



SOLICITATION AMENDMENT

SOLICITATION NO: 180008-RFP

SOLICITATION TITLE: Courtroom Technology

AMENDMENT NO: THREE (3)

SOLICITATION QUESTIONS & ANSWERS

Superior Court of
Arizona
Contracts Department
201 West Jefferson
Phoenix, AZ 85003
602-506-2397

Solicitation Amendment Number: 3

Solicitation Number: 180008-RFP

Solicitation Title: Courtroom Technology

Solicitation Due Date / Time: Thursday, January 25, 2018 at 3:00 P.M. Arizona Time ^{JG}
Thursday, February 8, 2018 at 3:00 P.M. Arizona Time ^{JG}
Thursday, March 1, 2018 at 3:00 P.M. Arizona Time

Description of Procurement: The Superior Court of Arizona in Maricopa County (Court) seeks to enhance digital recording capabilities and broaden access to the digital record for the benefit of the judiciary, court staff, the legal community and members of the general public. The awarded contractor shall also be responsible for outfitting of technology and components in newly constructed courtrooms and any upgrading of existing courtrooms as requested by the Court.

Acknowledgement of this Amendment must be returned with the RFP and received by the Court, Contracts Department prior to the Solicitation due date and time.

(Note: Also Complete Offer and Award Page 2 of the original solicitation for Acknowledgement of Amendment)

The following questions were posed by potential offerors to Solicitation 180008-RFP: Courtroom Technology; the answers to the questions posed follow each question:

Q1: When the Superior Court requires a system for centralized monitoring, is the expectation to have a centralized person control the digital recording system as well as monitor? If the expectation is to have a central monitoring system with the ability to control the digital recording systems, how many courtrooms does the Superior Court expect one monitoring person to control at one time?

A1: Existing monitoring sites have the ability to control the associated digital recording systems. That is the expectation for any future monitoring sites. The typical ratio of courtrooms to monitors is 4-6 courtrooms to one monitoring person.

Q2: All solutions must be compatible with the current hardware used by the Court. Would the court provide a current inventory list of all the hardware for all the courtrooms?

A2: See accompanying E-Courtroom Hardware Listing.

Q3: Is there adequate power source in the locations where the court would like to install digital recording equipment and presentation equipment? If not, will the court manage all the needed power outlets require to support the equipment?

A3: Electrical power needs will be handled through the Maricopa County Facilities Management.

Q4: Related to Courts Legacy equipment. Request the number of service calls the court accrued in the past 2 years related to digital recording, presentation, and video conference. Overall what equipment caused the most issues for the court?

A4: 1,450 relating to digital recording; 127 relating to presentation and 304 relating to videoconferencing.

Q5: Does the court provide support from their in-house MIS department? This will be for equipment requiring network access, IP address assignment, and software installation.

A5: Yes, in-house assistance is available for software installation, network connectivity and IP address assignment.

Q6: Installation and Training. How many system administrators need training? How many end users will need training?

A6: The estimated compliment of end users who may require training is 640.

Q7: Can you please provide the average recording hours per room, per year?

A7: Approximately 1,900 hours per courtroom, per year.

Q8: Can you please provide average file size per minute?

A8: Approximately 2.33mb per minute, per courtroom.

Q9: As discussed during the pre-bid conference, can an inventory of existing equipment be provided?

A9: See response to Question #2.

Q10: Price Sheet: Under Section A: Pricing for Enhancement Innovation Project, Item 1: Digital Recording System Enhancement; Is this pricing specifically for *Scope of Work, Enhancement Innovation Project, Part A: Digital Recording of Court Proceedings* only? If not, can you please clarify what elements of the Scope of Work this includes?

A10: See revised Price Sheet

Q11: Price Sheet: Under Section A: Pricing for Enhancement Innovation Project, Item 2: Development of E-Commerce Website; Is this pricing specifically for *Scope of Work, Enhancement Innovation Project, Part G: E-Commerce Technologies to support the Ordering of Copies of Digital Recordings, Delivery of Content and Fee Management* only? If not, can you please clarify what elements of the Scope of Work this includes?

A11: See revised Price Sheet

Q12: If the Offeror has software and services pertinent to the Court not explicitly requested in *Price Sheet Section A, Items 1 & 2*, how would the Court like to see this pricing provided?

A12: If not addressed in revised Price Sheet, please provide separate pricing.

Q13: Will Offers that do not meet the required standards for Digital Recordings of Court Proceedings as outlined in the Arizona Code of Judicial Administration ACJA §1-602 be considered or accepted by the Court?

A13: No.

Q14: Can you please provide the current number of onsite technical visits per year?

A14: That information is not available.

Q15: On Attachment 2, letter A, number 1, does this pricing include: 1) only items listed in Section 1 Scope of Work, Enhancement Innovation Project, letter A, "Digital Recording of Court Proceedings", or 2) does this pricing include items listed in letters A through I (excluding G)? If the latter is correct, we have the following questions:

- a. Understanding that there are multiple room types across all facilities, how many rooms of each type are we to provision?
- b. With regards to the Monitoring Rooms, how many monitoring facilities and how many monitored rooms per facility would you like us to provision?
- c. With regards to letter B, last bullet point, "solution for the jury to read digital evidence admitted during the trial", how many deliberation rooms would you like us to provision?
- d. With regards to letter E:
 - i. For how many remote locations will interpretation need to be provisioned?
 - ii. How many courtrooms will need to be provisioned to accommodate said remote interpreter?
- e. With regards to letter F:
 - i. How many permanent locations do you want us to provision?
 - ii. How many portable systems and how many rooms that will use those portable systems shall we provision?
- f. With regards to Exhibit B, letter F, "Other Room Requirements", section 2 and 3: How many judicial offices, victim rooms, attorney-client rooms, and media rooms would you like us to provision?
- g. With regards to upgrades, which rooms and what upgrades for each room shall we provision?
- h. In the Instruction to Offerors, you ask for the "percent effort (time) key personnel will be assigned during the contract period". Are you asking how much of an individual's time will be assigned to the overall project or are you asking what percentage of an individual's efforts represent as compared to the overall project?

A15: Includes items listed in letters A through I (excluding G); see revised Price Sheet.

- a. Please see E-Courtroom Hardware Listing.
- b. One monitoring room that allows us to monitor all courtrooms in all buildings.
- c. All jury deliberation rooms should have that functionality.

- d. i. Anywhere on the planet via a technology connection.
- ii. All, but implementation is at the discretion of the Court.
- e. i. All.
- ii. The number of systems is subject to discussion based on proposed solution, but functionality is desired for all courtrooms.
- f. All, but implementation is at the discretion of the Court.
- g. All.
- h. The former.

Q16: In regards to Cameras:

- a. Could you please provide the count by make/model of the cameras? If possible, please identify (i) the year that these were acquired, (ii) the year that they were installed, and (iii) whether they are still under warranty?
- b. Please confirm that all cameras are analog cameras.
- c. How many courts have no cameras at all yet? If so, how many? What is the minimum and max number of cameras per court room?
- d. What frame rate / resolution do you have out of your cameras?
- e. Are all cameras functioning? If you are unaware or cannot confirm at this time, please let us know that this would need to be confirmed.
- f. Does your department manage the cameras? Or is this function performed by someone else? If the latter, please identify the responsible party.
- g. How many corrective maintenance tickets were opened with respect to the current cameras, in the last year? How many of these resulted in a technician dispatch?
- h. Can you offer any statistics relating to the length of time the current cameras were not recording in prior years?
- i. Are there some cameras which can only be controlled by just the judge and court room clerk? If so, which ones?

A16: In regards to Cameras:

- a. That information is not available.
- b. All current cameras are analog.
- c. All Superior Court courtrooms have cameras for digital recording. The number of cameras ranges from two (2) to six (6) depending on courtroom size and configuration.
- d. Unknown.
- e. At this time, all cameras are functioning.
- f. If a camera malfunctions, it is the responsibility of the courtroom technology contractor to replace the camera.
- g. That information is not available. However, camera failures are rare.
- h. No.
- i. Currently all cameras installed for digital recording are in fixed positions. However, both the judge and bailiff have system controls which allow the recorded video to roam from camera to camera automatically depending on who is speaking (video follows voice), or lock the recorded video feed to that of a specifically selected camera.

Q17: In regards to Audio Visual Equipment:

- a. Please provide a list (make/model/year of acquisition/count) of audio/visual equipment (monitors, document cameras / visual presenters, assisted listening, telephonic interpreter systems, live interpreter systems, mixers, microphone, control systems, video switchers, videoconferencing equipment, etc.) currently is use.
- b. How many courts do not have any equipment?
- c. How many corrective maintenance tickets were opened with respect to the audio visual equipment, in the last year? How many of these resulted in a technician dispatch?
- d. Is there a prescribed bill of materials for the court rooms? If so, please provide.
- e. Is there a standard network diagram for the court rooms? If so, please provide.

A17: In regards to Audio Visual Equipment:

- a. See response to Question #2.
- b. Of 162 active courtrooms, 76 have no built-in evidence presentation technology, remote interpretation technology or videoconferencing technology.
- c. That information is not available.
- d. No.
- e. No.

Q18: In regards to Storage and Retention:

- a. Is any of the audio / video backed up to a SAN? If so, could you please offer statistics as to how much video (GB) is recorded daily (or weekly)?
- b. Could you please point us to the retention period requirement by case type?

A18: In regards to Storage and Retention:

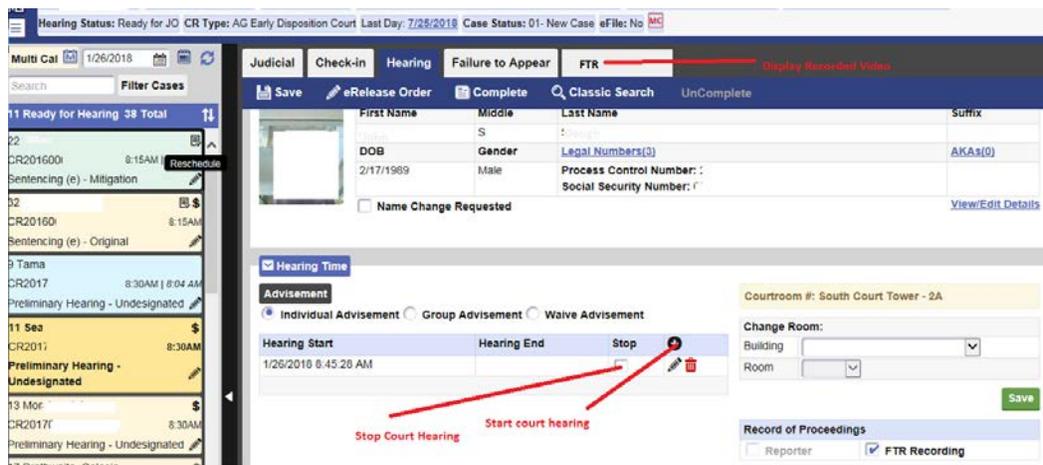
- a. Yes, approximately 50.86 GB per day.
- b. According to the Arizona Code of Judicial Administration – Section 3-402, Superior Court Records Retention and Disposition, electronic recordings of court proceedings must be retained as follows: Criminal capital cases – 50 years from the date of sentencing; Criminal non-capital cases – 20 years from the date of sentencing; Non-criminal cases – 5 years from the date of the proceeding; Juvenile cases – 10 years from the date of the proceeding.

Q19: In regards to Court Management System: Could you please provide a screenshot of the current court management system screen (ideally the screenshots which show the chronology of the case)?

- a. Are the current users of the court management system able to add metatags to a case? How do they do that? When can they do that?
- b. Could you please identify the roles which have access to the court management system? You listed bailiffs, court clerks and judges during the pre-bid meeting. Is there anyone else?

A19: In regards to Court Management System

- a. Yes, metatags can be added through API and it can be done while hearings are in session. The following screenshot illustrates where we want to integrate the digital recording start/stop control.



And the screenshot below illustrates a link to a digital recording through the docket screen.

RED dockets indicate Pending Pre Dockets. BLUE dockets indicate Pending eFile Dockets.

Line Number	OnBase Image	Filing Date	e Filing ID	Minute Entry Date	Docket Date	Type	Category	Filed By	Associated	10 Document
18		01/17/2018		01/10/2018	01/17/2018 (15633406)	584 - ME: Preliminary Hearing Continued	Unspecified	The Court	002	
17		12/29/2017			12/29/2017 (156151705)	OTC - Order to Continue	Unspecified	The Court	002	
15		12/13/2017			12/13/2017 (156100163)	OTC - Order to Continue	Unspecified	The Court	002	
11		11/30/2017		11/29/2017	11/30/2017 (157852689)	179 - ME: Initial Appearance	Unspecified	The Court	002	
13		11/29/2017	8885202		11/30/2017 (157852689)	ROC - Release Order/Order Regarding Counsel (Release Order)	Release Orders	The Court	002	
10		11/29/2017	8883242		11/29/2017 (157886837)	FIN - Financial Information (Financial)	Unspecified	The Court	002	
8		11/07/2017			11/07/2017 (157886867)	A/S - Affidavit Of Service (11/09/2017)	Unspecified	The Court	002	
5		10/26/2017			10/27/2017 (157567015)	CID - Court Information Sheet	Unspecified	The Court	002	
2		10/26/2017			10/27/2017 (157564402)	SUM - Summons	Unspecified	027954	002	
4		10/26/2017			10/27/2017 (157569073)	DCO - Direct Complaint	Charging Documents	County Attorney (Bar Number)	002	
4		10/26/2017			10/27/2017 (157584402)	SUM-SUMMONS HEARING Court Recording	Court recording	027954	002	

Clicking the link should takes to that day hearing on that day

- b. Court Administration, Court Reporters and other Court Staff will have access to digital recordings.

Q20: In regards to Internet Connectivity: What is the current internet bandwidth available per court? If it varies, could you please offer the min, max and average?

A20: The current bandwidth per court is 1.2 GIG. Variation is between 800 MEG to 1 GIG on average.

Q21: In regards to E-Commerce:

- a. **Do you have a schedule of fees figured out? The context of the question is that we are looking to understand the granularity of the fee schedule.**

A21: A schedule of fees has not yet been determined.

Q22: In regards to Current Spend:

- a. **How much are you currently paying vendors annually to support your existing courtroom video solution? Please exclude equipment acquisition and equipment installation costs, if possible.**

A22: The current Superior Court system maintenance cost for this year is \$502,228.00

Q23: In regards to SLA (service level agreement):

- a. **Would you be able to share the current SLA with the current vendor? If not, could you please identify which elements have a 1 hours SLA, 2 hour SLA, 4 hour SLA, next day SLA?**
- b. **What is your current equipment sparing strategy? Where are the depots?**
- c. **How much of the corrective maintenance is provided by the incumbent vendor? How much of it is handles by your own staff?**

A23: In regards to SLA (service level agreement):

- a. *That information is not available.*
- b. *The Court does not maintain a supply of spare parts.*
- c. *That information is not available.*

Q24: In regards to Integrations and UX Design: Are there any integrations which the court's IT group would prefer to perform on its own? If so, please list those areas.

A24: Integration with Court Case Management System: integration with security "Panic Alarm" system.

Q25: Can you provide the total number of hours the Court anticipates recording on a daily, monthly, and annual basis?

A25: See response to Question #7.

Q26: Can you provide the total number of hours of audio/video currently recorded and held in a digital format by the Court?

A26: 22.75 terabytes.

Q27: Pricing question, the Price Sheet asks for a line item price for the Digital Recording System Enhancement. Can you add more specifics to what needs to be part of this pricing. Reviewing page 4, it describes the Scope of work for the Enhancement Innovation Project. This scope blends audio visual technology, Digital Recording and the E-Commerce. Most of Section A (Digital Recording of Court Proceedings) and Section C (Archiving and Retrieval of Digitally Recorded Proceedings) appears to be what is being asked to price for this section. This would include just the recording software / hardware that would be doing the digital recording.

- a. **If audio visual portions such as section B, D, E, and F, we really need more detail:**
- 1. How big is the room to figure out the quantity of speakers needed?**
 - 2. How many zones of speakers?**
 - 3. For display technology, is this a trial courtroom with a jury?**
 - 4. For annotation, who would be annotating (Witness and Podium)?**
 - 5. For Evidence Presentation, where would the end-user be able to connect their PC/Laptop/tablets/Phone (attorney tables and how many, Judge, Podium)?**
 - 6. For control of audio visual, who would have control (Judge & Bailiff)?**

A27: Offerors are strongly encouraged to submit their best pricing estimates based on the criteria set forth as written in the RFP. Much of this goes to future projects and is dependent upon variables that are unknown at this time.

Q28: E-Commerce question:

- a. **Can you provide information on the current volume of CD's that are burned and delivered each month to the following:**
- 1. Private parties and legal professionals;**
 - 2. Government agencies;**
 - 3. Court Reporters and Transcription companies**

A28: For the year just completed we averaged production of 350 CDs per month and the upload of 265 dates to transcribers monthly for the preparation of transcripts.

All other provisions of the solicitation shall remain in their entirety.