RFI 2200-16-17-001-SH

Questions and Answers

Similar questions will be grouped together. To clarify with regard to vendor questions, the "state" in this RFI is limited solely to the Office of the State Courts Administrator (OSCA) and answers do not represent any other entity other than the OSCA.

Question	Answer
Who is the project manager/technical contact for this effort?	At this time the sole contact is Steven Hall, Chief of General Services. Should the OSCA proceed in any direction another or additional contact may be added at that time.
Has the Office identified a funding source for this effort; and if so, which source(s) may be used? Has funding already been secured? Will OSCA have a budget for implementation services and software licenses?	A specific funding source has not been identified. No funding is currently set aside for this project and it cannot be determined at this time whether funding would be set aside or how much.
What is the anticipated cost of this effort? Is there a rough estimated award amount?	Unknown.
Is there incumbent vendor fulfilling this requirement? Or is it done in house by the Office?	There is no incumbent vendor. Existing systems were developed in-house or utilize commercial off the shelf software that has not been modified.
Does the office have an estimated timeline or project start date? Is there an estimated time frame in which the Office would like to have the System implemented, if a decision is made to move forward?	There is no set timeline. Should the OSCA decide to move forward, a timeline will be developed.

What is the State's desired implementation timeframe (project start to go-live)?	
Does your agency currently utilize a document management solution? If so, is this planned to be kept and interfaced with or are you looking to replace. Approximately how many documents are stored and what is the storage size?	No, the organization does not utilize a document management solution.
Has OSCA seen any vendor demonstrations in the last 3 years? If so, which vendors?	There has not been a vendor demonstration for this specific project to the best of our knowledge.
What current systems will OSCA require to integrate with the new Licensure Certification and Education tracking system? Please provide incumbent information for legacy systems currently in use. Please describe the technology of the legacy systems and manual processes the State currently uses to monitor the certification and renewal processes for mediators and court interpreters. Are the current legacy systems proprietary to OSCA? If no, what are the names of the current systems and vendors who provided them? Please provide incumbent information for any systems that may need to interface / integrate with new System, as well as their anticipated replacement cycle.	Currently utilized for the purposes outlined in the RFI are: Microsoft Word and Excel files; Microsoft Access databases (created in-house); Oracle Databases.
How many internal named users will require access to the system? What are the roles of these users? The Cost questions in the Questionnaire do not specify user quantity, nor does the RFI scope itself. How many internal facing users would be needing access to this system?	An exact number of internal users is not known. It would likely be more than 10, less than 100, depending on the system capabilities and limitations. Roles could include, but are not limited to, administrator, data manager, data processor,

Can you provide information regarding the number and types of users that would be accessing the "back end" system?	educational specialist, certification specialist, general user/viewer (not entering or manipulating data, view only).
We have a Named User licensing structure. Our definition of 'named user' is that of staff with access to the back-office software system regardless if the access is concurrent or consecutive. Based on our definition, how many Named Users does the State anticipate having on the proposed solution?	See above.
Are the customers referred to in Section II internal employees of Florida Courts, or would they be considered employees of various other agencies? How many customers (court interpreters and mediators) will OSCA serve with the new tracking system? The Cost questions in the Questionnaire do not specify user quantity, nor does the RFI scope itself. How many users (customers) would be needing access to this system?	Customers may be employees of OSCA, of the Florida State Courts System, of other entities of state government, of municipal governments; customers will also be non-employees. An exact number cannot be estimated, however, there will likely be more than 5,000 customers and may be as many as 25,000 at some point in the future.
What is the total number of professions that could be added to the new system? What are the names of these professions? How many total customers does OSCA currently serve? Apart from mediators, court interpreters, and judges, what other professions may be added in the future? What is the current number of active licenses for mediators, court interpreter, and judges? What is the annual volume for new licenses and renewals for each?	The additional professions that may be added in the future is unknown. Should a system by implemented it would likely include mediators, interpreters and judges. There are approximately 5,000 mediators, just under 1,000 judges and several hundred interpreters. Mediators and interpreters renew on two and three year cycles. Judges do not have to renew.
What payment gateway does the State currently use for online payments?	None.

If the Office moves forward with a procurement, is there a specific method that may be used?	That has not been determined.
Will the Office contract for any additional services related to this effort but not within the scope of the System replacement; such as, implementation, QA, staff augmentation, integration, etc.? If so, please specify which services may be needed, a procurement method, estimated time frame and whether they will be contracted for together or individually.	That has not been determined. Should such services be needed to install or implement the solution, it may be possible, but cannot be determined until such time as a solution is selected.
Are you able to indicate what the top five technology initiatives for the Office are?	No.
Whether companies from Outside USA can apply for this?	Yes, but only for non-cloud based solution that would be a single purchase.
Whether we need to come over there for meetings?	To be determined.
Can we perform the tasks (related to RFP) outside USA?	No.
Does Florida Courts have an already established curriculum, or do you use third party content providers for workshops, CEUs, etc? If third party, can you specify which providers are used?	Curriculum for some professions is done in-house, while others are external. The providers are available at www.flcourts.org under the mediator education and court interpreter sections.
The Objectives and Capabilities Questionnaire, question 10 discusses cloud or locally hosted options. What would the intent be for a locally hosted option versus cloud? Would the State consider a comprehensive 100% cloud-based solution designed specifically for the public sector that cannot be hosted in State facilities? How will both "cloud" and "on-premise" solutions be graded and evaluated against the other?	No preference has been determined. Each will be graded equally based on functionality, security, and estimated cost.

Will the State please provide the Questionnaire as a MS Word document?	Yes. It is available at www.flcourts.org under the Purchasing tab.
What is the State currently using for surveys?	Checkbox.
Are Email responses are acceptable with searchable PDF provided as an attachment? Can we submit the proposals via email?	Responses will only be accepted via e-mail.