



Fulton County Board of Commissioners
Agenda Item Summary

BOC Meeting Date
 10/15/2014

Requesting Agency

State Court

Commission Districts Affected
 All Districts

Requested Action (*Identify appropriate Action or Motion, purpose, cost, timeframe, etc.*)

Request approval of recommended proposal – State Court, RFP# 14RFP93286A-CJC, E-Filing System with Tyler Technologies (Plano, TX) to provide an integrated electronic filing system for all case types within the jurisdiction of State Court, Magistrate Court, Superior Court and Probate Court effective upon execution of contract for five years with one renewal option. This is a revenue generating contract.

Requirement for Board Action (*Cite specific Board policy, statute or code requirement*)

In accordance with Purchasing Code Section 102-374 and 102-375, all competitive sealed proposals shall be forwarded to the Board of Commissioners for approval.

Is this Item Goal Related? (*If yes, describe how this action meets the specific Board Focus Area or Goal*)

Yes This is a timely, cost effective delivery of a service and product to Fulton County Customers.

Is this a purchasing item?

Yes

Summary & Background

(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)

State Court requests approval of recommended proposal for implementation of an electronic filing system.

The contract will be a revenue generating contract with anticipated revenue in the amount of \$1.00 per e-filing transaction per Court (based on participation) and will provide a fully integrated, comprehensive, cost-effective, and user-friendly electronic filing system to accommodate all case filings within the jurisdiction of Clerk of Superior Court, State and Magistrate, and Probate Court.

The e-filing system will satisfy access to justice issues by making e-filing available to all litigants filing in the Clerk of Superior Court, State Court, Magistrate Court and Probate Court. The implementation of the e-filing system will allow end users to file pleadings and other documents remotely and securely 24 hours a day, every day of the year. This will ultimately create paper on demand Courts.

If this contract is not awarded, the Courts will not be able to offer electronic filing like other metro courts, locally and nationally. The Courts will continue to have to accept paper filings and miss the opportunity to offer the convenience of e-filing to end users; moreover, miss the operating efficiency that e-filing provides.

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Interim Director	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

1. Total number of notifications mailed: 19
2. Total number of notifications to Fulton County based businesses: 6
3. Total number of notifications to MFBEs: 12
4. Total Number of proposals received: 5
5. Total number of proposals received from Fulton County based businesses: 0

Contract Compliance Information*(Provide Contractor and Subcontractor details.)***Contract Value:** Revenue Generating**Prime Vendor:** **Tyler Technologies****Prime Status:** **Non-Minority****Location:** Plano, Texas**County:** Collin County**Prime Value:** Revenue Generating**Subcontractor:** **None****Total Contract Value:** **Revenue Generating****Total M/FBE Value:** **Revenue Generating**

Contractor Type	Contractor Status	Contractor Name	Address	City	State	Zip Code	Contact Name	Contact Phone	Contact Email	Upon Approval	Amount	Percentage	Prime/Contract Value
Prime	Non-M/FBE	Tyler Technologies	6500 International Parkway	Plano	Texas	75093	Eric Cullison	214-593-6671			Revenue Generating	100%	Revenue Generating

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Interim Director	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

14-0859

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:	7	12		19
No. Bids Received:	5	0		5

Total Contract Value	Revenue Generating
Total M/FBE Values	-0-
Total Prime Value	Revenue Generating

Fiscal Impact / Funding Source	<i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>
Revenue Generating	

Exhibits Attached	<i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>
Exhibit 1: Evaluation Committee Recommendation Letter	
Exhibit 2: Contractor Performance Report	

Source of Additional Information
Cicely Barber, Court Administrator/Chief Clerk, State and Magistrate Court (404) 612-0758

Agency Director Approval		County Manager's Approval
Typed Name and Title	Phone	
Felicia Strong-Whitaker, Interim Director	404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

Continued

Procurement			
Contract Attached: .	Previous Contracts: .		
Solicitation Number: .	Submitting Agency: .	Staff Contact: .	Contact Phone: .
Description: .			
FINANCIAL SUMMARY			
Total Contract Value: Original Approved Amount: .Revenue Generating Previous Adjustments: . This Request: . TOTAL: .Revenue Generating	MBE/FBE Participation: Amount: . %: . Amount: . %: . Amount: . %: . Amount: . %: .		
Grant Information Summary: Amount Requested: <input type="checkbox"/> Cash Match Required: <input type="checkbox"/> In-Kind Start Date: <input type="checkbox"/> Approval to Award End Date: <input type="checkbox"/> Apply & Accept Match Account \$: .			
Funding Line 1: NA	Funding Line 2: .	Funding Line 3: .	Funding Line 4: .
KEY CONTRACT TERMS			
Start Date: 11/1/2014	End Date: 12/31/2015		
Cost Adjustment: .	Renewal/Extension Terms: .		
ROUTING & APPROVALS (Do not edit below this line)			
X	Originating Department: .	Barber, Cicely	Date: 9/30/2014
.	County Attorney: .	.	Date: .
X	Purchasing/Contract Compliance: .	Strong-Whitaker, Felicia	Date: 10/5/2014
X	Finance/Budget Analyst/Grants Admin: .	Wilson, Jacqueline	Date: 9/30/2014
X	Grants Management: .	.	Date: .
X	County Manager: .	O'Connor, Patrick	Date: 10/9/2014



INTEROFFICE MEMORANDUM

TO: Felicia Strong-Whitaker, Interim Director
Department of Purchasing & Contract Compliance

FROM: Evaluation Committee Recommendation Letter

DATE: September 16, 2014

PROJECT: 14RFP93286A-CJC, E-Filing System

In accordance with the Purchasing Code, a duly appointed Evaluation Committee has reviewed the proposals submitted in response to the above-reference project on behalf of State and Magistrate Courts, Clerk of Court, and Probate Court.

Four (4) qualified firms submitted proposals for evaluation and consideration for award of this project:

1. File & ServeXpress
2. ImageSoft, Inc.
3. Tybera Inc.
4. Tyler Technologies

After review, evaluation and consideration of all available information related to the requirements and evaluation criteria of the RFP, the Evaluation Committee has determined that the proposal submitted by Tyler Technologies with a total score of 83.7, is the recommended vendor for the award of 14RFP93286A-CJC, E-Filing System.

September 16, 2014

Page | 2

The Evaluation Committee members attest that each member scored each proposal independently in accordance with the evaluation criteria set forth in the Request for Proposal and that their individual score is a part of the final scores in the attached Evaluation Matrix.

EVALUATION COMMITTEE MEMBERS:

C Barber

Cicely Barber,
Court Administrator, State Court

L Hawkins

Lenora Hawkins, State & Magistrate Court
Deputy Clerk Records Administrator

Cathelene Robinson

Cathelene "Tina" Robinson, Clerk of Superior Court
Superior Court

Arivey Meeks

Arivey Meeks, Administrative Officer/Chief
Clerk of Superior Court

Che Alexander

Che Alexander, Director of Court Services
Clerk of Superior Court

J Reich

Jonathan Reich, Senior IT Project Manager
Information Technology

Susan Edlein

Susan Edlein, State Court Judge
State Court

D Bessen

Diane Bessen, State Court Judge
State Court

EVALUATION CRITERIA	WEIGHT %	Vendor Name	Vendor Name	Vendor Name	Vendor Name
		Tyler Technologies	File & ServeXpress Inc.	ImageSoft Inc.	Tybera Inc.
Ability of Proposer To Provide The Services Requested In The RFP (Technical Requirements, Usability, Stability and Integration)	40	36.3	26.3	21.3	13.8
Project Team Qualifications/Qualifications of Key Personnel	20	17.5	17.5	13.8	9.4
Relevant Project Experience	13	13	9.75	5.7	3.3
Availability of Key Personnel	10	6.9	10	4.7	3.4
Local Preference	5	0	0	0	0
Service Disabled Veterans Preference	2	0	0	0	0
Total Cost To Provide Service	5	5	1.03	0.7	0
Revenue Sharing	5	5	5	5	5
TOTAL SCORE:	100.00	83.7	69.3	51.2	34.9

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE				
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES				
Report Period Start	Report Period End		Contract Period Start	Contract Period End
4/1/2014	9/30/2014		7/8/2013	
PO Number				PO Date
Department	STATE AND MAGISTRATE COURTS			
Bid Number				
Service Commodity	Criminal & Civil Case Management System			
Contractor	TYLER TECHNOLOGIES			

0 = Unsatisfactory Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.

1 = Poor Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.

2 = Satisfactory Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.

3 = Good Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.

4 = Excellent Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

0 **Comments:**
The Odyssey case management system is a great improvement to the business processes in State & Magistrate Court.

1

2

3

4

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

0 **Comments:**
Our significant milestone were met . When deadlines coule not be met, we were informed ahead of time.

1

2

3

4

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:
Response time is satisfactory. If needed, we escalate issues to additional personnel, and the problem is resolved quickly.

0

1

2

3

4

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

0

- 1
- 2
- 3
- 4

All requirements have been met.

5. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

- 0 Comments:
- 1 Key personnel have been essential in helping us use the system.
- 2
- 3
- 4

Overall Performance Rating:	3.0		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:	Cicely Barber
<input checked="" type="radio"/> Yes <input type="radio"/> No		Department Head Signature	Date
Cicely Barber	<i>CBailey</i>		9/24/2014

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE				
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES				
Report Period Start	Report Period End		Contract Period Start	Contract Period End
4/1/2014	9/30/2014		7/8/2013	
PO Number			PO Date	
Department	STATE AND MAGISTRATE COURTS			
Bld Number				
Service Commodity	Criminal & Civil Case Management System			
Contractor	TYLER TECHNOLOGIES			

0 = Unsatisfactory Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.

1 = Poor Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.

2 = Satisfactory Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.

3 = Good Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.

4 = Excellent Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

0
 1
 2
 3
 4

The Odyssey case management system is a great improvement to the business processes in State & Magistrate Court.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

0
 1
 2
 3
 4

Our significant milestone were met. When deadlines could not be met, we were informed ahead of time.

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

0
 1
 2
 3
 4

Response time is satisfactory. If needed, we escalate issues to additional personnel, and the problem is resolved quickly.

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

0

- 1
- 2
- 3
- 4

All requirements have been met.

5. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

- 0 Comments:
- 1 Key personnel have been essential in helping us use the system.
- 2
- 3
- 4

Overall Performance Rating:	3.0		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	Cicely Barber
Department Head Name	Department Head Signature		Date
Cicely Barber	C Barber		9/24/2014