



State of Georgia

State Entity: **Judicial Council of Georgia, Administrative Office of the Courts**

Request for Information

Event Name: **Automated Case Management System Replacement**

RFI (Event) Number: N/ A

1. Introduction

1.1. Purpose of Procurement

This Request for Information (“RFI”) is being issued to solicit information from interested suppliers with respect to **Automated Case Management System Replacement** for the **Judicial Council, Administrative Office of the Courts** (hereinafter, “the State Entity”) as further described in this RFI. The State Entity will use the information generated by this RFI in conjunction with other information available to the State Entity to determine the solution that it is in the best interests of the State Entity to fulfill this need.

Background

The Judicial Council of Georgia (JC) is the policy-making body for Georgia’s judiciary, chaired by the Chief Justice of the Supreme Court of Georgia. Membership consists of 26 judges who represent the state’s appellate and trial courts.

As staff of the Judicial Council of Georgia, the Administrative Office of the Courts (AOC) provides subject-matter expertise on policy, court innovation, legislation, and court administration to the state’s trial and appellate courts. The AOC also furnishes a full range of information technology, budget, and financial services to the judicial branch.

The information technology (IT) division of the AOC currently designs, develops and supports technology projects and case management systems for various classes of courts within the judiciary. As part of this ongoing support, IT evaluates technology and the projects it supports from time to time, through:

- modernizing technology systems through expanded access across all platforms,
- minimizing costs to the justice partners with severe budget constraints,
- providing viable long term solutions,
- increasing effectiveness and efficiency for the support infrastructure through centralized management, and
- reducing the fiscal impact, while
- increasing value for the public.

As part of this effort, the Administrative Office of the Courts has determined some of the legacy projects should be sunsetted and potentially replaced. The SUSTAIN Automated Case Management Systems purchased and installed in 1993, had funding and vendor patches/ upgrades terminated in 2008, and is currently supported by reduced number of JC /AOC personnel and contractors. Some of the risks identified by not proceeding with a replacement system include:

- Failing to modernize systems makes them incompatible with advances in technology, thereby increasing costs and time for court personnel and JC/AOC staff in seeking alternative means for reporting, daily operations, and administration of justice.
- Eliminating the ability to provide standardized and timely data collection and reporting to various bodies, including county agencies, clerks’ authorities, financial collection and data reporting partnership agencies, executive branch agencies, JC/AOC, legislative entities and members of the public.
- Reducing opportunities to support expanding services such as problem solving courts, rural locations, and minimizing automated reporting capabilities.
- Advancing technology with shorter improvement cycles renders the current environment obsolete and no longer able to communicate with new technology platforms, such as mobile devices.

- Risking retirement of the current data sharing infrastructure by the vendor, potentially leading to increased start-up and maintenance costs, resulting from expedited service delivery needs. Due to the age and reduced number of customers utilizing this legacy system increases the likelihood of this risk.

Purpose

The Automated Case Management Systems Request for Information (RFI) is a state and local partnership between JC/AOC and local court consumers created to achieve optimal pricing for replacement technology software which has reached its end of life. Economic changes have forced an evaluation of the existing no-cost service business model. An adjusted business model shares costs of necessary upgrades through a combination of state and local human and financial resources. This RFI would be for the rollout of new centralized systems, which will have dedicated staff reassigned from the existing platform, managing updates, and maintenance, centralized in Atlanta at the JC/AOC offices, while each local partner would pay for individual user licenses. Standardized work processes will be designed while remaining highly customizable for each local court. State employees currently supporting the existing system will move to support the new software, assist in training local users, as well as continue to serve as the first line of technical support.

Additionally, this RFI may lead to a Sole Source Contract based on the number and / or quality of responses received. We are aware that there are likely a minimal number of vendors currently doing business in Georgia with court case management systems which meet industry best practices.

1.2. Overview of the RFI Process

The State Entity is an agency of the judicial branch of state government. As such, the State Entity is not required to comply with Georgia procurement laws or Department of Administrative Services procurement procedures. The objective of the RFI is to gather information to assist the State Entity in its consideration of available resources/methods to fulfill the need/goal identified above. While the RFI method is customarily used as an information gathering tool rather than a competitive solicitation method, such information gathered may be used by the State Entity to award a contract.

Suppliers are not required to respond to an RFI and a supplier’s failure to respond to an RFI will not prohibit the supplier’s participation in any competitive solicitation that may result from the RFI, should the State Entity choose to develop a competitive solicitation. However, suppliers are strongly encouraged to respond to RFIs as this is a great way to ensure the State Entity is aware of the suppliers’ available goods and services.

This RFI does not obligate the State Entity to comply with Georgia procurement laws or Department of Administrative Services procurement procedures in the future.

1.3. Schedule of Events

The schedule of events set out herein represents the State Entity’s best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFI will be publicly posted prior to the closing date of this RFI. After the close of the RFI, the State Entity reserves the right to adjust the remainder of the proposed dates on an as needed basis with or without notice.

Description	Date	Time
Release of RFI	Monday, February 1st	9:00 a.m. ET
Responses to Written Questions	02/19/2016	5:00 p.m. ET
Deadline for Submitting Responses	Monday, February 29th	5:00 p.m. ET

1.4. Official Issuing Officer (Buyer)

Jorge Basto, CIO for Judicial Council / Administrative Office of the Courts

Jorge.Basto@Georgiacourts.gov

1.5. Definition of Terms

Please review the following terms:

Supplier(s) – companies desiring to do business with the State of Georgia.

State Entity – the governmental entity identified in Section 1.1 “Purpose of Solicitation” of this RFI.

Any special terms or words which are not identified in this State Entity RFI Document may be identified separately in one or more attachments to the RFI. Please download, save and carefully review all documents in accordance with the instructions provided in Section 2 “Instructions to Suppliers” of this RFI.

2. Instructions to Offerors

By submitting a response to the RFI, the Offeror is acknowledging that the Offeror:

1. Has read the information and instructions,
2. Agrees to comply with the information and instructions contained herein.

2.1. General Information and Instructions

2.1.1. Team Georgia Marketplace™ Registration System

The Department of Administrative Services (“DOAS”) requires all companies and/or individuals interested in conducting business with the State of Georgia to register in the State’s web-based registration system, through Team Georgia Marketplace™. Registration is free and enables the registering company to gain access to certain information, services and/or materials maintained in Team Georgia Marketplace™ at no charge to the registering company. All registering companies must agree to be bound by the applicable terms and conditions governing the supplier’s use of Team Georgia Marketplace™. In the event DOAS elects to offer certain optional or premium services to registered companies on a fee basis, the registered company will be given the opportunity to either accept or reject the service before incurring any costs and still maintain its registration. Companies may register at

<https://saofn.state.ga.us/psp/sao/SUPPLIER/ERP/?cmd=login>

2.1.2. Submitting Questions

All questions concerning this RFI must be submitted in writing via email to the Issuing Officer identified in Section 1.4 “Issuing Officer” of this RFI. Do not use the comments section within the sourcing tool to submit questions to the issuing officer.

2.1.3. State’s Right to Amend and/or Cancel the RFI

The State Entity reserves the right to amend this RFI. Any revisions must be made in writing prior to the RFI closing date and time. By submitting a response, the supplier shall be deemed to have accepted all terms and agreed to all requirements of the RFI (including any revisions/additions made in writing prior to the close of the RFI whether or not such revision occurred prior to the time the supplier submitted its response) unless expressly stated otherwise in the supplier’s response. THEREFORE, EACH SUPPLIER IS INDIVIDUALLY RESPONSIBLE FOR REVIEWING THE REVISED RFI AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE SUPPLIER’S RESPONSE PRIOR TO THE CLOSE OF THE RFI. Suppliers are encouraged to frequently check the RFI for additional information. Finally, the State Entity reserves the right to cancel this RFI at any time.

2.1.4. Costs for Preparing Responses

Each response should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation. The cost for

developing the response and participating in this RFI process is the sole responsibility of the supplier. The State will not provide reimbursement for such costs.

2.1.5. ADA Guidelines

The State of Georgia adheres to the guidelines set forth in the Americans with Disabilities Act. Suppliers should contact the Issuing Officer at least one day in advance if they require special arrangements when attending the Informational Conference (if any). The Georgia Relay Center at 1-800-255-0056 (TDD Only) or 1-800-255-0135 (Voice) will relay messages, in strict confidence, for the speech and hearing impaired.

2.1.6. Public Access to Procurement Records

The State Entity is an agency of the judicial branch of state government. As such, the State Entity's obligations and responsibilities to comply with certain laws and regulations, including but not limited to the Georgia Open Records Act and Georgia procurement laws and procedures, differ from agencies of the executive branch of state government.

PLEASE NOTE: Even though information (financial or other information) submitted by a supplier may be marked as "confidential", "proprietary", etc., the State Entity will make its own determination regarding what information may or may not be withheld from disclosure.

2.1.7. Registered Lobbyists

By submitting a response to this RFI, the supplier hereby certifies that the supplier and its lobbyists are in compliance with the Lobbyist Registration Requirements in accordance with the *Georgia Procurement Manual*.

2.2. Submittal Instructions

Listed below are key action items related to this RFI. The Schedule of Events in Section 1.3 identifies the dates and time for these key action items. This portion of the RFI provides instructions regarding the process for reviewing the RFI, preparing a response to the RFI and submitting a response to the RFI.

2.2.1. RFI Released

The release of this RFI is formally communicated through the posting of this RFI on the Georgia Procurement Registry, which is accessible online as follows:

http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp

2.2.2. RFI Review

The RFI consists of the following:

1. This document, entitled "The State Entity RFI Document", and
2. Any and all documents provided by the State Entity as attachments to the RFI or links contained within the RFI or its attached documents.

Please carefully review all information contained in the RFI, including all documents available as attachments or available through links. Any difficulty accessing the RFI or opening provided links or documents should be reported immediately to the Issuing Officer (See Section 1.4).

2.2.3. Preparing a Response

When preparing a response, the supplier must consider the following instructions:

1. Ensure its response is accurate and readily understandable.
2. Clearly label attachments so that the State Entity can easily organize and navigate the supplier's response.

2.2.4. "Hard Copy" and Electronic Copies Required

Supplier must provide the following number of copies:

- 1 – USB drive with entire document as 1 packet

2.2.5. Electronic Copies

1. Use caution in creating electronic files (i.e., make sure files do not contain viruses, etc.).
2. Use commonly accepted software programs to create electronic files. The State Entity has the capability of viewing documents submitted in the following format: Microsoft Word or WordPad, Microsoft Excel, portable document format file (PDF), and plain text files with the file extension noted in parentheses (.txt).

2.2.6. Submitting the Response

Mark the outside of shipping package as follows:

Judicial Council / Administrative Office of the Courts
Mr. Jorge Basto, CIO
Case Mgmt RFI

Mail to the following location:

Mr. Jorge Basto
244 Washington Street SW, Suite 300
Atlanta, GA 30334

3. Requested Information

Goals

- The proposed solution(s) should comply with industry best practice standards allowing for automated data sharing, public access and e-filing, should the local courts choose to pursue advanced services. The broad spectrum of choices compliments local technology choices, with the opportunity to customize and select appropriate solution to fit local needs. A detailed checklist is available at the National Center for State Court's website: <http://www.ncsc.org/Services-and-Experts/Technology-tools/Court-specific-standards.aspx>. It is expected that all items will be supported by in the proposed solution. Local courts may select the components that best meet their needs. Pricing may reflect these individual choices.
- Facilitating the modernization of state-of-the-art data sharing infrastructure without straining limited resources while locking in sustainable and predictable pricing and costs.
- Leveraging cost advantages of a larger user base by partnering with any of the seven classes of courts including Superior, State, Juvenile, Probate, Magistrate and Municipal courts across 159 counties and streamlining first stage support through the JC/AOC field and IT staff, enhancing service and reducing time spent on problem resolution by local personnel.
- Providing critical upgrades to the existing service infrastructure by supporting our justice partners in their constitutional mandate for the provision of effective, efficient and timely access to the courts by resolving disputes and administering justice.
- Fulfilling the needs of our courts and justice partners for upgraded services and improved web-based access to desktop, laptop, tablet and mobile devices with remote access from any browser, in any region of state and beyond for true anytime, anywhere access.
- Centralizing data storage and systems maintenance while expediting business continuity and recovery processes with knowledgeable IT staff. These solutions will comply with current Georgia standards for off-site back up for business and disaster recovery purposes.

Scope

The proposed case management solution and documentation response should include 5 year total cost of operation, as this is a joint state and local solution. The budgetary documents should include data migration, cost of set-up, total out of pocket costs of doing business in a 5 year

breakdown. As some funding is from a proposed state bond initiative, the business model identified should not be a profit making model. Additionally, due to the constraints and nature of state bond funded initiatives, the proposed solutions must reside in its entirety at the JC/AOC office in Atlanta, Georgia. The JC/AOC will supply all servers and hardware associated with this project in accordance with their current environment. A fully hosted solution will not be sufficient under bond requirements.

An integrated system that will support the use and access by non-proprietary data exchange application program interface (API) is a necessary asset of the proposed case management solutions as additional projects funded under the potential state bond will include data exchange services. It is expected that the proposed solution will be compliant with JIEM / NIEM XML standards to support the addition of data exchange modules. Some of the most frequent areas of use for data exchanges are arrests, warrants, case disposition and status reports among criminal justice partners.

Resource link: <http://www.ncsc.org/services-and-experts/technology-tools/national-standards.aspx>

Financial audits and reporting are also essential to the selection of an automated case management solution. Financials are often audited and reported out to a variety of state and local agencies and interested parties. Documentation should be included in the response identifying the capabilities and drawbacks, if any.

Potential local and state justice partners in this project include:

- Prosecutors, Public Defenders, JC/AOC, Clerks Authority, law enforcement agencies, County Commissioner, and Municipal leadership as well as local court personnel including judges and clerks.

Implementation and deployment services

In evaluating implementation and deployment costs, there should be included considerations for data migration to the proposed environment from the existing SUSTAIN environment. We currently have 40 SUSTAIN courts across all classes of courts around the state. Documentation should include details and cost break down for data migration services. The JC/AOC *may opt* to perform all or portions of this work, as part of this initiative.

Maintenance and support

It is JC/AOC's intention to serve as first tier support, at a minimum. Please itemize potential options for providing tiered support services to both centralized infrastructure management and individual stakeholders, including set-up, training, local court customization, and problem resolution so that the appropriate service agreements can be evaluated.

4. Additional Information

The State Entity may, at its discretion, ask one or more suppliers to provide additional information and/or meet with the State Entity to further discuss the supplier's information.

The following documents make up this RFI. Please see Section 2.2.2 "RFI Review" for instructions about how to access the following documents. Any difficulty locating or accessing the following documents should be immediately reported to the Issuing Officer.

- A. State Entity RFI (this document)
- B. Special Term Definitions from Section 1.5 "Definition of Terms" of this RFI
- C. Attachment A: Automated Case Management Specifications**

ATTACHMENT A

Judicial Council of Georgia
Administrative Office of the Courts

Automated Case Management Specifics Request for Information

The items identified below are not intended to be exhaustive in nature, rather they are intended to show the breadth and general potential scope of this request. Each individual court and its partners will customize the modules are work best in their environment and situation. At minimum, court house modules should be expected for use, while external modules may or may not be selected by each location. It is expected that the hardware will reside in Atlanta, Georgia at the Administrative Office of the Courts, therefore, the solution should reflect the need to access the case management functions from mobile and desktop environments through a web-based, secure, user-authenticated portal.

Impacted Classes of Courts

Superior Courts
State Courts
Juvenile Courts
Probate Courts
Magistrate Courts
Municipal Courts
Civil / Recorders' Courts

Potential Users Groups:

Court Clerks
Judges and Law Clerks
Court Administration
Prosecuting Attorneys / Solicitors
Public Defenders
Probation Offices
County Budget / Finance
Law Enforcement / Sheriffs
Accountability Courts

Potential Modules

It is expected that some portion of the below identified items would be used on a regular basis by court personnel, including but not limited to clerks, judges, court administration and budget/finance to conduct daily business needs. It is expected that customization for individual and modules is available. Once staff and users are fully trained, and the initial set up has been completed, any customization such as views, is editable by the users without further reliance or charges by the vendor. Please identify additional modules and processes that may have been omitted from this listing.

Traffic – Case Management and DDS Reporting
Probate Case Management
Civil Case Management
Criminal, Felony and Misdemeanor Case Management
Juvenile Case Management
Vital Records – Marriage, Birth, Death

Firearms
Fines / Fees Dissemination
Payment Tracking
Reporting – standard / ad-hoc / caseload
Case Management Entry
Calendaring and Event Management
E-filing / E-payment
Document management
Document Routing and Workflow
Electronic Access to case detail and documents
Warrants, Orders, Bonds, Arrests
Case Query / Search
Evidence Tracking
Georgia Code and Time Standards Tracking

Data Conversion and Training

Data conversion services are potentially part of the services needed. While the JC/AOC has the technical skills and software availability to convert data on a case-by-case basis, it may be necessary due to the scale of the project, to have data conversion services employed by the vendor. Please identify and account for the costs the basis of converting 40 SUSTAIN courts will smaller caseloads and counts. Specific information is available upon request.

It is expected that state level support and field staff will be engaged by the courts for support once the identified system is up and running. Onsite configuration and training for local courts, as well as online training resources are beneficial to both local users and state level support staff. Training and configuration documentation are expected as part of the proposed solution.