

**Office of the Administrative Director – Financial Services Department**

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MEMORANDUM

TO: All Interested Parties  
FROM: Janell Kim  
Financial Services Director  
DATE: December 12, 2014  
SUBJECT: **ADDENDUM NO. 1, RFP NO. J15137  
TO PROVIDE COMPUTER INFRASTRUCTURE CONSULTING AND  
SUPPORT SERVICES TO THE JUDICIARY, STATE OF HAWAII**

Transmitted herewith and through our Judiciary website at [www.courts.state.hi.us](http://www.courts.state.hi.us) under “General Information” and “Business with the Judiciary” is Addendum No. 1 to RFP No. J15137 for your review. Questions relating to the technical aspects of this RFP or Addendum may be directed to David Maeshiro at (808) 538-5301, email [david.k.maeshiro@courts.hawaii.gov](mailto:david.k.maeshiro@courts.hawaii.gov) ; other questions may be directed to Jonathan Wong in the Contracts & Purchasing Office at (808) 538-5805 , email [jonathan.h.wong@courts.hawaii.gov](mailto:jonathan.h.wong@courts.hawaii.gov).

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/s/ Janell Kim

JK/JW:jw

cc: Mr. David Maeshiro, Chief Information Officer  
Ms. Naty Butay, Fiscal Officer

**REQUEST FOR PROPOSALS NO. J15137  
TO PROVIDE COMPUTER INFRASTRUCTURE CONSULTING AND SUPPORT  
SERVICES TO THE JUDICIARY, STATE OF HAWAII**

**ADDENDUM NO. 1**

**DECEMBER 12, 2014**

Based primarily on written questions submitted by interested vendors, RFP J15137 shall be amended as indicated below.

**A. The following questions were submitted and are being answered in accordance with this RFP:**

**1. Bidders Conference Questions:**

Q1. On-site Office space and Local Representative. Can the on-site office space (to be provided to the selected offeror by Judiciary per RFP section 2.2.18 b) be used in lieu of the requirement for the selected offeror to have an Oahu office location (per RFP section 3.7.3)?

A1. We responded, "Yes" to this question in the bidders' conference in error. The on-site office space to be provided by the Judiciary CANNOT be used in lieu of the Oahu office location requirement.

Q2. How many contractor "Full Time Equivalents" are currently being used to support the work defined by the RFP?

A2. We responded with, "15-20" in the bidders' conference in error. In retrospect, we are revising this number down to approximately six to seven FTE's, on average annually. Note that this estimate is an average and not necessarily indicative of what may be needed during periods of peak support utilization.

**2. Vendor 1 Questions:**

Q3. Does the Judiciary have an Asset Management system to keep track of data and telecommunications equipment?

A3. Our fixed asset inventory is handled via an application called 4Gov. Among other things, this application is used for general fixed asset inventory purposes. The Judiciary's Fiscal Office keeps an inventory and issues ID tags for all fixed assets (i.e., more than just telecommunications equipment).

Other than that, there is really no one asset management system used to keep track of telecommunications equipment in an automated fashion. Multiple methods are currently used for telecommunication equipment inventory management to include Visio diagrams, spreadsheets, Zenoss system, etc. Our Help Desk uses LANDesk, but not specifically for inventory management of telecommunications equipment.

- Q4. Please describe the master technology lifecycle approach in place regarding network equipment maintenance, migration, and replacement; is it planned or more subject to budgetary and event-based concerns?
- A4. There is no official product lifecycle management plan in place to manage equipment from installation to end of life. It is based more on budgetary, event based concerns, and time sensitive needs. This issue is one of the “planning” activities that could fall within the scope of this RFP.
- Q5. Please describe the Judiciary’s approach to Cisco Smartnet maintenance coverage; what components and/or software are or are not covered.
- A5. The Judiciary’s Cisco Smartnet covers hardware and software to include:
- a. Routers
  - b. Core Switch
  - c. Security (PIX), ASA
  - d. Wireless
  - e. VMware
  - f. VoIP servers
  - g. VoIP analog gateway
  - h. Unified Communication Software Subscription
  - i. Video Surveillance server and cameras

The Judiciary does not subscribe to Cisco Smartnet for Catalyst Switches in each IDF and VoIP phone instruments. Instead, a small inventory of spare parts is maintained.

- Q6. Please describe the relationships between the Judiciary (IT) on Oahu and the various neighbor island IT resources regarding (in general):
- A6. Funding for IT products, projects and services
- a. In general, ITSD funds projects that will affect employees on a statewide level. Examples of this include purchasing a new multipoint video control unit for conference calls, future plans to upgrade ethernet switches/routers, WAN links, ISDN PRI links, etc.
  - b. Upgrade and migration for consistency of operations  
See response to item a, above.
  - c. Hierarchy and relative areas of authority and responsibility  
ITSD is responsible for implementation and maintenance of IT systems that, basically, have a statewide impact. In addition, each circuit listed below may also purchase and implement systems that will benefit them individually

First Circuit – City and County of Honolulu

Second Circuit – Maui County (includes Maui, Molokai, and Lanai)

Third Circuit – Hawaii County

Fifth Circuit – Kauai County

- Q7. Please describe network monitoring and management platforms, products, and services in place currently.
- A7. The Judiciary uses Zenoss to monitor equipment connected to the network, and to provide status and event notification on a realtime basis.  
Cacti is used to monitor the network and provide historical data.  
Wire Shark is used for troubleshooting network issues.  
ArcSight is used for security and event management
- Q8. Has the Judiciary conducted data application traffic studies recently?
- A8. Yes, ITCD recently completed an internal Judiciary network assessment illustrating data-carrying capacity vs. typical usage patterns over particular circuits at particular locations of interest. The study used this baseline information to describe and extrapolate Judiciary Information Management Systems application data impacts and specifically address projected network impacts of a new District Court Criminal module deployment in December 2014 (and conversely, data application impacts by network traffic). ITCD monitoring continues as a normal operational function.
- Q9. The RFP calls for an onsite resource each day. What have been the typical tasks performed by this resource regarding networking and telecommunications?
- A9. Typical tasks are as follows:
- a. Planning – the onsite resource assists with the planning and implementation of products and services that will benefit the Judiciary. These projects may be to alleviate current issues, to avoid potential issues, or to satisfy the needs of employees in the future. For example, with the increased use of video in our network, what do we need to do to prevent network traffic congestion (e.g., larger WAN bandwidth, upgraded routers and switches, etc).
  - b. Installation – assist Judiciary staff to install and implement hardware or software. A recent example of this is the deployment of the Cisco WebEx video conferencing system. The on-site resource assisted in getting the system installed, program software, make sure it is deployed to the end users in a satisfactory manner, and answer any questions going forward.
  - c. Troubleshooting – assist Judiciary staff in the event of an equipment outage, software issues, network issues, etc. An example of this is if a department complains of slowness in their daily online work, consultant

will help to run traces to find out if it involves the network or any telecom related services.

Q10. Please describe (in general) how voice, video, and data applications segregated physically and logically throughout the Judiciary network.

A10. For network connectivity, there are two DS3's connected at the Judiciary's main data center at District Court. There is a DS1 connection installed at each of some thirty sites throughout the state.

In addition, there are NGN circuits from the State of Hawaii Information and Communications Services Division (ICSD) installed at the following sites:

- a. District Court Main Data Center
- b. Ronald T. Moon Judiciary Complex in Kapolei
- c. Maui Main Courthouse
- d. Hilo Main Courthouse
- e. Kona Main Courthouse
- f. Kauai Main Courthouse

VLAN's separate voice and data traffic. For the six sites listed above with an NGN circuit, data traffic is routed over the NGN circuit and voice traffic is routed over the DS1 circuit. At all other sites, voice, video, and data, route over the T1.

### **3. Vendor 2 Questions:**

Q11. For network and non-Mainframe server infrastructure what is the support coverage expectations?

A11. Because the network and Telecom systems are critical to the Judiciary's ability to respond to the public, our systems need to be operational 24x7. Therefore, our support coverage would need to support that goal.

Q12. Please confirm if all corporate PC's, printer, scanners and other desktop hardware is included in the support scope of the RFP? If so, is there an inventory count of devices available for review?

A12. Corporate PC's, printers, scanners, and other desktop hardware are NOT included in the support scope of this RFP.

Q13. Please confirm if Novell directory services is included in the daily support scope of the RFP?

A13. Support of the Novell Directory Services infrastructure is NOT included in the scope of this RFP.

Q14. Please confirm if MS Office, Wordperfect, Notes email is included in the daily support scope of the RFP?

A14. MS Office, WordPerfect, and Lotus Notes email are NOT included in the support scope of this RFP.

Q15. Are there any network diagrams that show the high level design, connectivity and/or security aspects (firewalls/dmz's) for all of Judiciary's office locations?

A15. Refer to attached diagram.

Q16. Does wage certification only apply to US employees or all employees including off shore resources?

A16. The wage certificate must be signed by the contractor to certify that the wage rates provided in the RFP will be applicable to all contractor's employees, foreign or domestic, who are providing the specified services.

Q17. Who will be responsible for activities like patching? Are there defined SLA's on this as it pertains to security? What tools currently exist to support this?

A17. Specific responsibilities for server patching will be agreed upon between the selected vendor and the Judiciary via Statements of Work (SOW).

Currently, and specifically only to the JIMS infrastructure, the Judiciary requires the vendor to support just about all of the JIMS maintenance activities, including server patching at all levels across the deployed JIMS infrastructure, as described in Requirements sections 2.3 and 2.4. As key infrastructure component maintenance (including patching) may have unpredicted or unforeseen impacts, requiring assistance from Production Support (described in section 2.4.2) or other areas, the centralized management of these activities provides end-to-end visibility and planning to minimize overall risk. Remote access tools are available to help support this activity.

In other areas, PatchLink is used sporadically.

Q18. What support for Mobile is expected to be provided to the Judiciary? Is Mobile Device Management in scope, out of scope?

A18. Any support for mobile devices and/or management will be defined by a SOW. While we were not anticipating an immediate need for this kind of support, but it could be a future need under this RFP.

#### **4. Vendor 3 Questions:**

Q19. Could you please clarify the scope of this RFP? During the Bidder's Conference it was stated that the purpose of the RFP was mainly to provide infrastructure consulting on future directions, mainly for the JIMS project. However, the written RFP includes a much larger scope. It requests bids for task areas such as Production Support, Maintenance, Network Administration, and Database Administration as well as Consulting and Design. It also includes infrastructure pieces that are not part of JIMS. So, could you please clarify the scope?

A19. The RFP is for both support services and consulting. The support services are mission critical and would take priority over the consulting services. The support services are mainly for JIMS but will encompass support beyond JIMS. However, with stagnant and in some instances shrinking budgets, but increasing IT costs and demands there is also a compelling need to plan for the future with the goal of reducing infrastructure costs. That is the support services are priority, but planning for lower cost infrastructure must run in parallel. The Infrastructure Consulting will not be limited to the JIMS project.

Support services are for those areas where the Judiciary does not currently have a particular expertise within its staff and also to provide support outside of business hours. The primary areas where the consultant's expertise is needed are: Oracle and ADABAS database administration; application servers; mainframe infrastructure; AS400 infrastructure; network infrastructure and network security infrastructure. Although the Judiciary's business hours are Monday to Friday 7:45am and to 4:30 pm, the Judiciary depends on its IT infrastructure for its daily operations. Critical infrastructure must therefore be monitored and failures corrected before the start of the business day. The Judiciary also provides 24 by 7 web services for e-filing and jury services that have critical windows where the services have to be running

#### **5. Vendor 4 Questions:**

Q20. Section 1.1 - Please describe the relationships between the Judiciary (IT) on Oahu and the various neighbor island IT resources regarding (in general):

- a. Funding for IT products, projects and services
- b. Upgrade and migration for consistency of operations

Hierarchy and relative areas of authority and responsibility

A20. Each court maintains their own budget, as do the various administrative programs. Although system-wide projects, like IT, are handled in a centralized fashion, funding, in these cases, are usually handled centrally, but this is not an absolute. The major expenditures will likely be handled in a centralized fashion. For IT projects, upgrades and migrations are, typically, handled with a central direction/authority.

Each of the courts/circuits has an administrative judge that reports to the Chief Justice. Administrative programs/areas report to the Administrative Director who, in turn, reports to the Chief Justice.

Q21. Section 2.1 - Please identify the software application used to manage Help Desk calls and service tickets. How long has this software application been used at the Judiciary?

A21. ITCD Helpdesk currently utilizes JIRA, an Atlassian product, for Help Desk related issue tracking. JIRA Tickets are created and distributed to technical teams and individuals within the Enterprise to allow greater across-the-board visibility,

collaboration, planning, and project management as service calls are actively worked. The solution is centrally administered and supported via ITCD and includes various plug-ins for other non-HelpDesk groups and business activities, described in Q29. JIRA was deployed beginning in 2012 with legacy service tickets (pre-2012) stored in an offline database.

Q22. Section 2.1 - Regarding the ITSD Help Desk, is the service ticket system integrated with the Circuit Courts IT operations – one service ticket system? Also, what is the approximate current volume of Help Desk calls by category and user area?

A22. JIRA Service tickets are received across all Judiciary Circuits from courts and operations. Current ticket volume is 18.9 tickets per day (average) with the vast majority directly managed by the ITCD Help Desk. Help Desk are currently only categorized by the requestor. There are future plans to categorize at higher levels such as requestor organization, subject etc.

Q23. Section 2.2.2 - What are the specific SOW service areas the Judiciary anticipates at the start of the contract as the Contractor transitions in and other Infrastructure contracts are phased out?

A23. See A26

Q24. Sections 2.2.2, 2.2.10 - Please provide guidance on how many of the 60 IT staff (p.1) and SMEs will be allocated to working with and shadowing the Contractor, and up to what % of time they would be available to participate in knowledge transfer. Please provide the roles/responsibilities these IT staff and SMEs will be designated to fill on the project.

A24. Training would be provided in the areas of Network Administration, Network Security, and Systems Administration and monitoring. There could also be the possibility of training on Database Administration. Systems administration would include all server types and the Enterprise Server or Mainframe. A goal of training would be shifting some of the support work discussed in A25 to the Judiciary's IT staff freeing up budget to have the consultant focus on strategic and business planning. The level of strategic and business planning achieved and contribution to the reduction of infrastructure costs would be a measure of the consultant's success and a factor for contract renewal by the Judiciary.

There are 8 staff in the telecommunications branch for network administration and security. There are 7 staff available for systems administration. There are 7 staff available for monitoring. The Judiciary does not have positions allocated for database administration, but might be able to use staff from the production support staff for routine database administration activities. Training would not be expected to start until after the consultant is able to cutover to full support of mission critical infrastructure. Periodically the consultant would meet with the OIC and Infrastructure Branch managers to discuss their support activities and to determine which activities could be transferred to judiciary staff and the amount of training needed.

- Q25. Section 2.2.4 - Is the Judiciary expecting a SOW covering initial Assessments to be the first SOW to be developed and proposed? Are there any other initial SOWs the Judiciary is expecting to be developed and proposed?
- A25. Initial assessments would not be the first SOW. The first priority is production support focused on keeping mission critical infrastructure functioning. The initial SOWs would focus on coming up to speed on mission critical infrastructure such as database administration and mainframe administration and would have to overlap with the current infrastructure consultants' contracts to ensure a smooth transition when the current infrastructure consultants' contracts end. The intent is to extend all current infrastructure contracts to 6/30/15 and the new Infrastructure consultant to support the Infrastructure starting 7/1/15. The second priority would be the support of the periodic release of JIMS updates on a 6-8 week cycle and other critical ITSD projects. The next focus would be the maintenance and refresh of existing infrastructure. Finally, the consultant would work on strategic and business plans to reduce infrastructure costs. The structure and number of the SOWs to support these activities would be the responsibility of the Judiciary OIC and consultant CL to determine using available funding.
- Q26. Section 2.2.4 - Are there any other initial SOWs the Judiciary is expecting to entertain for a smooth transition of infrastructure support and maintenance from the current Contractors?
- A26. As explained in A25, successful cutover to production support and the support of critical projects would require that the consultant is able to provide the appropriate level of support when the current infrastructure contracts end. The current plan is to end all existing Infrastructure contracts on 6/30/15. Initial SOWs would focus on understanding mission critical infrastructure and to ensure that the consultant can support this mission critical infrastructure on 7/1/15. The SOWS and monies allocated to these activities would be the responsibility of the OIC and CL to determine. (See also Q23.)
- Q27. Section 2.2.5 - What is the process for the Judiciary to communicate with the Contractor for resource limitations (available funds and existing staff) under which a maintainable long-term infrastructure solution must be developed?
- A27. The OIC and CL would be critical to the overall communication process. As appropriate, the JIMS project manager and director of IT would also be consulted on the allocation of the Judiciary's IT existing budget and for requests to the legislature for additional funding, application for grants or other sources of funding. Understanding and working with the State of Hawaii's budget and procurement process, the Judiciary's spending time frames, and legislative budget request process would also be part of the process. For funds the expectation is for communication to take place through regular status meeting with the OIC where the CL would reports usage of monies associated with SOWs. Depending on the consumption of these monies the OIC could adjust the consultant's level of effort, look to Judiciary IT staff to supplement the consultant, and work with the JIMS program manager and IT director to find other sources of funding. At key times

through the fiscal year there would be executive meeting to discuss budget requests to the legislature and requests for year-end funding. Hawaii's budget is on a biennium cycle with every other year being a supplemental request. The Judiciary also has a year-end spending process where spending requests are prioritized and remaining year-end funds are reviewed for potential use.

Regular status meetings with the OIC would include the IT Branch Chiefs to consider and allocate Judiciary IT staff to the consultant's activities. Executive meetings would be held with the OIC, JIMS Project Manager and Director of IT for forecasting, planning and overall prioritization of Judiciary IT projects and the allocation of funding.

- Q28. Section 2.2.17 a - Please describe the Judiciary team members involved and the process of working with the Contractor to establish the mutually agreed upon fixed price Statements of Work.
- A28. The Judiciary OIC is primary on this activity. As appropriate, the JIMS project manager and director of IT could be part of this activity depending on the need to ask for additional funding or to reduce funding. The Administrative Director of Courts and other key financial and budget managers also ultimately approve expenditures.
- Q29. Section 2.2.17 d - Please elaborate on the requirements for maintaining all documents, script code, issues, resolution within Judiciary knowledge bases, and further define the JIRA, Confluence, and Jama knowledge bases. What does JIRA, Confluence, and Jama do and how is it accessed?
- A29. Judiciary hosted JIRA, Confluence, and JAMA instances are utilized to track issues, progress, store knowledge, reports, provide collaborative elements, and assist in business requirements and software development activities while maintaining a controlled visibility for all shareholders across the organization. JIRA is used by multiple Judiciary support teams as an issue tracking solution (noted in A21 above) and also utilized by multiple operational and business teams, and their constituents, as a project planning and tracking tool. Confluence is used as a central collaboration engine to provide a central repository to share, find, and collaborate on required information for multiple teams to get work done without relying on siloed emails, non-versioned attachments, etc. Team sites, Knowledge bases, and document repositories are actively managed via Confluence. JAMA is currently used to gather and organize project business requirements with direct correlation to software development and Production Support updates/releases. A JIRA/JAMA/Confluence connection provides the ability to functionally collaborate, plan, and share end-to-end project use cases, test cases, release schedules, ticket and sub-ticket tracking, and more with direct-individuals, project teams, departments or across the Enterprise. An instance of Subversion is also maintained and managed to for software code and version control. Access to the web-solutions are available locally via the Judiciary Intranet.
- Q30. Section 2.3 – Please identify any software used by the Judiciary that is currently unsupported by the manufacturer due to expired maintenance contracts or support that has been sunset.

- A30. The Judiciary actively strives to ensure that all utilized and mission-critical software are properly maintained and supported through planned upgrades. Upgrade projects are currently underway to modernize legacy systems and/or end-of-life software products, many of which are projected for completion prior to the RFP-J15137 notice to proceed. A separate audit will be completed at that time to re-evaluate projected expiration or end-of-support issues.
- Q31. Section 2.3.2 - Please provide details on the current version/release of the FirstData AccessNet IVR system supporting traffic fines payment and jury service information and the platform it resides on.
- A31. The current Judiciary IVR system operates as a self-contained solution on a Windows 2003 stand-alone server (noted in Section 2.3.2). The Judiciary is currently engaged in an IVR hardware refresh project to upgrade the solution to a new Windows-based hardware platform. The solution incorporates multiple hardware servers and Dialogic HMP to provide real-time 24-line media processing in production with test/backup capabilities for redundancy and disaster recovery. We anticipate this to be completed in the first half of 2015.
- Q32. Section 2.3.3 - Please provide the details explaining when the IBM z-Series hardware and software is scheduled for replacement? Will it be used to run the same application? Will it be used to run additional applications beyond the current application?
- A32. The z-Series is scheduled to be replaced in the first quarter of 2013. It will run the same application(s) and additional applications are not anticipated at this time.
- Q33. Section 2.3.8 - Does the Judiciary have an Asset Management system to keep track of data and telecommunications equipment?
- A33. Our fixed asset inventory is handled via an application called 4Gov. Among other things, this application is used for general fixed asset inventory purposes. The Judiciary's Fiscal Office keeps an inventory and issues ID tags for all fixed assets (i.e., more than just telecommunications equipment).
- Other than that, there is really no one asset management system used to keep track of telecommunications equipment in an automated fashion. Multiple methods are currently used for telecommunication equipment inventory management to include Visio diagrams, spreadsheets, Zenoss system, etc. Our Help Desk uses LANDesk, but not specifically for inventory management of telecommunications equipment.
- Q34. Section 2.3.8 - Please describe (in general) how voice, video, and data applications segregated physically and logically throughout the Judiciary network.

- A34. For network connectivity, there are two DS3's connected at the Judiciary's main data center at District Court. There is a DS1 connection installed at each of some thirty sites throughout the state.

In addition, there are NGN circuits from the State of Hawaii Information and Communications Services Division (ICSD) installed at the following sites:

- a. District Court Main Data Center
- b. Ronald T. Moon Judiciary Complex in Kapolei
- c. Maui Main Courthouse
- d. Hilo Main Courthouse
- e. Kona Main Courthouse
- f. Kauai Main Courthouse

VLAN's separate voice and data traffic. For the six sites listed above with an NGN circuit, data traffic is routed over the NGN circuit and voice traffic is routed over the DS1 circuit. At all other sites, voice, video, and data, route over the T1.

- Q35. Section 2.3.8 - Has the Judiciary conducted data application traffic studies recently?

- A35. Yes, ITCB recently completed an internal Judiciary network assessment illustrating data-carrying capacity vs. typical usage patterns over particular circuits at particular locations of interest. The study used this baseline information to describe and extrapolate Judiciary Information Management Systems application data impacts and specifically address projected network impacts of a new District Court Criminal module deployment in December 2014 (and conversely, data application impacts by network traffic). ITCB monitoring continues as a normal operational function.

- Q36. Section 2.3.8 f - Please describe the Judiciary's approach to Cisco Smartnet maintenance coverage: what components and/or software are or are not covered.

- A36. The Judiciary's Cisco Smartnet covers hardware and software to include:

- a. Routers
- b. Core Switch
- c. Security (PIX), ASA
- d. Wireless
- e. VMware
- f. VoIP servers
- g. VoIP analog gateway
- h. Unified Communication Software Subscription
- i. Video Surveillance server and cameras

The Judiciary does not subscribe to Cisco Smartnet for Catalyst Switches in each IDF and VoIP phone instruments. Instead, a small inventory of spare parts is maintained.

Q37. Section 2.4.1 - What is the nature and quantity of "other less critical infrastructure" not listed in section 2.3?

A37. Critical infrastructure is that used for the day-to-day operations of the courts and would be supporting case management systems, jury system and telephone and network and could not suffer any significant downtime. Less critical infrastructure would be supporting the administrative functions of the Judiciary such as HR, Fiscal, administrative offices such as drivers education, the children's justice center, probation, the Intranet server. These systems reside on SQL servers or the RS6000. Downtime of these systems would only affect internal operations and not the public, attorneys, prosecutors and public defender's office.

Q38. Section 2.4.2 - Please describe the infrastructure and products used to support the Judiciary's Centralized Call Manager System, IPCC, and Unity Voicemail.

A38. The following are currently running on a Cisco UCS-C210M2-VCD2; two 2.66GHz Xeon E5640 CPU; 48GB RAM; shared 2TB HDD, VMware vSphere 5 Enterprise Plus.

1. Cisco Unified Call Manager, system version 9.1.1.21020-1, Publisher
2. Cisco Unity Connection, system version 9.0.1.10000-212, Publisher
3. Cisco Unified CCX, system version 9.0.1.10000-100, Publisher
4. Cisco Unified CCX, system version 9.0.1.10000-100, Subscriber
5. Informacast 9.1.1

The following are currently running on a second Cisco UCS-C210M2-VCD2; two 2.66GHz Xeon E5640 CPU; 48GB RAM; shared 2TB HDD, VMware vSphere 5 Enterprise Plus.

1. Cisco Unified Call Manager, system version 9.1.1.21020-1, Subscriber
2. Cisco Unity Connection, system version 9.0.1.10000-212, Subscriber
3. Cisco Unified Communications Manager IM and Presence, system version 9.1.1.21900-1

Q39. Section 2.4.2 - Please describe network monitoring and management platforms, products, and services in place currently.

A39. The Judiciary uses Zenoss to monitor equipment connected to the network, and to provide status and event notification on a realtime basis.

Cacti is used to monitor the network and provide historical data.

Wire Shark is used for troubleshooting network issues.

ArcSight is used for security and event management

Q40. Section 2.4.3 a - Please provide examples of what you consider "larger updates or upgrade activities with high risks".

A40. For the Judiciary, as with any large enterprise, "larger updates or upgrade activities with high risks" include any direct/indirect changes to or connection with the fundamental Production infrastructure and/or mission-critical IT functionality. Multiple internal and external stakeholders can be potentially impacted by any change. Risk is identified on a case-by-case basis depending on the nature of the change, number/nature of stakeholders affected, value of the proposed changes, and more. A recent JIMS Infrastructure example of a "large upgrade" includes the 2014 Oracle Database upgrade from version 9i to 11g which had the ability to affect all Judiciary stakeholders with tie-ins to the store data-sets. The Judiciary expects vendors to collaborate on a risk assessment and to provide best-practices in planning, policies, processes, and controls to help mitigate risk in any larger update, upgrade, or undertaking.

Q41. Section 2.4.4 c - Please provide an estimate of the volume of non-production support environments that ITSD maintains for Contractors (dev, test, training, etc.).

A41. ITSD/JIMS currently provides multiple production-like Software Integration Testing, User Acceptance Testing, and Break/Fix Testing environments, as well as application developmental sandboxes, in parallel to the Production environment. Testing environments are contractor managed and reserved for the various testing efforts across internal and external/contractor teams.

Q42. Section 2.4.5 a - What is the definition of "key" CTMs (contract team members)?

A42. "Key" CTMs would support critical infrastructure affecting the areas described in A37. Due to the impact on court operations key CTMs or their backups must be reachable and able to provide support within the 30 minutes allowed in section 2.2.16.a Response Times-Emergencies. Key CTMs would have a communications protocol to ensure that all other CTMs, the Judiciary OIC and other Judiciary IT staff were aware of emergencies, and as necessary to confer on the priority, the resolution, and immediate need for a resolution. During problem resolution CTMs would be responsible to review activities in their areas in case their activities were the cause of problems in other areas.

Q43. Section 2.4.5 d - The RFP calls for an onsite resource each day. What have been the typical tasks performed by this resource regarding networking and telecommunications?

A43. Typical tasks are as follows:

- a. Planning – the onsite resource assists with the planning and implementation of products and services that will benefit the Judiciary.

These projects may be to alleviate current issues, to avoid potential issues, or to satisfy the needs of employees in the future. For example, with the increased use of video in our network, what do we need to do to prevent network traffic congestion (e.g., larger WAN bandwidth, upgraded routers and switches, etc).

- b. Installation – assist Judiciary staff to install and implement hardware or software. A recent example of this is the deployment of the Cisco WebEx video conferencing system. The on-site resource assisted in getting the system installed, program software, make sure it is deployed to the end users in a satisfactory manner, and answer any questions going forward.
- c. Troubleshooting – assist Judiciary staff in the event of an equipment outage, software issues, network issues, etc. An example of this is if a department complains of slowness in their daily online work, consultant will help to run traces to find out if it involves the network or any telecom related services.

Q44. Section 2.4.5 f - Please provide a sampling of "various" activities that would necessitate travel to the neighbor islands where remote access is not possible. How frequently would these activities occur on a monthly basis?

A44. For Telecom:

The following list provides a sampling of activities that would require travel to the neighbor islands. Travel is dependent on the projects being implemented, which in turn is dependent on availability of funds. Travel may also be required in the event of an emergency outage.

1. Assist ITCD personnel in replacing core switches, edge switches, or routers. Hardware replacement may be required for emergency hardware failure or for equipment upgrades.
2. Assist ITCD personnel in configuring and testing core switches, edge switches, or routers when implementing new WAN connections or ISDN PRI connections. This may be necessary when the WAN or ISDN PRI vendor is changed.
3. Assist ITCD personnel in any activity related to the upgrade of our systems, some of which include CUCM, Cisco Unity voicemail, UCCX, etc.

Q45. Section 2.4.5 d - Please clarify the term "centers of excellence." Does this refer to vendor manufacturer support, where the Contractor will be expected to serve as a liaison between the vendor's center of excellence and the Judiciary for expert help, support and resources?

A45. "Vendor manufacturer support" could serve as a center of excellence, especially where the consultant has a premium service arrangement with that vendor and would receive more timely responses or be able to reach more senior manufacturer staff more immediately. Essentially the Judiciary is looking for mechanisms where the CTMs can receive additional technical support beyond the manufacturers' standard web page knowledgebases. This could also be certified

or highly experienced staff internal to the consultant's organization that serve as an expert resources in the field.

Q46. Section 2.4.5 g - Please define the business critical infrastructure listed in section 2.3 that requires certified resources with significant years of experience.

A46. Oracle  
Cisco  
Microsoft

Q47. Section 4.2.12 a - What is the anticipated period of overlap between contracts supporting the JIMS infrastructure (when will the current support and maintenance end)?

A47. The three existing contracts for network, mainframe and JIMS infrastructure support will be extended to all end 6/30/15. With a tentative notice to proceed on 4/1/15, the consultant would start the development of SOWs with the OIC. Note that the development of SOWs is at the consultant's cost (section 2.2.3). There is a potential 1-2 months overlap depending on timing of the contract award and the availability of funds and the status of critical projects. During this overlap period the consultant would need to create SOWs to familiarize themselves with the critical infrastructure and be ready to fully support on 7/1/15.

Q48. Section 4.2.12 d - Please provide a prioritized list of strategic projects that you are expecting to initiate and the estimated timeframe for the execution of these projects.

A48.

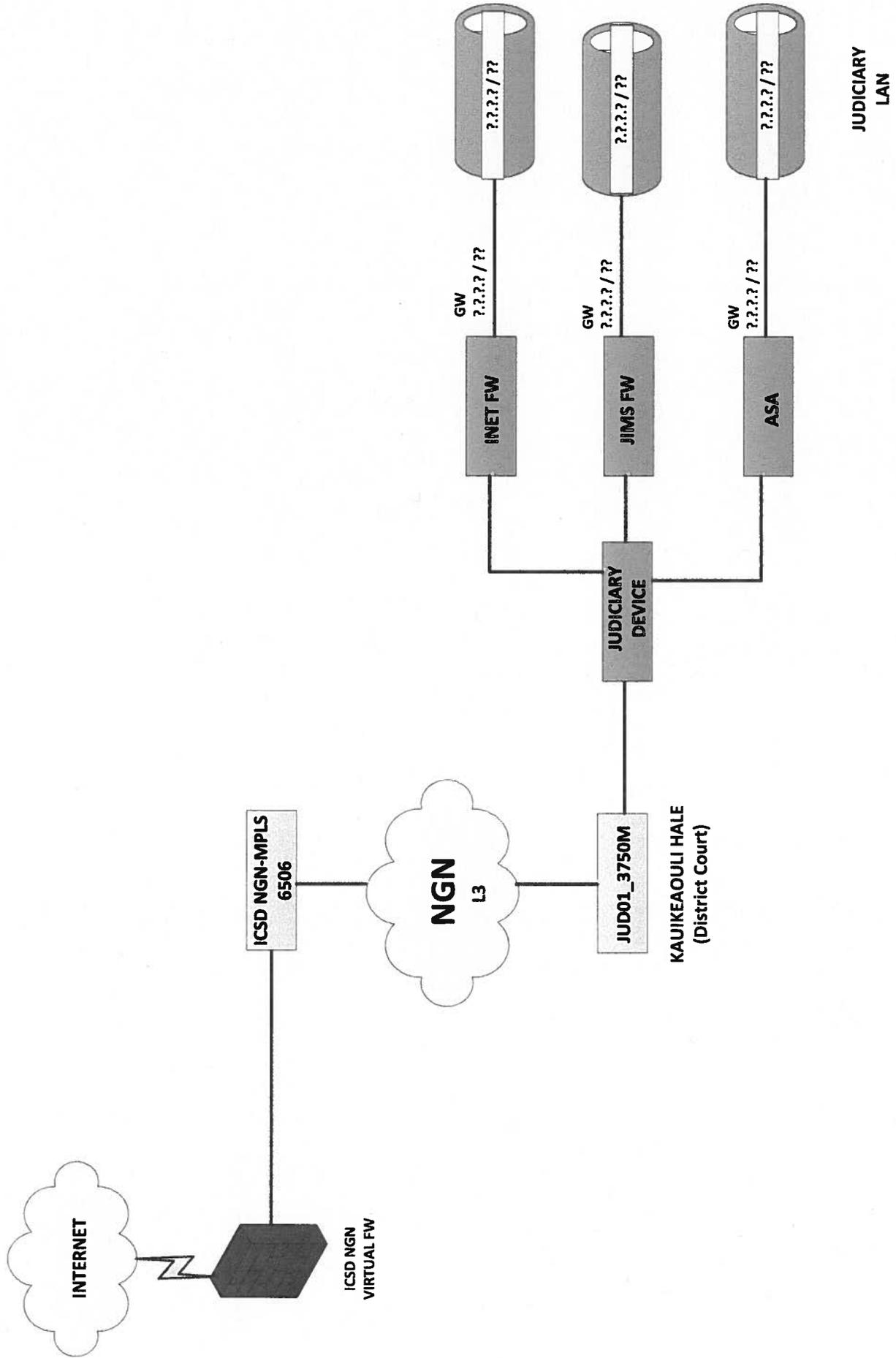
1. JIMS Case Management System ongoing until 2022.
2. Novell to Microsoft Active Directory conversion – ongoing, but early phases
3. Network upgrade to MPLS – not yet budgeted, but to be requested in the 2015 legislature.
4. Mainframe upgrade – March –June 2015 – contract start tentatively scheduled for March 1, 2015.
5. Video conferencing MCU replacement - not yet budgeted, but to be requested in the 2015 legislature or through year end savings.
6. Kona Courthouse, Kapolei Administration building, and Office of the Public Guardian – listed on page 21, items 36-38. Not budgeted or fully budgeted, but to be requested in the 2015 legislature

Q49. Section 4.2.13 - When does the Judiciary anticipate the transition to occur for the Judiciary to support its IT infrastructure on its own and training to take place by this time?

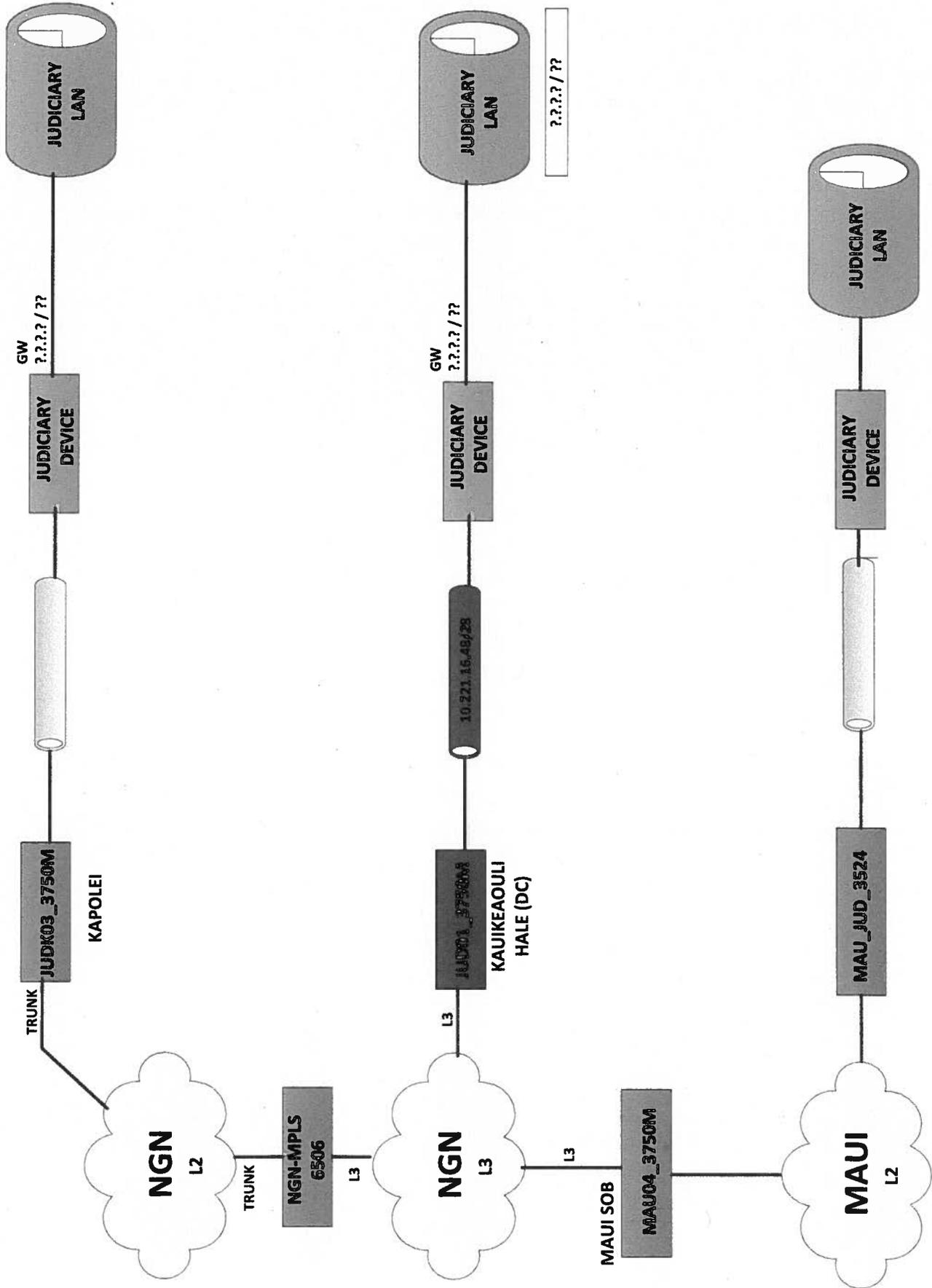
- A49. The Judiciary IT staff should be able to transition to support of the mainframe and network by end of the initial three year contract, but there is still a need for consulting and technical support. The JIMS project is approximately seven years away from completion and would require the consultant's infrastructure support during that period with limited infrastructure support from Judiciary IT staff.

END ADDENDUM NO. 1

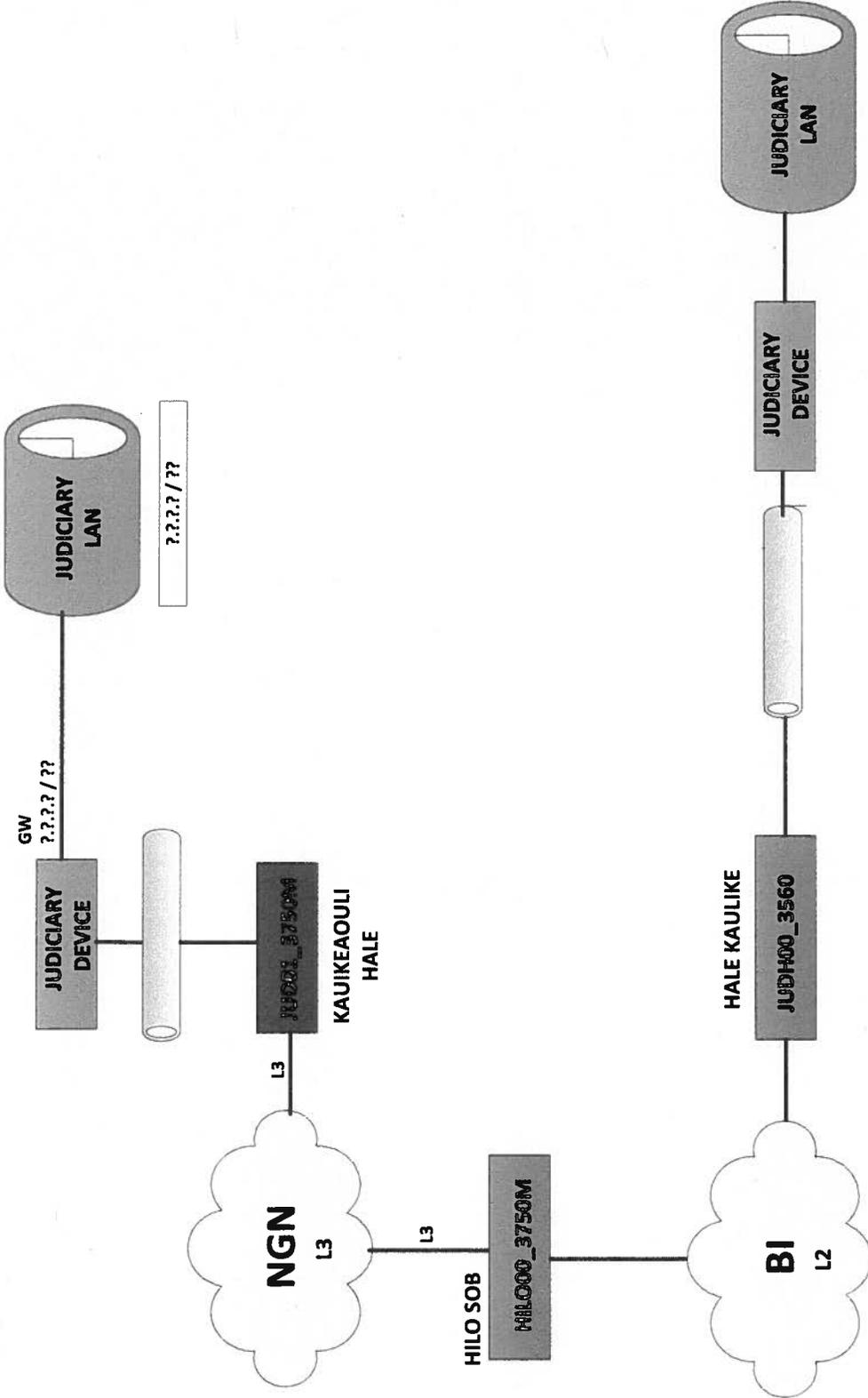
### JUDICIARY INTERNET



# JUDICIARY – MAUI AND KAPOLEI



# JUDICIARY – HILO





# JUDICIARY – KAUAI

