


Add-on

19-1163

 Fulton County Board of Commissioners Agenda Item Summary		BOC Meeting Date 12/18/2019
Requesting Agency Clerk of Superior Court		Commission Districts Affected All Districts
Requested Action <i>(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)</i> Request approval to renew existing contract – Clerk of Superior Court, 14RFP93286A-CJC, E-Filing System with Tyler Technologies, Inc. (Plano, TX) to provide an integrated electronic filing system for all case types within the jurisdiction of State, Magistrate, Superior and Probate Courts. This is a revenue generating contract. This action exercises the first of one renewal option. No renewal options remain. Effective dates: January 1, 2020 through December 31, 2021.		
Requirement for Board Action <i>(Cite specific Board policy, statute or code requirement)</i> In accordance with Purchasing Code Section 102-394(6), the Purchasing Department shall present all renewal requests to the Board of Commissioners at least 90 days prior to the contract renewal date or 60 days if the contract term is six (6) months or less.		
Is this Item related to a Strategic Priority Area? <i>(If yes, note strategic priority area below)</i> Yes All people trust government is effective, efficient and fiscally sound		
Is this a purchasing item? Yes		
Summary & Background		<i>(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)</i>
Scope of Work: This contract provides a fully integrated e-filing system to accommodate all case filings within the jurisdiction of Clerk of Superior Court, State and Magistrate, and Probate Courts. 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 and Magistrate, and Probate Courts. The system allows end users to file pleadings and other documents remotely and securely 24 hours a day, every day of the year. Community Impact: If this contract is not renewed, the Courts will be unable to offer electronic filing like other metro courts as required by law. Department Recommendation: Recommends approval. Project Implications: None Community Issues/Concerns: None		

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

Continued

Department Issues/Concerns: None

History of BOC Agenda Item:

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Award Amount	14-0859	10/15/2014	Revenue Generating
Renewal No.1			Revenue Generating
Total Revised Amount			

Contract & Compliance Information *(Provide Contractor and Subcontractor details.)*

Contract Value: Revenue Generating
Prime Vendor: Tyler Technologies, Inc.
Prime Status: Non-Minority
Location: Plano, TX
County: Collin County
Prime Value: Revenue Generating

Total Contract Value: Revenue Generating
Total M/FBE Value: Revenue Generating

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:				
No. Bids Received:				
Total Contract Value	Revenue Generating			
Total M/FBE Values	Revenue Generating			
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>		
All funds will be deposited into revenue line 100-470-470-4011				
Exhibits Attached		<i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>		
Exhibit 1: Contract Renewal Agreement				
Exhibit 2: Contractor Performance Report				
Source of Additional Information		<i>(Type Name, Title, Agency and Phone)</i>		
Tina Robinson, Clerk of Superior Court				

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

Procurement

Contract Attached: No	Previous Contracts: Yes		
Solicitation Number: 14RFP93286A-CJC	Submitting Agency: Clerk of Superior Court	Staff Contact:	Contact Phone:
Description: To provide E-Filing services			

FINANCIAL SUMMARY

Total Contract Value:		MBE/FBE Participation:	
Original Approved Amount:	Revenue	Amount:	%:
Previous Adjustments:	Generating	Amount:	%:
This Request:		Amount:	%:
TOTAL:	Revenue Generating	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: 100-470-470-4011	Funding Line 2:	Funding Line 3:	Funding Line 4:
	.	.	.

KEY CONTRACT TERMS

Start Date: 1/1/2020	End Date: 12/31/2021
Cost Adjustment:	Renewal/Extension Terms: No renewal options remain

ROUTING & APPROVALS

(Do not edit below this line)

X	Originating Department:	Robinson, Tina	Date: 12/12/2019
X	County Attorney:	Martinez, Dominique	Date: 12/12/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/12/2019
	Finance/Budget Analyst/Grants Admin:	Monica Jones	Date: 12/12/2019
	Grants Management:		Date:
X	County Manager:	Anderson, Dick	Date: 12/12/2019



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACT RENEWAL AGREEMENT

DEPARTMENT: Clerk of Superior Court

BID/RFP# NUMBER: 14RFP93286A-CJC

BID/RFP# TITLE: E-Filing System

ORIGINAL APPROVAL DATE: October 15, 2014

RENEWAL PERIOD: FROM: January 1, 2020 through December 31, 2022

RENEWAL OPTION #: 1 OF 1

NUMBER OF RENEWAL OPTIONS: One (1)

RENEWAL AMOUNT: Revenue Generating Contract

COMPANY'S NAME: Tyler Technologies, Inc.

ADDRESS: 5101 Tennyson Parkway

CITY: Plano

STATE: TX

ZIP: 75024

This Renewal Agreement No. ____ was approved by the Fulton County Board of Commissioners on BOC DATE: BOC NUMBER:

SIGNATURES: SEE NEXT PAGE

SIGNATURES:

Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP# _____

(Person signing must have signature authority for the company/corporation)

NAME: _____ (Print)
(CEO, President, Vice President)

VENDOR'S SIGNATURE: _____ DATE: _____

ATTEST:

NOTARY PUBLIC: _____

TITLE: _____ COUNTY: _____

SEAL (Affix) MY COMMISSION EXPIRES: _____

FULTON COUNTY, GEORGIA

ROBERT L. PITTS, CHAIRMAN
FULTON COUNTY BOARD OF COMMISSIONERS
DATE: _____

ATTEST:

TONYA R. GRIER
INTERIM CLERK TO THE COMMISSION
DATE: _____

SEAL (Affix)

DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:

DEPARTMENT HEAD: _____ (Print)

DEPARTMENT HEAD SIGNATURE: _____ DATE _____

ITEM#: _____ RCS: _____ RECESS MEETING	ITEM#: _____ RM: _____ REGULAR MEETING
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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2015	12/31/2019	1/1/2015	12/31/2019
PO Number		PO Date	
Department	<u>Superior Court - Clerk</u>		
Bid Number	14RFP93286A-CJC		
Service Commodity	E-FILING 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
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

All excellent. Products and personnel are progressive and competent.

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
☐ 1
☒ 2
☐ 3
☐ 4

Comments:

Political, business and legislative changes often dictate we undertake and respond to often unforeseen needs/projects. Although Tyler is great at consulting with us on solutions for our needs, their delivery time is sometimes slow.

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

- ☐ 0
☐ 1

Comments:

- ☐ 2
☒ 3
☐ 4

Good overall

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Good overall

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Lelyn Tyson and Lacey Blackwell are excellent. They are always responsive to our issues and their guidance and recommendations are sound.

Overall Performance Rating: 3.2

Would you select/recommend this vendor again?
Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

issac.standard

Department Head Name	Department Head Signature	Date
		12/17/2019

