



Michigan Supreme Court

D&A Platform

Request for Proposal

Issue Date: November 15, 2023

Proposals must be received no later than 4:00 pm EST, Wednesday, January 10, 2024

Michigan Supreme Court
925 W Ottawa Street
Lansing, Michigan, 48915

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Table of Contents

1 ABOUT THE MICHIGAN SUPREME COURT.....	4
2 PURPOSE OF RFP.....	4
3 BACKGROUND	5
3.1 GUIDING PRINCIPLES	6
3.2 CURRENT STATE	6
3.3 BUSINESS DRIVERS AND ASSOCIATED D&A PLATFORM GOALS	8
3.4 DRIVERS & CONSIDERATIONS.....	10
4 GENERAL INFORMATION	11
4.1 RFP SCHEDULE OF EVENTS	11
4.2 EVALUATION CRITERIA	12
4.3 CONTACT INFORMATION.....	13
4.4 FINAL SUBMISSIONS	13
4.5 PROCUREMENT RULES AND CONSIDERATIONS.....	13
5 SCOPE OF WORK, SPECIFICATIONS & REQUIREMENTS	17
5.1 OVERVIEW OF SERVICES SCOPING	17
5.2 SCOPE OF WORK	18
5.3 DESCRIPTION OF SERVICES	18
5.4 HIGH LEVEL OBJECTIVES.....	18
5.5 DELIVERABLES AND MILESTONES	19
5.6 PHASED APPROACH	23
6. SUPPORT SERVICES	28
7. VENDOR PROFILE, QUALIFICATIONS & REFERENCES.....	31
8. ESTIMATED PRICING.....	31
9. ATTACHMENTS & EXHIBITS.....	32

1 About the Michigan Supreme Court

The Michigan Supreme Court (MSC) is Michigan's court of last resort, consisting of seven justices. Each year, the MSC receives over 2,000 applications for leave to appeal from litigants, primarily seeking review of decisions from the Michigan Court of Appeals (MCOA). MSC's authority to hear cases is discretionary. MSC grants leave to those cases of greatest complexity and public import, where additional briefing and oral argument are essential to reaching a just outcome. Judicial responsibilities of MSC include, but are not limited to, granting leave, hearing oral arguments, holding public hearings, deciding cases, and establishing court rules and administrative orders. The justices also manage high-profile, large-scale change initiatives that improve the overall access to and efficiency of the justice system in Michigan.

In addition to its judicial duties, MSC is responsible for the general administrative supervision of all trial courts in the state. This supervision is managed by the State Court Administrative Office (SCAO), the administrative branch of the MSC. SCAO encompasses approximately 14 different departments and programs, with each department and program conducting its own significant, far-reaching initiatives, and serving large audiences with a variety of needs and mandates. SCAO also drafts and proposes court rules, court forms, administrative memoranda, policy, and procedures. SCAO additionally owns and operates a repository for case and party information called the Judicial Data Warehouse (JDW).

2 Purpose of RFP

The State of Michigan Legislature has approved a multi-year investment plan as part of the FY 2023 budget to include funding for deploying a new statewide judicial case management system. A portion of the appropriation is to fund a next generation Data & Analytics platform (D&A Platform) that will provide broader case management transparency state-wide.

MSC's/SCAO's current D&A Platform is the Judicial Data Warehouse (JDW). The JDW is housed within The State of Michigan Enterprise Data Warehouse (EDW) that is managed and administered by the Department of Technology Management and Budget (DTMB). The JDW has a diverse set of 20+ customers (federal agencies, state agencies, universities, etc.) along with multiple reciprocal data sharing agreements with many stakeholders. The JDW receives case management system data at least weekly (if not daily). JDW has ~3,400 users primarily using the Name Search Application and court dashboards, advanced BI Query capabilities (limited user group), multiple reports, and custom data extracts.

Over the last 20 years, the State has relied on the JDW to assist:

- Judges to make informed decisions based on statewide data.
- Law Enforcement Agencies to inform them of statewide criminal history to aid investigations.
- Parole and Probation Officers to prepare pre-sentence reports.
- Court Personnel to aid in collections and party location.
- SCAO and other entities to support state-wide initiatives, policy development and analysis, and perform statistical studies on trends and outcomes.

The new D&A Platform will operate alongside the JDW for the foreseeable future. It is expected that over time portions of the JDW's capabilities will be modernized/enhanced within the D&A Platform without "reverse engineering" the JDW. The new D&A Platform will augment existing JDW capabilities and develop entirely new use cases that will continue to be aligned with strategic objectives, new legislative changes, and business priorities.

The purpose of this RFP is for a qualified firm with extensive experience and expert knowledge of business intelligence, data warehouse, and/or Data Lakehouse to propose and implement an enterprise D&A Platform solution in a phased approach for MSC. The services shall include solution design, including technical architectures; identification and implementation of required tools; data integration; and implementation of all use cases and requirements. The awarded Vendor will also collaborate with MSC's Project Team to ensure the project is managed using an Enterprise Agile Project Management approach. The Vendor will advise the MSC Project Team on best practices for the implementation of the solution and provide recommendations for process improvements.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Vendors are expected to recommend a solution (e.g., COTS, Cloud services, MOTS, custom, or a hybrid combination) based on the information and documentation outlined in this RFP and in the Vendor Information Library and provided in **1)** Section 5, Scope of Work; **2)** MSC D&A Platform Use Cases; **3)** MSC D&A Platform Requirements Matrix; **4)** Sample Reports (within Use Cases); and **5)** Data Sources (collectively Services).

MSC reserves the right to conduct a separate procurement for any required software or tools identified as a necessary element of the proposed solution. The solution or parts of the solution, subject to negotiations, may be procured as a part of the contract with the awarded Vendor.

Vendors must provide their methodology/approach, Deliverables, milestones, and fees to address all phases. The proposal (i.e., fees, Deliverables, milestones, etc.) will be subject to negotiations with MSC, and the details will be incorporated into the final agreement documents/exhibits upon the execution of a contract with the awarded Vendor.

MSC desires a contract with an initial term of 3 years and the option to extend for three 1-year terms at the sole discretion of MSC. MSC reserves the right not to exercise any or all the subsequent contracts at its sole discretion.

MSC will only accept one (1) proposal per Responding Vendor for this RFP.

MSC expects to award a contract to a single Vendor. Vendors may provide an RFP response that leverages solutions from multiple providers and a mix of sub-vendors to accomplish the Services requested in this RFP (if required).

The selected Vendor is expected to be available during MSC hours, which are generally from 9am to 5pm Eastern Standard Time Monday through Friday. The expectation is that the Services provided will be executed using a hybrid work model with more on-site work than remote work required during the first three (3) months of the project.

Based on the nature and sensitivity of the data included in the D&A Platform, MSC has mandated that all work must be performed within the United States or Canada. Data transmissions, storage, and processing will only be allowed within the United States.

3 Background

MSC seeks to transform its MSC data assets into valuable information to support ongoing business decisions, and the implementation of an enterprise D&A Platform solution with modern, automated data gathering and visualization capabilities is a key initiative of its digital transformation strategic goal. MSC defines the following vision statement for its D&A Platform program:

As a discipline, Analytics will be used by MSC to find insights to enrich the effectiveness of the judicial system. Areas of focus include:

1. Learning from the operation of the judicial system:
 - Respond quickly to requests for information with reliable and robust analysis.
 - Support the identification and study of practices that may result in disparate treatment of different groups.
 - Share resources and collaborate with trusted partners.
2. Improving supporting services for MSC operations:
 - Accelerate decision-making.
 - Increase productivity of existing resources.
 - Find opportunities to reduce costs.
3. Enhance the Public's experience with the judicial system:
 - Improve operational efficiencies with judicial processes.
 - Expand consistency in service delivery at all public touchpoints.
 - Incorporate Public feedback into analysis and planning.
4. Increase Public transparency of judicial data:
 - Improve trust with the judicial system.

3.1 Guiding Principles

As part of the D&A Platform strategy, the following guiding principles were identified by MSC:

- Alignment with key strategies to improve intervention, decision making, and insight generation to improve system & lower costs including those identified in the following documents (Located in Vendor Information Library):
 - Michigan Judicial Council Strategic Agenda
 - National Center for State Courts Assessment – Michigan Courts Statewide CMS
 - Measures for Justice: Michigan Transparency Initiative
- MSC aims to support a best-in-class constituent experience through the new D&A Platform with a strong focus on providing the right information and services to the right stakeholder at the right time in the right format.
- The new D&A Platform will provide the flexibility to support a multitude of legislative and policy changes that occur on a routine basis.
- MSC will build an architecture that will enable evolving capabilities over time to enable a connected, intelligent, and aligned system to improve data availability, accessibility, trustworthiness, and completeness.
- MSC will select, deploy, and maintain a new D&A Platform that will equip the business and IT teams with an adaptable, easy-to-use, modern, cohesive toolset for Data Creation, Data Ingestion, Data Accumulation, Data Augmentation, Data Delivery, and Data Consumption
- There is a preference towards deploying Azure government cloud capable solutions, technologies, utilities, and services (multi-cloud and other service providers will be considered).

3.2 Current State

Current operational challenges include siloed data systems, lack of modern integration tools, lack of modern analysis tools, dependence on manual data gathering and preparation, and custom code for data standardization and Master Data Management. These challenges have hindered MSC's ability to focus resources on high-value activities like performing analyses and acting based on those analyses. The existing system processes source data provided in file formats and data loads are executed after business hours. The current modeling architecture is rigid and no longer meets MSC's requirements as it transforms data in staging and overrides data, leaving MSC with an Operational Data Store (ODS,) data snapshot of source systems. The system lacks modern integration capabilities like micro-processing/API. The user access process is manual and cannot be scaled to satisfy MSC's requirements to grant access to the public. Instead, resource capacity is consumed with manual, labor-intensive activities that are necessary but do not directly add value. For example, users cannot rely on the Unique Person Identifier (UPI) to report on all cases associated with one person or entity. Instead, partial searches using Name Search Application (NSA) must be done since one party can have multiple Unique Person Identifiers. Ultimately, these operational challenges are limiting MSC's ability to fulfill its strategic direction and goals.

Some of the key challenges with the existing JDW are:

- The JDW currently functions as an Operational Data Store (ODS) with rigid structured data models where all analytics and some limited dashboards are being executed outside of the system (using SPSS and other methods) to generate analytical models/trends, analysis, and structural and ad-hoc reports.
- The Trial Court Funding Commission (TCFC) review implied that the use of different case management systems in the trial courts presents a barrier to consistent data gathering and reporting, creates inefficiencies, duplication of effort, and systemic waste.
 - Across the Michigan court system, JDW ingests approximately 16 different case management systems that require internal effort to standardize the information and impede data availability, accessibility, trustworthiness, and completeness.
- There is significant latency with respect to some data delivery timeframes to provide specific timely operational reporting (e.g., Michigan Court Application Portal (MCAP)) and streamlining the process while providing easy access to the data.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Below describes the current technical landscape of some of MSC's major systems and tools:

- The existing JDW system is an on-prem Teradata database with approximately 87 million cases which contains approximately 1.2 billion records. The JDW has approximately 18 core court data tables and 300 data elements. There are, additionally, more than 60 reference and standard tables for court data.
- MSC is not planning to migrate data from the JDW onto the new D&A Platform but wants to integrate data from data sources into the D&A Platform. However, the JDW will be used as a data source, until such a time where data can be directly ingested from the original data source.
- JDW is supported and maintained by a partner, the EDW. The partner supports database upgrades, performance, overnight support, monitors nightly job runs, user access, and all data transformations including ETL scripts, data transformations, data standardization, mapping, and source-to-JDW data quality.
- MSC wants to implement a cloud-based modern Data Lakehouse that at a minimum will satisfy all JDW's current user-base requirements. This effort also includes the design and development of existing reports, dashboards, and Name Search Application (NSA), where users log in to NSA via a custom-built web-portal interface.
- MSC's current reports are developed by a partner using a Teradata solution, components include the Teradata Query engine and Teradata database. These reports are not analytical in nature, they provide details on cases in a format that can be printed or consumed by different use groups.
- The majority of 3,400 users of the JDW log in via a Web Portal to either perform NSA searches or run reports. All JDW users are from the Judiciary or supporting government agencies.
- MSC expects the awarded Vendor to provide a data acquisition/integration approach, tool, and architecture, and to evaluate and validate how it could be leveraged in "Phase 1" of the proposed solution.
- The existing JDW is exclusive to trial court (circuit, probate, district, and municipal) data from Case Management Systems (CMS) and data from the Michigan Department of Health and Human Services, the Michigan State Police, and the Michigan Department of Corrections; but it does not ingest data from other organizational or SCAO operational domains like Finance, HR, etc.
- The JDW receives data from CMS applications. CMS data is mostly provided in a the JDW's Universal Input Format (UIF), uploaded at varying frequencies (weekly or daily).
- The JDW is used for a variety of purposes including but not limited to, Name Search Application (NSA), research, analysis, reporting, and compliance.
- MSC has a small number of data science users who utilize Power BI, SPSS, R, and Python.

For this effort, MSC is open to considering any recommended toolset that is demonstrated to be fit for the purpose.

Below describes the current state overview of MSC:

In preparation for this implementation effort, MSC undertook a comprehensive assessment of the current state of its data and decision-making landscape to identify opportunities and requirements.

This assessment also identified desired business outcomes for MSC's D&A Platform solution. Those outcomes include:

- **Strategic Intent**

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

- Increase information transparency, and speed to improve intra and cross-agency collaboration by rapidly discovering and collaborating with trustworthy data at scale.
- Become a data-driven agency by empowering the public and data citizens to securely discover, understand and collaborate with fully governed data.
- Enable MSC to obtain a shared understanding of data with rich business and technical context.
- Improve broad stakeholder trust in MSC's data and information.
- Increase capacity to perform data analysis.
- **Policies / Compliance**
 - Easily identify and protect sensitive and classified information.
 - Increase transparency and auditability using end-to-end data lineage to easily visualize data flow, understand data dependencies, and trace data from source to target.
 - Automate workflow processes and policies to control data access and usage.
 - Obtain detailed information on data transformations and comprehensive audit trails for reporting purposes.
- **Operational Efficiency/Continuous Process Improvement**
 - Reduce time and data roadblocks associated with information generation by future-proofing cloud integration and data modernization.
 - Improve resources and process efficiency.
 - Allow for proactive viewing and monitoring of case management system (CMS) related issues.
 - Improve facilitation of knowledge transfer to mitigate the risk of dependence on key resources.
 - Improve understanding of user and staff issues and proactive customer response.
 - Improve response time to MSC staff and stakeholders.
 - Generate timely reports.
- **Data Governance**
 - Improve collaboration, data literacy, and data sharing across the enterprise by gaining full visibility into MSC's data ecosystem and implementing the right controls to improve data literacy and sharing.
 - Obtain end-to-end visibility into integration-impacts and see where data is being used.
 - Develop ability to perform data profiling and identify/reduce data quality issues at the source.

3.3 Business Drivers and Associated D&A Platform Goals

MSC has identified a number of business drivers that dictate associated D&A Platform Goals.

Strategic Drivers	Associated D&A Platform Goals
Michigan Judicial Council: Future of the Michigan Judicial System - 2022-2025	
1. Fund a statewide technology infrastructure (e.g., hardware, software/applications, and data improvements) that meets security and other requirements/specifications.	• Improved security access controls and Identify Access Management (IAM) best practices for a modern cloud architecture/solution. • Increase data validation across CMS systems to improve data quality within the D&A Platform (Speed, Timeliness, Efficiency, Completeness, Accuracy)

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

2. Develop and implement a uniform statewide data structure and uniform data collection methods and reporting to guide decision-making as part of the statewide technology infrastructure.	- Improved standardization and data governance management practices to improve data validity, availability, accessibility, trustworthiness, and completeness (e.g., improved data profiling and data quality management practices to accelerate governance improvement action plans) - Broaden ingestion and curation capabilities to reduce cycle times and investments to perform structural analysis and reporting and enable more flexibility based on legislative changes and new policies. - Enable seamless ingestion of structured, semi-structured, unstructured, and streaming data sets. - Improve predictive analytic capabilities.
3. Educate about and build support for a unified technology infrastructure among judicial officers, employees, local funding units/leaders, and others.	- Expand scope of CMS data that is received, processed, and analyzed in the new D&A Platform. - Educate local courts on the efficiencies gained via the new D&A Platform. - Develop improvement plans to address pain points across a broad set of customers. - Provide more self-service and access to accelerate field-level analysis and decision-making
4. Develop a strategy to achieve uniformity/ consistency when transitioning to the technology infrastructure.	Improved data quality standards more easily established and achievable with central Data Lakehouse.
5. Improve and expand IT education and support to courts across the state.	Accelerate data literacy and training to leverage new D&A capabilities.
The National Center for State Courts (NCSC) Assessment	
R-8: Implement a single case management system (CMS) to improve reporting by allowing data users to rely more on the CMS for court data instead of aggregate reports.	Enable ingestion of comprehensive CMS data and other data sources to improve operational and strategic reporting and analysis.
R-9: Modernize the JDW by rearchitecting from a data warehouse to a data lake.	Improve platform timeliness, flexibility, and maintainability with the new D&A Platform relative to JDW architecture.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

R-10: Develop and adopt clear standards and guidelines governing case record format and reference data within the CMS.

- Improve data profiling and data quality management capabilities to ensure availability, accessibility, trustworthiness, and completeness.
- Improved data governance management practices.

3.4 Drivers & Considerations

- Deployment preference is secure multi-tenant SaaS rather than on-premises.
- Data residency must be considered for any SaaS solutions (i.e., hosting and/or platform data centers must be in the U.S.).
- The new D&A Platform must enable Day 1 capabilities but also enable flexibility to expand over time (e.g., expected lifespan of the D&A Platform will be 15-20 years).
- Emphasis on strong D&A Platform security with granular flexibility.

A Data Lakehouse must be:

Unified, Simple, Accessible, High-performance, Economic, Governed, and Open.

Category	Considerations
Unified	The Data Lakehouse must support both BI and Data Science use cases . This requires a unified data repository.
Simple	The Data Lakehouse must automate the configuration and management of its various components to help data teams execute tasks with less effort. A managed service can further simplify things by minimizing software implementation and administration work.
Accessible	The Data Lakehouse must enable data analysts and data scientists to access data themselves rather than relying on data engineers. Self-service like this requires a catalog with intuitive views of metadata, including file attributes, lineage, and usage history. Data views must be consistent and rely on the same underlying physical copy of data. Those reports must derive their distinct numbers from the same consistent records.
High-Performance	The Data Lakehouse must meet rigorous Service Level Agreements (SLAs) for key performance metrics and should serve concurrent users.
Economic	The Data Lakehouse must help control costs by using resources wisely. It must profile workloads prior to execution so users know how many compute cycles they will require, then automatically adjust processing methods along the way to streamline those workloads.
Governed	Data usage must be governed to reduce risks to data quality and ensure compliance with regulations . It must avoid unnecessary data duplications that might undermine a “single source of truth,” control user actions with role-based access

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

	controls , mask sensitive data, and track lineage. It must guardrail “PII” by recording user actions in a comprehensive audit log.
Open	The Data Lakehouse must integrate with the ecosystem of data stores , formats, processors, tools, APIs, and libraries that modern data teams need to innovate. It must complement/interoperate with alternative cloud data architectures such as Azure Synapse Analytics without the risk of lock-in . The open architect minimizes the need for complex, insecure, or risky data moves and data copy proliferation.

4 General Information

4.1 RFP Schedule of Events

The following table is the schedule governing this request for proposal (RFP). Dates may change in accordance with MSC’s needs or unforeseen circumstances at MSC’s sole discretion. Addendums will be issued notifying Vendors of any changes.

Activities	Dates
Issuance of RFP	Wednesday, November 15, 2023
Confirmation of Bid	Wednesday, November 29, 2023, 4 PM EST
Last Date for Questions	Friday, December 1, 2023
RFP Closes- Responses Due	Wednesday, January 10, 2024, 4 PM EST
Notification to Short-listed Vendors	Friday, January 26, 2024
Demonstrations Conducted (2 - 3)	Weeks of February 19 – March 8, 2024
Final Award Notification	Friday, March 22, 2024

All Vendors are required to indicate their intent to propose by submitting “Mandatory Notice of Intent to Propose (NOIP)” via email to **DnAPlatform_RFP_2023@courts.mi.gov** by 4pm EST November 29th, 2023.

MSC will not consider proposals from Vendors that do not submit Mandatory Notice of Intent to Propose (NOIP). Submitting the NOIP does not bind Vendors to submit a proposal or to the terms in the NOIP.

As of the final date for proposal submission, the Vendor must meet all of the minimum qualifications in Attachment 03 – Minimum Qualifications Form to MSC’s satisfaction to be given further consideration. Failure to satisfy ANY of the minimum qualifications may result in the immediate rejection of the proposal.

Following the analysis of the Vendor proposals, written notifications will be sent to Vendors advising them of whether they have made the Vendor short-list or not.

Short-list Vendors (2-3) will be requested to provide a demonstration of their solution and how it meets MSC’s needs. MSC will provide the demonstration expectations and dates to the short-listed Vendors as per the schedule outlined above.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

4.2 Evaluation Criteria

As part of the evaluation process, MSC may request that some or all the Vendors provide additional information or details for clarification, which may include attending interviews, making a presentation, supplying samples, and/or furnishing additional technical data.

The following provides an overview of the evaluation criteria that will be used to assess the respective Vendor responses, as well as the associated weighting.

Evaluation Criteria	Evaluation Criteria Requirements	D&A Weighting
Functional/Technical Fit	The proposed solution's fit against functional and technical requirements as defined in the RFP.	35
Vendor Experience	Vendor – strength, viability, strategic direction, qualifications. The Vendor is encouraged to showcase their strength and viability in the marketplace with their commitment to ongoing product enhancement. The Vendor's experience with implementing similar solutions for clients within the same industry will also be considered.	25
Support Services	Flexibility of support tiers, availability of various training resources and reference materials.	15
Cost	Requirement to understand the Total Cost of Ownership. Cost components include, but are not limited to, licensing fees, host/SaaS fees, annual support costs, estimated implementation costs, hardware costs, etc. Vendors can provide costs for on-premise and cloud/SaaS solution, but MSC's preference at this time is cloud/SaaS.	25

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

4.3 Contact Information

All questions are to be directed to the contact listed below via written email (**DnAPlatform_RFP_2023@courts.mi.gov**). Questions from all bidding Vendors and answers from MSC will be emailed to all participants.

UNDER NO CIRCUMSTANCES is the Vendor to contact MSC, MCOA, or SCAO personnel directly. All questions, marketing materials, and other forms of contact must be directed through the identified contacts. Violation of this request may cause a Vendor to be deemed unwilling to work in a harmonious manner with MSC and result in the Vendor's disqualification from the selection process.

4.4 Final Submissions

Final submissions are to be emailed on or before Wednesday, January 10, 2024@ 4:00PM EST. Confirmation of receipt of the proposal will be sent to the vendor via email. Late submissions will not be accepted.

Vendors must submit their proposal response via email, including electronic copies of:

- proposal response in PDF, Microsoft format (corresponding to the **Vendor Response Guide**)
- completed **Use Case Vendor Response Matrix** using Microsoft Excel
- completed **Requirements Matrix** using Microsoft Excel
- completed **Security Requirements** using Microsoft Excel
- completed **Pricing Workbook** using Microsoft Excel
- any additional content that the Vendor feels will benefit or better inform MSC.

See section 9 for all attachments and exhibits.

4.5 Procurement Rules and Considerations

4.5.1 Proposal Expirations

All submitted proposals for this RFP must remain valid for a period of at least 180 days after the RFP submission deadline.

4.5.2 Cost of Preparation of Proposal

Vendors are responsible for their own costs to participate in this solicitation. MSC will not pay any costs incurred by the Vendor for any aspect of responding to this solicitation, including proposal preparation, printing or delivery, participation in system demonstrations (if selected), or the negotiation process.

4.5.3 MSC's Right to Reject Proposals

MSC reserves the right to reject any and all proposals or any part thereof, to waive defects, technicalities or any specifications (whether they be in MSC's specifications or the Vendor's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as MSC may deem necessary.

4.5.4 MSCs Right to Cancel Solicitation

MSC reserves the right to cancel this RFP and/or discontinue the RFP process for any or no reason at any time during the procurement process.

This RFP does not constitute an offer by MSC. A Vendor's participation in this process may result in MSC selecting the Vendor to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by MSC to execute a

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

contract nor to continue negotiations. MSC may terminate negotiations at any time and for any reason, or no reason.

4.5.5 Selection of Vendor

MSC anticipates the result of this RFP will be a contract with a qualified organization, or multiple organizations, responsible for providing necessary software services, appropriate hardware, and support services according to the specifications outlined in this RFP and ensuing proposal. However, MSC makes no commitments expressed or implied that this process will result in a business transaction with any organization.

MSC is not obligated to release Vendor scores for this RFP.

4.5.6 Confidentiality of Documents and Proprietary Information Obligations of Vendors Bidding on the Project

All accepted responses shall become MSC's property and will not be returned.

All documents submitted as part of the Vendor's proposal submission will be deemed confidential during the evaluation process. Proposal submissions will not be reviewed by anyone other than MSC, its designated agents, and/or Info-Tech Research Group.

Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a Vendor feels that effective evaluation of its proposal requires inclusion of proprietary information, Vendor must submit such information in a separate, sealed communication labeled "Proprietary Information" with a matching RFP number. The communication must contain a letter from the Vendor's legal counsel describing the documents in the communication, representing in good faith that the information in each document is not "public record," and briefly stating the reasons why each document is not a "public record."

4.5.7 Obligations Concerning Confidentiality of Documents and Proprietary Information for the Selected Vendor.

Any Vendors selected by MSC must be willing to sign a contract wherein they agree to confidentiality provisions as part of their contract with MSC. MSC will be disclosing confidential and proprietary information pertaining to MSC's past, present, and future activities to the Vendor, as well as highly sensitive data. Any Vendors selected must agree to limit access of confidential and proprietary information to those of its employees who have a need for such access and such employees must be made aware of and will be bound to the same confidentiality provisions applicable to selected Vendors. Selected Vendors shall not disclose such confidential and proprietary information to any third party without doing all of the following: 1) Disclosing to MSC the complete content of the intended communication; 2) obtaining MSC's consent; and 3) obligating the third party to abide by the terms of the Confidentiality provisions agreed to by Vendor, including obtaining a signed written agreement from the third party if requested by MSC, unless disclosure is required by law or court order. Selected Vendors and third parties will return all confidential and proprietary information to MSC immediately upon the termination of the contract and permanently delete any electronic copies of the data stored by the selected Vendors. If requested by MSC, the selected Vendors will provide written confirmation that deletion has been completed.

4.5.8 Ownership of D&A Platform and other Deliverables.

Any Vendors selected by MSC must be willing to sign a contract that contains the following terms of ownership. Vendor's pre-existing intellectual property is owned by Vendor except that to the extent that it is incorporated into the Deliverables, MSC has a perpetual, royalty-free, nonexclusive license to use, distribute copy and prepare derivative works of any Deliverables developed in the course of the contract. Except for Vendor's pre-existing intellectual property for which title remains with Vendor or Vendor's suppliers, all Deliverables, including but not limited to data platforms, data lakes, documentation, and any other work product prepared by the Vendor for MSC (Deliverables) under the contract shall, once paid for, belong to MSC and is subject to copyright or patent only by MSC. MSC grants Vendor a perpetual,

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

royalty-free, nonexclusive license to use, distribute, copy, and prepare derivative works of any Deliverables developed in the course of the contract.

4.5.9 Collusion or Fraud

Any evidence of agreement or collusion among Vendor(s) and prospective Vendor(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such Vendor(s) void.

By submitting a proposal, Vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing Vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that Vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no MSC employee or official participated directly or indirectly in Vendor's proposal preparation.

4.5.10 Lobbying and Gratuities

Lobbying or providing gratuities shall be strictly prohibited. Vendors found to be lobbying, providing gratuities to, or in any way attempting to influence an MSC employee or agent concerning this RFP or the award of a contract resulting from this RFP shall have their proposal immediately rejected and shall be barred from further participation in this RFP.

4.5.11 No Communication with Media or Use of MSC's Name

Vendors may not, at any time, whether during the bidding process or after a contract is entered into, issue or disseminate any media release, public announcement, or public disclosure (whether for publication in the press, on the radio, television, internet, or any other medium) in relation to this RFP or any subsequent Agreement entered into pursuant to the RFP without first obtaining MSC's written permission. Further, Vendor will not use MSC's, SCAO's or the MCOA's name, logo or other images, or website information for promotional or marketing purposes even after a contract is awarded without permission from MSC to do so.

4.5.12 Compliance with Laws, Including Anti-Discrimination Laws

Vendors and any third parties utilized shall certify that they will comply with all applicable federal, state and local laws and regulations including those prohibiting discrimination in its employment practices.

4.5.13 Indemnification

Vendors submitting a proposal must be willing to sign a contract that will provide a full indemnification and hold MSC, SCAO, and their affiliates harmless from any liability arising from or out of the provision of services by Vendor/its subcontractors. The contract will include a full statement of responsibility for reimbursing MSC for any costs or expenditures. Further, Vendor and its subcontractors will agree to indemnify MSC against claims that the Deliverables infringe upon any patent, trademark, copyright, or trade secret owned by any third party. Further, Vendor is fully responsible for reimbursing MSC for any costs or expenditures that are disallowed in an audit, or for any other claims which might be made against MSC arising from the acts or omissions of Vendor.

4.5.14 Remedies

Vendors submitting a proposal must be willing to sign a contract that will not limit Vendor's liability for direct damages for harm caused by Vendor arising from or out of the provision of services by Vendor/its subcontractors.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

4.5.15 Insurance

Vendors submitting a proposal must be willing to sign a contract that requires them to carry insurance coverage by insurers of recognized financial responsibility in such amounts as necessary (as determined by MSC) to cover all claims arising out of Vendor's services and/or Vendor's failure to provide such services under the terms of the contract, including but not limited to professional liability and cyber liability coverage. Such insurance shall not lapse or be canceled or modified unless MSC has been given at least thirty (30) days prior written notice of the intended cancellation or modification. Should such notice of cancellation be afforded and insurance coverage is cancelled during the terms of this Agreement, the cancellation will constitute a material breach of the contract by Vendor. A description and evidence of such insurance coverage will be provided by Vendor upon request.

4.5.16 Governing Law and Venue.

Vendors submitting a proposal must be willing to sign a contract in which they agree that the contract shall be subject to, and shall be enforced and construed under, the laws of the state of Michigan and that any disputes arising directly or indirectly from the Agreement in the Court of Claims in the state of Michigan, or if the Court of Claims cannot take jurisdiction over the dispute, then by the Michigan circuit court determined appropriate by MSC.

4.5.17 No Conflict of Interest.

Vendors submitting a proposal must be willing to agree in a contract that they do not have a personal or financial interest, direct or indirect, that would conflict in any manner or degree with the performance of the contract.

4.5.18 Independent Contract Status

Vendors submitting a proposal must willing to agree in a contract that they will act as an independent contractor in the performance of duties under the contract. Accordingly, Vendor will be responsible for payment of all taxes including federal, state, and local taxes arising out of the Vendor's activities in accordance with an agreement, including by way of illustration but not limited to federal and state income taxes, social security taxes, worker's compensation taxes, unemployment insurance taxes, and any other taxes or fees required by Vendor to execute the project. Vendor will not use any subcontractors to perform the services unless approved by MSC before they are hired. Vendor will supply all of its own materials and equipment except as otherwise agreed upon.

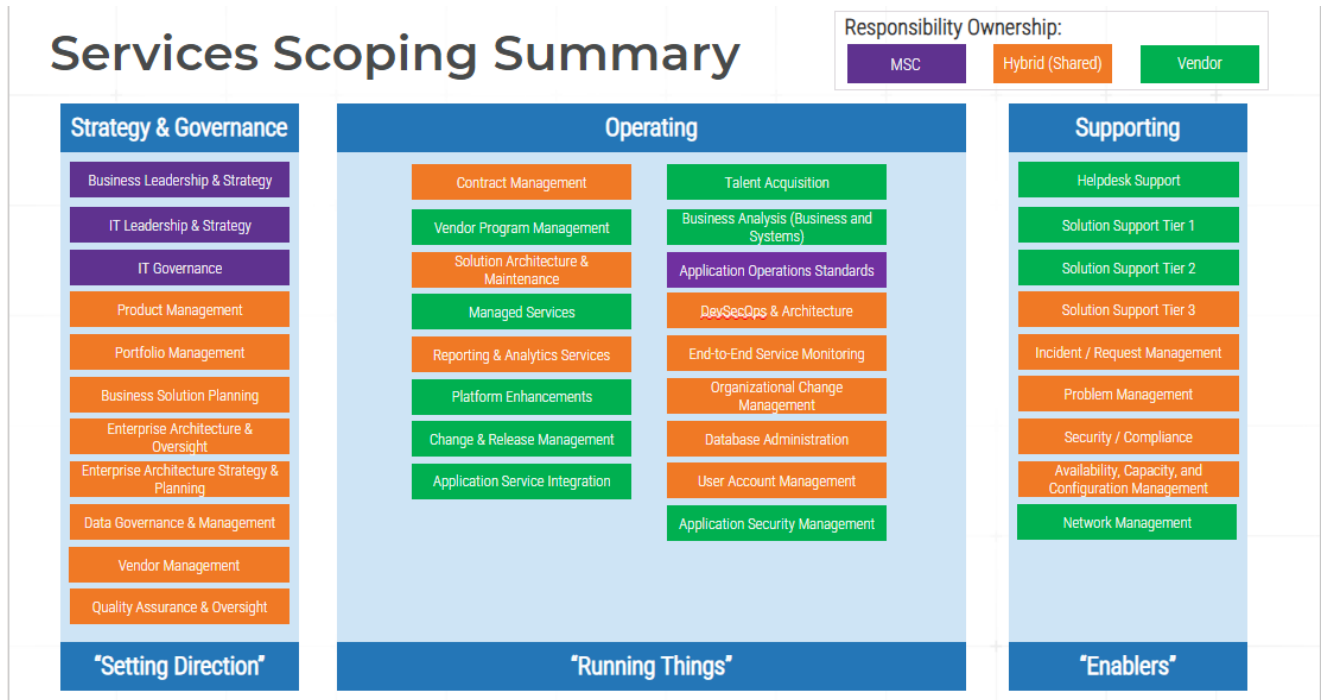
5 Scope of Work, Specifications & Requirements

5.1 Overview of Services Scoping

The purpose of this solicitation is to award a contract(s) for the Design, Implementation, and Maintenance & Operations (M&O) professional services and requisite infrastructure needed to support the MSC D&A Platform and all required services.

- MSC views the support of the new D&A Platform as a shared responsibility between MSC Business and Technical staff and the selected Vendor. MSC seeks a Vendor who will work closely with MSC support staff in a shared responsibility for services (shared responsibility) model - see Figure 1.

Figure 1: Service Scoping Summary. Shared Responsibility Model



The shared responsibility model covers the following areas:

Strategy & Governance:

- Providing senior-level leadership across the entire D&A Platform's lifecycle to ensure alignment and prioritization of key strategies, resources, and execution plans (Product/Portfolio Management, Business Solutions Planning, Vendor Management, Quality Assurance & Oversight, etc.).

Operating:

- The Vendor shall provide all required support services to manage, administer, maintain, and document the ongoing operation of the D&A Platform cloud solution infrastructure and environments to include infrastructure operating 'as-a-service' and/or on 'virtual machines' such as database, operating system, and web services, as well as specialized platform and software-as-a-services.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Supporting:

- The Vendor shall provide for ongoing 24/7 monitoring of all cloud services to ensure all services are operating efficiently and within expected performance range. The Vendor shall establish a notification and escalation process to report any operational disruptions or anomalies to MSC's team in a timely manner. The Vendor shall make all monitoring tools, including but not limited to real-time performance dashboard(s) and/or reports, accessible to MSC staff for full transparency of current service performance.

Vendor must provide a narrative response to how Vendor intends to support each of these 3 shared responsibility areas. Vendor must include point-of-view on the "Keys to Success" to best partner with MSC for each area by thoroughly answering the specific questions in the **Vendor Response Guide** document.

5.2 Scope of Work

Under MSC' direction, the D&A Platform Vendor shall implement an enterprise D&A Platform solution. The Vendor will design and implement all use cases and requirements in a D&A Platform solution, framework, and architecture that are approved by MSC.

Upon MSC direction, minimal portions of the work must be performed at the Michigan Supreme Court, Hall of Justice in Lansing, Michigan. The Vendor's resources must be available during MSC business hours for meetings and collaboration. In addition, all work, including off-site work, shall meet all MSC security policies, e.g. all work must be performed within the United States or Canada. Data transmissions, storage, and processing will only be allowed within the United States.

5.3 Description of Services

This Scope of Work (SOW) contains a framework and primary guidance for the development of the proposed solution. The Vendor shall provide the following D&A Platform Implementation services including but not limited to the following (MSC is open and welcome to best services and solution):

- A. Implement an enterprise D&A Platform that includes Business Intelligence & Data Warehouse (Data Lakehouse) solution in a phased approach at MSC.
- B. Implement solution design including technical architectures.
- C. Implement required tools.
- D. Integrate data.
- E. Implement use cases and requirements.
- F. Collaborate with MSC's Project Team to ensure the project is managed using an Enterprise Agile Project Management approach.
- G. Advise the team on best practices in relation to the implementation of the solution.
- H. Provide recommendations for process improvements.
- I. Provide training and knowledge transfer.
- J. Provide maintenance and operations plan.

5.4 High Level Objectives

In addition to other objectives and requirements provided in the RFP, the following objectives shall be addressed in the proposed solution:

- a. Integrate with MSC cloud applications, where possible, including applications hosted in cloud-native applications.
- b. Integrate with MSC on-premises applications ecosystem, and access or import all data sources including but not limited to: Dynamics CRM/TCIS (SCAO's Trial Court Information System), JIS Case Management Systems (DCS, TCS, and PCS), the JDW and other government agencies.
- c. Dynamically ingest new/changed data elements (fields, tables, etc.). Easily incorporate and manage processing and displaying the changes downstream.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

- d. In Phase 1, the Vendor is expected to ingest raw JIS Data (DCS and TCS) into the D&A Platform. The JIS data is currently uploaded in the Universal Input Format (UIF) into the existing JDW, however JIS Data exists in DB2/SQL.
- e. In Phase 2, the Vendor is expected to incorporate data from the remaining case management systems, via the JDW, into the D&A Platform.
- f. Provide a total D&A Platform solution to design and implement all use cases and requirements with proposed tools or managed services in a cloud platform, including identifying and implementing any required tools including SaaS solutions, data integration, data modeling, data quality, data management, metadata management, and artificial intelligence and machine learning.
- g. Proposed solution, architecture, and framework shall easily allow researchers to use other analytic products, such as SPSS, R, Python, or other third-party software, on the D&A Platform.
- h. Proposed solution must allow for secure document retrieval, such as PDF bundled documents associated with case filings, from the statewide Document Management System (DMS) in OnBase. Ability to redact or suppress PII or other sensitive information from documents, depending on user access level.
- i. Provide backup, restore, and disaster recovery capabilities for data by utilizing cloud-managed services to the extent practical.
- j. Leverage auto-scaling, where it makes sense, including scale up and down and scale out and in to fulfill MSC business needs.
- k. Capable of providing enhanced security at rest and in transit.
- l. Meet or exceed performance standards (will be defined by both MSC and the Vendor) including but not limited to report generation, dashboard, and predictive analytics.
- m. Capable of providing organizational support capabilities such as organizational change management and training.
- n. Provide aligned processes, tools, and handoffs (including knowledge transfer sessions) between the Vendor and MSC, including documentation of processes, and a demonstrated ability to consistently enforce and adhere to the processes to carry out all necessary coordination.
- o. Documentation including data dictionary, schema, as-built architecture diagram, meta-data definitions, integrations, and other documentation as appropriate for the particular solution provided.
- p. Capable of providing a predictive budgeting process for business intelligence and data warehouse implementation, data sources integration, and modus operandi.
- q. Provide economies of scale to achieve volume discounts and improved terms with third-party suppliers.
- r. Outline additional opportunities to implement further cost-saving and consolidation.

5.5 Deliverables and Milestones

MSC intends to provide the Vendor with flexibility in devising a suitable response to this RFP, and as a result, is prescribing only a baseline of core Deliverables in this draft Scope of Work (requirements for the core Deliverables below should not be treated as limiting). It is expected that the Vendor will supplement this baseline with a robust solution design and additional proposed Deliverables as required to fully meet MSC objectives. MSC has structured this RFP, use cases, requirements, the baseline of Deliverables, and the cost workbook into the following categories. Some Deliverables listed in this section are expected to be updated or enhanced and become a new version of Deliverables in the subsequent phases.

- 1) Agile Project Management Plan
- 2) Analyze and Design (Analyze and design in D&A Platform architecture, framework, and tools. Use cases and requirements already developed and only need confirmation with users)
- 3) Build, Configure, Test, and Acceptance
- 4) Replicate and Integration Data Sources

All Deliverables and sub Deliverables shall be specific and tailored to MSC D&A Platform project.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

5.5.1 Agile Project Management Plan:

The Vendor shall propose and follow a best practice enterprise agile framework (e.g., Scaled Agile Framework) for project management methodology appropriately tailored to this project, as agreed to by MSC.

The Vendor must describe clearly how to use Agile principles and methodology to develop and deliver use cases and requirements on schedule, with excellent quality. The Vendor can propose additional Deliverables, which may not be common in Agile but are deemed necessary to the success of the project.

MSC will provide a Project Manager, with primary responsibility for managing MSC resources and reporting on the project, a Project Team, and an Executive Sponsor (single leadership role who has ultimate accountability for the D&A Platform).

The Vendor will provide a Project Manager and a project team that includes a Business Analyst Lead, BI Development Lead, Data Integration Lead, Implementation Lead, as well as any additional Key Resources MSC recommends to promote project success.

The Project Manager and all other key resources will work closely with MSC's Project Manager and Project Team to create the initial project plan and manage any issues that arise to ensure timely and successful completion of the project.

Table 3: Agile Project Management Plan's Deliverables and Requirements

Deliverable	Requirements
Agile Project Management Plan	Sub Deliverables shall include but not be limited to: • Agile Development Strategy 1. Describe the enterprise agile approach that is tailored to the MSC D&A Platform project to manage and deliver the implementation. 2. Describe the roles and responsibilities of all Agile teams for this project and include MSC-related personnel. • Performance Management 1. Provide a performance management strategy that is tailored to MSC D&A Platform project to use throughout the phases including specific measures and metrics to track and report teams' performance. • Product Roadmap 1. Establish the initial Vision and Roadmap 2. Identify the Proof of Viable Solution (POVS) and additional Program Increment (PI) potential Features for each phase. 3. Define the initial fixed and variable Solution Intent 4. Prioritize the initial Program Backlog for PI Planning 5. Provide the product roadmap to demonstrate where testing, training, security, privacy, and cutover planning will be conducted. • Release Planning 1. Describe the approach that is tailored to the MSC D&A Platform project to initial release planning, structure incremental releases of software capability, and respond to changing requests priorities both during release planning and execution.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

	2. Describe the number and length of iterations (e.g., sprints) necessary to satisfy requirements and deliver use cases in each phase. 3. Release plan shall include the Program Increment (PI) cycles, release timeline for each PI, and features and requirements to be released for each PI. 4. Each (Agile) Release is a set of working applications that must pass all testing and UAT. 5. The Vendor shall deliver use cases and requirements to meet the definition of Done for results of all increments, iterations, and releases • DevOps 1. Provide the plan and approach for continuous delivery with high software quality and efficiency specifically to the phase and overall MSC D&A Platform Implementation project • Staffing Plan 1. Describe the Enterprise Agile teams and team members with roles and responsibilities including the Vendor team and MSC's Project Team. 2. Provide experiences and qualifications of key resources, including Vendor's Project Manager, Business Analyst Lead, BI Development Lead, Data Integration Lead, Implementation Lead, Architect, QA Lead, and other key staff. • Risk and Issue Management Plan 1. Outline how risks and issues are to be managed and tracked. • Communications Plan 1. Communications plan will include all formal written, spoken, and electronic interactions with all stakeholders. The plan will cover objectives, goals, and tools for all communications, including but not limited to: 2. Project status reports: 3. Provide weekly written status reports including project current and next period activities, throughout all phases of the project. 4. Weekly status reports shall also include new and outstanding key issues, with status, mitigation strategy, and responsible party for each. 5. Weekly status reports shall also include the status of any Change Requests.
--	---

5.5.2 Analyze and Design:

Use Cases and requirements are developed. The Vendor shall assess and provide a sufficient level of details of developed use cases and requirements (which can be found in the **Vendor Information Library**) for implementation. If the Vendor requires additional details for implementation (e.g., Joint Analysis and Design sessions), the Vendor shall provide the approach and additional Deliverables.

The Vendor will design a competitively priced solution to fulfill the current and future MSC's data and analytics needs in business intelligence, Data Lakehouse, advanced analytics, artificial intelligence, and machine learning.

MSC may revise or replace requirements and Use Cases with similar complexity before the start of each phase at MSC's sole discretion. The total number of Use Cases will be the same for design and implementation.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Table 4: Use Case Deliverable and Requirements

Deliverable	Requirements
Requirements Management Plan	The requirements management plan will: • Document approach for all functional, non-functional, and detail requirements being traced and met throughout the project. • Document mapping of the RFP/Proposal Questionnaire's requirements and proposed solution and Deliverables as proposed in the Proposal Questionnaire • Document reporting associated with requirements traceability matrix
Requirements Traceability Matrix	• Provide Requirements Traceability Matrix to map and track all functional and non-functional requirements progress, completion date, and so on
Disaster Recovery Plan and Validation	• Describe in detail the IT-focused plan designed to restore the operability of the D&A Platform system, databases, and applications due to a natural or man-made extended interruption of MSC business services.
Security Plan	• Describe how the Vendor will meet the Security requirements (as described in the mandatory requirements in the Proposal Questionnaire).
Architecture Design Document	• Provide the architectural specifications for the solution that meets requirements and use cases development. Key topics to include: 1. Architecture guidelines and standards 2. Information Architecture 3. General Technical Architecture 4. Detailed Technical Architecture
Integration/Interface Design Document	• Provide the integration and interface design. Key topics will include: 1. Data Integration 2. Data Quality 3. Data Management
Exit Plan	• Design and develop an exit plan for the secure transfer of the services and data upon any termination/expiration of the agreement

5.5.3 Build, Configure, Test, and Acceptance:

Vendor will deliver the solution with the Enterprise Agile approach to build, test, and release use cases to Production.

Table 5: Build, Configure, Test and Acceptance Deliverable and Requirements

Deliverable	Requirements
Build and Configure (per Agile iteration)	• Describe approaches and activities for use cases, functional and non-functional requirements development, configuration, and unit test based on the approved design. 1. Configure the approved D&A Platform framework, platform, tool, and solution for use cases development. 2. Conduct scripting, programming, unit testing for use cases development 3. Add the build, configure, and unit test into DevOps CI/CD pipelines or processes for automation described in Deliverable Agile Project Management, DevOps section. 4. Each Agile iteration (e.g., Sprint) shall have build/configure-test-demo, and its progress, issue, and risk must be provided in the weekly status report

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Test and Acceptance (per Agile Program Increment)	- Describe approaches, activities, entry and exit criteria of, including but not limited to, system test, integration test, regression test, performance test, security test, load/volume test, disaster test for D&A Platform architecture, framework, tools, solution, use cases, and functional and non-functional requirements. Data and Data sources used by the use cases or requirements shall be included in testing when applicable. - Describe approaches, activities, entry and exit criteria of user acceptance test using all data and data sources used by use cases and requirements, and the assistance of the Vendor to MSC.
Training Activities (per Phase)	- The Vendor will provide knowledge transfer plan for all Phases to include the following: - The Vendor will perform training activities ('Train-the-trainer' at a minimum) as required prior to the transition (and then continue as required throughout the transition) based on the proposed approach in response to the Proposal Questionnaire. - The Vendor will provide applicable instructor-led training for any: - Vendor-introduced products or services selected by MSC. - MSC-specific configuration or environment set up for MSC applications. - The Vendor will develop and provide training materials (paper/electronic as appropriate) for all training.

5.5.4 Replicate and Integrate Data Sources:

Vendor will plan and lead the integration of data sources to the D&A Platform solution and provide a Business Intelligence tool for dashboards, reporting, and self-services.

Table 6: Replicate and Integrate Deliverable and Requirements

Deliverable	Requirements
Data Sources Integration Plan and Validation	- The Vendor will develop and provide D&A Platform's data sources migration and integration plan at the beginning of the phase. - With MSC approval, the Vendor will perform data sources migration and integration for the business use cases development. - The Vendor shall assist MSC to perform validation of the quality and completeness of data sources migration and integration.

5.6 Phased Approach

Phase	Estimated Duration	Start of Phase	User Count Projection (Post Deployment)
Phase 1	5-9 months	-	- Super user (10 people) - User (0 people) - Technical maintenance & operation (10 people)
Phase 2	4-6 months	Upon successful completion as determined by MSC of Phase 1	- Super user (20 people) - User (50 - 100 production pilot users) - Technical maintenance & operation (15 people)

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Phase 3	4-6 months	Upon successful completion as determined by MSC of Phase 2	• Super user (40 people) • User (4300 production pilot users; 500 public facing pilot users) • Technical maintenance & operation (20 people)
Phase 4	4-6 months	Upon successful completion as determined by MSC of Phase 3.	• Super user (60 people) • User (5400 production users; 500 public users) • Technical maintenance & operation (30 people)

MSC intends the D&A Platform Implementation Services to be performed by the Vendor in a phased approach during the total engagement period.

Initial Effort	Requirements
Phase 1 POVS (Proof of Viable Solutions)	The Vendor will build a sandbox (single environment using a copy of production data) D&A Platform architecture and framework, and implement the tools needed to demonstrate proof that the solutions are viable. The Vendor shall provide an integration approach, tool, and architecture in the proposed solution. The Vendor will design, build, test, and deliver the following D&A Platform use cases using a best practice enterprise agile framework and approach proposed by the Vendor and agreed to by MSC: 1. Ingest raw format for JIS case management data from Trial Court System (TCS) and District Court System (DCS). 2. RPT18 – Data Security – Must create systems that provide a wide range of access to the data while ensuring consistent data security and use tracking across the D&A Platform. 3. RPT17 – Improved UPI - Must replace the current UPI algorithm with a modern flexible method or application like MDM. 4. RPT10 – Case Name Search (Secured users only) - Must provide a one-stop shop for searching all court data across the state, dynamically provide information based on user privileges, and allow users to personalize their search options. Automate the user access request and approval process. Two user categories must be created: Secured and Public. The secured category contains several user sub-categories. The Vendor will provide effective and comprehensive knowledge transfer related to the activities completed during this phase to MSC staff. Target phase duration: 5-9 months Upon successful implementation of the tasks identified in Phase 1 as determined by MSC, MSC will evaluate the results and effectiveness of this phase to determine whether to move forward with the subsequent phase.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Subsequent Efforts	Requirements
Phase 2 Build the Complete MSC D&A Platform Technical Architecture, Framework, Environments	The Vendor will design and build the MSC D&A Platform technical architecture and framework with multiple environments (e.g. Development/ Test/ Staging/ Production) using a best practice enterprise agile framework and approach proposed by the Vendor and agreed to by MSC. In addition, the Vendor shall provide or build a user-friendly GUI for making configuration changes (or running ad-hoc queries) when implementing new use cases. In other words, the solution shall not rely on editable configuration files that must be maintained/changed by MSC. During Phase 2, the Vendor will also ingest court case data from the JDW into the D&A Platform. Upon Phase 2 completion, the implemented D&A Platform solution shall not require additional code-level customization. In addition, the approach, tool, and architecture of operational reports integration to the proposed D&A Platform solution shall be completed. The Vendor will assist MSC staff in the review and validation of the solution architecture, framework, and tools (data integration, data quality, data modeling, data management, and metadata management) through the successful completion of the following testing: • User Acceptance (UAT) • Load/Volume • Performance • Security • Availability • Disaster Recovery The Vendor will provide effective and comprehensive knowledge transfer related to the activities completed during this phase to MSC staff. Target phase duration: within 4-6 months after the completion of phase 1. Upon successful implementation of the tasks identified in Phase 2 as determined by MSC, MSC will evaluate the results and effectiveness of this phase to determine whether to move forward to one or both remaining subsequent phases.
Phase 3 Deliver 7 D&A Platform Use Cases	The Vendor will analyze, design, build, test, and deliver 7 D&A Platform use cases (including integration of internal and external data sources and data replication) using a best practice enterprise agile framework and approach proposed by the Vendor and agreed to by MSC. The Vendor will assist MSC with validation of the above use cases with replication and integration of required data sources, including the following test activities:

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

	• User Acceptance (UAT) • Load/Volume • Performance • Security • Availability • Disaster Recovery The Vendor will provide effective and comprehensive knowledge transfer related to the activities completed during this phase to MSC staff. List of 7 use cases to be completed in this phase: 1. RPT11 – Public Satisfaction Survey Dashboard – Centralize storage and accessibility of multiple survey data types (Excel and SurveyMonkey) and automate a public-facing BI dashboard. 2. RPT07 – Sentencing Dashboard – Develop a public interactive sentencing dashboard to allow the public to view statistics for individual courts or judges, comparing defendants of different races who are similarly situated on the sentencing guidelines. 3. RPT13 – Measures for Justice APIs – Enable curated data to be shared with external groups, including MSP/CoreTech and Court Innovations/eResolvables, through an API. 4. RPT02 – Absent Without Legal Permission (AWOLP) – Enable real-time sharing of information about AWOLP children to authorized court personnel and DHHS caseworkers to enable them to act on those cases and potentially protect these children from harm. 5. RPT09 – Judicial Traffic – Provide analytics and reports, to users, on the judges’ information, including elected and appointed judges, their demographics, and bench history, to support decision-making and ensure transparency. 6. RPT08 – TCIS – LAOs – Enable easy access for internal users to and review of Local Administrative Orders (LAOs) from trial courts and Improve transparency. 7. RPT10 – Case Name Search (Public users) – To provide a one-stop shop for users to search all court data across the state, provide public only information, and allow users to personalize their search options. Target phase duration: within 4-6 months after the completion of Phase 2. Upon successful implementation of the tasks identified in Phase 3 as determined by MSC, MSC will evaluate the results and effectiveness of the phase to determine whether to move forward with the remaining phase.
Phase 4: Deliver 13 Requirements	The Vendor will analyze, design, build, test, and deliver 13 requirements (including integration of internal and external data sources and data replication) using a best practice enterprise agile framework and approach proposed by the Vendor and agreed to by MSC.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

	The Vendor will assist MSC with the validation of the above use cases, including the following test activities: • User Acceptance (UAT) • Load/Volume • Performance • Security • Availability • Disaster Recovery The Vendor will provide effective and comprehensive knowledge transfer related to the activities completed during this phase to MSC staff. List of 13 requirements to be completed in this phase: 1. RPT19 – Sweep Reports – Enable court staff to look up all available addresses quickly and easily for a given person who owes money to the court. 2. RPT20 – Death Match Reports – Enable court users to generate a list of potential matches quickly and easily between their court and the death data in Vital Statistics, so appropriate action can be taken. 3. RPT01 – CMS-Based Caseload Dashboard – A CMS-based caseload dashboard driven by a centralized Data Lakehouse would allow for extensive and timely data analytics, using less effort for multiple personas. 4. RPT05 – Drug and Drunk Driving Case Reimbursement – To eliminate the “DaDDRS” application and separate Excel files by using data directly from the new Data Lakehouse and calculating reimbursement amounts in the new D&A Platform. 5. RPT06 – Probate Deficiencies – To automate the collection, analytics, and display of deficient fiduciary rates for each probate court. 6. RPT03 – Jury Statistics – General near-real-time jury statistics in the new D&A Platform for the judiciary and the public. 7. RPT04 – Delay in Matters Submitted – Allow SCAO leaders to monitor the volume of delayed matters submitted to judges and identify specific judges with more delayed matters or increases in delayed matters. 8. RPT12 – Specific Charge Lookup – Enable analysts to quickly and accurately conduct analyses related to the frequency and rates of conviction for certain charges. Also, to facilitate self-service of related information for other internal users and the public. 9. RPT14 – Recidivism Rates – Enable data scientists to quickly generate recidivism rates for PSC participants and matched pairs of non-participants. 10. RPT15 – OHSP/OWI Sentencing Compliance – Analytics of OWI 2nd and 3rd sentences, including information only available through ROAs, in a new D&A Platform. 11. RPT16 – Weighted Caseload – Streamline and automate judicial need estimates, and further eliminate the need for the MCAP application.
--	--

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

	12. RTP21 – Collections Data System (CDS) – To eliminate the CDS and CCIC applications by using the D&A Platform to analyze and report on curated transaction level financial data from the new Data Lakehouse. 13. Ingest raw format of JIS case management system data from Probate Court System (PCS). Target phase duration: within 4-6 months after the completion of phase 3. Upon successful implementation of the tasks identified in Phase 4 as determined by MSC, MSC will evaluate the results and effectiveness of the phase.
--	---

6. Support Services

Vendors must provide various support levels/tiers which will be made available to D&A Platform users/customers. Vendors must provide details about the support they will offer as mentioned below.

Support Levels/Tiers

- Provide an overview of the various Support Levels/ Tiers Vendor will provide (including Standard Support, Premium Support, and any interim levels/tiers), clearly identifying the following for each:
 - Nature of the services
 - Price of the services (and how it is invoiced)
 - Requirements related to required time commitments required for MSC to maintain a certain support level/tier agreement.
 - Any penalties if a decision is made to change support levels/tiers within the committed time frame.
- Provide a copy of a standard (i.e., any Tier type) Service Level Agreement Vendor will offer MSC, in accordance with the proposed solution. Include:
 - Standard issue resolution response times
 - Escalation and severity levels
 - Data restoration
 - Identify disaster recovery capabilities (include recovery time objectives and recovery point objectives)
 - System 'up times' and any remuneration if targets are not attained
- Provide details on software update process.
 - Frequency of patches
 - Are upgrades and patches forced during a specific timeframe.
 - Testing responsibility
- How and in what format is data returned to MSC if MSC chooses to discontinue the service?
- Provide information on other services / offerings that you feel would benefit MSC.

The D&A Platform will require centralized Help Desk Support. The support requirements can initially be addressed via the dedicated training resource (see below) for the first six months starting at and agreed to program mobilization initiation milestone and will provide help desk assistance via multiple channels (phone, email, etc.). Initially, the primary help desk support will be around supporting and answering questions from a limited set of users (data questions and user access).

Vendor must provide a detailed response to the Support Services component in the Attachment 01 - Vendor Response Guide.

Vendor must provide the estimated costs for the above using the Attachment A 08 - Pricing Workbook.

Vendor must provide its pricing for both Standard and Premium Support Levels/Tiers.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Compliance

MSC has defined a set of compliance requirements for the D&A Platform to include FBI CJIS Security Policy.

Vendor must provide a narrative response to address FBI CJIS and Law Enforcement Information Network (LEIN) policies and compliance standards that will be implemented for the D&A Platform to include:

- Data encryption
- Data transfer (both in motion and at rest)
- Wireless networking
- Remote access
- Password strength and multi-factor authentication
- Virtual Private Network (VPN)
- Mobile phones
- Vendor must also assist MSC in drafting new LEIN policies and participate with the MSC in any FBI CJIS/LEIN auditing that occurs during or after the development of the D&A Platform.

Training

MSC requires the Vendor to supply training for System Administrators and Super Users. Vendor must supply the following information:

- Provide details on the Vendor training offerings (e.g., classroom training, online training, tutorials, reference materials, etc.) for System Administrators and Super Users.
- System Administrator training must primarily focus on knowledge transfer and training of MSC staff (2-3 people) who will have daily operational, maintenance and support responsibilities to include:
 - Administration training for all software and tools
 - Metadata management and data modeling
 - Access and update auditing and controls
- Provide the Vendor's approach to providing System Administrator training, duration of training.
- Specify whether training will be provided directly from the Vendor or provided through a partner.
- Specify the pricing for providing a dedicated super user training person for a six (6) month period starting at contract execution. This Vendor-provided resource must be co-located at MSC's location (Hall of Justice, 925 W Ottawa St., Lansing, MI 48915) working directly with the Statistical Research Team and other D&A Platform users. This resource will be focused on:
 - Increasing overall knowledge and adoption of D&A Platform capabilities and services
 - Accelerating learning curves to improve staff efficiencies (e.g., assisting with proof of concepts definition and evaluation for new analytical methods, maintenance & operations improvements/automation, platform cost optimization, etc.)
 - Developing a pipeline of future enhancements, improvements, and capabilities for consideration in the D&A Platform's roadmap.
- Vendor must provide its detailed response to the training component in Attachment 01- Vendor Response Guide.
- Vendor must provide the estimated costs for the above in the Attachment 08 - Pricing Workbook.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Feed Performance Monitoring

MSC requires Vendor to provide feed performance monitoring with the components listed below.

- Identify reporting that captures system performance (if applicable).
- Develop a Feed Management Matrix based on the chart below.

Data Feed Source	Frequency of Feed	Estimated Volume	Typical Success Ratio (as planned execution)	Follow-up Approach for Exception Management
CMS	Daily	2 Circuit 85 District/Municipal 1 Probate	99%	Manually notify/coordinate with court vendor technical contact
CMS	Weekly	56 Circuit 1 Court of Claims 53 District 77 Probate	99%	Manually notify/coordinate with court vendor technical contact
MDOC	Daily	Over 1.1M records	99%	Manually notify/coordinate with MDOC's technical contact
TCIS	Monthly	~650 records	99%	Manually notify/coordinate with TCIS's technical contact
PACC/PAAM	Quarterly	~4500 records	99%	Manually notify/coordinate with PACC/PAAM's technical contact. Some quarters there are no changes/files
Juror data from MDOS	Yearly	~8M records in 83 files	99%	100% manual (including loading)
Vital Statistics/Death records	On Demand (Via View)		99+%	
MDOS	On Demand (Via View)		99+%	
DHHS Address Cleansing	On Demand (Via batch Linux call)		98%	DTMB Remedy ticket is opened.
Outgoing: eResolvables/Court Innovation	On Demand (Via Macro)		99%	Notify, via email, of maintenance outages, and if their feed appears to be down.
Outgoing: CoreTech/MSP	On Demand (Via Macro)		99%	Notify, via email, if their feed appears to be down.

7. Vendor Profile, Qualifications & References

The Vendor must provide information about the company and services offered, and descriptions of projects similar in size, application, and scope. All Vendor partnerships and third parties Vendor proposes to use as part of the software, services, or support response must be disclosed in the RFP. References may be required.

The Vendor is required to supply information on:

- General information of your company
- Employees Information
- Financial viability, including all of the following:
 1. A current credit rating
 2. Audited financial statements for the past two full fiscal years, demonstrating the Vendor's financial ability to fulfill the requirements of any contract entered into with the MSC.
 3. For the most recent full fiscal year, Vendor must furnish its balance sheet and income statement containing information for the full fiscal year. The balance sheet must contain the following items: Current Assets, Net Fixed Assets, Other Assets, Current Liabilities, Long-Term Liabilities, Capital Accounts, and Retained Earnings.
 4. Give case number and details of any anticipated, pending or resolved lawsuits that may/have been brought against Vendor. Also give lawsuit details including the disposition.
 5. Provide a copy of any judgments taken against Vendor and indicate the balances owed by Vendor on the judgments.
 6. Provide the case number for every case Vendor has ever been involved in as a debtor in bankruptcy court and provide details including the disposition.
- Public Sector experiences
- D&A Platform experiences
- Data Lakehouse experiences

Specifically, Vendor must provide its responses regarding vendor profile according to the instructions in **Attachment 01 – Vendor Response Guide – Proposal Questionnaire – Vendor Profile**.

If a 3rd Party is Part of Your Proposed Solution

- If your proposed solution includes another Third-Party Vendor, Vendor must provide the same information for your Vendor Partner(s)
- Vendor must describe what features will be enabled by which solution, as well as the nature of integration.

References

- Only short-listed Vendors will be required to provide references.

8. Estimated Pricing

The Vendor must supply pricing and incorporate the following instructions into the pricing:

- Use the Pricing Sheet and include a complete cost breakdown for the licensing, support and estimated average implementation costs based on the scope of the solution as described in this RFP.
- The prices must reflect all costs associated with the solution (both one-time and ongoing).
- Pricing must be provided in \$USD.

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

- For pricing purposes, the estimated user count required for MSC is detailed in the table of Phased Approach & Estimated User Count.
- Vendor shall have an active role in working with MSC to identify opportunities for cost containment, reduction, and efficiency.
- Vendor shall support the use of Cloud Service Expense Management and Optimization including but not limited to providing a means for tracking ongoing costs at both detail and aggregate levels and provide a capability to recommend and optionally automate the implementation of the periodic right sizing of resources as directed and approved by MSC. Vendor shall provide a process for cost monitoring and timely notification to MSC of sudden or abnormal cost increases and ensure that services that will impact cost are not added without MSC's prior approval.
- Vendor must provide its detailed response to cost management in the corresponding section in Attachment 01 - Vendor Response Guide.

9. Attachments & Exhibits

Below is the list of attachments and exhibits mentioned in this RFP and is included in the overall RFP package.

Attachment #	Description
Attachment 01	Vendor Response Guide
Attachment 02	Mandatory Notice of Intent to Propose (NOIP) (Included in the Vendor Response Guide document)
Attachment 03	Minimum Qualifications Form (Included in the Vendor Response Guide document)
Attachment 04	Proposal Questionnaire (Included in the Vendor Response Guide document)
Attachment 05	Use Case Vendor Response Matrix
Attachment 06	Requirements Matrix
Attachment 07	Security Requirements
Attachment 08	Pricing Workbook
Attachment 09	Mutual Nondisclosure and Confidentiality Agreement (NDA)

Exhibit #	Description
Exhibit A	Vendor Information Library (No response required, for information purposes)

**MICHIGAN SUPREME COURT
RFP for D&A Platform**

Below is the table of disbursement schedule of documents.

Document Name	Issued on RFP Release Date	To Be Issued After Signed NOIP
Michigan Supreme Court D&A Platform Request for Proposal	Yes	
Vendor Response Guide	Yes	
Mandatory Notice of Intent to Propose (NOIP)	Yes	
Minimum Qualifications Form	Yes	
Proposal Questionnaire	Yes	
Use Case Response Matrix	Yes	
Requirements Matrix	Yes	
Security Requirements	Yes	
Pricing Workbook	Yes	
Mutual Nondisclosure and Confidentiality Agreement (NDA)	Yes	
Vendor Information Library		Yes
Use Cases (Samples) RPT01, RPT10 & RPT17	Yes	
Use Cases (All)		Yes