Judicial Branch
PROCUREMENT OPPORTUNITY

TO: Bid/Proposal Manager

FROM: Supreme Court of Illinois / Administrative Office of the Illinois Courts

DATE: November 25, 2019 (updated December 04, 2019)

SUBJECT: Request for Proposal (RFP): Data Collection and Management Application

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Description

The Administrative Office of the Illinois Courts (AOIC) is seeking to contract with a vendor for the establishment of a Data Collection and Management application, which includes, but is not limited to, data collection via application programming interface (API) integration with county case management systems (CMS), automatic data handling, analytic capabilities, standardized report creation, visual representation of data, interactive data dashboard that has public accessibility, and integrated survey capabilities. The application can be a commercial / off-the-shelf application customized for use or an in-house developed application. The AOIC is requesting proposals from responsible vendors to meet the AOIC's needs and time line. If you are able to meet these requirements, we would welcome a proposal.

This solicitation is to work with the AOIC Probation Services Division to design, develop, and deliver a functional Data Collection and Management application. The application is intended to operate on the AOIC's existing Oracle database platform and not require new hardware, software or server infrastructure. Alternately, a third-party hosting proposal will be considered (see section below).

The Data Collection and Management application needs to provide robust visualization tools with basic analytics that will be accessible by all users, but level of access (e.g., interactive tools only, downloading, data editing) will be administratively assigned. General public users will have access to aggregate level data only through visualization tools that will not require an account or password. Increased accesses for such tasks as downloading, data editing, and survey creation will require an account and password and access level will be determined by admin. Reporting and search capabilities should include user-defined filters and sorting tools. The security roles and access system should prevent users from searching for information that they are not authorized to access. As well, searches should not be allowed to consume high levels of processing cycles which prevent the Data Collection and Management application from operating properly. Administration functions are to be included to allow the AOIC Probation Services Division the capability assign users as needed, create surveys and databases, and modify and download datasets as defined in this RFP and the resulting requirements document.

An existing Data Collection and Management application is not currently in operation. However, data has been manually collected and entered into spreadsheets since 2011. Thus, this project includes the migration of all historical data from Microsoft Excel files to the new Data Collection and Management application, as well as at least four years (2015) worth of backdated CMS collection for all newly defined data elements.

Data Collection and Management application should include the ability to create new integrated surveys which can be disseminated via multiple methods. Data collected from these surveys should be automatically collected, sorted, and stored in the designated database platform.

The vendor is to use an agile process of development, where iteratively, small segments of the Data Collection and Management application are delivered to run from the AOIC's database platform, where users are able to review and provide feedback for additional changes and acceptance throughout the entire project. This will allow constant feedback and revisions from users as they are frequently exposed to and have the ability to test the application. It is critical that the Registration and Data Collection and Management application be compatible with mobile devices as well as all standard computer browsers.

Training
The Data Collection and Management application is to include help screens that describe workflows, screen functions, and field-level help. The vendor is to provide WebEx training to AOIC staff on the use of the Data Collection and Management and registration application.

Time line
A fully functional Data Collection and Management application is to be delivered and operational by October 1, 2020. However, some elements will need to be operational as early as June 30, 2020 such as the API data collection process.

The vendor's ability to deliver an approved Data Collection and Management application for production use in a timely manner is critical. The proposal will need to identify the number of programming staff and resources needed to meet the AOIC's schedule. The vendor is expected to adjust the number of development staff to meet this time line.

Proposal Requirements / Pricing Proposal (under separate cover)
The vendor is to submit a fixed price proposal to meet the deliverables defined in this RFP. Upon execution of a contract between the AOIC and vendor, the selected vendor will have three (3) weeks to work with the AOIC Probation Services Division to create a Project Requirements Document which defines and details the functionality of the Data Collection and Management application. If the requirements document significantly changes the vendor's cost proposal, the vendor is able to submit revisions to its cost and staffing proposal to meet the time line and requirements defined in the Requirements Document. Upon approval by the AOIC for all revisions to the proposal, the contract may need to be amended.

The vendor is expected to include support and application revisions for an additional 90 days from the full acceptance of the production Data Collection and Management application. In addition, the proposal is to include an hourly rate the AOIC may use for an additional block of hours for future ongoing enhancements.

A pricing proposal is to be provided in separate cover from the vendor's proposal.

The term of the contract will extend through **October 1, 2022**, with invoices being accepted for agreed upon milestones / deliverables identified in the project plan.

Upon selection of a vendor, the AOIC anticipates proceeding immediately to execute a contract for the agreed upon services. To expedite that review, a copy of the AOIC's Standard Vendor Agreement for Goods and Services, Bid Certification, W-9 form, and other documents are available on the Court's website.

Data Collection and Management application - Proposals:
1. Proposals are due **Tuesday, December 31, 2019 by 5 pm central standard time**. Given the specific time line requirements, proposal extensions will not be favored.
2. Proposals are to include:
    a. The information identified in this RFP, including a project plan, programming resources provided, and time line to deliver a fully functional Data Collection and Management application by **October 1, 2020**.
    b. Cost proposal (under separate cover).
    c. AOIC Vendor Bid Certification
    d. Vendor's completed W-9 form.
3. Description of the vendor's experience in application development projects.

       a. Background of company and experience of development staff involved in this project.
4. Following vendor selection and execution of a contract, the selected vendor will have 3 weeks to develop a requirements document and submit revisions to its RFP proposal for costs and staffing to meet the needs defined in the requirements document.

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Requirements / Functionality

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The AOIC Probation Services Division reserves the right to modify, add, or remove elements from the following list during the design phase.

Log-in Features and Functions
1. Log-in accessible from the Internet, such as the Probation website:
2. Log-in and User Account features
    a. Users must create a new login account
        i. Admin must approve and assign access level
        ii. Admin can deactivate accounts upon employee termination (an automated process would be preferable)
    b. Users assigned a unique account number
        i. AOIC category needed
        ii. Court employee category needed
        iii. Student/Researcher category needed
        iv. AOIC numbers are separate from other user numbers (#1 user & # 1 faculty user)
    c. Unlimited ability to self-manage changes to account username and password
        i. forgot username, forgot password prompts
    d. Inactivate user id after predetermined number of days
        i. Account will automatically be deactivated and will require admin authorization upon next login attempt
    e. Unlimited ability to self-mange account updates: contact information, user profiles, badge names, meal restrictions, etc.
        i. Update of contact information should be independent of registration records to preserve the integrity of historical data.
        ii. User should be able to track information under their profile (e.g., training hours)
    f. Customized user fields and profiles (i.e. different fields for different users: Judge, GAL, non-judicial judicial branch staff, court administrator, probation, etc.)
3. Logging of all updates / changes to include User, Date and Time

Administrative Features
1. Real time access to data
2. Personal profiles and registration data should not override historical data and person records
3. Automate and customize emails to users

Data Collection
1. Historical data transfer
    a. AOIC Probation Services Division currently collects data, known as the "monthly stats," in paper format which is then manually transferred into a standardized Excel file.
        i. This historical data will need to be transferred into the system.
2. Back-end data collection via application programming interface (API) integration with county case management systems (CMS)
    a. Data will be automatically collected, cleaned, sorted, stored, and presented through reports and visualization tools.
    b. AOIC Probation Services Division currently collects data, known as the "monthly stats," in paper format

which is then manually transferred into a standardized Excel file.

    i. This process will be automated through API integration with each county's CMS.

    ii. **Allow for a Secure File Transfer Protocol (SFTP) connection for data collection for systems that cannot connect through an API.**

  c. **AOIC does not currently collect case-level client variables, but will begin collection through the API connection.**

    i. **The selection of new variables is in progress and will be available to the selected vendor upon completion.**

    ii. **Allow for a Secure File Transfer Protocol (SFTP) connection for data collection for systems that cannot connect through an API.**

  d. **PLEASE NOTE: The selected vendor will be responsible for having or creating the capability of allowing county case management systems to integrate with the AOIC application.**

    i. **Integration will be the responsibility of each county's case management system, not the selected vendor or AOIC.**

    ii. **Costs associated with case management system integration are generated by the case management system vendor and will be the responsibility of the county.**

3. Integrated Surveys

  a. AOIC Probation Services often collects various forms of data (e.g., Annual Plans, Budgets, field surveys).

    i. This will be automated through an integrated survey platform that will collect responses

    ii. Data will be automatically collected, cleaned, sorted, stored, and presented through reports and visualization tools.

    iii. Surveys can be disseminated via various platforms (e.g., website, email, Facebook, Twitter)

    iv. Surveys will allow the users to save, leave, and come back to it at a later time.

    v. Surveys should allow for document attachments if designated by the survey designer.

    vi. Surveys will have the ability to utilize historical (i.e., previously submitted) data from the user/county to confirm responses in new surveys.

Reports and Analytics

1. Reports

  a. AOIC Probation Services Division generates many standardized reports throughout the year.

    i. Application needs to have pre-formatted reports that will auto populate with the data collected.

    ii. Automate and customize emails to users

    iii. Allow print and export (e.g., PDF, Excel) options

2. Data Verification

  a. Summary reports on data and users

  b. Detailed reports on data and users

  c. **Allow for full access to data that will allow for complete data retrieval**

  d. **Allow print and export (e.g., PDF, Excel) options**

3. Analytics & Visual representation of data

  b. Graphs

  c. Maps

  d. Basic statistical packages (e.g., regression analysis)

  e. Interactive data dashboard that allows users to specify variables wish to analyze through a drag and drop procedure

  f. Allow for data export (based on user access level) for advanced analysis with other software.

    i. Integration with other analytics software (e.g., SPSS, Nvivo, ArcGIS) preferable

Technical Requirements

Application must be written to operate on the AOIC's existing Oracle database platform and software versions, unless otherwise agreed upon.

The AOIC's database platform is not directly available from the Internet. However, using proxy services and other security techniques, the Data Collection and Management application is to be available from the Internet.

The user registration / authentication process is to include the following:
- Two-factor authentication using e-mail and user id / password.
- New user automated registration and account assignment.
- Automated password administration, such as 'Forgot Password' and 'Forgot ID'.
- Ability for users to update their respective account profile / information.
- Logging of user id's: created, modified, security changes.
- Support for activation of a Password Policy:
    - Minimum password length
    - Allows for complex passwords
    - Requirement of a password change term and procedure
    - Ability to inactivate user accounts if unused for a period of time.
- Creation and administration of security roles to be assigned to users.

Oracle Database Environment
- The Data Collection and Management application is expected to be written in Apex and operate on the AOIC's database platform.
- Oracle Database Appliance, virtual manager, Oracle Advanced Security,
    - Three (3) independent application platforms (development, test, and production)
- Oracle Enterprise Database and WebLogic v12.2
- Oracle Apex v4.2

All source code and documentation for this project will belong to the AOIC and is to be delivered upon request.

Alternative – Third-party Hosting Services
Although not a requirement for the vendor, the AOIC will consider third-party hosting services for use and hosting of the Data Collection and Management application. The vendor's proposal should detail the hosting services, including the hardware, software, and support services to host and maintain the Data Collection and Management application. The proposal should also detail software licensing, support, upgrade practices, and Federal Risk and Authorization Management Program (FedRAMP) compliance methods.

Any proposal offering hosting services should detail the services offered, identify specific service levels for response times, processing cycles, disk space allocations, uptime service levels, hardware and software customizations, etc. Proposal must clearly detail licensing and use costs and all limitations on use / access.

All data will belong to the AOIC and is to be accessible via a download option.