOC may withhold ten percent of each invoice until receipt of the final product. The amount of the withholding may depend upon the length of the project and the payment schedule provided in the Agreement.”
30. Attachment 3, Section XVIII.T. The following text is inserted as Section XVIII.T at the end of after Section XVIII of Attachment 3:
- “**T. Non-Solicitation**. During the term of this Agreement, Contractor shall not employ or solicit the employment of any employees of the AOC.”

Schedule A

[Attached on the next page.]

APPENDIX B. – HELP DESK SERVICES MINIMUM ACCEPTABLE SERVICE LEVELS

**HELP DESK SERVICES
PROBLEM CALLS**

<i>Category Definition</i>	<i>Measurement</i>	<i>Criteria</i>	<i>Minimum Acceptable Service Level</i>	<i>Compliance Date</i>
<p>Help Desk Resolution Time Length of time to resolve trouble reports that do not require service dispatch and can be classified as level 1 or level 2 severity.</p>	<p>Help Desk Resolution Time shall measure the percentage of problems resolved to the caller’s satisfaction. The calculation of the measurement shall be the number of calls resolved by the Help Desk within the time frame divided by the number of calls received by the Help Desk (expressed as a percentage). For purposes of this service level, Help Desk Resolution Time shall be measured producing a monthly report that measures the timing of the action taken for resolution against a trouble ticket.</p>	<p>All requests</p>	<p>8am – 5pm Monday - Friday (Pacific Time) 85% resolved within 30 minutes 95% resolved within 2 hours 100% resolved within 12 hours</p>	<p>Within 3 months of contract effective date.</p>
<p>Call back Response Time Elapsed time from trouble report to call acknowledging problem and providing estimated time for technician response.</p>	<p>Call Back Response Time shall be calculated as the elapsed time from the receipt of the trouble report to acknowledging problem and providing estimated time for technician response. For purposes of this service level, Call Back Response Time shall be measured producing a monthly report that measures the call back response time against a trouble ticket.</p>	<p>All systems</p>	<p>Level 1 Severity¹ 100% within 15 minutes Level 2 Severity 100% within 30 minutes Level 3 Severity 100% within 90 minutes</p>	<p>Within 3 months of contract effective date.</p>

<i>Category Definition</i>	<i>Measurement</i>	<i>Criteria</i>	<i>Minimum Acceptable Service Level</i>	<i>Compliance Date</i>
Problem Resolution Confirmation Call Total time elapsed to provide trouble resolution confirmation.	Problem Resolution Confirmation Call shall be calculated as the total time elapsed to provide trouble resolution confirmation. For purposes of this service level, Problem Resolution Confirmation Call shall be measured by a report that logs the closing of the trouble ticket.	All resolved problems	8am – 5pm Monday – Friday (Pacific Time) 100% within 30 minutes of trouble resolution	Within 3 months of contract effective date.
Help Desk Time to Answer Calls Length of time for caller to reach human voice.	Call Waiting shall be calculated as the number of calls answered within the 40 seconds by the Help Desk divided by the number of calls to the Help Desk (expressed as a percentage). For purposes of this service level, Help Desk Time to Answer shall be measured using a report generated from a call monitoring system.	All incoming calls	100% within 40 seconds	Within 3 months of contract effective date.

¹ For the purposes of this Appendix B:

- (a) “Level 1 Severity” shall mean an error or problem causing (i) “crashes” of the network or any application hosted at the Technology Center, (ii) irrecoverable loss or corruption of data or (iii) loss of essential application functionality for which there is no documented workaround;
- (b) “Level 2 Severity” shall mean an error or problem causing (i) recoverable loss or corruption of data, (ii) loss of essential application functionality that can be circumvented in a manner that is documented or easily identified or (iii) loss of non-essential application functionality that cannot be circumvented; and
- (c) “Level 3 Severity” shall mean an error or problem causing (i) loss of non-essential application functionality that can be circumvented in a manner that is documented or easily identified or (ii) no loss of data or functionality which can conveniently be circumvented by appropriate AOC or court action or procedures.

Schedule B

[Attached on the next page.]

APPENDIX I. – TECHNOLOGY CENTER NETWORK REQUIREMENTS

Scope of the Network

The network must be designed, installed and operated to support the Technology Center in three different aspects:

- A WAN connecting the Technology Center to the courts, State agencies, the Internet, and application providers
- A WAN to provide monitoring and support for local trial court LAN/WAN/MAN administration
- A LAN to support the Technology Center.

Design Requirements

Fundamentally, the design of the network is to be based on the projected business needs of the Technology Center as defined by the business of the courts, application data, communication requirements, and remote local trial court support associated with its operation.

Figure 1 depicts the functional communication requirements for the center through December 2003. By this time, approximately 14–28 trial courts are expected to be online.

Figure 2 depicts a projection of the end state that includes all the trial and appellate courts.

Specific design requirements also include:

1. **Compatibility:** The design should be compatible with the LAN/WAN network architecture standard that will be published and implemented at the beginning of the 2002–2003 fiscal year.
2. **Scalability:** The design is to be scalable to account for vast differences in communication needs as defined by the volume of information handled by the various courts.
3. **Management:** The key to the success of the network will be active monitoring of the status in order to keep the network in balance and identify trouble spots immediately.
4. **Redundancy:** The applications the technology is supporting are by and large mission-critical to the courts. Loss of communication would stop court business. Thus, a high level of redundancy is required in the network design to protect the networks from disaster. Providing a fully redundant network is critical.
5. **Security:** The AOC is working to develop a security policy that can guide decisions about security on the network. The vendor will participate in the development of the technical aspect of this policy and will approach each component of the design with the highest standard of security in mind. Security issues will cover at a minimum:

- Desktop, server, and network equipment password control
 - Physical access to equipment
 - Remote access
 - Intrusion detection
 - User registration
 - Antivirus protection
 - Firewalls and DMZs
6. Availability and performance: These issues must be worked out as part of the design and will be considered thresholds for monitoring and assessing performance of the Vendor.
7. Documentation: The network must be documented and updated as changes occur.

Network Design Acceptance

Acceptance of the network design will be based on the following items:

- Responsiveness to the business requirements
- Scalability of the design
- Adherence to the technical requirements
- Risk assessment
- Network security
- Operational and support requirements
- Hardware and software lifecycle expectations
- Future product strategies
- Financial impact

Schedule C

[Attached on the next page.]

APPENDIX J – COURT CASE MANAGEMENT SYSTEMS

COURT CASE MANAGEMENT SYSTEMS												
Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Alameda	CORPUS	CORPUS	CASP	Juvenile Tracking		DOMAIN ¹	DOMAIN	DOMAIN	DOMAIN	DOMAIN		4
Alpine	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	1
Amador	Maximus	Maximus	Maximus	Maximus	Maximus	Maximus	Maximus	Maximus	Maximus	Maximus	Maximus	1
Butte	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Calaveras	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Colusa	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Contra Costa	LJIS	LJIS	InHouse	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	3
Del Norte	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
El Dorado	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	1
Fresno	County Mainframe			AES	ACS	ACS	ACS	AES	AES	AES	AES	3
Glenn	AGS	AGS	AGS	AES	ACS	ACS	ACS	ACS	ACS	ACS	ACS	3
Humboldt	Crimes	Crimes	CA.R.T.S.	Facts	Facts	Facts	Facts	Facts	Facts	Facts	Facts	3
Imperial	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Inyo	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Kern	CJIS	CJIS	CJIS	CJIS	CJIS	Phoenix	Class Act	Class Act	Phoenix	Class Act	CJIS	3
Kings	CIMS	CORTS/CIMS	TCAMS/CIMS	CIMS	CIMS	ACS	ACS	ACS	ACS	ACS	ACS	4
Lake	AGS	InHouse	InHouse	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	2
Lassen	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1

¹ Decision Support and Operations Management Information System

COURT CASE MANAGEMENT SYSTEMS

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Los Angeles	InHouse7	InHouse7	InHouse8	InHouse4	InHouse4 InHouse5	InHouse1 InHouse2 InHouse3	SusDOS	SusDOS SusJE	SusDOS AIS	ISDciv	12	
Madera 2			JDS									1
Marin	CJIS	CJIS	CJIS	Phoenix	Phoenix	Phoenix	Phoenix	Phoenix	Phoenix	Phoenix	Phoenix	2
Mariposa	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Mendocino	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Merced²	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	1
Modoc	InHouse	InHouse				InHouse	InHouse	InHouse				1
Mono	InHouse	InHouse	InHouse			InHouse	InHouse	InHouse		InHouse	InHouse	1
Monterey	CJIS	CJIS	CJIS/AMOS	CJIS	CJIS	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	3
Napa	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Nevada	CJISCustom	CJISCustom	JDS	CJISCustom	CJISCustom	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	3
Orange	KPMG1	InHouse	InHouse	KPMG1	ACS	InHouse	ACS	ACS	ACS	ACS	ACS	3
Placer	Sustain	Sustain	Outsourced(JDS)	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	2
Plumas	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	1
Riverside	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	ISDGenesis	1
Sacramento	CJIS	CJIS	ISD	InHouse(JAS)	InHouse(JAS)	Sustain	Sustain	Sustain	PROTEM	Sustain	Sustain	5
San Benito	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1

² Except for Traffic, Madera uses an in-house Q&A system for calendaring only.

COURT CASE MANAGEMENT SYSTEMS

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
San Bernardino	ISDcrim	ISDcrim	ISDcrim	JNET	JNET	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	3
San Diego	InHouse2	J1 (?)	InHouse3	InHouse4	InHouse4	InHouse1	InHouse1	InHouse1	InHouse1	InHouse1		5
San Francisco	InHouse	InHouse	SATS	HCMS	HCMS	IJS	IJS	IJS	Small Claims	IJS	MHS	6
San Joaquin	CJIS/AMOS	CJIS/AMOS	CJIS/AMOS	JJIS	JJIS	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	3
San Luis Obispo	InHouse	InHouse	InHouse	InHouse	InHouse	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	2
San Mateo	CJIS	CJIS	JDS	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	3
Santa Barbara	Sustain	ISD	ISD	Sustain	Sustain	ISD	Sustain	Sustain	Sustain	Sustain	Sustain	2
Santa Clara	CJIC	CJIC	InHouse(MACS)	AGS	AGS	AGS	AMA	AMA	InHouse			5
Santa Cruz	ISD	ISD	MVS	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	3
Shasta	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Siskiyou	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Sierra	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	1
Solano	ACS ³	ACS	CIS	ACS	ACS	ACS	ACS	ACS	ACS	ACS	ACS	2
Sonoma	IJS ⁴	IJS	IJS	IJS	IJS	IJS	IJS	IJS	IJS	IJS	IJS	1
Stanislaus	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	1
Sutter	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Tehama	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Trinity	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1

³ Formerly Banner from SCT Government (bought by ACS), now ACS Justice Information System

⁴ IJS — HP9000 Unix Integrated Justice System

COURT CASE MANAGEMENT SYSTEMS

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Tulare ⁵	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Tuolumne	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Ventura	KPMG2	KPMG2	KPMG2	KPMG2	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	2
Yolo	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1
Yuba	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	HTE/Jalan	1

⁵ Moving to Sustain California Edition under MHITT project.