

# REQUEST FOR INFORMATION

Wyoming Judicial Branch  
2301 Capitol Avenue  
Cheyenne, WY 82002

Inquiry Number: 2026-WJB-04



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## SECTION 1. INTRODUCTION

The Wyoming Judicial Branch (“WJB”) is issuing this Request for Information (“RFI”) to solicit information from qualified vendors regarding solutions, services, and pricing associated with the implementation of an Intranet Portal for the WJB.

This initiative aligns with the WJB Strategic Plan (FY 2025-2028):

- Pillar 1 – Judicial Branch Excellence and Innovation; Goal 2 – Improve intra-Branch communication; Goal 2(d) – Build framework for intra- and inter-conference communications.

The WJB is evaluating options to improve internal communications, information sharing, and access to commonly used resources while maintaining appropriate security, governance, and confidentiality controls. The preferred solution should provide a centralized, secure, user-friendly, and easily administered platform capable of supporting authorized users across the State of Wyoming.

Through this RFI, the WJB seeks information regarding available technologies, implementation approaches and timelines, hosting models, licensing structures, security considerations, integration capabilities, and industry best practices associated with intranet platforms within judicial and governmental environments.

Information received may be used to assist the WJB in evaluating potential solutions, refining project requirements, developing future procurement documentation, and supporting long-term planning and budgeting efforts related to an intranet portal.

The WJB understands that details may be subject to change upon Respondent recommendations or identification of more optimal solutions. It is the intent of the WJB to solicit responses to this RFI in accordance with the specifications contained within this document.

The issuance of this RFI does not obligate the WJB in any way to issue a Request for Proposal (“RFP”) for the solution, materials, or services described herein.

### 1.1 Background

Currently, internal information is distributed through a combination of email communications, shared network drives, department-specific repositories, word-of-mouth, and informal communication channels. While these methods have historically supported operations, they can result in information being decentralized, difficult to locate, or inconsistently maintained.

The WJB is exploring options for the implementation of an Intranet Portal to provide

authorized users with a centralized source for communications, policies, forms, templates, calendars, and operational resources. The desired solution should improve organizational communication and operational efficiency, reduce reliance on email for routine communications, and provide a consistent and authoritative source of information across the WJB.

The WJB recognizes that judicial organizations operate in a unique environment where certain information is sensitive in nature and must remain confidential or restricted. Consequently, any future solution must support varying levels of access and permissions while maintaining strong security and governance practices.

## **1.2 Objective**

The purpose of this RFI is to solicit information regarding available Intranet Portals and related services capable of supporting secure, reliable, and user-friendly internal communication and information sharing throughout the WJB.

Information obtained through this process may assist the WJB in evaluating available options and gaining a better understanding of available technologies, implementation approaches, hosting models, licensing structures, integration capabilities, security features, and industry best practices associated with intranet platforms within judicial or governmental environments.

Through this RFI, the WJB seeks insight into Intranet Portals that provide functionality, flexibility, and ease of access and administration. Specific areas of interest include:

- A. Internal capabilities, including announcements, news, targeted messaging, alerts, and employee engagement features;
- B. Document management capabilities, including document repositories, version control, metadata management, search functionality, and content lifecycle management;
- C. Enterprise calendaring, scheduling, event management, and collaborative capabilities;
- D. User authentication, role-based permissions, content governance, confidentiality protections, and support for restricted or sensitive information;
- E. Integration capabilities with Microsoft technologies and other enterprise systems, including Microsoft Entra ID, Active Directory (Azure Active Directory), Microsoft 365, Teams SharePoint, available APIs, identity management, and single sign-on (“SSO”) capabilities;

- F. Cybersecurity, auditing, compliance, data governance, administrative controls, and information security capabilities and considerations;
- G. Cloud-hosting deployment options, hosting environments, system availability, resiliency, backup, disaster recovery and associated operational considerations;
- H. Scalability, reliability, and long-term sustainability capabilities;
- I. Mobile responsiveness, accessibility compliance capabilities, including support for applicable accessibility standards and requirements under Title II of the Americans with Disabilities Act (“ADA”) and Web Content Accessibility Guidelines (“WCAG”) 2.1 Level AA, and an intuitive end-user experience across desktop and mobile devices;
- J. Administrative tools, reporting, analytics, dashboarding, search capabilities, content management, and workflow administration functionality;
- K. Artificial intelligence capabilities, including intelligent search, content recommendations, document summarization, automation, and other productivity-enhancing features;
- L. Implementation methodologies, project timelines, support models, training approaches, change management strategies, and adoption considerations; and
- M. Industry best practices, lessons learned, and vendor experience supporting judicial, governmental, or other highly regulated public-sector environments.

The objectives of this RFI are to:

- A. Collect information the WJB can use to develop a conceptual approach for an Intranet Portal;
- B. Identify approaches and technologies that have been successfully implemented by other organizations;
- C. Better understand implementation considerations and long-term support requirements; and
- D. Produce information that may assist the WJB in future planning, budgeting, and procurement efforts.

It is important that potential Respondents understand the WJB is seeking information from vendors with experience supporting public-sector organizations. Although not required,

experience supporting courts or judicial systems is preferred.

### **1.3 Definitions**

“AOC” means the Wyoming Judicial Branch Administrative Office of the Courts.

“Intranet Portal” means an internal web-based platform used for communication, collaboration, document management, and information sharing. The singular or plural form of this term may be used interchangeably.

“RFI” means this Request for Information.

“RFP” means Request for Proposal.

“Respondent” means any legal entity or individual responding to this RFI. The singular or plural form of this term may be used interchangeably.

“Submission” means the Respondent's written response and any accompanying materials provided in response to this RFI. The singular or plural form of this term may be used interchangeably.

“WJB” means the Wyoming Judicial Branch.

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## SECTION 2. REQUEST FOR INFORMATION PROCEDURE

### 2.1 RFI Responses

Respondents interested in submitting information shall respond to this RFI in accordance with the instructions and provisions set forth herein. The WJB will accept written responses and any additional materials the Respondent wishes to provide regarding its service offerings. Written responses and any additional materials must be received at the WJB, 2301 Capitol Avenue, Cheyenne, WY 82002, or via that Issuing Officer's email found in Section 2.3 no later than 5:00 p.m. Mountain Time ("MT") on August 4, 2026.

### 2.2 Relevant Dates

Any changes to dates associated with this RFI will be publicly posted prior to the closing date on the WJB website: <https://www.wyocourts.gov/court-administration/#rfp>

| Event               | Date           | Time         |
|---------------------|----------------|--------------|
| Issuance of RFI     | June 30, 2026  | 5:00 p.m. MT |
| Question Period     | July 14, 2026  | 5:00 p.m. MT |
| Submission Deadline | August 4, 2026 | 5:00 p.m. MT |

### 2.3 Issuing Officer

Alicia Paxton  
Paralegal  
Wyoming Judicial Branch  
Administrative Office of the Courts  
2301 Capitol Avenue | Cheyenne, WY | 82002  
[apaxton@courts.state.wy.us](mailto:apaxton@courts.state.wy.us)

### 2.4 Submitting Questions

All questions concerning this RFI must be submitted in writing via e-mail to the Issuing Officer identified in Section 2.3 of this RFI. All questions must be submitted by the deadlines identified in Section 2.2 for submitting questions.

### 2.5 Review of RFI Responses

This RFI process is intended solely for informational purposes. The WJB will review responses

for planning and research purposes and does not intend to conduct a formal evaluation process equivalent to an RFP.

## **2.6 Oral Presentations for Clarification**

The WJB may request oral presentations or demonstrations from Respondents whose Submissions are determined to be particularly informative or beneficial.

## **2.7 No Obligation to Issue RFP or Contract**

Issuance of this RFI does not obligate the WJB to issue an RFP or award any contract.

## **2.8 The WJB's Right to Amend and/or Cancel the RFI**

The WJB reserves the right to amend or cancel this RFI at any time. Respondents are encouraged to frequently check the WJB's website: <https://www.wyocourts.gov/court-administration/#rfp> for additional information.

## **2.9 Cost and Expenses**

Each Respondent is responsible for its own costs and expenses associated with preparing and submitting a response. No costs related to this RFI will be reimbursed by the WJB.

## **2.10 Procedures for Securing Confidentiality of Respondent Data**

If Respondent considers any portion of the Submission to this RFI to be confidential, trade secrets, or otherwise not subject to public disclosure, the Respondent must, in addition to the Submission, provide the WJB with a separate, redacted copy of its Submission on a thumb or zip drive in PDF format, marked clearly as a "REDACTED COPY," and briefly describe the redacted item in a separate writing and the grounds for claiming exemption from public disclosure. This redacted copy shall be provided to the WJB at the same time as the Respondent enters its Submission and must exclude or redact only those exact portions that are claimed confidential, trade secret, or otherwise not subject to disclosure.

Respondent shall be responsible for defending its determination that the redacted portions of its Submission are confidential, trade secrets, or otherwise not subject to disclosure.

Furthermore, Respondents shall protect, defend, and indemnify the WJB for any and all claims arising from or relating to the Respondent's determination that the redacted portions of its Submission are confidential, trade secret, or otherwise not subject to disclosure. All the

above shall be acknowledged in the Respondent's separate writing that must accompany the redacted copy.

If a Respondent fails to submit a redacted copy with its Submission, the WJB is authorized to disclose the entire document(s), data, and/or records submitted by the Respondent.

By providing a Submission, the Respondent consents to such copying and warrants that such copying will not violate the rights of any third-party. The Respondent shall grant the WJB the right to use ideas or adaptations of ideas presented in its Submission.

In addition, Respondents acknowledge that the WJB will be required to share aggregated or non-vendor-specific information, including pricing ranges or generalized cost figures, with Wyoming's Legislature for budgeting and informational purposes. While the WJB will not disclose vendor names or any information that could reasonably identify a specific Respondent, the WJB must retain the ability to use and present non-identifying information derived from Submissions.

## **2.11 Public Disclosure of Responses**

Materials submitted in response to this RFI may be subject to public disclosure in accordance with applicable laws, rules, and policies. Respondents should be aware that responses, supporting materials and documentation, questions or requests for clarification submitted during the RFI process, and other information provided in connection with this RFI may be publicly shared, distributed, or otherwise made available by the WJB, except for information properly identified and protected as confidential pursuant to Section 2.10 of this RFI.

Any information the Respondent considers confidential, proprietary, or otherwise exempt from public disclosure must be clearly identified in accordance with the procedures set forth in Section 2.10. The WJB reserves the right to make all determinations regarding the disclosure or withholding of submitted materials in accordance with applicable law, rule, and policy.

Additionally, Respondents should be aware that the WJB will be required to disclose aggregate or non-vendor specific information, including pricing ranges or generalized cost figures, with Wyoming's Legislature for budgeting and informational purposes. Vendor names and any information that could reasonably identify a specific Respondent will not be disclosed.

## **2.12 No Discrimination**

The WJB will ensure that all qualified entities are afforded the opportunity to respond and will not discriminate on the basis of age, race, color, sex, creed, national origin, or disability status.

## **SECTION 3. GENERAL INFORMATION**

### **3.1 Organization**

The following is a brief summary of the WJB, its courts, and supporting administrative office. This summary is intended to provide a general overview of the WJB and does not include all programs, functions, committees, or activities. More detailed information is available upon request or may be found on the WJB website: <https://www.wyocourts.gov/>

#### **3.1.1 Wyoming Judicial Branch**

The WJB is responsible for the administration of justice throughout the State of Wyoming. The Wyoming Judicial Council serves as the governing body of the WJB and exercises general superintending control over the WJB for administrative, policymaking, and planning purposes. The WJB includes the Wyoming Supreme Court, district courts, chancery court, circuit courts, the AOC, and their respective judicial officers and staff.

The WJB operates across multiple jurisdictions throughout the State of Wyoming. Beyond the administration of justice, the WJB supports numerous statewide committees, conferences, training initiatives, and administrative functions. Information used by the WJB ranges from publicly available resources to confidential and sensitive administrative information requiring restricted access.

Currently, information is distributed through a combination of email communications, shared network drives, department-specific repositories, word-of-mouth, and informal communication methods. The WJB is exploring the implementation of an Intranet Portal to provide a centralized, secure, and authoritative source for internal information, communication, and resources.

#### **3.1.2 Supreme Court**

The Wyoming Supreme Court is the only appellate court in Wyoming. Within this jurisdiction, there are five (5) justices, five (5) judicial assistants, eleven (11) staff attorneys, and two (2) clerk of court staff.

#### **3.1.3 District Courts**

The district courts are the trial courts of general jurisdiction and are located within Wyoming's nine (9) judicial districts. Within this jurisdiction, there are twenty-seven (27) judges, twenty-seven (27) judicial assistants, twenty-seven (27) law clerks, twenty-seven (27) court reporters, and three (3) legal assistants. Legal assistants are specific to larger court locations throughout the state.

The clerk of district court is an elected county official responsible for maintaining district court records. Clerks of district court and their employees are county employees and are not employees of the WJB.

Because district court clerks routinely collaborate with judicial officers and Branch personnel, the WJB may evaluate whether limited access to selected resources should be made available. Any such access would require appropriate segregation of content and user permissions.

#### **3.1.4 Chancery Court**

The chancery court is a specialized court of limited jurisdiction that resolves commercial, business, and trust cases on an expedited basis. Within this jurisdiction, there is one (1) judge, one (1) law clerk, and one (1) clerk of court/judicial assistant.

#### **3.1.5 Circuit Courts**

The circuit courts are limited jurisdiction courts and are located within Wyoming's nine (9) judicial districts. Within this jurisdiction, there are twenty-four (24) judges, four (4) magistrates, twenty-four (24) chief clerks, and one hundred-four (104) clerk staff.

#### **3.1.6 Administrative Office of the Courts**

Working under the Wyoming Judicial Council, the governing body of the WJB, the AOC provides leadership, direction, and central administrative services to improve the efficiency and effectiveness of the Wyoming Statewide Court System in order to provide citizens of Wyoming access to justice. The AOC is comprised of forty-seven (47) employees.

#### **3.1.7 Judicial Environment**

The WJB operates within a unique governmental environment requiring varying levels of confidentiality, information governance, and access controls across multiple court jurisdictions, divisions, committees, and administrative functions.

Information maintained by the WJB may include personnel information, internal administrative materials, committee records, policies, procedures, training resources, project documentation, and other sensitive or restricted information. As such, any future solution must support role-based permissions, content governance, and information lifecycle management to ensure access is limited to authorized users.

In addition to role-based permissions, the solution must support the logical segmentation of content, workspaces, and resources among the Supreme Court, district courts, chancery court,

circuit courts, AOC, committees, and other designated organizational units. The solution should enable users to access only those resources necessary to perform their assigned responsibilities while supporting secure collaboration across authorized organizational units when appropriate.

The preferred solution should be scalable, configurable, easy to administer, and capable of adapting to future operational needs, organizational growth, and evolving business requirements.

Additional technical information may be provided during any future procurement process, as applicable.

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## **SECTION 4. RFI REQUIREMENTS**

This section contains the requirements for a Submission by a Respondent to this RFI, namely to provide information regarding available solutions, implementation approaches, and pricing associated with a potential Intranet Portal for the WJB.

### **4.1 Executive Summary**

Respondents shall prepare a summary of the response to the requirements described in Section 4.3. The executive summary shall condense and highlight the contents of the response in such a way that the WJB can quickly become acquainted with the proposed solution.

### **4.2 Organization Background**

Respondents shall provide a brief description of their company or organization. Background information should include:

- A. Organizational history;
- B. Headquarters location;
- C. Years in business;
- D. Relevant products and services offered by the Respondent;
- E. Experience supporting courts, governmental entities, or public-sector organizations;
- F. Examples of similar Intranet Portal implementations or related services performed for comparable organizations;
- G. Number of active customers utilizing the proposed solution;
- H. Maturity of the proposed solution, including years in production;
- I. Significant recent enhancements;
- J. Anticipated future product roadmap items; and
- K. Other information Respondent may deem necessary.

Respondents are encouraged, but not required, to provide references for comparable governmental implementations.

### **4.3 Solution**

Respondents shall provide a high-level description of how their solution addresses the WJB's

RFI regarding the implementation of an Intranet Portal.

The description should provide information regarding the following areas:

#### **4.3.1 Communication Capabilities**

- A. Branch-wide announcements, news, and communications;
- B. Audience targeting and content personalization;
- C. Notifications and alerts;
- D. Content publishing, scheduling, and approval workflows; and
- E. Employee directory and organizational directory capabilities.

#### **4.3.2 Document Management**

- A. Document repositories;
- B. Version control;
- C. Search capabilities filtered on role-based permissions;
- D. File organization methods;
- E. Support for common file types;
- F. Metadata management; and
- G. Document lifecycle management.

#### **4.3.3 Calendar and Event Management**

- A. Branch-wide calendars;
- B. Committee calendars;
- C. Training and event scheduling;
- D. Administrative controls; and
- E. Integration with Microsoft Outlook calendars.

#### **4.3.4 Access Controls**

- A. Role-based permissions;
- B. Organizational segmentation by court jurisdiction, division, department, committee, or other designated user groups;
- C. Audience targeting;
- D. User group administration; and
- E. Restricted access capabilities.

#### **4.3.5 Authentication and User Management**

- A. Single sign-on (“SSO”);
- B. Microsoft Active Directory integration;
- C. Microsoft Entra ID compatibility;
- D. Multi-factor authentication support;
- E. Automated user provisioning and deprovisioning; and
- F. User synchronization and directory management.

#### **4.3.6 Mobile and Accessibility Features**

- A. Mobile and tablet compatibility;
- B. Responsive design;
- C. Compatibility with assistive technologies; and
- D. Compliance with applicable accessibility standards and requirements under Title II ADA and WCAG 2.1 Level AA.

#### **4.3.7 Reporting, Analytics, and Dashboarding**

- A. Usage and activity reporting;
- B. Administrative dashboards;
- C. Search analytics;

- D. Content and user engagement metrics; and
- E. Ad hoc reporting capabilities.

#### **4.3.8 Artificial Intelligence Capabilities**

- A. Intelligent enterprise search;
- B. AI-assisted content recommendations;
- C. Document summarization;
- D. Knowledge management tools; and
- E. Administrative controls.

#### **4.3.9 Administrative Tools**

- A. Content administration;
- B. Site administration;
- C. Workflow management;
- D. User and permission management;
- E. Audit capabilities; and
- F. Configuration tools and management.

#### **4.3.10 Integration Capabilities**

- A. Microsoft 365 integration;
- B. Microsoft Teams integration;
- C. SharePoint integration;
- D. Outlook calendar integration;
- E. Available APIs and web services;
- F. Data synchronization capabilities; and
- G. Integration with enterprise applications.

#### **4.3.11 Industry Best Practices**

Recommendations, lessons learned, and experience supporting judicial, governmental, or highly regulated public-sector organizations.

Respondents shall additionally describe typical implementation timelines associated with projects of similar size and complexity.

#### **4.4 Security, Compliance and Data Protection**

Respondents shall describe the security, compliance, and data protection capabilities associated with their proposed solution.

The description should include, but not be limited to:

- A. Authentication and identity management methods;
- B. Identity federation and directory integration capabilities;
- C. Multi-factor authentication (“MFA”) support;
- D. Role-based access controls, permission management, and administrative controls;
- E. Encryption standards for data at rest and in transit;
- F. Audit logging, monitoring, and retention capabilities;
- G. Compliance certifications, standards, or frameworks (SOC 2, CJIS, FedRAMP, NIST, etc.);
- H. Vulnerability management, patch management, and penetration testing practices;
- I. Incident response and breach notification procedures;
- J. Content governance, document lifecycle management, and administrative approval workflows;
- K. Data governance, ownership, retention, backup, and residency practices;
- L. Whether customer data, metadata, documents, audit logs, or user activity are used for artificial intelligence, machine learning, analytics, model training, or product improvement purposes. Describe any available administrative controls to enable, disable, or restrict artificial intelligence features at the organization, site, or user level, and identify any available opt-in or opt-out controls; and
- M. Any additional security or compliance features relevant to judicial or governmental

environments.

#### **4.5 Integration and Data Transfer**

Respondents shall describe how data would be exchanged, synchronized, or transferred between the proposed solution and external systems, including but not limited to Microsoft technologies, identity management systems, document repositories, collaboration platforms, and other enterprise applications.

The description should include information regarding, but not be limited to:

- A. Integration capabilities and supported methods, including APIs, web services, webhooks, software development kits (“SDKs”), Secure File Transfer Protocol (“SFTP”), or other available methods;
- B. Integration with Microsoft Entra ID, Microsoft Active Directory, Microsoft 365, Teams, SharePoint, Outlook, and other enterprise applications, where applicable;
- C. Single sign-on (“SSO”) capabilities;
- D. Synchronization of user accounts, groups, permissions, and organizational information (such as court jurisdiction, department, committee membership, or other designated user classifications);
- E. Real-time versus scheduled synchronization capabilities;
- F. Data validation and error handling processes;
- G. Encryption and security controls associated with data transfer;
- H. Logging, monitoring, and auditing of integrations and data exchanges;
- I. Handling of failed transactions or service interruptions; and
- J. Any third-party middleware or integration dependencies required.

#### **4.6 System Availability and Disaster Recovery**

Respondents shall describe the availability, resiliency, backup, and disaster recovery capabilities associated with their proposed solution.

The description should include information regarding:

- A. Expected system uptime and service level commitments;
- B. High-availability architecture and redundancy;

- C. Backup frequency and retention practices;
- D. Disaster recovery, business continuity, and service restoration capabilities;
- E. Recovery Time Objectives (“RTO”) and Recovery Point Objectives (“RPO”);
- F. Planned maintenance procedures and outage notification processes; and
- G. Historical availability metrics, if available.

#### **4.7 Data Ownership, Portability, and Transition**

Respondents shall describe data ownership, portability, and transition capabilities associated with their proposed solution.

The description should include information regarding:

- A. Ownership rights associated with all WJB data, metadata, documents, content, audit logs, configuration information, and other information maintained within the proposed solution;
- B. Available methods and formats for exporting data, documents, metadata, and associated content;
- C. Procedures for returning or transferring WJB data upon contract termination;
- D. Any limitations, dependencies, or costs associated with data extraction or migration;
- E. Retention and destruction practices following termination of services;
- F. Availability of transition assistance or migration support services;
- G. Availability of tools or services supporting the migration of site configurations, permissions, workflows, and administrative settings;
- H. Geographic location of hosted data;
- I. Whether customer data is stored exclusively within the United States; and
- J. Third-party hosting providers utilized, if applicable.

#### **4.8 Solution Levels**

The WJB is interested in understanding the functionality, implementation considerations, and costs associated with varying levels of Intranet Portal implementation. Respondents are encouraged to describe available implementation approaches that align with the example solution levels below or to recommend alternative implementation approaches that may better reflect their solution capabilities and industry best practices.

Respondents are encouraged to describe available functionality and associated pricing for the following solution levels:

#### **4.8.1 Basic Solution**

A minimum-functionality implementation intended to provide core communication and information-sharing capabilities.

Examples may include:

- A. Searchable employee directory with names, titles, departments, and contact information;
- B. WJB-wide announcements;
- C. Basic document repositories;
- D. Search functionality, including organizational search;
- E. Communications templates;
- F. Administrative content management tools; and
- G. Single sign-on (“SSO”) capabilities.

#### **4.8.2 Enhanced Solution**

An implementation providing expanded functionality beyond basic requirements.

Examples may include:

- A. Organizational charts, department and committee pages, profile photos, expertise, committee memberships, and filtering.
- B. Collaboration spaces;
- C. Enhanced search capabilities;
- D. Analytics and reporting;
- E. Expanded administrative tools;
- F. Configurable workflow approvals;
- G. Audience targeting; and
- H. Additional integrations (i.e., Microsoft Teams).

### **4.8.3 Comprehensive Solution**

A fully featured implementation providing advanced functionality.

Examples may include:

- A. Rich employee profiles, skills and expertise search, Microsoft 365 presence integration, Teams integration, and personalized recommendations;
- B. Workflow automation;
- C. AI-assisted search and knowledge management;
- D. Personalized dashboards;
- E. Mobile applications;
- F. Expanded enterprise integrations;
- G. Advanced analytics and reporting; and
- H. Additional premium capabilities.

Respondents are encouraged to identify functionality included within each solution level and provide recommendations regarding features they consider essential versus optional.

## **4.9 Implementation and Support**

Respondents shall describe implementation and support services associated with the proposed solution.

The description should include information regarding:

- A. Typical implementation timelines;
- B. Implementation approach, customer onboarding processes, and project phases;
- C. Training resources and documentation;
- D. Ongoing maintenance responsibilities of both the Respondent and the WJB;
- E. Technical support options, service hours, escalation procedures, and service level commitments;
- F. Upgrade and release practices;
- G. Staffing requirements expected of the WJB;

- H. Project management methodologies, governance, and communication practices utilized by the Respondent;
- I. Post-implementation support services, stabilization periods, and transition to ongoing operations;
- J. Change management approaches, user adoption strategies, and communication practices supporting successful implementations; and
- K. Recommendations or lessons learned from similar governmental implementations.

#### **4.10 Judicial Environment and Organizational Structure**

The WJB operates within a unique environment consisting of judicial officers, court staff, administrative personnel, statewide committees, and supporting administrative functions. Certain information maintained by the WJB may contain confidential, privileged, personnel-related, or otherwise restricted information requiring varying levels of access.

Respondents shall describe how the proposed solution supports the administration of multiple court jurisdictions, organizational units, committees, and role-based permission structures while maintaining appropriate confidentiality, governance, and administrative controls.

The description should include information regarding, but not be limited to:

- A. Role-based access controls and user group administration;
- B. Segregation of content by court jurisdiction, division, department, committee, or other designated organizational units;
- C. Support for organizational hierarchies and audience-targeted content;
- D. The ability to create separate security groups, permission structures, and administrative roles;
- E. Administrative controls governing access to content, documents, calendars, applications, and administrative roles;
- F. Support for limiting access to selected sites, document libraries, pages, calendars, or other content based upon organizational assignment;
- G. Audit capabilities associated with user permissions, administrative actions, and content access;
- H. Content governance capabilities, including content ownership, review workflows,

lifecycle management, and delegated administration; and

- I. Recommendations or best practices for supporting judicial, governmental, or other highly regulated organizational environments.

Respondents are encouraged to provide examples of similar implementations involving multiple user groups, external stakeholders, or compartmentalized access structures.

#### **4.11 Cost Structure**

Respondents shall provide information regarding the overall cost structure associated with the proposed solution.

The response should include, but not be limited to:

- A. Initial implementation costs;
- B. Annual licensing costs;
- C. Subscription fees;
- D. Hosting costs;
- E. Maintenance and support costs;
- F. User-based pricing, if applicable;
- G. Costs associated with optional modules or premium functionality;
- H. Training costs;
- I. Professional services costs;
- J. Additional recurring costs;
- K. Estimated cost ranges associated with Basic, Enhanced, and Comprehensive implementations; and
- L. Any additional cost considerations the Respondent believes the WJB should evaluate.

Breakdowns of implementation, licensing, hosting, support, and optional services are encouraged.