ATTACHMENT 1

OBJECTIVES AND CAPABILITIES QUESTIONNAIRE

Question #	Question	Response	Cost/Licensure Information, if applicable
GENERAL QUESTIONS			
1	How long has your company been in business?		
2	How long has your product(s) been in use (public or private)?		
3	Does any government entity currently use your product? If so, which entity?		
4	To your knowledge, do any of your current government contracts (anywhere in the US) contain a "piggy-back" clause? If so, which contract and which entity?		
APPLICATION QUESTIONS (BACK END)			
Question #	Question	Response	
5	Are you proposing an application solution that is customized for and dedicated to the use of the State Courts System?		
6	Is your application a single product or a module-based product?		
7	Are all the modules included in your proposed product price? If the answer is no, please list the modules that ARE included in		

		that price as well as the additional modules available.		
8	Is the purchase of software or software licenses required by the OSCA? If so, what license types, quantities and duration of each license required?			
9	Is the purchase of other third party software or license required by the OSCA? If so, what software, license types, quantities and duration of each license required?			
10	Is the application hosted locally, in the Cloud, on your server or elsewhere? If not locally, is that an option?			
11	Are single or multiple databases used for user profiles for admin users, regular users and/or customers?			
12	Is there a user interface to create and maintain user group profile records? Describe.			
13	Is there a field(s) to identify which group(s) each customer belongs to within the database?			
14	Is there a limit on the number of groups a customer can belong to?			
15	Is the manual entry of customer data possible?			

16	Is the bulk upload or web service data integration of customer data possible?		
17	What file format does your bulk upload or web service process use?		
18	Is there a restriction on the number of customers or customer types that can be stored in the database(s)? If so, what are the restrictions?		
19	Can database, field names or field titles be renamed?		
20	Can fields be configured to allow for editable drop down lists? Are there any limitations?		
21	How many documents or files can be uploaded and associated with each customer?		
22	What file formats are allowed and what is the maximum size of each file and all files in total?		
23	Can stored documents be downloaded by customers? Staff? If so, can some of the documents be "locked" to ensure only authorized persons can access them?		
24	Can the attendance at events or education sessions be tracked?		
25	Can that information be imported from either an event management application or from		

	a CSV or other type of file? Manual input?		
26	Can that information be exported to an MS Excel spreadsheet? Other file type?		
27	Can a customer print certificates of attendance or identification cards from the application?		
28	Are staff able to send out "push" notifications to all customers?		
29	Can the application send out reminder or other automatic notifications? (e.g. reminder to apply for recertification or to submit documentation of continuing education)		
30	Can the application generate automated form letters based on certain actions, statuses, or registrations? What about envelopes/labels?		
31	Are survey analytics included in the application?		
32	Does the application support role based permissions to segregate customers in such a manner than only those staff associated with that customer type can see, edit or interact with that data? (e.g. interpreter staff can only see or interact with interpreter customer data)		
33	Describe the application's search and tracking capabilities.		

34	Describe the reporting features provided by your application including the application's ability to run and access canned and ad hoc reports.		
35	Does the application have the ability for staff to enter notes on various screens or associated with particular data?		
36	Does the application have functionality to track or detail complaints against a customer and track progress of the complaint or disciplinary process?		
37	Does the application have the ability to "expire" a license or certification (depending on nomenclature used) based on a renewal or expiration date?		
38	Does the application allow for financial transactions to be tracked and accessed within a customer's record?		
39	Is there functionality that would allow staff to upload continuing education attendance (or similar type of data) information for bulk upload that would record that data in the various customer profiles?		
APPLICATION QUESTIONS (FRONT END)			
Question #	Question	Response	

40	Does the application have the ability for a public-facing web interface for customers to log in?		
41	What end-user web browsers does the application support?		
42	Does the application support the use of handheld devices, such as tablets, mobile phones, laptops, etc.?		
43	Describe how your application will provide user friendly graphical screens and navigation for customers and staff.		
44	When a customer logs in, does the application provide a summary page with features such as current status, upcoming registered events, upcoming due dates, etc?		
45	Does the application allow the customer to store and edit contact information such as address(es), multiple telephone numbers, multiple e-mail addresses, exam scores, biographical information, etc?		
46	Does the application provide a user interface that allows the user easy access and navigation between various parts of the application?		
47	Does the application provide error messages that identify what is needed to correct a		

	problem or issue for required or selected fields?		
48	Does the application have functionality to allow the customer to upload documents? If so, what file types?		
49	If a personal customer profile function is available, is the information available to back-end users only or can it be available in an address book that all or selected customers can view and download? If the answer is "yes", can this information be imported into commonly available address book applications?		
50	Does the application allow a user to access various application and related data with a single login (e.g. if a customer is an interpreter and a mediator, can they access all related information or data for both customer types with a single login)?		
51	Does the application have the ability for the customer to designate certain information or fields as confidential which limits access to those data to authorized staff only?		
52	What educational or biographical information does the application		

Question #	Question	Response	
	allow to be entered in its most basic or native form of the application?		
53	Does the application allow the customer to manually enter continuing education courses attended?		
54	Does the application allow the customer to print or otherwise download a report of continuing education courses attended?		
55	Can the application export or otherwise allow for the searchable display of certain customer types on a stand-alone web system, such as a searchable list of interpreters by language, city, etc?		
56	Does the application have the ability to provide an alert to a customer at login that their certification or license is invalid or a renewal is required soon?		
57	Describe the help functionality available for customers to resolve issues or questions on their own through the application or associated website.		
APPLICATION TECHNICAL QUESTIONS			
Question #	Question	Response	
58	Describe the technical architecture and infrastructure		

	requirements (i.e. database, hardware, software, security, etc.) necessary.		
59	If hosted, where is the server hosting your application located?		
60	On what make and model server will the OSCA application instance be installed?		
61	Is this a "virtual" server?		
62	Are the development and test instances hosted on the same server?		
63	Please list and describe the function of all security software installed on the server to prevent unauthorized access to data.		
64	Please list the virus software used on the server and the frequency in which it is updated		
65	Are other clients hosted on the same server? If the answer is "yes", how many clients use the server?		
66	If the answer to Question 61 is, yes, please describe the partitioning and measures taken to prevent clients from accessing the data of other clients on the server.		
67	If there are other clients on the same server, are they all clients of your company using the same software application? If the answer is "no", please explain		

	the use of the server, what types of applications or data are stored on the server and what security those applications utilize to prevent	
68	Does your application interface with Microsoft Active Directory? If so, describe.	
69	Describe the application's scalability and evolution potential.	
70	Detail the help desk and other support available with the application, including access method, logging and tracking mechanisms, resolution process, etc. If there is an additional cost for any type of support that should be detailed as well.	
APPLICATION SECURITY QUESTIONS		
Question #	Question	Response
71	Does your web interface utilize Hyper Text Transfer Protocol Secure (HTTPS) communication protocols?	
72	Do you use the Secure Sockets Layer (SSL) or Transport Layer Security encryption?	
73	Is the data transmitted in a secure VPN tunnel while in transit?	
74	Does your Company follow NIST standards? If so, are you NIST	

	certified and what is the date of certification?		
75	Does your server host follow NIST standards? If so, are they NIST certified and what is the date of certification?		
76	If the system is not hosted locally, what are the standard backup procedures?		
77	Does the application provide for real time backups/recovery? If so, does it provide recovery based on an "as of" date/time in the past?		
78	Is an end-use account or attendee account locked out after a specific number of failed log-on attempts? If so, how may attempts and can the number of attempts be changed?		
79	Does a locked-out account require manual reset or is there an automated process used?		
80	What user validation points are used to unlock the account or reset the password?		
81	Are multiple log-ins allowed if the attendee uses a cellphone and a laptop or tablet simultaneously?		
82	Does the application allow for an administrator login that can add/deled/edit users and user passwords?		

83	Does the application provide for archiving data for purposes of knowing what happened, when it happened, and by whom it happened?				
84	Does the application provide user audit logs? Describe the information provided on the audit log report?				
85	Does the application support multi-factor authentication?				
SOFTWARE COST QUESTIONS					
Please list each software package required	Quantity	Unit Price	Description		Total Cost

LICENSE COST QUESTIONS					
Please list each licenses and license type required	Quantity	Unit Price	Description		Total Cost
MAINTENANCE AND SERVICE COST QUESTIONS					
Please list each maintenance and service plan required	Quantity	Unit Price	Description		Total Cost

ADD ON OPTIONAL PRODUCTS AND SERVICES COST QUESTIONS				
Please list each suggested add on items that provide enhanced functionality and "value"	Quantity	Unit Price	Description	Total Cost

I certify that, I am authorized to bind my company to a contractual agreement and that the answers and information submitted on this form are a true and correct representation of the products and services being presented to the Office of the State Courts Administrator. I understand that the OSCA will use these representations in its decision-making processes related to this Request for Information including a potential solicitation or purchase of products or services.

_____   _____   _____

Signature   Title   Date

_____   _____   _____

Printed Name   Phone   Email Address

_____   _____

Company Name   Company FEIN

_____   _____   _____   _____

Street Address   City   State   Zip Code