

REQUEST FOR PROPOSAL NUMBER 2008-1322

PROCUREMENT OF MUNICIPAL COURT SOFTWARE SOLUTION

1. INTRODUCTION

The City of East Point, Georgia, and the East Point Municipal Court are seeking to procure a fully functional, integrated Municipal Court Software Solution. The objective of this Request for Proposal (RFP) is to solicit software proposals from experienced and qualified Prospective Providers who are interested in providing such solutions. The subsequent Prospective Providers' responses shall form the basis for the evaluation and ultimate selection of the Selected Provider.

Each and every Prospective Provider shall complete the included Specifications sections and return them in their proposal response.

Any and all court management activities and/or reporting activities performed by the Selected Provider's software must be accomplished in strict compliance with any and all applicable Federal and Georgia laws, as are now in effect or hereafter may be amended.

If a contradiction or conflict exists between any and all applicable Federal or Georgia laws and any terms, conditions, stipulations, etc., listed herein, the term, condition, stipulation, etc., listed herein shall not be applicable and the City shall, upon notification of a contradiction or conflict, issue an amendment to bring the term, condition, stipulation, etc., into compliance with the law.

2. SCHEDULE OF RFP EVENTS

This Request for Proposal (RFP) shall be governed by the following schedule unless otherwise amended through addenda:

- Advertisement of Opportunity – Wednesday, May 7th, 2008
- Distribution of RFP – Wednesday, May 28th, 2008
- Deadline for Written Inquiries and Requests – Close of Business (5:00 PM), Thursday, June 5th, 2008
- Proposal Due Date – Close of Business (5:00 PM), Thursday, June 12th, 2008
- Proposal Evaluation Completed – Week ending Friday, June 20th, 2008 (Tentative / Subject to Change)
- Award of Contract – July / August 2008 (Tentative / Subject to Change)

3. TECHNICAL OVERVIEW

The City of East Point, Georgia, is currently using HTE court software, Version 5. As a replacement, the City is seeking a municipal court software solution that easily interfaces with other existing enterprise resource planning solutions. The City is also seeking a solution that will not only improve the efficiency of routine court activities, but will reduce the overall operating costs as well.

4. GENERAL TECHNICAL SPECIFICATIONS

All Prospective Providers must respond to the following eight (8) questions with a “Yes” or a “No” answer. Each “Yes” answer shall be worth 5 points. Each “No” answer shall be worth 0 points. Additional explanations may be provided, if desired. If the explanation exceeds the space allotted on this sheet, please feel free to attach additional sheets. Explanations provided on additional sheets must be numbered appropriately.

Software System proposed...	✓ Yes 5 pts	✓ No 0 pts	Explain, if desired
1 <i>Is Windows based</i> , and can operate on any PC running Windows 95/98, Windows NT, Windows 2000, Windows XP, or Windows 2003 Server.			
2 <i>Can operate in a virtual environment</i> (VMWARE, Virtual Iron, Microsoft Virtual Server) <i>on any Windows-based Operating System</i> listed above.			
3 <i>Is fully supported operating in a virtual environment.</i>			
4 <i>Is network compatible with unlimited user license.</i>			
5 <i>Provides online payment interface</i> to allow payments via the Internet.			
6 <i>Provides automated upgrade process</i> for timely delivery of all upgrades.			
7 <i>Can be updated electronically</i> , so any mandated changes or updates can be downloaded from the website.			
8 <i>Incorporates established and tested interfaces for Microsoft SQL- or FoxPro-based ERP management systems.</i>			
BASED UPON A CALCULATION OF 5 POINTS EACH FOR A YES ANSWER AND 0 POINTS FOR A NO ANSWER, ENTER THE TOTAL POINTS SCORED:		0	

5. FEATURE SPECIFICATIONS

All Prospective Providers must respond to the following thirty-nine (39) questions with an answer based upon the following scoring criteria:

5 Points = Fully provided, as stated, “out-of-the-box”

4 Points = Provided, but with modifications (Must provide detail of modifications on separate sheet.)

3 Points = Custom development required (Must provide extent of custom development required on separate sheet.)

2 Points = Third Party software required (Must provide name/manufacturer of Third Party software on separate sheet.)

1 Points = Partially provided (Must provide explanation of extent on a separate sheet.)

0 Points = Not available / Not provided

Only one (1) answer may be supplied for each question. All questions must be answered. Answers of “4”, “3”, “2” and “1” must be accompanied by explanations as requested above. Provided required explanations on extra sheets, numbered appropriately and attach hereto.

		Fully provided	With modification	Custom development	Third Party software	Partially provided	Not available
Software System proposed...		5	4	3	2	1	0
9	Electronically sends tickets to the Georgia Department of Driver Services with a complete reporting system for insuring accuracy utilizing the new Georgia Electronic Citation Processing System (GECPS).						
10	Electronically sends DPS-912 License Suspension information and automatically generate warning letters to offenders <u>before</u> license suspension, and notification letter <u>after</u> license suspension to notify offenders their license has been suspended.						
11	Provides a complete warrant tracking system that allows the generation of warrants, and offers a warrant alert notification when an offender has an outstanding warrant.						
12	Provides a complete statistical listing on warrants so the Court can track how many warrants have been issued, are pending, have been recalled or denied, etcetera, for a specified date range.						
13	Tracks all bonding actions , including Bonding Company particulars and calculates the amount of money that is outstanding on offenders that have bonded out of jail.						
14	Tracks all witness information and generates subpoenas. Will generate Officer Subpoenas at anytime by default.						
15	Calculates all of the fund deductions and surcharges that are applicable for each violation. The “Fund Calculations” provided for each jurisdiction may be different from one another. A “Fund Report” provides a breakout for each ticket, as well as a “Summary Report”.						
16	Is compliant with all Georgia House Bill 1EX State Fund and Surcharge Calculation requirements including the handling of partial payments and the printing of forms.						

		Fully provided	With modification	Custom development	Third Party software	Partially provided	Not available
Software System proposed...		5	4	3	2	1	0
17	<i>Is compliant with and will calculate Georgia's new Joshua Law five percent (5%) surcharge.</i>						
18	<i>Allows for the entry of the total fine amount and from that amount will automatically determine the fund and surcharge breakouts,</i> which shall be accurate to the penny.						
19	<i>Will easily generate an Audit Report</i> for the Administrative Offices of the Courts.						
20	<i>Incorporates a complete receipting system with auditing features utilizing different payment types.</i> For example: cash bond payments, fine payments, refund payments, probation payments, parking ticket payments, web payments (specifically payments received online through a web payment interface).						
21	<i>Incorporates a complete "Miscellaneous" receipting system</i> that allows the user (with proper authority) to setup payment codes to receipt any type of monies and generate Receipting Reports at will.						
22	<i>Incorporates a Receipt Report that subtotals by User, the Type of Payment, and the Method of Payment,</i> e.g., cash, money order, check, etcetera.						
23	<i>Provides a detailed and a summary Court Calendar that can be sorted by offender's name, officer's name and case number.</i> Also <i>provides a detailed list of all witnesses and attorneys that should be in attendance.</i> The Court Calendar can be sorted for multiple court times and court rooms for any specified date.						
24	<i>Provides an Open Case Report</i> to alert users to what cases are still open and need to be addressed.						
25	<i>Includes an Outstanding Balances Report to inform the Court of how much money is outstanding.</i> Outstanding money is separated into a minimum of two (2) categories: probation and non-probation cases.						
26	<i>Is equipped with a complete Parking Ticket Module</i> that tracks parking tickets, manages monies, generates follow-up letters and automatically calculates and adds applicable late fees.						
27	<i>Has an extensive search capability.</i> Citations may be searched by a partial or full first name, last name, date of birth, ticket number, driver's license number, case number, license plate number, etcetera.						
28	<i>Manages additional fees related to Court,</i> such as late fees, contempt fees, attorney's fees, etcetera. This money must be managed separately from the fine money, so that funds and surcharges are NOT calculated nor paid on this money.						

		Fully provided	With modification	Custom development	Third Party software	Partially provided	Not available
Software System proposed...		5	4	3	2	1	0
29	Can generate Reschedule Notices automatically. All of the offender's tickets can be rescheduled at one time or just one ticket can be rescheduled. Also, all tickets for an officer can be rescheduled as well as a whole court date at one time. A complete history of all court dates is stored and may be easily retrieved for review.						
30	Is capable of printing mailing labels and case jacket labels for quicker and easier management of court data.						
31	Incorporates the ability to add different types of codes, payment codes, disposition codes, fee codes, location codes, etcetera.						
32	Incorporates automatic ticket dispositioning and closing features.						
33	Generates an official Court Docket after dispositions have been completed for public record.						
34	Allows the configuration of all warrants, subpoenas, FTA notices, etcetera, to match existing wording used by the City.						
35	Stores all Cash Bond information so a complete Cash Bond Listing can be printed at any time, and automatically displays standard Cash Bond amounts to the user.						
36	Incorporates the ability to add and modify violations, cash bonds, officers, etcetera.						
37	Provides complete and detailed statistical reporting capabilities, such as number of tickets issued by each officer, tickets issued by location, number of violations issued for a specific date range and profiling statistical reports as a few examples.						
38	Incorporates Deleted Receipt Reports and Deleted Ticket Reports for auditing purposes.						
39	Is extremely user-friendly, and contains easy-to-understand screens, a zip code database for faster ticket entry, and drop-down Help screens that can be activated with the click of a button.						
40	Incorporates only one screen to enter a ticket. This allows for very easy and efficient ticket entry with greatly reduced data entry time requirements.						
41	Incorporates the ability to copy ticket information so demographic information on multiple tickets only needs to be entered one time.						
42	Automatically tracks new legislation that affects rules governing the courts in the State of Georgia.						

6. PROPOSAL FORMAT / CONTENTS GUIDELINES

Qualified and interested Prospective Service Providers are to provide the City of East Point, Georgia, with a thorough and complete proposal response using the following guidelines:

1. All proposals must be typed and must contain no more than thirty (30) typed pages using no less than a 10-point font size.
 - (a) Page count shall include any introductory letters (if required/requested), transmittal sheets (if required/requested) and the resumes of key people (if required/requested), but shall exclude the front and back covers, Prospective Service Provider's Contact Information Sheet, Table of Contents pages, index sheets or tabs, tables, charts, or other graphic exhibits.
 - (b) Information requested by the City under separate cover shall not be included in the total page count.
2. All proposals should be straightforward, concise and provide "layman" explanations of any and all technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements and on providing a complete and clear description of your offer.
3. Proposals that appear unrealistic in the terms of technical commitments, appear to lack technical competence or are indicative of a failure to comprehend the complexity and/or risk of the proposed Contract may be rejected by the City.
4. Proposals do not have to be professionally produced nor professionally packaged, but must be neat and orderly in appearance and well organized. The following sections/content are to be included in the Prospective Service Provider's response, in the following order:
 - (a) **Front Cover**
 - (b) **Prospective Service Provider's Contact Information Sheet** – The Prospective Service Provider's Contact Information Sheet contained in this RFP packaged must be completed and signed by an individual authorized by the Prospective Service Provider to bind their company. The address and other contact information provided on this sheet must be that of the Provider's office from where the City's Contract shall be managed, therefore, it should also represent the Provider's located nearest to the City of East Point, Georgia. The Prospective Service Provider's Contact Information Sheet shall be the first sheet of the Provider's response package.
 - (c) **Table of Contents or Index of Contents**

- (d) **Cover Letter / Letter of Introduction / Procurement Summary Section** – The Cover Letter / Letter of Introduction / Procurement Summary shall not to exceed three (3) pages in length, should summarized key elements of the Prospective Service Provider's understanding of the City's needs and key elements of the Provider's offer that will directly meet those needs. An individual authorized by the Prospective Service Provider to bind the Provider must sign the letter. The letter must clearly stipulate that the contents of the proposal offer and the proposal price shall be valid for no less than one hundred and eighty (180) days from the RFP Due Date.
- (e) **Background / Qualifications / References Section** – The Background / Qualifications / References Summary section should describe the Prospective Service Provider's familiarity with providing products/services of a similar nature to cities/courts of a similar size with a similar need. The Prospective Service Provider must also provide a minimum of five (5) references for which they have provided similar products/services. The references provided must be less than three (3) years old and must include a valid contract name, contact information and the dates the products were provided. ***Value: 0 to 10 points***
- (f) **Methodology / Approach Section** - The specifications check-off listed on Page 2 through Page 6 of this RFP package, completed and scored, must be the first items in the Methodology / Approach section. These pages must be followed by the explanations requested in the introduction to each section. This may be followed by a brief description of the Prospective Service Provider's product and how the Provider intends to achieve the City's satisfaction with their product. The Methodology / Approach section must also include the following sub-section:
- A detailed statement of the services / products the Prospective Service Provider shall supply to the City that will differentiate their product from their competitors, make them "stand out" or make them the best-valued selection among those responding.
- Value: Specification Compliance – up to 235 points / Other – 0 to 10 points***
- (g) **Technology and Communications Capabilities Section** – Provide a description of all systems / add-ons / enhancements that are necessary to fully utilize your software's maximum capabilities.
- Provide information regarding interfacing and integration with other software products and systems.
 - Describe the equipment/components/hardware/other software that must be available to utilize your product to its maximum.
 - Provide a sampling of the reports your software is capable of providing.

- Describe the database program that will be employed and provide “screen shots” if possible.
- Describe the safeguards that are provided in the software to secure and protect sensitive data from intrusion from outside sources.
- Described the safeguards that are provided in the software to protect against the loss of sensitive data or to recover from an unexpected loss of data.
- Provide reasons why your software will provide the most value to the City.

Value: 0 to 10 points

(h) **Training / Customer Service / Warranty Section** – Provide details regarding the training, customer service and warranty the Prospective Service Provider will provide to the City.

- Provide details regarding the training the Provider will provide to the City. How many people will be trained? How will the training be conducted? Will the training be virtual or in-person? How long will the training period last? Will on-going training be available?
- Provide details regarding the level and type of Customer Service support the City will receive during the installation/training phase and after the software is installed. Is Customer Service available 24/7/365? What type of Customer Service is available 24/7/365? If “on site” assistance is needed, what is the response time?
- Provide details regarding the warranty provided with the software / installation.

Value: 0 to 10 points

(i) **Detailed Costs Section** – Provide an explanation or chart of the costs associated with the Provider’s product. What are the base costs that are applicable? What other costs are associated with the product and under what circumstances are they applicable? What are the anticipated costs, including procurement and set-up costs, associated with the Provider’s product for the first one (1) period? ***Value: 0 to 25 points***

(j) **Back Cover**

7. EVALUATION CRITERIA / IMPORTANCE OF EACH

The City’s evaluation and selection process shall be a qualifications-based selection. Proposals shall be evaluated to determine the overall RFP conformance and the best value offered to the City. The City shall use the following criteria for evaluating and comparing the proposals submitted. The specific criteria listed are not necessarily all-inclusive and the order in which

they appear is not intended to indicate their relative importance to one another. The possible scoring of each criteria is provided. **Maximum score possible = 300 points.**

- Experience of the Prospective Service Provider, length of time in business and other matters related to relevant experience in the software industry. Experience in providing products and services to other municipalities and/or private industries requiring similar software. **Value: 0 to 10 points**
- The Prospective Service Provider's methodology and approach to meeting City's needs, including understanding of the service desired, compliance with the City's requirements, innovative offerings, extra services offered and other related matters. **Value: Specification Compliance = up to 235 points / Other = 0 to 10 points**
- Ease of technical interfacing and integration. May be fully utilized without additional equipment / software. Applicability of reports to meet the City's needs. Ease of using the software and user-friendliness. Security provided with the system to prevent data loss or encroachment from unauthorized sources. **Value: 0 to 10 points**
- Training and customer service provided by the Prospective Service Provider and its ability to meet or exceed the City's anticipated needs for support. **Value: 0 to 10 points**
- Costs associated with the use of the Prospective Service Provider's product. First year investment. **Value: 0 to 25 points**

8. SUBMISSION DETAILS

A valid RFP submittal shall consist of one (1) signed, unbound original and six (6) bound photocopies that are identical to the original. Failure to submit the RFP submittal in the manner specified herein or failure to enclosed identical copies of the proposal may result in the disqualification of your submittal. The RFP submittals must be placed in a sealed, opaque envelope / package and clearly marked as follows on the outside:

"RFP No. 2008-1322 – Procurement of Municipal Court Software Solution"

The outside of the envelope / package must also contain the name, address and telephone number of the Prospective Service Provider. All such markings must be affixed in a legible and indelible manner. If the RFP response is submitted to the City via the U. S. Postal Service or delivered via courier or delivery service (FedEx, UPS, DHL, etc.), the sealed envelope / package must be enclosed in a separate mailing envelope / package and must be clearly notated "**RFP Submittal Enclosed**" on the outside to differentiate these parcels from those containing RFP questions or inquiries.

RFP responses must be addressed / delivered to the following:

**Dena Ray, Contract Specialist
Contracts and Procurement Department
3120 Bayard Street
East Point, Georgia 30344**

Telephone: 404.270.7138
Fax: 404.765.1184
Email: dray@eastpointcity.org

Time is of the essence; therefore, RFP responses must be received by the City **no later than Close of Business (5:00 P.M.) on Thursday, June 12th, 2008, hereafter referred to as the RFP Due Date.**

Each Prospective Service Provider is solely responsible for assuring the timely delivery and arrival of their RFP response at the address provided above. The City is not responsible for the untimely receipt nor loss of RFP responses. Responses must not be addressed to nor delivered to another person, department or location within the City. RFP proposals received at the Contracts and Procurement Office after the time and / or date specified above shall not be opened nor given award consideration.

This is a sealed proposal solicitation. Oral, telephoned, telegraphed, faxed, emailed or otherwise unsealed RFP responses shall be considered invalid and shall not be given award consideration.

Please refer to the City's cover letter / Invitation to Participate in a Request for Proposals for information critical to your submission including the City's general terms and conditions.