



**District of Columbia Courts
Procurement and Contracts Branch**

**REQUEST FOR INFORMATION (RFI) NO.
DCSC-20-RFI-7
FEDERAL SHARED SERVICES PROVIDER**

Date Issued: July 27, 2020

Closing Date

& Time: September 25, 2020, no later than 2:00 P.M.

Table of Contents

1.0	Introduction	3
2.0	Terms and Conditions	3
3.0	Purpose and Objectives of the RFI	4
4.0	Information on the District of Columbia Courts	4
5.0	Products and Services of Interest	5
6.0	Information Requested from Providers.....	5
7.0	Functionality of FSSP Products	6
8.0	General Cost Estimates	6
9.0	Explanation to Prospective Providers	6
10.0	RFI Submission and Identification	7
11.0	Deadline for Request for Information.....	7
Appendix A.....		8
1.0	Overview of Provider.....	8
2.0	Business Model	8
3.0	Technical Environment	8
4.0	Hardware Specifications	9
5.0	Process Methodology/Practices.....	9
6.0	Implementation Methodology	9
7.0	Support	10

1.0 Introduction

The District of Columbia Courts (DCC), a unified multi jurisdictional judicial system, is seeking information for its District of Columbia Superior Court (DCSC) from manufacturers/developers (hereafter “Providers”) for a full feature state-of-the-art Federal Shared Services Provider (FSSP) for the DCSC.

This is only a Request for Information (RFI) issued solely for information, planning purposes, and market research. By issuing this RFI, the DCC does not express an intent, commitment, or promise to purchase FSSP services from respondents nor to issue a Request for Proposals (RFP) in the future to procure a FSSP for such purposes. Responses to this RFI will not be considered by the DCC as offers to enter a contract.

Providers that respond to this RFI are expected to provide information including, but not limited to, the technology and software options they offer for a FSSP.

2.0 Terms and Conditions

1. The DCC will not become obligated as the result of this RFI.
2. Information submitted in response to this RFI will become the property of the DCC.
3. Confidential information must be marked as follow:
 - a) Providers who include in their RFI data that they do not want disclosed to the public or used by the DCC except for use in the procurement process shall mark the title page of the RFI documents with the following legend: **“This RFI includes data that shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process”**.
 - b) The specific information within the RFI which the Provider is making subject to the restriction announced on the title page must be noted on the individual pages which contain it. The Provider shall mark each page containing confidential information or data it wishes to restrict with the following text: **“Use or disclosure of data contained on this page is subject to the restriction on title page of this proposal”**.

Note that the DCC shall have the right to duplicate, use, or disclose the data to the extent consistent with the DCC’s internal needs in the procurement process. The DCC may, without permission of the Provider, use without restriction, information contained in this RFI package if it is obtained from another source.

4. The DCC will not be liable for the intentional or unintentional release of any confidential information intermingled whether or not it is labeled as confidential.
5. The DCC will not pay for any information herein requested nor is it liable for any costs incurred by the Provider.
6. Providers may be invited to provide a demonstration of their FSSP software. If required, demonstrations will be scheduled at a specified time and place. Please indicate your ability to fulfill this requirement if requested.

7. Provide general cost estimates, including your general pricing structure with a breakdown of normal initial costs, contractual hourly rates, and optional service/maintenance costs. The figures provided by the Provider are good-faith estimates although not contractually binding, should be realistically formulated.

3.0 Purpose and Objectives of the RFI

The purpose of this RFI is to assess the current Federal Shared Services Provider systems existing in the market place that will best fit the existing and future needs of the DCC, specifically the DCSC.

This RFI is issued solely for information and planning purposes and does NOT constitute a solicitation. Responses to this RFI are not offers and cannot be accepted by the Government in forming a binding contract. The Government will not reimburse companies for any costs associated with the preparation and submission of RFI responses.

The DCC is committed to efficient and effective use of its financial, technology and staff resources. The DCC is in the process of examining the feasibility of a new FSSP that will provide the following capabilities and functionalities:

4.0 Information on the District of Columbia Courts

The DCC, the judicial branch of the District of Columbia government, is comprised of the Court of Appeals (DCCA), the highest court of the District; the Superior Court of the District of Columbia (DCSC), a trial court with general jurisdiction over the majority of local legal matters; and the Court System, which provides administrative support functions to both Courts. Its mission is to protect rights and liberties, uphold and interpret the law, and resolve disputes peacefully, fairly and effectively in the nation's capital.

A. Technical Environment

The following table provides an overview of the DCC's enterprise level technical environment. Please note this overview is not an exhaustive list, as standalone spreadsheets and databases also exist at the division/operational level.

DCC's Technical Environment	
Server/StoragePlatforms	HP blade servers, NetApp storage (NAS and SAN)
End User Platforms	Dell Workstations, peripherals, VDIs
Ticketing System	Cherwell, Bomgar
Cloud Platform	Microsoft Azure FedRAMP Government
Operating Systems	Server – Windows 2016 Standard and Data Center Edition Client – Windows 10
Networks	TCP/IP, CISCO routers and switches
Internet Browsers/Version	Explorer 11; Chrome 57; Firefox 52

Authentication	Active Directory Federation Services
Development Environment	J2EE, Oracle Apex
Databases	Oracle 12c, MS-SQL 2008, 2012
Data Warehousing and Business Intelligence	Oracle OBIEE 11g, 12c, Oracle ODI 12c
Application Server	Oracle SOA 12c, Oracle Web Logic
Applications will interface with FSSP	Court Interpreters Services (Oracle APEX), CourtSmart (SQL Server), , Juror Management System (SQL Server), Abila MIP (SQL Server), WEB Voucher System (Oracle DB), Office2016, Office 365
Security	Network Access control, CISCO Next Generation Firewall;

The main DCC campus is comprised of 6 separate buildings that are connected by 1GB fiber optic. In addition to these buildings there are 7 satellite field units located throughout the city that are connected to the DCC’s local area network (LAN) via 100MB TLS. WIFI capability is offered in all locations throughout the campus buildings.

Additional relevant information on the DCC can be accessed by the following link.
www.dccourts.gov

5.0 Products and Services of Interest

This RFI includes the following functional areas and activities:

- Financial Management
- Procurement
- Human Resources Management Services
- Travel and Expense Management
- Reporting

6.0 Information Requested from Providers

In addition to the information concerning FSSP products and capabilities we would also request information concerning the following:

- Provide an estimate of the average number of years your software will be supported before requiring core system (Financial Management, Human Resources Management, Procurement) replacement and if the replacement/upgraded system will be covered under the annual maintenance & support licensing fees.
- Provide an outline of the data ownership strategy and data access methods
- Provide an outline or describe any partnerships with other government agencies that provide specific functional areas or activities outside of your organization (i.e. you provide financial management, partner agency integrates and provides payroll or human resources).

- Provide an outline of how you are preparing to implement or address the upcoming NewPay migration
- Please identify how are you are able to meet the list of capabilities and functionality listed

7.0 Functionality of FSSP Products

The primary focus of this RFI is to determine the capabilities and services of Providers and the functionality of their FSSP systems and related products. Appendix A contains a list of questions related to Provider organization, business model, licensing, implementation approach, and other important areas related to the selection and implementation of a new Provider.

Appendix B (Functional Requirements) contains a list of functionality requirements specified by each division and branch within D.C. Courts.

Please identify how the FSSP system or related products will handle the identified functions. For the Appendix B, please adhere to instructions contained within the workbook and return with requested input as part of RFI response.

8.0 General Cost Estimates

The Provider shall provide an estimate of costs associated with their FSSP product(s), including product licensing, consulting, and other services require to purchase, configure, implement, and maintain their FSSP system. These estimated costs should include data mapping and conversion, software modifications, 3rd party interfaces, custom programming, upgrades, and all related costs including hardware, support, maintenance, and training, etc. needed to implement their solution. The Provider should take into account the need to have personnel on site during the implementation of the FSSP system.

Additionally, to better understand cost structure, each Provider should also provide a historical cost breakdown for an organization similar to DC Courts for comparison.

These cost estimates may be included in a confidential document along with any other confidential or proprietary information submitted for consideration. The Provider will not be held to any cost estimates provided in response to this RFI. These estimates will only be used to support the DCC's budget proposal to the Congress of the United States.

9.0 Explanation to Prospective Providers

Any prospective Provider desiring an explanation or interpretation of this RFI must request it by **email** to Maribel Torres, Senior Contract Specialist, at maribel.torres@dcsc.gov no later than 2:00 P.M. on August 7th, 2020.

10.0 RFI Submission and Identification

Each Provider shall submit an electronic PDF file format via email to Maribel Torres at maribel.torres@dcsc.gov.

11.0 Deadline for Request for Information

1. RFI Due Date and Time: September 25th, 2020 no later than 2:00 P.M

2. Responses to RFI:

- a) Providers must submit copy of their response PDF file format via email to Maribel Torres at maribel.torres@dcsc.gov.

Appendix A

Please adhere to the following guideline structure when providing the information requested. Proprietary information if necessary must be provided in a separate document.

1.0 Overview of Provider

- a) Provider history
- b) Provider capability statement that highlights the Provider's organizational and functional overview
- c) Products currently offered or deployed pertaining to this RFI. Please list all existing clients where your FSSP systems are installed and operational. It is important to list clients of a similar size, complexity and volume as DCC.
- d) Staffing demographic of your current technical staff that support your FSSP system. This should include help desk staff, technical staff resources and instructional staffing for training.
- e) Strategies for emergent and future technologies

2.0 Business Model

- a) Licensing costs and terms
- b) Support/maintenance
- c) Help desk/issue resolution
- d) Product enhancement/upgrade planning
- e) Product modification, customization, and configuration
- f) Release scheduling and deployment

3.0 Technical Environment

- a) Software development tools/environment (e.g., JAVA, .Net, APEX)
- b) Database(s) supported (e.g., Oracle, MSSQL)
- c) Data model
- d) Architecture (e.g., client/server, N-tier, open/closed, cloud hosting)
- e) Standards compliance (e.g., NIEM, SOAP, ECF)
- f) Information exchange tools/methods (e.g., APIs, broker, ESB)
- g) Reporting tools
- h) Software configuration management (e.g., error tracking tool, method of release)
- i) ADA Section 508 Amendment compliance stature
- j) PCI compliance (credit card and eCommerce capability)
- k) Optimization for CITRIX
- l) Mobile application compatibility

4.0 Hardware Specifications

(Please detail the hardware and system configurations requirements to successfully implement the proposed)

- a) Server details (processor, memory)
- b) Operating system
- c) Network environment
- d) Virtual environment, redundancy, disaster recovery
- e) Disk usage, storage requirements
- f) Workstation requirements (must support VDI environment)
- g) Printer compatibility
- h) Possible configuration options
- i) Responsibility for hardware and system software maintenance

5.0 Process Methodology/Practices

- a) Contract to delivery
 - i) Analysis of Needs/Fit/Suitability
 - ii) Identification of gaps/modifications
 - iii) Design and development of customizations
 - iv) Data conversion/current FSSP code migration
 - v) Support for configuration
 - vi) Testing and deployment
 - vii) Onsite “Go Live” Assistance
- b) Delivery to Maintenance
 - i) Help desk
 - ii) Client environment replication
 - iii) Support for custom coding
 - iv) Assistance with new releases
 - v) User groups/other Input
- c) Governance Stature/System Certification and Accreditation Framework
 - i) For example: iTIL (Cherwell), CMMI, PMP, NIST, FISMA, ISO, Six Sigma

6.0 Implementation Methodology

- a) What are the Project Management functions and responsibilities of the Implementation process?
 - i) Detail project consulting information
 - ii) Agile, Waterfall
 - iii) Project Management Professional certification
- b) What training, instructional requirements and information is part of this implementation?

Please detail the following areas:

 - i) Training methodology
 - ii) Training options
 - iii) Training requirements

- iv) Syllabus information
- c) What data migration processes are recommended for an implementation?
Please detail the following areas:
 - i) Migration methods
 - ii) Data validation
 - iii) Archiving of data
- d) What timelines are recommended?
 - i) Provide a sample implementation Gantt Chart if deemed necessary
- e) What do you see as the client's responsibilities? Clarify
 - i) What is the DCC responsible for during implementation?
 - ii) What services does the Provider recommend supplying?

7.0 Support

- a) What are support options for your product? Please detail the following:
 - i) Built-in system help function. Online interactive live chat support
 - ii) Toll-free support number
 - iii) Client maintained/staffed support desk and times of operational availability. (e.g. 24/7?)
 - iv) Online ticketing system and searchable knowledge base
 - v) Other options available
- b) What are the Provider's support goals? Please detail the following areas:
 - i) Response times and resolution times to the following incident levels
 - (1) Emergency
 - (2) Critical
 - (3) Standard help call
 - (4) Other options
- c) What is recommended for problem escalation procedures?
 - i) How are incidents tracked and handled?
 - ii) What tools do the Provider Support Staff use?
- d) What are the timelines and procedures for system enhancements/updates, etc.?
 - i) How are updates managed?
 - ii) How often are updates released?
 - iii) What is the typical downtime during an update?
 - iv) How will the software system be updated to accommodate legal changes and minimize the impact on processing?
 - v) How are enhancements/new feature requests implemented?
 - vi) What is the process for a software patch or release implementation? If it is not successful, can it be backed out to the previous version?
- e) What is your standard Service Level Agreements (SLAs)?