# Selecting and Evaluating Technology

Fairfax County, Virginia

# Evaluating Technology

## *Introduction*

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- Disclosures


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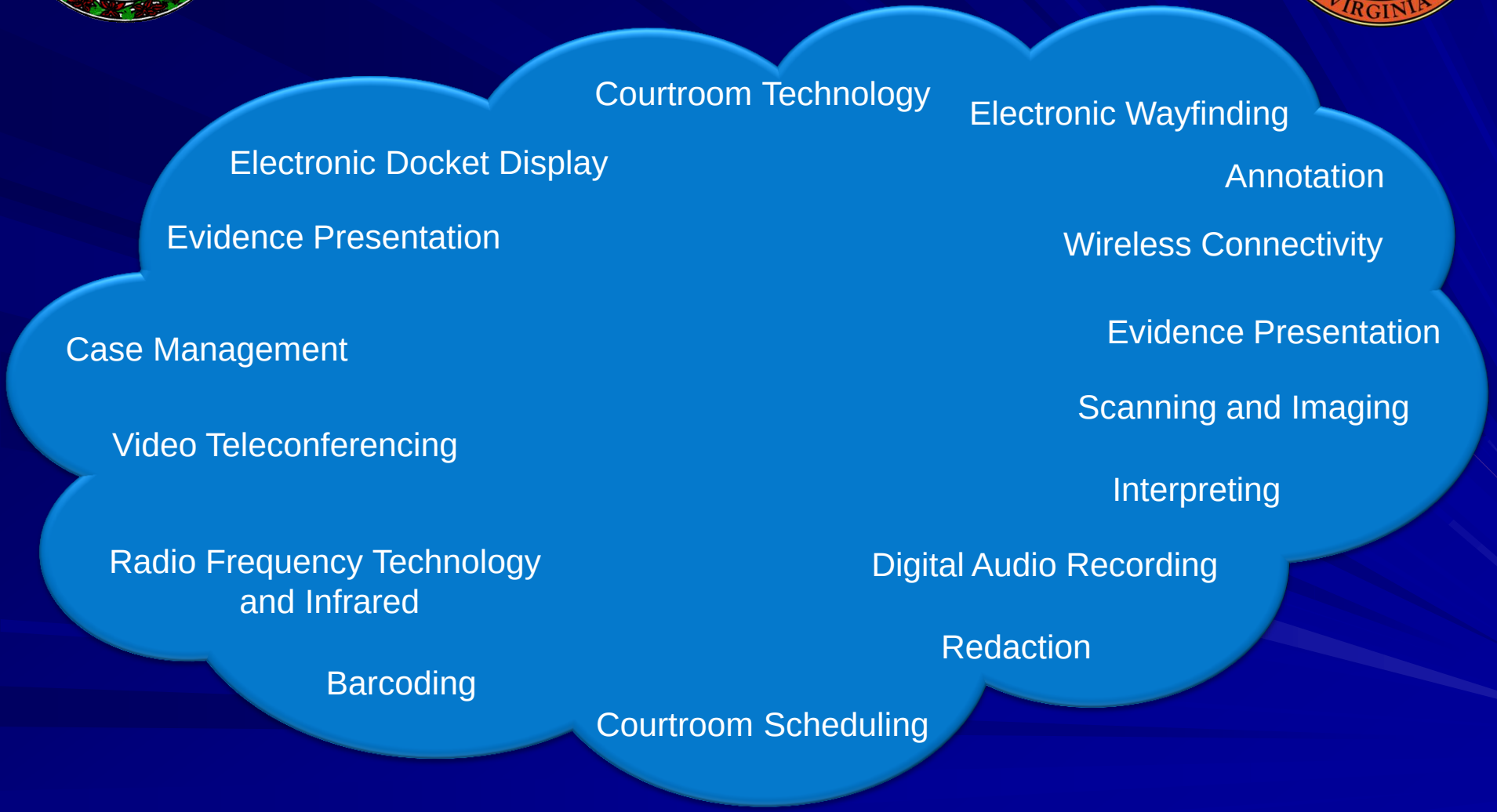
# Evaluating Technology





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# Evaluating Technology

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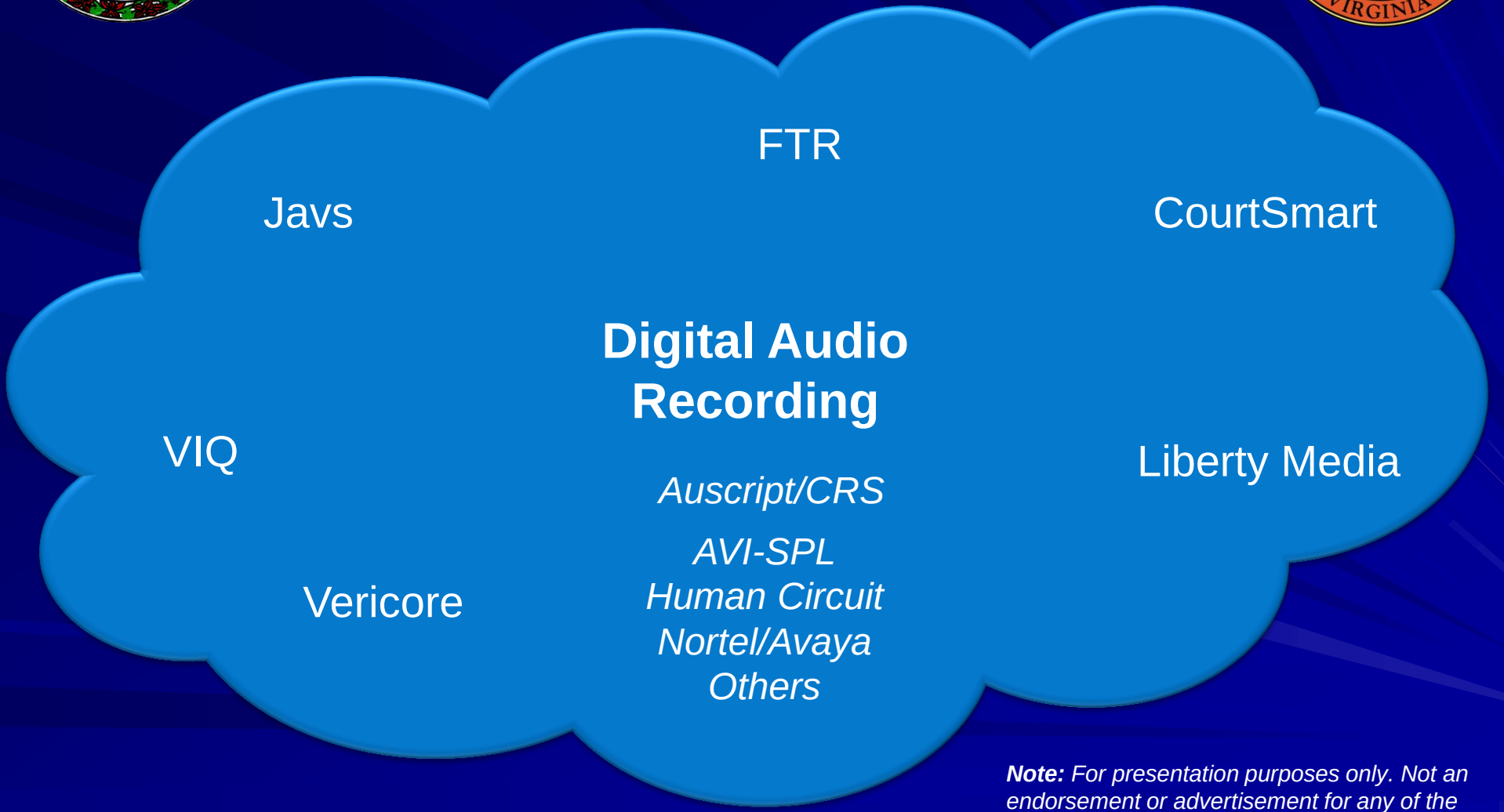


***Note:*** *For presentation purposes only. Not an endorsement or advertisement for any of the products or vendors within.*


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# Evaluating Technology

## *Ideas*

- Research
- Conferences
- Surveys
- Demonstrations
- Field Trips


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# Evaluating Technology

## *Planning*

- Tech Byte (“Blue Page”)
- Project Team
- Stakeholders
- Endorsement
- Facts Over Opinions, “Numbers”


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# Evaluating Technology

## *Proof of Concept*

- Pilots or Prototypes
- Allows recovery from mistakes
- Reveals unknowns, identifies risk
- Hands-on with the technology
- Vendor & Product capabilities
- Impact on business processes


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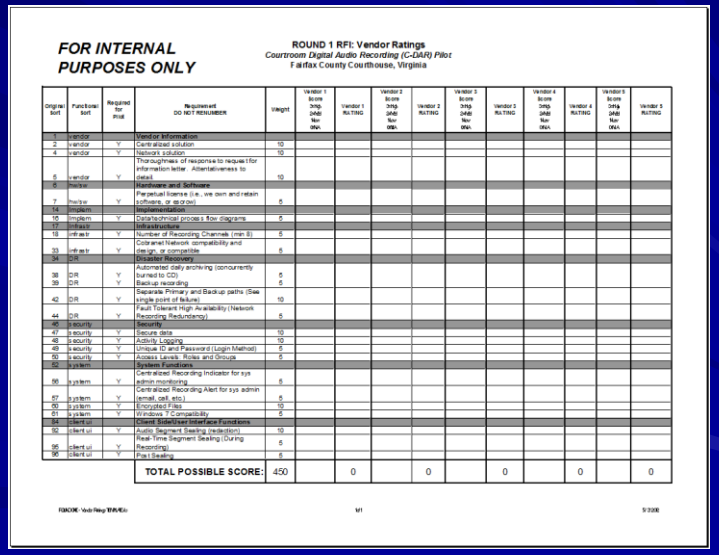
# Evaluating Technology

- ***Round 1 - Investigate***
  - ***Screening Process***
  - ***Product Demos***
  - ***Scoring and Shortlist***



**FOR INTERNAL PURPOSES ONLY**

**ROUND 1 RFI: Vendor Ratings**
*Courtroom Digital Audio Recording (C-DAR) Pilot*
Fairfax County Courthouse, Virginia

| Original Sort | Functional Sort | Required for Pilot | Requirement DO NOT RENUMBER | Weight | Vendor 1 Score 3=Hg 2=Adj Nav 0NA | Vendor 1 RATING | Vendor 2 Score 3=Hg 2=Adj Nav 0NA | Vendor 2 RATING | Vendor 3 Score 3=Hg 2=Adj Nav 0NA | Vendor 3 RATING | Vendor 4 Score 3=Hg 2=Adj Nav 0NA | Vendor 4 RATING | Vendor 5 Score 3=Hg 2=Adj Nav 0NA | Vendor 5 RATING |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | vendor | | **Vendor Information** | | | | | | | | | | | |
| 2 | vendor | Y | Centralized solution | 10 | | | | | | | | | | |
| 4 | vendor | Y | Network solution | 10 | | | | | | | | | | |
| 5 | vendor | Y | Thoroughness of response to request for information letter. Attentativeness to detail | 10 | | | | | | | | | | |
| 6 | hw/sw | | **Hardware and Software** | | | | | | | | | | | |
| 7 | hw/sw | Y | Perpetual license (i.e., we own and retain software, or escrow) | 5 | | | | | | | | | | |
| 14 | implem | | **Implementation** | | | | | | | | | | | |
| 16 | implem | Y | Data/technical process flow diagrams | 5 | | | | | | | | | | |
| 17 | infrastr | | **Infrastructure** | | | | | | | | | | | |
| 18 | infrastr | Y | Number of Recording Channels (min 8) | 5 | | | | | | | | | | |
| 33 | infrastr | Y | Cobranet Network compatibility and design, or compatible | 5 | | | | | | | | | | |
| 34 | DR | | **Disaster Recovery** | | | | | | | | | | | |
| 38 | DR | Y | Automated daily archiving (concurrently burned to CD) | 5 | | | | | | | | | | |
| 39 | DR | Y | Backup recording | 5 | | | | | | | | | | |
| 42 | DR | Y | Separate Primary and Backup paths (See single point of failure) | 10 | | | | | | | | | | |
| 44 | DR | Y | Fault Tolerant High Availability (Network Recording Redundancy) | 5 | | | | | | | | | | |
| 46 | security | | **Security** | | | | | | | | | | | |
| 47 | security | Y | Secure data | 10 | | | | | | | | | | |
| 48 | security | Y | Activity Logging | 10 | | | | | | | | | | |
| 49 | security | Y | Unique ID and Password (Login Method) | 5 | | | | | | | | | | |
| 50 | security | Y | Access Levels: Roles and Groups | 5 | | | | | | | | | | |
| 52 | system | | **System Functions** | | | | | | | | | | | |
| 56 | system | Y | Centralized Recording Indicator for sys admin monitoring | 5 | | | | | | | | | | |
| 57 | system | Y | Centralized Recording Alert for sys admin (email, call, etc.) | 5 | | | | | | | | | | |
| 60 | system | Y | Encrypted Files | 10 | | | | | | | | | | |
| 61 | system | Y | Windows 7 Compatibility | 5 | | | | | | | | | | |
| 84 | client ui | | **Client Side/User Interface Functions** | | | | | | | | | | | |
| 92 | client ui | Y | Audio Segment Sealing (redaction) | 10 | | | | | | | | | | |
| 95 | client ui | Y | Real-Time Segment Sealing (During Recording) | 5 | | | | | | | | | | |
| 96 | client ui | Y | Post Sealing | 5 | | | | | | | | | | |
| | | | **TOTAL POSSIBLE SCORE:** | 450 | | 0 | | 0 | | 0 | | 0 | | 0 |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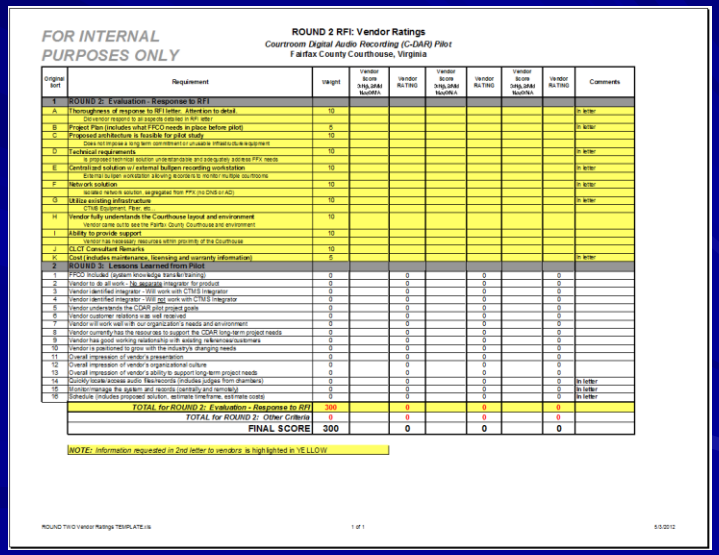
# Evaluating Technology

- ***Round 2 - Select***
  - ***– Follow Up***
  - ***– Obtain Clarification***
  - ***– Scoring and Select***



*FOR INTERNAL PURPOSES ONLY*

**ROUND 2 RFI: Vendor Ratings**
*Courtroom Digital Audio Recording (C-DAR) Pilot*
**Fairfax County Courthouse, Virginia**

| Original Sort | Requirement | Weight | Vendor Score (Hi/Lo/Mid Num/N/A | Vendor RATING | Vendor Score (Hi/Lo/Mid Num/N/A | Vendor RATING | Vendor Score (Hi/Lo/Mid Num/N/A | Vendor RATING | Comments |
|---|---|---|---|---|---|---|---|---|---|
| 1 | **ROUND 2: Evaluation - Response to RFI** | | | | | | | | |
| A | **Thoroughness of response to RFI letter. Attention to detail.** Did vendor respond to all aspects outlined in RFI letter | 10 | | | | | | | In letter |
| B | **Project Plan (includes what FFCO needs in place before pilot)** | 5 | | | | | | | In letter |
| C | **Proposed architecture is feasible for pilot study** Does not impose a long term commitment or unusable infrastructure/equipment | 10 | | | | | | | |
| D | **Technical requirements** Is proposed technical solution understandable and adequate; address FFX needs | 10 | | | | | | | In letter |
| E | **Centralized solution w / external bullpen recording workstation** External bullpen workstation allowing recorders to monitor multiple courtrooms | 10 | | | | | | | In letter |
| F | **Network solution** Isolated network solution, segregated from FFX (no DNS or AD) | 10 | | | | | | | In letter |
| G | **Utilize existing infrastructure** CTMS Equipment, Fiber, etc | 10 | | | | | | | In letter |
| H | **Vendor fully understands the Courthouse layout and environment** Vendor came out to see the Fairfax County Courthouse and environment | 10 | | | | | | | |
| I | **Ability to provide support** Vendor has necessary resources within proximity of the Courthouse | 10 | | | | | | | |
| J | **CLCT Consultant Remarks** | 10 | | | | | | | |
| K | **Cost (includes maintenance, licensing and warranty information)** | 5 | | | | | | | In letter |
| 2 | **ROUND 2: Lessons Learned from Pilot** | | | | | | | | |
| 1 | FFCO included (system knowledge transfer/training) | 0 | | 0 | | 0 | | 0 | |
| 2 | Vendor to do all work - No separate integrator for product | 0 | | 0 | | 0 | | 0 | |
| 3 | Vendor identified integrator - Will work with CTMS Integrator | 0 | | 0 | | 0 | | 0 | |
| 4 | Vendor identified integrator - Will not work with CTMS Integrator | 0 | | 0 | | 0 | | 0 | |
| 5 | Vendor understands the CDAR pilot project goals | 0 | | 0 | | 0 | | 0 | |
| 6 | Vendor customer relations was well received | 0 | | 0 | | 0 | | 0 | |
| 7 | Vendor will work well with our organization's needs and environment | 0 | | 0 | | 0 | | 0 | |
| 8 | Vendor currently has the resources to support the CDAR long-term project needs | 0 | | 0 | | 0 | | 0 | |
| 9 | Vendor has good working relationship with existing references/customers | 0 | | 0 | | 0 | | 0 | |
| 10 | Vendor is positioned to grow with the industry's changing needs | 0 | | 0 | | 0 | | 0 | |
| 11 | Overall impression of vendor's presentation | 0 | | 0 | | 0 | | 0 | |
| 12 | Overall impression of vendor's organizational culture | 0 | | 0 | | 0 | | 0 | |
| 13 | Overall impression of vendor's ability to support long-term project needs | 0 | | 0 | | 0 | | 0 | |
| 14 | Quickly locate/access audio files/records (includes judges from chambers) | 0 | | 0 | | 0 | | 0 | In letter |
| 15 | Monitor/manage the system and records (centrally and remotely) | 0 | | 0 | | 0 | | 0 | In letter |
| 16 | Schedule (includes proposed solution, estimate timeframe, estimate costs) | 0 | | 0 | | 0 | | 0 | In letter |
| | *TOTAL for ROUND 2: Evaluation - Response to RFI* | 300 | | 0 | | 0 | | 0 | |
| | *TOTAL for ROUND 2: Other Criteria* | 0 | | 0 | | 0 | | 0 | |
| | **FINAL SCORE** | 300 | | 0 | | 0 | | 0 | |

*NOTE: Information requested in 2nd letter to vendors is highlighted in YELLOW*

ROUND TWO Vendor Ratings TEMPLATE.xls 1 of 1 5/3/2012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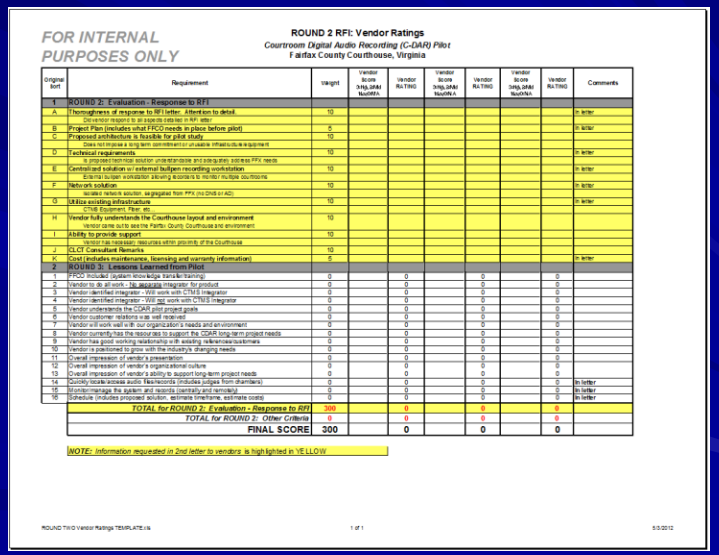
# Evaluating Technology

- ***Round 3 - Evaluate***
  - ***Lessons Learned***
  - ***Scoring and Future Direction***



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**ROUND 2 RFI: Vendor Ratings**
*Courtroom Digital Audio Recording (C-DAR) Pilot*
Fairfax County Courthouse, Virginia

| Original Sort | Requirement | Weight | Vendor Score 3/10, 2/NA/ 1/Ad/0/NA | Vendor RATING | Vendor Score 3/10, 2/NA/ 1/Ad/0/NA | Vendor RATING | Vendor Score 3/10, 2/NA/ 1/Ad/0/NA | Vendor RATING | Comments |
|---|---|---|---|---|---|---|---|---|---|
| 1 | **ROUND 2: Evaluation - Response to RFI** | | | | | | | | |
| A | **Thoroughness of response to RFI letter. Attention to detail.** | 10 | | | | | | | In letter |
| | Did vendor respond to all aspects detailed in RFI letter | | | | | | | | |
| B | **Project Plan (includes what FFCO needs in place before pilot)** | 5 | | | | | | | In letter |
| C | **Proposed architecture is feasible for pilot study** | 10 | | | | | | | |
| | Does not impose a long term commitment or unusable infrastructure/equipment | | | | | | | | |
| D | **Technical requirements** | 10 | | | | | | | In letter |
| | is proposed technical solution understandable and adequately address FFX needs | | | | | | | | |
| E | **Centralized solution w/ external bullpen recording workstation** | 10 | | | | | | | In letter |
| | External bullpen workstation allowing recorders to monitor multiple courtrooms | | | | | | | | |
| F | **Network solution** | 10 | | | | | | | In letter |
| | isolated network solution, segregated from FFX (no DNS or AD) | | | | | | | | |
| G | **Utilize existing infrastructure** | 10 | | | | | | | In letter |
| | CTNS Equipment, Fiber, etc. | | | | | | | | |
| H | **Vendor fully understands the Courthouse layout and environment** | 10 | | | | | | | |
| | Vendor came out to see the Fairfax County Courthouse and environment | | | | | | | | |
| I | **Ability to provide support** | 10 | | | | | | | |
| | Vendor has necessary resources within proximity of the Courthouse | | | | | | | | |
| J | **CLCT Consultant Remarks** | 10 | | | | | | | |
| K | **Cost (includes maintenance, licensing and warranty information)** | 5 | | | | | | | In letter |
| 2 | **ROUND 3: Lessons Learned from Pilot** | | | | | | | | |
| 1 | FFCO included (system knowledge transfer/training) | 0 | | 0 | | 0 | | 0 | |
| 2 | Vendor to do all work - No separate integrator for product | 0 | | 0 | | 0 | | 0 | |
| 3 | Vendor identified integrator - Will work with CTNS Integrator | 0 | | 0 | | 0 | | 0 | |
| 4 | Vendor identified integrator - Will not work with CTNS Integrator | 0 | | 0 | | 0 | | 0 | |
| 5 | Vendor understands the CDAR pilot project goals | 0 | | 0 | | 0 | | 0 | |
| 6 | Vendor customer relations was well received | 0 | | 0 | | 0 | | 0 | |
| 7 | Vendor will work well with our organization's needs and environment | 0 | | 0 | | 0 | | 0 | |
| 8 | Vendor currently has the resources to support the CDAR long-term project needs | 0 | | 0 | | 0 | | 0 | |
| 9 | Vendor has good working relationship with existing references/customers | 0 | | 0 | | 0 | | 0 | |
| 10 | Vendor is positioned to grow with the industry's changing needs | 0 | | 0 | | 0 | | 0 | |
| 11 | Overall impression of vendor's presentation | 0 | | 0 | | 0 | | 0 | |
| 12 | Overall impression of vendor's organizational culture | 0 | | 0 | | 0 | | 0 | |
| 13 | Overall impression of vendor's ability to support long-term project needs | 0 | | 0 | | 0 | | 0 | |
| 14 | Quickly locate/access audio files/records (includes judges from chambers) | 0 | | 0 | | 0 | | 0 | In letter |
| 15 | Monitor/manage the system and records (centrally and remotely) | 0 | | 0 | | 0 | | 0 | In letter |
| 16 | Schedule (includes proposed solution, estimate timeframe, estimate costs) | 0 | | 0 | | 0 | | 0 | In letter |
| | ***TOTAL for ROUND 2: Evaluation - Response to RFI*** | 300 | | 0 | | 0 | | 0 | |
| | ***TOTAL for ROUND 2: Other Criteria*** | 0 | | 0 | | 0 | | 0 | |
| | **FINAL SCORE** | 300 | | 0 | | 0 | | 0 | |

***NOTE:*** *Information requested in 2nd letter to vendors is highlighted in YELLOW*

ROUND TWO Vendor Ratings TEMPLATE.xls 1 of 1 5/3/2012


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# Questions

http://www.fairfaxcounty.gov/courts


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