



**ADDENDUM NO. # 2**  
**to the**  
**REQUEST FOR PROPOSAL NUMBER 15-024**  
**For**  
***Municipal Court Case Management System***  
**PROPOSALS DUE: *December 4, 2014 2:00 p.m.***

**COMPLETE THIS ADDENDUM, SIGN and SUBMIT with the RFP.**  
**City of Sandy Springs – Purchasing Division**  
**Sandy Springs City Hall**  
**7840 Roswell Road Bldg. 500**  
**Sandy Springs, GA 30350**

We have received and are answering the following questions:

- 1) Question: Section 3.2 Technical Proposal Content outlines the order to include company information, staff information, references, etc. Do you have an outline of how you want the proposal structured (tabs, sections, etc.) as the list in 3.2 does not reference responding to 2.1 Scope of Services, or where to include all required forms?

Answer: Beyond the explicit instructions provided in the RFP structure of the Offeror's proposal is at their discretion. Forms should be included at the end of your technical proposal. They do not count towards the page limit

- 2) Question: In 4.2.4 Clarification/Communication with Offerors, the RFP states "Offerors are cautioned to submit sufficient information in the format specified in this RFP." Can you provide a more concise outline of the specified format?

Answer: Proposals should be printed single-sided on 8.5" X 11" 20 # white paper with no smaller than an 11 point font.

- 3) Question: E-ticket data to and from the City of Sandy Springs Police Department. Which data elements do you wish to send to the Sandy Springs Police Department from the case management system?

Answer: E-ticket data is only sent from the Police Department to the court. Data relevant to the court, which is generally all defendant information listed on the ticket, will

need to be shared between the court and Police Department. The court will not be sending any data to the PD at this time.

- 4) Question: Case and financial data to and from the private probation company contracted to provide services for Municipal Court. Which probation company are you contracted with at this time? Which data elements do you want to send to the probation company? Which data elements do you want to receive from the probation company?

Answer: Judicial Correction Services is the current private probation company contracted with the city. Data relevant to the court such as a payments, defendant information, etc. will be need to be shared between the court and JCS.

- 5) Question: Case and financial data to and from an interactive voice recording system. Which data elements do you wish to send to the interactive voice recording system? Which data elements will be exported from the interactive voice recording system to the case management system?

Answer: Data relevant to a defendant paying a ticket such as date of birth, ticket number, fine amount, court date, etc. will need to be sent to the vendor that manages the interactive voice recording system. Government window is our vendor for the interactive voice recording system. Payment information is sent from the IVR system to the CMS to show payment has been received.

- 6) Question: Bond forfeiture notices to outside bonding agents. Do you envision these notifications to be hard copy or electronic notification? Will an automated email notification suffice?

Answer: It is envisioned that an electronic notification will be sent to bonding agents and that an automated email notification will suffice if it is legally sufficient.

- 7) Question: Would you consider increasing the page submission limit from the 20 pages indicated in the RFP? After providing company information, resumes, and responses to the Scope of Services, I am left with few pages to provide a narrative overview of our case management system and its functionality - a narrative that would provide additional completeness and clarity to our response.

Answer: City required forms and staff resumes two pages or less do not count towards your page count. The 20 page limit should be sufficient.

- 8) Question: Vendor is proposing a proprietary solution. The Sample Contract covers terms for professional services. Should the Vendor submit its license with the response and assume except where the license conflicts with terms in the RFP it will be accepted?

Answer: The Offeror shall not make assumptions regarding the City's acceptance of license terms. Please submit your license for review. The City reserves the right to amend any of the Offeror's terms deemed unacceptable. The City's agreement will prevail in any conflicts. Your license agreement does not count towards your page count.

PLEASE NOTE SUBMISSION OF YOUR LICENSE AGREEMENT DOES NOT CONSTITUTE THE CITY'S ACCEPTANCE OR INTENT TO INCORPORATE INTO ANY CONTRACT AWARDED AS PART OF THIS RFP.

- 9) Question: Vendor has a standard maintenance program for its software. The Sample Contract appears to be designed to cover implementation services. Should the Vendor submit its standard maintenance agreement or prepare a separate SOW for maintenance?

Answer: Please submit your standard maintenance agreement along with your proposal. The City reserves the right to amend any of the Offeror's terms deemed unacceptable. The City's agreement will prevail in any conflicts. Your maintenance agreement does not count in the page count.

PLEASE NOTE SUBMISSION OF YOUR MAINTENANCE AGREEMENT DOES NOT CONSTITUTE THE CITY'S ACCEPTANCE OR INTENT TO INCORPORATE INTO ANY CONTRACT AWARDED AS PART OF THIS RFP.

- 10) Question: Vendor has excellent insurance coverage that would cover dishonest acts by Vendor's employees. Would that coverage be accepted instead of the fidelity bond, which is unusual for Vendor's industry?

Answer: The City will waive the Fidelity Bond requirement

- 11) Question: Broker and insurer will only give notice to customers/additional insured if policies are cancelled. Will a contractual commitment from Vendor that it will provide notice if materially altered or not renewed be acceptable instead of an endorsement from broker with that language?

Answer: This is an acceptable alternative

- 12) Question: Compensation section in the Sample Agreement addresses implementation services. Vendor would expect to be paid software license fees upon contract execution and maintenance annually in advance. What is the expected manner of payment for license and maintenance?

Answer: There are line items for license and maintenance fees on the cost proposal form.

- 13) Question: Term for Vendor's license agreement is perpetual and for maintenance is annual. Can the Term provision in the Sample Agreement be adjusted accordingly?

Answer: Upon review of maintenance and license agreements the City will determine if such an adjustment is possible. The term of any agreement must comply with O.C.G.A. 36-60-13.

14) Question: Vendor offers a limited warranty for software that for 90 days it will conform to specifications provided and published by Vendor and services will be performed in a good and workmanlike manner. The “highest standard of the profession” is a subjective measurement. Vendor would request that “highest” be struck.

Answer: The City will not strike.

15) Question: Vendor will indemnify the customer for 3rd party claims rising directly from the acts or omissions of the Vendor. Can the indemnity provision in the Sample Agreement be narrowed?

Answer: No.

16) Question: Except for indemnity obligations for personal injury, death, property damage, and infringement, Vendor requires a limitation of liability in all contracts, limiting the type of damages to direct and capping liability at contract value. Will the customer consider a limitation of liability for Vendor be added to Sample Contract with carve outs from the cap for the liability listed?

Answer: No

17) Question: Vendor must retain ownership of its preexisting intellectual property and any derivatives thereof although it will grant the Customer a perpetual license to any of Vendor’s intellectual property incorporated into a deliverable. The Sample Contract needs to confirm that ownership. Can such a term be added?

Answer: If your license agreement fails to address retention of intellectual property, this can be a point of negotiation.

18) Question: Can you provide details about the interactive voice recording system?

Answer: Government Window manages the interactive voice recording system. Data is sent from the case management system to Government Window.

19) Question: Can you provide details as to what information for bond forfeiture notices to outside bonding agents needs to be included and how that notice will be transmitted to those bonding agents?

Answer: Bond forfeiture notices will allow the court to notify bonding agents when a defendant has not appeared in court. It is envisioned that an electronic notification will be sent to bonding agents and that an automated email notification will suffice if it is legally sufficient.

20) Question: How many cashier windows does the Court have?

Answer: There are currently four cashier windows and five revenue clerks.

21) Question: Does the Court already have cash drawers and receipt printers? If yes, what model of each does the Court have?

Answer: Yes.

#### PRINTERS:

We currently use two types of printers. Printer # 2 is utilized for one station only. The other three stations have Printer # 1.

- 1) Ithaca – Series 90 Plus Receipt Printer
- 2) Epson TM-U325D – Model M133A Receipt Printer

#### CASH DRAWERS:

We have standard cash drawers that are not connected to the computer or terminal. They are open and closed with a button and locked with a key.

22) Question: 5) Will a computer(s) be used in the Courtroom?

Answer: Yes.

23) Question: 6) Will electronic signatures be used in the Courtroom?

Answer: Yes.

24) Question: Does the Court currently use electronic documents with Courtware? If yes, will you require conversion of documents?

Answer: Yes. Yes.

25) Question: An interface to “middleware” is mentioned in the RFP, can you provide more details on that middleware?

Answer: Section 2.1.2 n) is revised by this Addendum “*through middleware using NIEM and JIEM standards:*” has been struck. Please see revised page included as part of this addendum.

26) Question: How many citations are processed by the Court annually?

Answer: The caseload in Sandy Springs has ranged generally between 20,000 and 30,000 tickets since the start of the court. There were 23,658 cases between January 1, 2013 and December 31, 2013.

27) Question: 3.h) Allows for use of an electronic notary and electronic date stamp. <--Does the county already use eNotary service?

Answer: No.

28) Question: 3.f) Allows for differentiated case management of various types of criminal cases, each set to user defined rules and timeframes that the user can change at any

time without provider support. <--What are the different types of criminal cases that the county expects? And what does "timeframes" means in this context?

Answer: 3 f) has been removed by this Addendum. Please see revised page attached to this Addendum.

29) Question: 3.j) Provides integrated scanning capabilities so that documents can be scanned and stored with each individual case file in the system. A system utilized a bar code system is preferred. <-- Does county have any scanning solutions in preference or in use? Is it a required feature that the county expects in this proposal? Or can we suggest another vendor only for that scanning purpose in our proposal?

Answer: Currently the court has scanning capabilities to scan directly into a case. Scanning directly into a case so that documents are attached to each case is required.

30) Question: 3.q) Provides a web-based, password protected interface for outside users (generally attorneys) to file any and all court documents using either the Court's standard templates. <-- What are the different standard Court templates that the county mentioned here?

Answer: Forms such as a video request form are envisioned for this process.

31) Question: 4.l) Schedules cases for arraignment based on defined parameters. <-- Can you please list few of those parameters (just to get an idea) and an example?

Answer: The ability to run a report showing arraignment cases based on date, time, or other parameters.

*"Schedules"* is a typo. It should read *"Scheduled"*. Please see revised page provided as part of this Addendum.

32) A prior to implementation of the new system, as well as provide guarantees that data is accurately converted from the Courtware to the new system. <-- What is the volume of existing data in Courtware? For estimation purposes, can you give us the data elements and record layouts that need to be converted?

Answer: The number of cases currently in our system is approximately 222,221. This encompasses all cases including those closed. All data would need to be converted to include ticket information, warrants, payments, scanned documents, etc.

33) Question: Does the City plan to conduct product demonstrations and Q&A sessions with each vendor as part of the review process?

Answer: The City reserves the right to exercise this evaluation method if it is deemed in our best interest.

34) Question: What is the time frame for the City to complete their review of the proposals and announce a final selection/award decision?

Answer: An exact schedule is impossible to predict at this point in the process. We hope to have the new system running in the second half of 2015.

35) Question: Section 2 Item 6: In potential request to provide access to other City Departments as requested, will this be full solution access or "View Only"?

Answer: It will be view only for anyone other than the 18 end users.

36) Question: Section 2 Item 6: The City identifies a total of 18 end users or seats accessing the solution selected. Please confirm: In providing training prior to a transition to the new solution, would training be focused on these 18 end users only, or will time/facilities be allocated to the provider to complete required training for all users including additional "view only" personnel? Can the City identify the number of personnel and related information?

Answer: There are currently 13 staff members in the clerk's office and 5 in the revenue department that take payments.

37) Question: Section 2.1.2 (#3): (a) What elements is the City requesting to be present on your dashboard?

Answer: A dashboard may include items such as the most recent cases and task list for each user. It is preferred that the dashboard be configurable depending on the needs for each user.

38) Question: Section 2.1.2 (#3): (f) What are some examples of user updatable case rules and time frames?

Answer: The user may want notifications set to show when certain types of cases such as DUI's are aged at a set amount of time different than other cases. These types of rules of notifications would need to be flexible depending on the needs of the court.

39) Question: Section 2.1.2 (#3): (g) In references to "stores. All formats" - What are the system related files?

Answer: Any possible document related to any case.

1- Question: Section 2.1.2 (#3): (j) How does the City envision a bar code systems integration? Specifically how would it be integrated with scanning and storing?

Answer: A bar code system would be utilized for documents printed for each case that would allow for faster scanning without directly opening a case.

40) Question: Section 2.1.2 (#3): (n-1) What E-ticket data would be sent to the SSPD?

Answer: E-ticket data is only sent from the Police Department to the court. Data relevant to the court which is generally all defendant information listed on the ticket will need to be shared between the court and Police Department. We will not be sending any data to the PD at this time.

- 41) Question: Section 2.1.2 (#3): (n-9) How would the City envision case and financial data integration with an interactive voice recording system? How will the data be exported to and extracted from such a system?

Answer: Data relevant to a defendant paying a ticket such as date of birth, ticket number, fine amount, court date, etc. will need to be sent to the vendor that manages the interactive voice recording system. Government window is our vendor for the interactive voice recording system. Payment information is sent from the IVR system to the CMS to show payment has been received.

- 42) Question: Section 2.1.2 (#3): (q) What are the Court's procedures for allowing the attorneys to file documents? Are they submitting documents and then the courts accepts and attaches to the case or is the attorney attaching documents to the case and the clerk accepts?

Answer: Forms such as a video request form are envisioned for this process. Documents are attached to the case once they are submitted by an attorney.

- 43) Question: Section 2.1.2 (#3): (u) In reference to updating criminal histories - Is the updating of histories done at closing or at adjudication? If at closing, what does the City consider a closed case?

Answer: Updates to criminal histories is done at adjudication. Closed means when a defendant's case is completed in all aspects.

**THE QUESTION AND ANSWER PERIOD IS CLOSED. ADDITIONAL QUESTIONS MAY NOT BE ANSWERED.**

**Revised RFP Pages Follow**

**I hereby acknowledge receipt of Addendum 2 for the abovementioned RFP and have incorporated the changes into my response.**

**COMPANY NAME:** \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_ **FAX: :** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**End of Addendum No. #2**