



REQUEST FOR PROPOSALS

2019-148

KITSAP COUNTY DISTRICT COURT

Case Management and Probation Services System

Response Deadline: July 24, 2019 at 3:00 PM

Executive Summary

The Kitsap County District Court currently uses a host of independent systems that when taken together, comprise of the Courts Case Management System (CMS). The Court uses the Administrative Office of the Courts (AOC) Judicial Information System (JIS) for calendaring and docketing, Word for document creation, SharePoint for Document management and storage, Stellent for Infractions, JD Edwards and QuickBooks for financials and several other in-house creative solutions to manage the daily operation of the court. All the systems are outdated. Many lack needed stability for courtroom operations or have exceeded the intended life as interim solutions leading to insufficient functionality for current day operations. Few of the systems are integrated and a typical case will require multiple entries across the various programs. The error rate is high and the systems and processes cumbersome requiring significant staff resources.

This Request for Proposal (RFP) invites written proposals for a modern judicial case management system, including Probation monitoring, that incorporates all aspects of a CMS and Probation monitoring service in a single product. The new CMS must integrate with local systems as well as state and local departments to exchange required data.

Objectives

The primary goal of the RFP is to replace the Court's existing state and locally developed case and document management systems, with a single full-featured, web browser-based, open framework

CMS solution. The new CMS will standardize and improve business processes to provide increased employee efficiency, be flexible to meet changing business needs. The system must integrate with the court's justice partners to exchange required data and assists the court in more effectively tracking the progress of defendants it must monitor through the Probation process.

The new CMS will be a single operating system that is web browser-based and supports remote filing (e-filing) from any supported device. The court wants an eighteen-month implementation plan.

Associated services include case management software, licensing, system configuration, data migration, deployment, training, maintenance, and support.

The Court's preference is for an on-premise installation; however, an off-site vendor-hosted or cloud option could be considered if all other Court needs are met. Any solution must be capable of meeting AOC Standards for Alternative Electronic Court Records Systems (Attachment A) and be capable of connecting to the AOC's data exchange.

Minimum Requirements

The Court will not accept any proposal and related scope of work which requires payment in advance for professional services or payment for software licenses prior to full implementation or "go-live".

The scope of this RFP is to obtain a web-based, open framework CMS for the management of all criminal and civil cases handled by the court in addition to probation services managed by the court. The selected CMS and associated services should be accessible by any proven and reliable web browser and must be capable of ongoing enhancements and upgrades for end-of-life longevity. The selected solution will include a robust and integrated eFiling capability and utility to offer controlled and secure case information access to the public, justice partners, and other public agencies. It must also accept electronic payment solutions, text and email notifications, and electronic signatures that meet legal requirements. The preferred licensing platform will be one that is structured for cost efficiency and affordability.

Proposals should include licensing for 35 court/probation users. This includes unlimited additional

licensing for use by public portal users, including attorneys, and unlimited use by other government agencies such as the Prosecutor, Public Defender, Superior Court, etc. and those accessing to use required interfaces such as data migration or conversion services.

Proposals must also include implementation and training services, network and infrastructure recommendations, locally hosted implementation solution, (and a vendor-hosted solution if offered as an available option). The locally hosted solution should include detailed description of the server, storage, personal computer, network, and other infrastructure requirements at the court, which would be necessary to support and uphold the proposed CMS solution.

The court handles misdemeanor and gross-misdemeanor criminal offenses, limited civil actions, small claims, unlawful harassment and protection orders, name changes, traffic infractions, and probation monitoring for the Court. Known required interfaces include:

- Washington State Patrol (SECTOR, e-tickets, Collisions, and criminal records)
- Department of Licensing
- County Financials
- AOC Data Exchange
- Collections Company (currently Dynamic)
- Payment Company (currently nCourt)
- Superior Court (Odyssey)
- Prosecutor (Damion)

Computing Environment and Software Standards

The County's information technology working environment (servers and workstations) consists of Microsoft based operating systems and MSSQL-based databases. The County anticipates an initial need for 35 concurrent users within the CMS Software with District Court eFiling & Workflow, and partner agency Case Management Functionality.

Based on server-side application requirements, (an) appropriately configured server(s) running Windows Server 2012 or greater will be identified leveraging Hypervisor virtualization.

The Information Services Department is responsibility for planning, organizing and controlling delivery of IS infrastructure services and applications.

Technical Support Offered by Kitsap County IS

- Support of the network's infrastructure, including:
 - Cable infrastructure
 - Fiber Infrastructure
 - Telephone (POTS, switches, routers, VOIP)
 - Total network infrastructure including wireless, VPN, remote access, etc.
 - IS Security, including firewalls; routers; users account permissions; virus, spam, and malware protection
- Support of desktops, licenses, orders and asset management

Application Development

Application services are provided by the IS Department. IS supports all software applications for the County through direct development, maintenance, support of third-party applications including software, participation in statewide initiatives for software development, departmental assessments of software and requirements, and e-commerce.

Software Standard for Kitsap County IS are as follows:

- For an in-house, County hosted solution server-side or client-side
 - Server-Side:
 - Server-based enterprise software in which the client and server are separate and provide access to the server through our network
 - Has the ability to run on Server 2012 or higher.
 - Database must be Microsoft SQL or SQL-compatible
 - Has the ability to run on a virtual server
 - Has the ability to run in a cloud scenario
 - Client Side
 - Has the ability to operate on Microsoft Windows operating systems version 10 or latest
 - For a software as a Service (SAAS) solution preferred over an in-house server application

- Has the ability to run Windows web browser such as Internet Explorer 11, Edge or higher or Google Chrome.
- Has a reliable backup utility tool to perform daily data backups
- Meets concurrent usage standard with minimum of 35 users
- Capable of migrating data from current system to proposed solution
- Contains strong report writing tools
- Software can be modified to meet our needs
- Strong vendor support, including training provide by the vendor

Procurement Schedule

The Procurement Schedule outlines the tentative schedule for important action dates and times. All dates after the proposal submission due date are approximate and may be adjusted as conditions indicate, without amending this document. It is the Proposer’s sole responsibility to periodically check the Kitsap County website for amendments to this document.

Item	Action	Date
1.	Requests for Proposals Issued:	July 3, 2019
2.	Deadline for Written Questions	July 10, 2019 by 3:00 p.m. PDT
3.	Answers Posted on County’s Website	No later than July 17, 2019
4.	Deadline for Receipt of Proposals	July 24, 2019 by 3:00 p.m. PDT
5.	Selection Committee Determines Whether Product Demonstrations are Necessary	July 26, 2019
<i>If Product Demonstrations are Not Necessary:</i>		
6.	Winning Vendor Selected	No later than August 1, 2019
<i>If Product Demonstrations are Necessary:</i>		
6a.	Demonstration Phase	July 29- August 2, 2019
6b.	Winning Vendor Selected	No later than August 14, 2019
7.	Contract Negotiations	TBD

Item	Action	Date
8.	Contract Signed	TBD

1. Questions and Answers Phase

Proposer’s may e-mail or mail written questions to the RFP Coordinator. Questions will be accepted until July 10, 2019 by 3:00 p.m. Pacific Standard Time. Early submission of questions is encouraged. Questions and answers will be posted on the Kitsap County website by amendment. Proposers may only rely on written statements issued by the RFP Coordinator. Any oral communications are unofficial and are not binding on Kitsap County.

2. RFP Submission Phase

All proposals must be received by 3:00 p.m. Pacific Daylight Time, on July 24, 2019. Proposals received after this deadline will not be accepted for consideration.

2.a. Non-responsive Proposals

All proposals will be reviewed by the RFP Coordinator to determine compliance with instructions specified in this RFP. Kitsap County may reject or withdraw a proposal at any time as nonresponsive for any of the following reasons:

- a. Incomplete proposal
- b. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- c. Failure to comply with any part of this RFP or any attachment to this RFP
- d. Submission of incorrect, misleading, or false information

Kitsap County may waive minor administrative irregularities related to any proposal.

2.b RFP Amendments

Kitsap County reserves the right, at any time before the execution of a contract to amend all, or a portion of this RFP. Amendments will be posted on the Kitsap County website. If there is any conflict between amendments or between an amendment and this document, whichever document was issued last in time shall be controlling.

3. Demonstration & Clarification Phase

Once the deadline for submission has passed, the Evaluation Team will meet and review all the Proposals received. Based on this review, the Evaluation Team will decide whether a final decision as to which vendor’s proposed solution would be most advantageous to the County can be made on the basis of the proposals alone, or whether additional information, clarification, demonstrations, written and/or oral discussions, site visits, or any other type of clarification of proposal information would be helpful in making that final decision. If the Evaluation Team determines that such clarification or demonstrations would be helpful, it will select the most competitive vendors from which to request such demonstrations or clarification and eliminate all non-competitive vendors from consideration.

If further demonstrations and clarification are necessary, all finalist vendors must be available between July 29-31, to present a one-hour demonstration of their product solution, and to participate in an additional one-hour question and answer session. The demonstrations should be designed to showcase the functionality of the vendor's proposed solution, as it would be implemented for the County. The failure to provide a requested demonstration may disqualify the vendor. All costs for on-site or web/conference call demonstrations shall be the sole responsibility of the vendor. Demonstrations will not be conducted if the Evaluation Team determines that the information contained in the vendors' proposals is sufficient to determine which vendor's solution is most advantageous to the County.

Upon completion of the demonstrations and discussions, the County may, in its discretion, either select a winning vendor, or issue a request for Best and Final Offers to the highest rated vendors. The request shall include notice that discussions are concluded, an invitation to submit a revised proposal with a Best and Final Offer, and a new submittal date and time.

4. Contract Award, Negotiation, and Execution Phase

Once the winning proposal has been selected, the County will negotiate the specific wording of the final contract with the vendor. This RFP, the winning vendor's proposal, and the County's standard contract templates will serve as the baseline for contract negotiations.

In the event contract negotiations with the winning vendor are not successful, the County may elect to cancel the award. During the contract negotiation phase, the County will seek to verify the representations made by the vendor in the proposal. If any inaccuracies or misrepresentations in those representations are discovered, or if the County determines that the vendor may be unable to meet the specifications contained in the RFP, the County may elect to cancel the award. Additionally, if, at the conclusion of the negotiation phase, the winning vendor fails or refuses to sign the final version of the contract proposed by the County within ten business days of delivery, the County may elect to cancel the award.

If the award is cancelled for these, or any other reasons, the County may either: (1) offer the award to the next-highest ranked vendor; or (2) submit a new request for proposals.

No cost chargeable to the proposed contract may be incurred before the vendor has received a fully executed contract.

Evaluation Process

The County will employ an evaluation process that conforms to the requirements for competitive negotiations found in RCW 39.04.270. Pursuant to this provision, the County will award the contract to the vendor whose proposal it determines to be the "most advantageous to the [County] with price and other factors considered." RCW 39.04.270(3)(c). As required by section 4.116.090 of the Kitsap County Code, cost will be a significant, but not necessarily the major evaluation factor. Other evaluation criteria, and their relative importance include:

Most Significant Factors:

- The overall functionality of the vendor's off-the-shelf software solution, the utility of its

features, and its overall fit in meeting Kitsap County’s CMS needs.

- Security and Storage - The vendor’s ability to ensure the CMS data is secure from possible threats such as hacking or breaches. The vendor’s ability to implement its software solution effectively, in a limited amount of time, and with minimal disruption to Court operations.
- Total cost of the project, including [data conversion, implementation, licensing for 5 years]

Highly Significant Factors:

- The vendor’s ability to create fully functional data exchanges and interfaces between its software solution and Kitsap County’s existing systems.
- The continuing maintenance and support the vendor will provide for the off-the-shelf software solution itself, and the customized components of that solution built for Kitsap County District Court.
- Data Conversion – The vendor’s ability to ensure the CMS data conversion process meets the needs of the court.

Other Significant Factors:

- The level of training the vendor will provide to assist Court personnel in quickly learning to use the vendor’s software solution.
- The vendor’s experience completing similar projects in the past, and the level of satisfaction that similarly situated district and municipal courts have had with the product itself and the vendor’s implementation process.

Instructions to Vendors

Communications

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to Kitsap County staff or consultants other than the RFP Coordinator may result in disqualification. Communications between vendors and County staff or consultants may be authorized after the RFP submission deadline has passed, if the County determines that demonstrations or clarification is necessary.

Contact: Colby Watling,

Mailing Address: Kitsap County Purchasing Office
614 Division St., MS-7
Port Orchard, WA 98366

Physical Address: Purchasing Office – Fourth Floor
619 Division St.
Port Orchard, WA 98366

Telephone: 360.337.7036

E-mail Address: cwatting@co.kitsap.wa.us

Proprietary Information/Public Disclosure

Materials submitted in response to this RFP shall become the property of Kitsap County and the proposals shall be deemed public records as defined by RCW 42.56.

The proposal must include a statement on the Cover Letter identifying the pages, if any, which contain information that the Proposer considers proprietary. Each page claimed to be proprietary must be clearly marked by stating the work “Proprietary” on the lower right-hand corner. Proposers must be reasonable in designating information as proprietary or confidential. **Proposers may not mark their entire proposal proprietary. Doing so will not be honored and may disqualify your proposal from further consideration.**

If Kitsap County receives a request to view or copy a Proposer’s proposal, the County will respond according to applicable law and the County’s policy governing public disclosure. Kitsap County will not disclose any information marked “Proprietary” in a proposal without giving the Proposer ten (10) days’ notice to seek relief in superior court per RCW 42.56.540.

Do not include any HIPAA sensitive information in your proposal. Doing so may disqualify your proposal from further consideration. If you wish to include examples of any forms or processes, use a blank form or ensure that the sensitive information is redacted.

Submittal Requirements

To be considered for this RFP, vendors must submit one copy marked **“Original” and seven copies** of the proposal, with the RFP Number, by the date and time of the response deadline and the name and address of the respondent clearly stated on the outside of the envelope. All copies must be identical in content to the “Original” as the evaluators will only be evaluating the copies.

The Proposer must include in the “Original” binder one soft copy in Microsoft Word or Microsoft Excel if appropriate, on a portable media or electronic readable media (CD or thumb drive), with a label identifying the Proposer’s name and RFP number.

Proposals must be received no later than 3:00 p.m. on July 24, 2019.

Please submit by mail to:

Colby Watling
Kitsap County Purchasing Office Kitsap
614 Division Street, MS-7
Port Orchard, WA 98366

OR

For hand delivery, express, or courier:

Colby Watling
County Administration Building
Purchasing Office – Fourth Floor
619 Division Street
Port Orchard, WA 98366

Proposers are solely responsible for all costs incurred in the development and submission of the response to this RFP, including proposal preparation or any other presentations, whether or not they lead to execution of a contract and agreement with Kitsap County. All materials submitted become the property of Kitsap County.

Proposals must contain the following elements:

1. A brief cover letter and statement of interest in conducting this work.
2. A detailed Pricing Matrix with the Total Cost to Kitsap County for providing all products and services required by this RFP and listed in your proposal. This pricing matrix should be as detailed as possible, and should be broken into two categories:
 - a. Licensing costs for 35 users for five years
 - b. Implementation costs, including all required interfaces.All other costs or fees associated with your proposal should be detailed in the Pricing Matrix.
3. A complete and detailed proposal for providing Kitsap County District Court with the products and services requested. The proposal should be structured to fully address the nine evaluation criteria, and should provide, at a minimum, complete responses to all the following questions and requests for information:

1. Functionality

Provide a detailed summary of no more than five pages that: (1) describes the core features of your proposed software solution; (2) explains the key differences that differentiate your solution from those of your competitors; and (3) describes how your solution meets, or can be adapted to meet, the specific needs of Kitsap County District Court.

2. Security and Storage

Describe your IT security process for a distributed server architecture

Describe your IT security process for a centrally managed server architecture

Describe your IT security process for a hosted and cloud-based architecture

Describe your disaster recovery process for each of the above said architectures

3. Implementation

Describe your implementation processes and procedures.

Describe the roles and responsibilities the vendor and the customer would each have in the implementation process.

Provide a sample of the structured project implementation plan you would utilize.

Describe the number of customer resources necessary for ongoing maintenance of the system.

Describe the number of environments (test, production) supported in an implementation of your system and the cost of each.

Provide a detailed explanation of the estimated length of time necessary for project implementation, beginning with the signing of the contract through final “go live” of the system.

4. Price

Provide a detailed Pricing Matrix with the Total Cost to Kitsap County for providing all products and services required by this RFP and listed in your proposal. This pricing matrix should be as detailed as possible, and should be broken into two categories:

- a. Licensing costs for 35 users for five years
- b. Implementation costs, including all required interfaces.

All other costs or fees associated with your proposal should be detailed in this Pricing Matrix.

5. Data Exchange and Interfaces

State whether your software solution can interface with the following systems.

- Washington State Patrol (Criminal Records, SECTOR e-tickets and collision reports)
- Department of Licensing (Driver and vehicle records)
- County Financials
- AOC Data Exchange
- Collections Company (currently Dynamic)
- Payment Company (currently nCourt)
- Superior Court Case Management System (Odyssey)
- Prosecutor Case Management (Damion)

Describe the process you would use in building interfaces linking these systems with your solution.

Identify any potential issues these systems, or the interfaces required to connect to them, might have that would serve to limit the functionality of your software solution.

6. Maintenance and Support

Describe your technical support organization and structure.

What hours is your Technical Support department available?

Would a designated support representative be assigned to this project?

Do you provide means to check the status of issues on-line?
When was the first version of your software solution released?

Describe how consistently new versions of the software are released.

Describe how software changes or enhancements are incorporated into a release.

Explain how long a release is maintained.

Detail any software license costs or upgrade costs that existing users have incurred in the past, or that would likely be imposed in the future with an upgrade to a new release.

7. Data Conversion

Describe your data conversion process for a distributed server architecture

Describe your data conversion process for a centrally managed server architecture

Describe your data conversion process for a hosted and cloud-based architecture

Describe your disaster recovery process for each of the above said architectures

8. Training

Describe the training you would provide to Court's personnel, and whether that training would be conducted on site.

Describe any "train-the-trainer" technique you would provide to Court personnel?

Do you provide web-enabled training courses and tutorials? If yes, are there any fee that would be associated with those courses?

9. Vendor Experience and References

Please provide a brief background of your organization and its history.

Please provide a brief background of the software solution you are proposing.

Please explain what your organization is doing to remain a viable and stable player in the CMS market.

Describe your market share in the case management software space.

How many District or Municipal Courts in the United States have implemented your software solution, and how many are still operating that solution under a licensing agreement?

Please provide the names of all District or Municipal Courts in Washington State that have implemented your solution?

How many organizations have implemented your solution in the past fiscal year?

Describe your partnership with Microsoft from a product, technology, and business perspective.

Describe your relationship with Law Enforcement jail management systems and records management systems.

Describe your experience with Washington State's Administration of the Courts' Odyssey, SCOMIS and JIS systems.

Describe any experience you have interfacing your software solution with the Data Exchanges and Interfaces previously listed (#5 above).

