

Office of the Administrative Director – Financial Services Division

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October 12, 2009

MEMORANDUM

TO WHOM IT MAY CONCERN

FROM: JANELL KIM, FINANCIAL SERVICES ADMINISTRATOR

SUBJECT: **ADDENDUM NO. 2, REQUEST FOR PROPOSALS NO. J10080,
PROVIDE GENERAL LEDGER SOFTWARE AND SERVICES TO
THE JUDICIARY, STATE OF HAWAII**

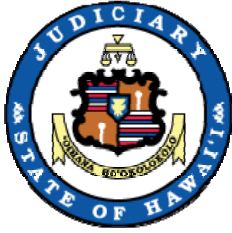
Transmitted herewith is one copy of ADDENDUM NO. 2, including some questions and answers, for your review. Should you have any questions regarding this addendum, please contact Jonathan Wong in the Contracts & Purchasing Office at (808) 538-5805, FAX (808) 538-5802, or email jonathan.h.wong@courts.state.hi.us.

A handwritten signature in black ink, appearing to read "Janell Kim".

Janell Kim
Financial Services Administrator

JK/JW:jw

Transmittal - Addendum No. 2



RFP J10080 Questions and Answers Posted 10-12-09

- 1) Has JIMS been created for the sole use of The Judiciary, State of Hawaii? If so, was it created in house?

Answer:

JIMS' case management is a product called Contexte which was created by ACS. Their base product is utilized by numerous courts however customizations were done to meet the specific needs of the Judiciary, State of Hawaii.

- 2) I have reviewed the Accounting Structure and want to verify with you the number of segments you foresee being utilized and the number of digits. In the First Circuit it appears they will be utilizing more segments than the other Circuits. If you could provide the GL structure that is currently being utilized (ex. XXX-XXXX-XX-XXXXX) vs. what would be utilized in the new GL system it would be helpful.

Answer:

The current general ledger structure in Dynalogic is made up of the following three fields: 1) Timestamp; 2) Account; 3) Office Code (Court) with each Circuit contained within its own database.

The current general ledger structure in JIMS is made up of the following three fields: 1) Fund; 2) Account; 3) Location (Circuit/Court).

Vendors should NOT assume that the same number of fields and characters that are utilized currently will be the same that will be utilized in the new system.

The final general ledger account structure will be determined once a vendor has been selected.

Vendors are requested to provide information as to any constraints their system has in regards to establishing and maintaining a general ledger structure.

- 3) Could you tell me approximately how many GL accounts would be stored in the system? I reviewed that you would like 2 years of history amounting to approximately 100000 records.

But, how many specific GL accounts will you have in your Chart of Account? I am trying to get a feel for how large your COA is.

Answer:

The Dynalogic General Ledger System contains over 60 general ledger accounts for each accounting entity with a total of 22 accounting entities. JIMS currently utilizes over 60 general ledger accounts with a total of 4 accounting entities.

Vendors should NOT assume that this will be the same number of general ledger accounts that will be required in the new system. The final decisions around the number of general ledger accounts will be determined once a vendor has been identified.

Vendors are requested to provide information as to any constraints their system has in regards to the number of general ledger accounts that can be created.

4) Could you provide the Operating Budget of The Judiciary, State of Hawaii?

Answer:

The 2008 Annual Report can be found at: www.courts.state.hi.us

The report can be found directly via this link:

<http://www.state.hi.us/jud/pdf/JudAnnRpt08.pdf>

Budget information is contained on the pages numbered 33-35.

5) Also, is there a budget in place for this project? If there is, may I ask what it is?

Answer:

Funds have been allocated for this RFP. We are not able to provide vendors with the exact amount that has been allocated however; the Judiciary is very price conscience so vendors are encouraged to submit their best proposals.

6) In regards to the integration to JIMS, are you looking for real-time integration (via WebServices) or batch integration (updated nightly)? The Dynalogic G/L integration appears to be batch processed on a month basis. Is this correct?

Answer:

The interface from JIMS should be batched processed nightly with the ability to also process on-demand. The Dynalogic interface would be run monthly.

Both interface files would be incremental changes only (vs. full file replacement) and should be in the form of a balanced journal entry.

- 7) How would you like appendix B – E completed. Would you like us to enter an X in the appropriate column or the point value?

Answer:

Please enter an X in the column (Fully Meet, Partially Meet or Does Not Meet) that best describes your software's ability to meet the requirement. For any requirements that you mark as Fully Meet or Partially Meet, please complete the column entitled: Describe how software either fully meets or partially meets requirement

- 8) Please define what you mean by Voucher in AR-22

Answer:

Journal Entry

- 9) Please provide an example of Fund and Accounting Entity as used in AR-04

Answer:

An example of a fund is Trust and Agency. Each Trust and Agency fund is defined by circuit jurisdiction and court level

An example of an Accounting Entity can be found in the diagram in Section 2.2.4. If you look at 2nd Circuit you will see a grey box which contains Circuit Court, District Court and Family Court. That is considered an Accounting Entity.

- 10) Please provide examples of transaction types as used in AR-13

Answer:

An example of a transaction type could be but is not limited to: Bail, Cash Deposits, Fees etc.

11) Please define what is meant in AR-53 “The ability to identify and define unique chart of accounts based on unique accounting entities”

Answer:

The accounting structure defined in section 2.2.4 is the accounting entity structure that the Judiciary will utilize once all courts are on JIMS. The general ledger software must be flexible enough to allow the Judiciary to define a chart of accounts that will facilitate the transition from current state to the future state as defined in section 2.2.4.

12) What system is currently being used for the following areas:

Budget Development
Accounts Payable
Purchase Orders
Payroll
Human Resource

Answer:

These areas operate on several different systems and are outside the scope of this RFP. Offers submitted for this RFP should be constrained to only the requirements listed in this RFP.

13) 2.1 – Please explain the statement that “traffic records” will be the responsibility of the Judiciary to convert from JIMS to the new general ledger. Does this mean that the vendor is to exclude traffic records? If the Judiciary is doing this work, are we (the vendor) only to provide the format required for importing these records for the new general ledger?

Answer:

The vendor is not responsible for the conversion of Traffic records from the existing system to the new general ledger. The Judiciary will be responsible for migrating the existing traffic records to the general ledger. The vendor must provide the record format and any other technical information needed to import records into the new general ledger.

The general ledger must still account for transactions related to traffic cases and the vendor is responsible to provide the format required for importing the traffic records into the new general ledger.

14) 2.1 Please elaborate on the **Service Broker**. Is this a product or a module developed by the Judiciary? Maintained by the Judiciary? In what languages is it coded? How is the data to be passed by the Service Broker to the General ledger? We would like more detailed information on what is currently available in JIMS to facilitate data import. Obviously we can connect directly to the JIMS database but would prefer a more formal web service type architecture. Also, if there is any need to generate new services to facilitate this import, who would do the coding?

Answer:

Service Broker is a collection of interface components that is owned by and hosted by the Judiciary. The primary component of the current "Service Broker" architecture is a web services application hosted on Apache Tomcat (version 6) that is hosted on Judiciary's JIMSAPP3 server. It is written in JAVA utilizing the AXIS 2 web services framework for its SOAP bindings. Currently, the Judiciary does not communicate directly to other agencies using web services so additional application components exist in order to bridge file based API's to these service interfaces. Currently, these file processing components reside on the database server (JIMSDB1). These components are also written in Java. There will be significant impact to Service Broker as part of the GL integration project and depending on the requirements will look to incorporate MULE into the product to enhance its capabilities as a web services bus.

Service broker would be utilized to push the required information to the general ledger package and accept any input necessary. A web services approach would be preferred and would allow for a more "real time" interface though it may be required to have a scheduled "true up" process to ensure the data stores remain in synch. If this is not possible based on the capabilities of the general ledger package, a file based approach may also be supported. While APIs do currently exist for JIMS data they would not likely be appropriate for use without extension/customization. New services will be needed to facilitate integration. The Judiciary will be responsible for the development of any JIMS access services in order to extend the existing platform's capabilities.

The vendor should provide a detailed description of the interface format and process to interface with the Service Broker.

15) 2.1 How will the G/L software receive transactions related to Trust and Agency funds? By direct input? Where do these transactions now originate – from JIMS? From Dynalogic? Via other means?

Answer:

All transactions associated with this RFP are considered Trust and Agency Funds.

Please reference the explanation and diagram in Section 2.2.3 which explains the interaction between JIMS and the Service Broker, Service Broker and the General Ledger and Dynalogic and the General Ledger.

- 16) 2.1 What capabilities exist to export data from **Dynalogic**? The need to keep the systems in synch implies data transfer both ways; what capabilities does Dynalogic have to facilitate this? If there is nothing available, is the vendor to develop code to update the Dynalogic database?

Answer:

There is no existing interface out of Dynalogic. The vendor is expected to create a process to extract and receive data from Dynalogic. The data transfer will be one way as shown in the diagram in Section 2.2.3

- 17) 2.3.2.1 Mention is made more than once that the application must be compatible with the existing hardware and software configurations of JIMS and the Service Broker, and also compatible with the **Upgraded versions** of the existing hardware and software configurations. What are the specifications for the upgraded versions? When will these upgraded versions be deployed? Is this requirement to be met at sometime in the future, or during the testing and implementation phases of this project?

Answer:

The current versions of the hardware/software are listed in section 2.2 and 2.2.1. Many versions are not at current release levels. We are trying to ensure compatibility of the proposed solution should we embark on an initiative to bring the various hardware/software versions up to current revision levels.

A timeline has not yet been established for upgrades.

Vendors should document if their general ledger software has any restrictions as to what versions of the hardware and/or software that are listed in section 2.2 and 2.2.1 that their general ledger software is not compatible with. For example, Oracle 9i is currently listed in section 2.2.1, if your software is compatible with Oracle 9i but is not compatible with Oracle 10g, then that should be noted in your RFP response.

- 18) 2.3.2.1 (4) Why is the backup and restore function relegated to be “seamlessly integrated” into the existing JIMS backup/restore system? Please elaborate as to what is meant here,

particularly since the needs and reasons for backup and restore of the respective systems may not coincide beyond regularly scheduled operations.

Answer:

This requirement was created in order to assist the Judiciary production support team in their nightly back-up procedures along with their procedures to restore JIMS applications by maintaining compatibility with the existing backup/restore infrastructure. Currently, production support utilizes Veritas. I.e., the general ledger must be able to be backed-up and restored utilizing our existing Veritas infrastructure.

Vendors should document any requirements/constraints their application has for back-up and restore functionality.

19) 2.3.2.1 (7) The requirement for application source code seems to preclude implementation of a COTS solution, in favor of a customized or developed system. What is the Judiciary's reasoning and intent here?

Answer:

An assumption was made that even with a COTS solution there would be a certain amount of customization and/or enhancements that would be needed in order to fully meet the requirements of the RFP thus the requirement for the application source code.

20) 2.3.2.3 - AR-03,04, and 05, plus similar references elsewhere, seem to ask for balance sheets and a set of self balancing accounts by entity (courts) rather than by fund, as required for GASB/GAAP compliance. Please address this issue, and clarify your use of the term "entity".

Answer:

Each entity as shown in the diagram in section 2.2.4 is responsible for the Trust and Agency Fund associated with that entity. For example in the diagram in section 2.2.4 under second circuit, there is a grey box with Circuit Court, Family Court and District Court. That is considered a single accounting entity and that entity is responsible for the Trust and Agency Funds generated by those courts in second circuit.

21) AR-43 – The ability to make additional comments to a previously posted entry could be inconsistent with accepted audit trail standards. Could you please elaborate on this requirement?

Answer:

The requirement would be to allow a user to make a comment so that they can explain why they are performing a back-posting entry.

22) AR-62 – Are we safe to assume that your introduction of the terms “left” and “right” side are colloquialisms for debits and credits?

Answer:

Yes

23) AR-100 – Selective purging seems contrary to normal audit standards. This could compromise system integrity.

Answer:

Please see the example associated with this requirement. Because case management records from JIMS drive transactions through the service broker to the new general ledger, we need the ability to maintain the accounting record transaction even if the case management record is purged from JIMS.

24) 2.3.2.4 – TR-01 Please explain the requirement for a warning message if a transaction involves/affects more than 1 circuit or 1 entity, the occasions when this would happen, and under what circumstances it would be acceptable and when it would not be acceptable.

Answer:

The general ledger should have the capability to always generate a warning when transactions involve multiple entities and automatically create the inter-company balancing entries upon approval / acceptance of the warning message. This functionality should also be restricted via the security requirements listed in section 2.3.2.2

25) 2.3.3.1 (2) Is the designated lead a Judiciary employee? Is this direction to be functional and accounting, technical, contractual, or some combination thereof.

Answer:

Yes, although the JCLs designee may be a contract resource utilized by the Judiciary. Direction will be related to anything needed to complete this project, including a combination of functional and accounting, technical and contractual issues.

26) 2.3.3.3.2 - It appears that all key elements of the Project life cycle will be dependent on the timely availability and performance of the Judiciary Project Team. What is the size and construct of that team? Given the tight project time frame, what assurances can you give that the project checkpoints and approvals will not be delayed.

Answer:

The size of the Judiciary project team is still being determined. The team will be comprised of technical resources, accounting resources, JIMS users and other support staff. The Judiciary project team's role is seen as one providing necessary project decision making, guidance and information to the selected vendor's project team. Respondents to this RFP should assume that they will need to provide the resources to perform the "heads-down" work on this project.

Vendors should document any resource requirements that they need the Judiciary to provide.

Vendors should document any assumptions and dependencies they have regarding project checkpoints, approvals etc in order to meet the timeline. For example, Judiciary approval received within 5 business days of submitting the written design documentation.

27) Section 4 Evaluation Criteria--Why is the scoring system so heavy on "technical" and so light on functionality?

Answer:

1465 points are awarded to the General Ledger Software Requirements section whereas 1200 points are awarded to the Technical Services Requirements section.

28) How many users will be accessing the system? Of these users accessing the system how many will be inquiry/reporting users only? Of the users accessing the system, how many will be doing so remotely?

Answer:

There are approximately 40 judiciary locations statewide. There will be approximately 70 users that may access the general ledger directly. The majority of Judiciary users (200+ currently) will utilize JIMS to perform the majority of the case management transactions. When JIMS is fully implemented, Judiciary users are

estimated to be in the neighborhood of 1,200-1,400 strong. Bear in mind that these are case management users, not general ledger users.

There will be approximately 100 users that may access the general ledger directly for inquiry and reporting when JIMS is completely implemented.

Approximately 15-20 of these users may access the system remotely.

29) With regards to the required interfaces (section 2.3.2.1, items #1c-d), can we assume the information to be loaded into the GL software will be provided by the Judiciary? If not, what is Judiciary's expectation for the interface?

Answer:

The information will come from both the Service Broker and Dynalogic as shown in the diagram in section 2.2.3.

30) With regards to maintaining compatibility with upgraded versions of existing software (section 2.3.2.1, item #2b) what is Judiciary's policy for providing advance notice to other vendors and a test environment to ensure compatibility?

Answer:

Unless there is an emergency production issue which would require an upgraded version of software, the Judiciary would open a project and notify all impacted vendors of the requested upgrade. This process typically takes at least 30 days. A timeline would be presented and a test environment would be provided.

Vendors should document any constraints/requirements that they have regarding their ability to be notified and participate in system upgrades.

31) Which servers are planned to host the General Ledger system?

Answer:

The final server determination will be made once a vendor is selected. The current JIMS environment is listed in section 2.2.

Vendors should document any constraint/requirement their software has in regards to hardware it needs to be hosted on.

32) What version of VMWare is the Judiciary using?

Answer:

VMWare ESX 3.5

33) Are there restrictions to the amount of resources that are available for the virtual machines for the General Ledger system?

Answer:

At this time, no.

Vendors should fully document the operating requirements for their software.

34) What is the level of availability/uptime required for this application?

Answer:

The expectation is that the application should be available 24/7 except for scheduled maintenance.

35) Will the Judiciary provide all operating system licenses?

Answer:

Any licenses that are required to run or operate the general ledger software should be documented in the response and the cost should be included in the bid.

36) Can you elaborate on your requirements for a database schema and conceptual database design documents?

Answer:

This is required so that the Judiciary production support team has a detailed understanding of how the general ledger software works so that they can provide support for troubleshooting issues and generate ad-hoc reports.

37) Will the Judiciary provide the opportunity for a site inspection to the vendors?

Answer:

At this time no site inspections are scheduled

38) Can the Judiciary provide their current Chart of Accounts structure and definition?

Answer:

See answer to question #2

39) Are you open to or do you anticipate re-working the Chart of Accounts as part of this project?

Answer:

See answer to question #2

40) Section 2.2.1: Please elaborate on the software components utilized by the JIMS Service Broker (i.e. programming language, protocol etc)

Answer:

See answers to question #14

41) Section 2.2.2 Dynalogic: Please provide sample layouts from Dynalogic files

Answer:

Layouts are confidential until a vendor has been selected however, Dynalogic does utilize ISAM tables.

42) Section 2.2.3: Integration Architecture: Please provide sample journals that should be interfaced from JIMS to the new General Ledger and from Dynalogic to the new General Ledger.

Answer:

Typical transaction journal entry from both JIMS and Dynalogic would be:

Debit to Cash and Credit to various Fines / Fees Collected

Debit to Cash and Credit to Bonds Payable

Debit to Bonds Payable and Credit to various Fines/Fees

43) Section 2.2.3 Integration Architecture: Does the JIMS Service Broker contain standard functionality of writing or exporting to a text file for its journal entries?

Answer:

The capability exists for other applications that also utilize Service Broker but would have to be developed to meet the specific requirements for the general ledger software.

44) Section 2.2.3 Integration Architecture: Does Dynalogic contain standard functionality of writing or exporting to a text file for its journal entries or balances?

Answer:

No

45) Section 2.2.3: What is the average number of transactions (lines) that will be interfaced from JIMS to the new General Ledger? From Dynalogic to the new General Ledger?

Answer:

On a daily basis the majority of the transactions will come to the general ledger via the service broker. Dynalogic will only be sending transactions on a monthly basis. The requirement in section 2.3.2.1 6A requires the application to be able to support volume of at least 5,000 transactions per business day.

46) AR-02 Flexible Chart of Account Structure: What is the current chart of accounts structure (fund, cost center, natural account etc)?

Answer:

See answer to question #2

47) AR-09 Financial Reporting: Please provide sample report scenarios

Answer:

An example of a report would be requirement AR-102: The ability to generate a report for either a detailed or a summary trial balance.

48) AR-39 Audit: Please elaborate or describe "full audit trail"

Answer:

The ability to view all of the steps related to a transaction. (ex: in an out of balance scenario). There will be steps that the transaction took that are out of the general ledger's control and those are not expected to be traced by the general ledger.

However, the general ledger must provide an audit trail to show when, where, how it received a transaction and what it did with that transaction.

49) AR-69 Gov Realization Distribution: Can the amounts to be remitted and deposited be charged to different accounts and reported based on account codes? (ie Special Funds of Other State Agencies: 1000, Non-Government Entities: 2000, State General Fund: 3000)

Answer:

Yes

50) Section 2.3.3.1 Technical Section—General Item 4: In addition to the JCL, please describe the number of resources on the Judiciary staff who will be dedicated to the project, their responsibilities and the amount of time they will dedicate to the project.

Answer:

See answer to question # 26

51) Section 2.3.3.2 Conversion Item2: Please clarify what data validation means?

Answer:

Ensuring that the data converted from Dynalogic was converted properly, amounts reconcile and balance, and that the number of records that were supposed to be converted actually were converted.

52) Section 2.3.3.3.1 Training Requirements TR-VE-03: What type of resources (onsite/remote, part-time/fulltime) do you expect from the vendor during the 3 month testing period?

Answer:

The vendor is expected to determine the number of resources they will need to support the testing timeframe and requirements. The expectation will be that the vendor will quickly turn-around defects found during testing, will have resource(s) available to participate in testing meetings and other testing deliverables outlined in section 2.3.3.3.2.

The Judiciary has no specific requirements relating to how long or how many resources would be on-site. The Judiciary's expectation is that the vendor will determine their resource needs based on the RFP requirements and the project timeline.

Vendor should document any assumptions they are making as to the number of resources who would be on-site and for how long they are on-site as part of their bid.

53) Section 2.3.3.3.1 Training Requirements Item 2: Can we assume that the Judiciary training room contains computer workstations that can accommodate 20 students or that the Judiciary will provide the workstations?

Answer:

The Judiciary training room is currently set-up with 20 computer workstations.

54) Section 2.3.3.3.2 Project Lifecycle , 4 Development item d: How many and what environments will The Judiciary maintain after Go Live (production, test, development, training etc)

Answer:

In addition to the production environment, the Judiciary will maintain the following environments in which the general ledger software would need to be available: Test, Training and Production Support.

Vendor will continue to maintain their own development environment.

55) Section 2.3.3.3.2 Project Lifecycle , 4 Development item d : Will a remote hosted environment development environment accessible to The Judiciary satisfy this requirement?

Answer:

Yes. Please note that each resource requesting remote access into the Judiciary will need to clear a national criminal history background check before remote access is granted.

56) Section 3.12 Payment, 3rd and 4th paragraphs: Does the term overall cost in this section refer to the overall cost for consulting services? Typically licensee and support fees are paid up front and payment on the remaining consulting service costs are tied to the successful completion of each phase.

Answer:

The term overall cost in this section refers to the total cost for the RFP including but not limited to license, support fees and consulting fees.

57) Total no. of branches / Locations for implementation, Year 1, Year 2, Year 3

Answer:

There are 4 circuits that make up the Judiciary for the state of Hawaii. There are roughly 40 locations statewide. However, there will be only 1 physical location for implementation of the general ledger software. The diagram in Section 2.2 illustrates the physical architecture of the environment.

58) Type of connectivity across branches / Locations for implementation, Year 1, Year 2, Year 3

Answer:

The Honolulu civic center locations are on the State's NGN (Next Generation Network). Honolulu civic center sites run at 10 gigabits. The Hilo, Wailuku and Kauai main courthouses are remote nodes on the State's NGN. These NGN remote nodes run at 3 megabit. The other remote locations are connected via point-to-point T-1 circuits (1.5 megabit). Also, see answers for question #57

59) Bandwidth available at each branch / Locations for implementation, Year 1, Year 2, Year 3

Answer:

See answers for question #58. Also, the installation of the application will occur at 1 physical location. See section 2.2 for the diagram of the physical architecture.

60) Total Users , Year 1, Year 2 , Year 2

Answer:

See answer to question #28

61) Branch Users (including HQ), Year 1, Year 2, Year 3

Answer:

Unsure what is meant by a branch user but Judiciary users access JIMS via a url on their desktop. See diagram in section 2.2. Also, see answer to #28.

62) CPU Users (Data Center), Year 1, Year 2, Year 3

Answer:

Unsure what is meant by a cpu user but Judiciary users access JIMS via a url on their desktop. See diagram in section 2.2. Production support would require direct access to the application. Also, see answer to #28.

63) Total Users for GL & BRS, Year 1, Year 2, Year 3

Answer:

With the understanding that BRS means Reconciliation: See answer to question #28

64) Concurrent users for GL & BRS Year 1, Year 2, Year 3

Answers:

With the understanding that BRS means Reconciliation: See answer to question #28