

DIGITAL RECORDING SOFTWARE FOR COURT PROCEEDINGS RFP QUESTIONS & ANSWERS

PAGE & SECTION	QUESTION & ANSWERS – SET #1
Pg. 1 Sec. 1	Can the AOC define what is meant by “supplement current software?” This will allow us to respond to the RFP with an appropriate and targeted response.
Answer	This language was included to allow a vendor to send a proposal that would not involve replacing the current software solution for digital recording, but that would meet other criteria contained in the RFP.
Pg. 1 Sec. 1	What is the AOC’s experience with system failure of the current software?
Answer	The current software has a very low failure rate.
Pg. 1 Sec. 1	Where are the failures most prevalent? Software, Mixers, or PCs?
Answer	Mixers, as the hardware itself needs to be periodically replaced. PC operating systems updates can sometimes cause issues with drivers. State networking can also cause a problem when trying to pull data in from the case management system.
Pg. 1 Sec. 1	What does the AOC want to add to its existing digital recording solution?
Answer	See RFP section 3 ‘Additional Features’ starting on page 7.
Pg. 5, Sec. II, Par. 3	What is the AOCs back-up plan for the audio files”?
Answer	The only copy of audio retained is on a single compact disc stored locally at the courthouse. The AOC is evaluating options and costs for centralized long-term server storage with backups. This is one of the reasons file storage was included in the ‘Additional Features’ section of the RFP.
Pg. 5, Sec. II, Par. 3	What is the AOC’s disaster recovery plan for audio recorded files?
Answer	See above.
Pg. 5, Sec. II, Par. 3	Does the AOC want to deploy a fault-tolerant (fail-safe) solution to preserve the court record should the courtroom PC or mixer fail, the archived data is corrupted, or the copy is lost or inadvertently destroyed?
Answer	Such a solution would be evaluated.
Pg. 5, Sec. II, Par. 3	How does the AOC verify that the archive copy is valid and was not corrupted during the copy process?
Answer	There is no validation being performed.
Pg. 5, Sec. II, Par. 3	Does the AOC want a software solution that verifies the recording is viable when copied to a CD, DVD or central server?
Answer	Such a solution would be evaluated.
Pg. 5, Sec. II, Par. 3	Do you want to be able to produce an authenticated and certified copy of a proceeding?
Answer	Such a solution would be evaluated.
Pg. 5, Sec. II, Par. 3	In the event of a courtroom failure what is the current backup plan and what would you like for a backup solution?
Answer	Since there is no backup solution, it is generally necessary to reschedule court. An ideal backup solution would allow court to continue as planned with another form of recording.
Page 5, Sec. II, D	This section references the mixing devices. a. Does the county IT maintain the BIS microphone Mixer and all other mixers?

Answer	No, the AOC provides the mixers to the county courts.
Page 5, Sec. II	How does the AOC expunge recordings exceeding their retention period?
Answer	That is up to each court, as they are currently storing the audio recordings locally.
Page 5, Sec. II	Is the AOC looking for an automated software solution to purge records that have exceeded their retention period?
Answer	Such a solution would be evaluated.
Pg. 6, Sect. E Software	Does the AOC want concurrent online access for recordings? If yes, what is the number of concurrent access licenses required?
Answer	Such a solution would be evaluated. Potential could be for 100 -150 concurrent licenses.
Pg. 6, Sect. E Software	Who operates the system to start a recording?
Answer	The courtroom clerk starts and monitors the recording throughout the hearing.
Pg. 6, Sect. E Software	How is a recording started?
	See above.
Pg. 6, Sect. E Software	Are the software licenses divided into recording and client licenses? If so, how many recording licenses (rooms) and client licenses (users) are needed?
Answer	Current licensing is done by courtroom. One license per courtroom is issued.
Pg. 6, Sect. E Software	Apart from docket information, is there additional data the AOC wants integrated with the recording software solution?
Answer	Not at this time.
Pg. 6, Sect. E Software	Will the AOC provide a sample XML file to the vendors for review for import into the vendor's software?
Answer	A sample file would be provided after a vendor is selected.
Pg. 6, Sect. E Software	Will the AOC provide a copy of the XML schema?

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Pg. 6, Sec. E Software	Is there a plan to change CMS vendors or systems and if so when is that anticipated?
Answer	No, there is no plan to migrate to a different CMS.
Pg. 7, Sec. E Integration	As requested above please provide detailed specifications on current CMS integration.
Answer	<p>Limited data is being exported from the CMS to create “bookmarks” which are imported into the digital recording software as placeholders to separate and identify specific recordings. This data includes:</p> <ul style="list-style-type: none"> • Docket number (case number) • Judge • Plaintiff attorney • Plaintiff • Defense attorney • Defendant • Notes
Pg. 7, Sec. E Integration	Other than the docketing information stated on page 6 Section 1.E. from JUSTICE integrated into the recording do recording operators annotate the record with any other information linked to the recording?
Answer	This is not currently being done. Such a solution would be evaluated.
Pg. 7, Sec. E Integration	Do any of the users need to annotate recorded sessions post-recording?
Answer	This is not currently being done. Such a solution would be evaluated
Pg. 7, Section 3, A, Long Term Centralized Storage	Does the AOC have Centralized Storage such as SAN or NAS? If yes, where is it located, and is this the site for the centralized storage of audio files?

Answer	The AOC can leverage the SAN storage option offered through the state Office of the Chief Information Officer (OCIO). This option will be evaluated against any other options proposed in vendor responses.
Pg. 7, Section 3, A, Long Term Centralized Storage	If the AOC has not yet secured a site for centralized storage, where does the AOC plan to locate the centralized storage (courthouse, district, state)?
Answer	See above.
Pg. 7, Section 3, A, Long Term Centralized Storage	What is the bandwidth within and between the courthouse, district, and state?
Answer	See attached 'Interface Utilization Report' for a single day sample of bandwidth allocation and usage across the state by county courthouse.
Pg. 7, Section 3, A, Long Term Centralized Storage	What is the approximate recording time per day for an average court session per room?
Answer	This will vary widely from court to court. Some courts only have hearings once a month, for less than an hour. Some courts will consistently be holding hearings in a single courtroom back-to-back for up to half a day.
Pg. 7, Section 3, A, Long Term Centralized Storage	Please define uptime requirements?
Answer	99.99%
Pg. 7, Section 3, A, Long Term Centralized Storage	Do you want the vendors to propose a centralized server with pricing as an option or will the Court provide a centralized server as it does with the other hardware?
Answer	There is no need to include server hardware in a proposal. If the vendor has a cloud based solution as an option for centralized storage that would be evaluated.
Pg. 8, Sec. 3, B, Streaming	Is the AOC seeking to live stream court sessions?
Answer	No
Pg. 8, Sec. 3, B, Streaming	Is the AOC seeking to stream (playback) archived sessions?
Answer	Yes
Pg. 8, Sec. 3, B, Streaming	Is the AOC seeking to stream both live and archived sessions?
Answer	The AOC is interested in streaming archived audio files.
Pg. 8, Sec 3, D, Judge Component	Please clarify the functionality the AOC is seeking for the judge component.
Answer	One possibility is to allow judges to annotate the recording in progress and/or during playback.
Pg. 8, Sec 3, D, Judge Component	Are their functions the judges want but the current software lacks the necessary feature set?

Answer	Judges have not asked for any specific functionality. The AOC is interested in knowing options available to judges through any proposed vendor solution.
Pg. 8, Sec 3, D, Judge Component	How do judges and staff access the record?
Answer	Judges and staff can access the record on the local PC where the audio file is originally saved. They can also access it later, after the file has been transferred to compact disc.
11	In an effort to integrate the access and playback of the previously recorded Liberty sessions through a new software solution, will the AOC please provide us with a sample recording?
Answer	Yes, a sample recording can be provided after a vendor is selected.
PAGE & SECTION	QUESTION & ANSWERS – SET #2
Pg. 1, Sec. I, Heading 2 Evaluation Guidelines, Par. 1	What is the duration of the RFP for Digital Recording software for Court Proceedings?
Answer	The contract if awarded, would be for a five (5) year period, with up to one (1) additional one (1) year extension.
Pg. 6, Sec. III, Heading 1 Current Environment, Sub-Sec. E Software; Par 2	Are there any expectations for the selected Vendor to develop an integration interface from the SCCALES environment in the appellate courts to be imported into the recording software? If the answer is yes, please provide a sample of the exported file and any documents that describe the files structure.
Answer	No
Pg. 6, Sec. III, Heading 1 Current Environment, Sub-Sec. E Software; Par 4	Please describe the export/import process in detail. Is this an automated function? If it is a user function, what steps does the user take to import this date from the case management system?
Answer	See below: <u>To begin using this new feature:</u> <i>From the Main Menu, Type in the expert code BOOKMARK</i> <i>The following window will display</i>



- *Enter the required information and select the Print Order. A message will display stating the Job was submitted for the individual User ID.*

To access the Predefined Bookmarks file:
Open Liberty Court Recorder

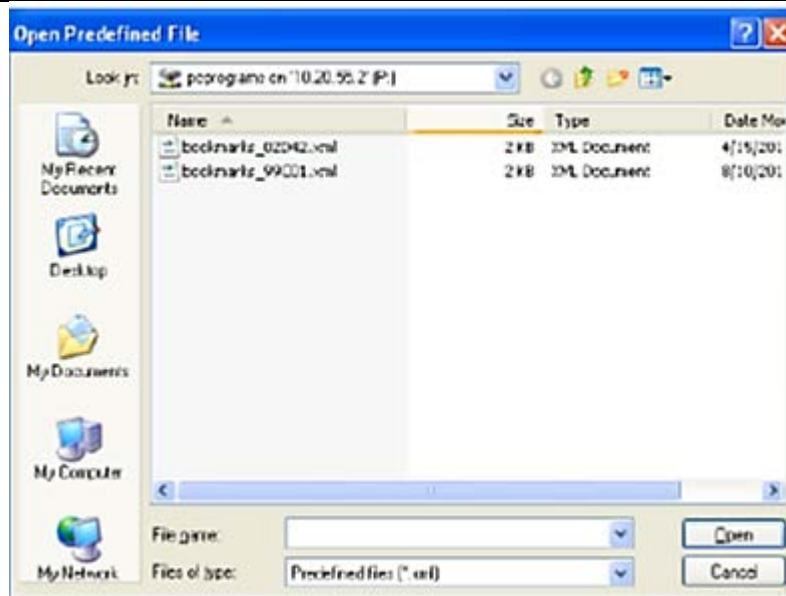


- *From the Tools menu, Click Predefined Bookmarks or press the Predefined Bookmarks button*

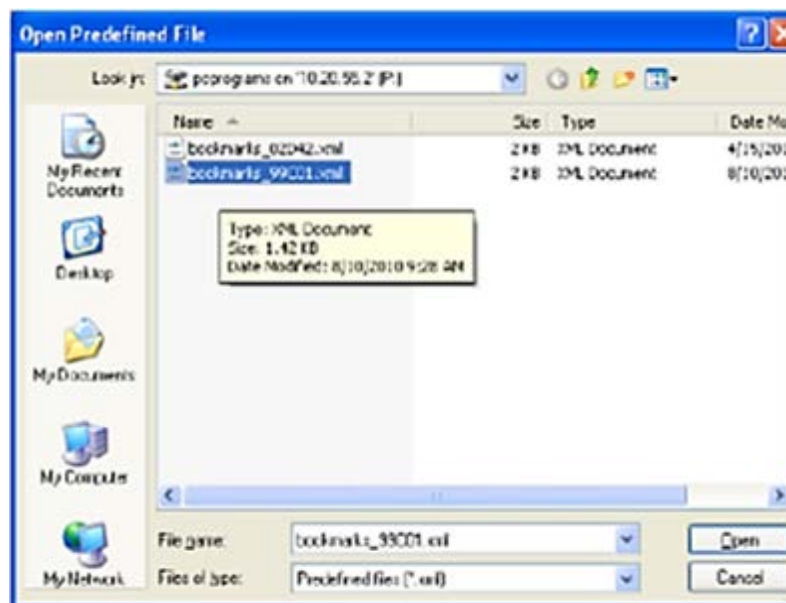
From the main toolbar. The Predefined Bookmarks window displays
Click the “File Open” button from the toolbar



- **-OR-**
- *From the File Menu, Click Open*
- *The Open Predefined File window opens*
- *Select “pcprograms” (P) drive from the “Look In” drop down menu at the top of the window.*



- *Next select the desired bookmark file from the list*



- *The file opens with the predefined bookmarks displayed, as shown below*

Pg. 6, Sec. III,
Heading 1
Current
Environment,
Sub-Sec. E
Software; Par. 4

Please provide a sample of the XML file exported from the JUSTICE case management system. Are there any documents that describe the XML file structure? Is there any history of the structure of this file changing over time or has its composition remained static?

Answer

The structure of the file has remained the same for many years. A sample file would be provided after a vendor is selected. A sample of XML schema is detailed above.

General
Question

Can you outline how you want training of end users and staff to occur?

Answer

Training on any new systems would be coordinated through our Judicial Branch Education division. Most of it would be done remotely through

	webinars and instruction guides, although some regional hands-on training may be necessary.
PAGE & SECTION	QUESTION & ANSWERS – SET #3
Sec. E Software	This section states the AOC holds 140 licenses. Does this equate to 140 courtrooms/portable systems?
Answer	Yes
Sec. E Software	Will the AOC consider responses that require full or partial replacements of BIS digital mixing devices?
Answer	Yes, but only those responses that are revenue neutral; there is no cost associated with the full or partial replacements of the mixers.
Sec. E Software	Does the AOC wish to integrate teleconferencing/video conferencing equipment with digital recording?
Answer	It is not a need at this time, but this option would be considered.
Sec. E Software	Can the AOC provide codec equipment details?
Answer	The AOC could provide some information, but most of the codec equipment that is in place in the courthouses was purchased and installed by the county.
Sec. E Software	Does the AOC require implementation assistance?
Answer	The AOC would require that the vendor provide information and training on any new systems to the IT department, and then statewide implementation would be managed internally
Sec. E Software	Can the AOC provide an average of recording hours per week across the state excluding District court?
Answer	This will vary widely from court to court. Some courts only have hearings once a month, for less than an hour. Some courts will consistently be holding hearings in a single courtroom back-to-back for up to half a day.
Sec. E Software	How many microphones per room are used?
Answer	This will vary from court to court as well. There are a minimum of 4 microphones in each courtroom, but some have up to 8 microphones.
PAGE & SECTION	QUESTION & ANSWERS – SET #4
Not stated	The current retention period is 3 years. How often are these records purged (does Liberty provide this housekeeping function)?
Answer	Section C subsection ii (Trial Courts) of the RFP states that “The retention period for these files varies by the type of hearing, from 30 days to permanent retention.” It is only appellate courts retention period that is 3 years. The records can be purged by the courts, the AOC does not keep track of how often the local courts are performing this process. There is no automated process for purging audio records.

Not stated	Does the court have expectations regarding changes to existing schedules (longer than 3 years)?
Answer	The AOC does not expect any changes to existing retention schedules. See above for Trial Court records' retention period.
Not stated	Are vendors tasked with pushing data to the CMS or will that responsibility be left to the courts?
Answer	There is no anticipated need to push data to the CMS at this time.
Not stated	Do you want integration to the CMS where you control the recording software or do you simply want to pull data from the CMS to populate the recording header?
Answer	<p>Our requirement is that data is being exported from the CMS to create “bookmarks” which are imported into the digital recording software as placeholders to separate and identify specific recordings. This data includes:</p> <ul style="list-style-type: none"> • Docket number (case number) • Judge • Plaintiff attorney • Plaintiff • Defense attorney • Defendant • Notes
Not stated	Do you want full integration with the ability to stop/start recording, annotate, play recordings from the case management application?
Answer	No
Not stated	Can we get more detailed specifications on current integration?
Answer	See above for sample of XML schema