

GENERAL TERMS & CONDITIONS
REQUEST FOR PROPOSALS

INTEGRATED ELECTRONIC CASE MANAGEMENT & DOCUMENT MANAGEMENT
SYSTEM

The Washoe Tribe of Nevada and California is soliciting fixed-price proposals to purchase and implement a Commercial Off The Shelf (COTS) integrated electronic case management and document management system (the Work) from qualified offerors to effectively and efficiently manage the caseload of the Washoe Tribal Court and related departments and programs, including but not limited to Social Services, Juvenile and Adult Probation, Domestic Violence, Prosecution, and Finance. The RFP is for the purchase, installation, training, and maintenance of the Work.

Background

The Washoe Tribe of Nevada and California is a federally recognized Tribe with reservation lands and communities in Northwest Nevada (Carson City County and Douglas County) and Northeastern California (Alpine County). The Tribe is a recipient of a U.S. Department of Justice, Office of Justice Programs, Justice Systems Grant with which the Tribe is able to contract for an electronic case management system. This is a three year grant that is scheduled to terminate at the end of August 2014, with completion of the installation and primary implementation of the case management system by year two of the grant.

Purpose & Objective

The Tribe is seeking COTS software system/application that will enable the Tribe to have an integrated automated case management system. In an attempt to effectively and efficiently manage the Tribe's Justice Systems' growing caseload, a case management system that provides the necessary functionality is essential.

Scope of Work

The Tribe is seeking Proposals that will meet the functional requirements of the Tribe's Justice Programs and Departments. Below is a basic list of objects that must be minimally met.

- Ensure and enhance the interconnectedness and communications between Tribal departments and programs that are separated by a physical distance and by a lack of technical interconnectivity;
- The necessary software to address the particular needs of the Washoe Tribe's Court and those Programs and Departments intertwined with the Court – Social Services, Probation, Police, Domestic Violence, Prosecutor, the Sex Offender Registration Program, Legal, and Finance;
- Sufficient capacity to back load old court cases, prosecution, probation, social services, and police information as well as such information going forward, allowing the Tribe to better track prior criminal as well as civil cases;
- Capacity to provide both immediate Court records, e.g. the production of minute orders, notices of hearing, and protection orders upon demand; and to provide greater remote and public access to those same public documents;
- Capability of implementation of a Hope Card and/or victim witness notification process;
- Capacity to firewall/control confidential information while providing public access to non-confidential information;
- Capacity to generate case logs of historical information/events/actions;
- Capacity to generate, track, and manage jury and juror information;

- Ability to incorporate various documents (briefs, subpoenas, bench warrants, etc.);
- Ability to close (archive) a case once closed;
- Ability for users to enter case data and have the ability for centralized data entry;
- Access to all information based on roles and responsibilities;
- Ability for the system to identify potential conflicts of interest (lawyers, defendants, victims, witnesses);
- Provide a variety of reports both informational and statistical;
- Generate documents and labels;
- 24-hour remote accessibility by departments, programs, and the public;
- Electronic signature capacity for emergency documents;
- Large document capacity scanning/imaging;
- Easy search functions and flexible docket management;
- Compatibility with the Tribe's other software systems including but not limited to the Tribe's Law Enforcement Department's Spillman Technologies, Inc. software.

Proposals should describe the types of services (programming, analysis, integration, etc.) available from the organization and the fees to be charged for such services. Proposals should describe how the system will be integrated with other department and program systems. Proposals should describe how the system can be tailored to meet the particular needs of the Tribe's Justice System programs.

Evaluation of Proposals

Proposals will be evaluated to determine which best meets the needs of the Tribe. Evaluation and selection will be based on the information submitted in the Proposal and successful demonstration of the applications. Proposals will be evaluated based on the offerer's specific plan to meet the objectives of the Grant and the Tribe. There may be further information required for clarification purposes after the Proposals are submitted. After meeting the mandatory requirements, the Proposals will be evaluated on their functional, support, and cost aspects. The Tribe reserves the right to accept or reject any or all proposals, or any part of any proposal, and to waive any defect or technicality, and to advertise for new proposals on any basis and without disclosure of reason. The failure to make such a disclosure shall not result in accrual of any right, claim, or cause of action by any unsuccessful bidder against the Tribe. The Tribe also reserves the right to award in whole or in part, by items, group of items, or by section where such action serves the Tribe's best interests. Complete and accurate responses to all items are necessary for fair evaluation of proposals.

Proposal Requirements

Those interested in responding to this RFP are required to submit their proposal in the following format.

- **Title Page.** Present the subject of the Proposal, the name of your organization, local address of the office that will be installing the application, name of the contact person and the date. All proposals submitted are to be valid for a period of 90 days after the submittal date.
- **Table of Contents.** Present a clear and comprehensive identification of the contents of your proposal by section and by page number.
- **Letter of Transmittal.** A brief letter of transmittal is required. Within this letter include statements to the following:
 - (a) Your organization's understanding of the work to be accomplished.
 - (b) That upon award of this contract, your organization will make a positive commitment to perform the implementation work within the scheduled time period.
 - (c) A summary of the cost of service fee(s) to be charged for the Work, and a statement that these fees are fixed, complete and inclusive.

- (d) The name of the individuals who will be authorized to make representations for your organization, their titles, addresses, and telephone numbers.
- (e) That the signatory of the transmittal letter has authority to bind your organization.
- **Company Profile.** A profile of your organization is required. The profile should include the following information:
 - (a) Whether your organization is local, regional, national, or international.
 - (b) The location of the office from which the engagement is to be performed and a brief narration of the number of professional staff (i.e. partners, managers, supervisors, etc.) employed at the office.
 - (c) Describe the range of services provided by the office performing the engagement.
 - (d) A listing of the other similar governmental customers (particularly any Tribal governmental customers) that are using this proposed software.
- **Summary of Qualifications.** Provide a summary of your organization's expertise in the installation and support of case management applications. Also provide a listing of other similar customers (particularly Tribal governmental customers) that are using the proposed software (the references must be using the same version of software that you are proposing). Include in the reference list the contact names, telephone numbers, and addresses.
- **Approach to the Project.** Please provide a detailed statement of your project management approach. In this statement provide a project plan with expected deliverables and estimated timelines.
- **Proposed Cost of the Application.** The organization will provide costs (use the table listed below) for all of the applications being proposed. Please indicate any and all discount structures.

Item	Cost	Discount	Total Cost
Application Licenses			
User Licenses (if applicable)			
Implementation			
Warranty			

List any implementation options associated with the installation of the server and any desktops. Also list the server and desktop requirements for each application. Indicate items that are proprietary to your company and which are being delivered through a reseller agreement. If being resold through a reseller agreement, please provide the name of the originator of the items.

- **Specifications.** The tables provide the specifications/functionality that must be met by the software application. Please provide an answer and any comments necessary to clarify the functionality. Provide any other documentation necessary to describe the functionality of the proposed system.
- **Application Architecture.** Define the application according to the following architecture: Service Layers, Functions, and Components:

SERVICE LAYERS	FUNCTIONS & COMPONENTS
Users	Type of users supported: Internet, Intranet, and Extranet.
Access	Web Browsers supported (IE 8/9, Firefox, & Safari).
Applications	Language: C# and .Net 4.0+
Data	MS SQL 2008
Systems	Windows Server 2008 R2 & IIS 7.5
Email Integration	Exchange Server 2010

- Additional Data. Provide any other information that you believe will assist the Tribe in making its selection.

All Proposals must be submitted on or before April 10, 2012, to the Washoe Tribe of Nevada and California at:

Mailing and Physical Address: Washoe Tribe of Nevada and California
Attn: Careen Sibbring, Legal Secretary
919 U.S. Highway 395 South
Gardnerville, NV 89410
775-265-8600, Ext. 1115
Careen.Sibbring@washoetribe.us

A bidder's conference call will be arranged for March 26, 2012. If you wish to participate, send an email request to Careen Sibbring at the email indicated above no later than March 19, 2012.

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