



Respondent Name:

TARRANT COUNTY
PURCHASING DEPARTMENT

JACK BEACHAM, C.P.M., A.P.P.
PURCHASING AGENT

MELISSA LEE, C.P.M., A.P.P.
ASSISTANT PURCHASING AGENT

RFP NO. 2018-095

**REQUEST FOR PROPOSALS
FOR
CASE MANAGEMENT SYSTEMS FOR
PRETRIAL SERVICES AND CRIMINAL
COURTS ADMINISTRATION**

**PROPOSALS DUE JULY 16, 2018
2:00 P.M.**

RFP NO. 2018-095

TABLE OF CONTENTS

PRE-PROPOSAL CONFERENCE	1
OPENING DATE, TIME, PROCEDURES, CONTACTS	2
GENERAL CONDITIONS	3
SPECIAL TERMS AND CONDITIONS OF THE CONTRACT.....	7
STATEMENT OF WORK	
I. TERMS, ACRONYMS, AND ABBREVIATION	10
II. EXECUTIVE SUMMARY	12
III. SCOPE OF WORK	14
IV. PTS	18
V. CRIMINAL COURTS ADMINISTRATION	39
VI. PROJECT DELIVERABLES	54
VII. PRODUCT DELIVERABLES	55
VIII. PRICING	56
IX. RESPONDENT'S EXPERIENCE	56
X. SECURITY BACKGROUND CHECK.....	57
XI. EVALUATION CRITERIA	58
XII. RESPONSE FORMAT	60
XIII. PRESENTATIONS	60
XIV. BEST AND FINAL OFFER (BAFO).....	61
XV. CONTRACT NEGOTIATION	61
XVI. PROHIBITED COMMUNICATION	61
TARRANT COUNTY HUB POLICY	62
FORMS AND QUESTIONNAIRES	
DISADVANTAGED BUSINESS ENTERPRISES FORM	66
REFERENCES	67
SIGNATURE FORM	69
COMPLIANCE WITH FEDERAL AND STATE LAWS	71
DEFICIENCIES AND DEVIATIONS FORM	72
NO BID RESPONSE FORM	73
PRICE FORMS	74

This Table of Contents is intended as an aid to Respondents and not as a comprehensive listing of the proposal package. Respondents are responsible for reading the entire proposal package and complying with all specifications.

**RFP FOR CASE MANAGEMENT SYSTEMS FOR
PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION**

PRE-PROPOSAL CONFERENCE

All Respondents are encouraged to attend a Pre-Proposal Conference to be held:

DATE: WEDNESDAY, JUNE 20, 2018

TIME: 10:00 A.M.

LOCATION: TARRANT COUNTY ADMINISTRATION BUILDING
PURCHASING DEPARTMENT CONFERENCE ROOM
100 E. WEATHERFORD STREET, SUITE 303
FORT WORTH, TX 76102

Note: There is No opportunity for remote attendance of this meeting

RSVP: Respondents planning to attend the pre-proposal conference should RSVP, in writing, via facsimile, no later than 5:00 p.m., Tuesday, June 19, 2018.

Send RSVPS to Chris Lax, at (817) 884-2629.

Questions from respondents will be addressed at the pre-proposal conference. Any vendor who submits a proposal without attending the scheduled pre-proposal conference does so at his own risk. Such applicant who submits a proposal and does not attend the scheduled pre-proposal conference waives any right to assert claims due to undiscovered conditions

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

Tarrant County is soliciting proposals for **CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION**.

BY MAIL VIA US POSTAL SERVICE
THE ORIGINAL AND ELEVEN (11) COPIES
OF
COMPLETED PROPOSALS
MUST BE RECEIVED IN THE
TARRANT COUNTY PURCHASING DEPARTMENT
AT 100 E. WEATHERFORD, SUITE 303
FORT WORTH, TEXAS 76196-0104
ON OR BEFORE JULY 16, 2018 AT 2:00 P.M.

BY COURIER, FEDERAL EXPRESS
THE ORIGINAL AND ELEVEN (11) COPIES
OF
COMPLETED PROPOSALS
MUST BE RECEIVED IN THE
TARRANT COUNTY PURCHASING DEPARTMENT
AT 100 E. WEATHERFORD, SUITE 303
FORT WORTH, TEXAS 76102
ON OR BEFORE JULY 16, 2018 AT 2:00 P.M.

All proposals, are due in the Tarrant County Purchasing Department by the due date in sealed envelopes or boxes. All proposals must be clearly marked with the Proposal Number, the name of the company submitting the proposal package, and date and time of opening on the outside of the envelope/box and/or Air Bill/Delivery Receipt. Original proposal must be clearly marked "ORIGINAL" and contain all original signatures. "No-Bid" response to be returned on form included in section under forms.

Any proposal received after the date and hour set for Proposal opening will not be accepted. Respondent will be notified and will advise Tarrant County Purchasing as to the disposition by either pick up, return at Respondent's expense, or destroyed with written authorization of the Respondent. If Proposals are sent by mail to the Tarrant County Purchasing Department, the Respondent shall be responsible for actual delivery of the Proposal package to the Tarrant County Purchasing Department before the date and hour set for Proposal opening. If mail is delayed either in the postal service or in the internal mail system of Tarrant County beyond the date and hour set for the Proposal opening, proposals thus delayed will not be considered and will be disposed of as authorized.

Proposals may be withdrawn at any time prior to the official opening. Alterations made before opening time must be initialed by Respondent guaranteeing authenticity. After the official opening, Proposals become the property of Tarrant County and may not be amended, altered or withdrawn without the recommendations of the Tarrant County Purchasing Agent and the approval of Tarrant County Commissioners Court.

Tarrant County is exempt from Federal Excise and State Sales Tax, therefore, tax must not be included in the proposal. The County is not exempt from Surplus Lines Tax or Texas Stamping Tax.

Tarrant County reserves the right to accept or reject in part or in whole any proposals submitted, and to waive any technicalities for the best interest of the County.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

No oral explanation or instructions will be given by County officials or employees in regard to the meaning of the proposal specifications before the award of the contract unless authorized by the Tarrant County Purchasing Agent or their designee. Request from interested proposers for additional information or interpretation of the information included in the specifications should be directed in writing to:

CHRIS LAX, CPSM SENIOR CONTRACTS ADMINISTRATOR
FAX: (817) 884-2629

All documents relating to this proposal including but not limited to, the proposal document, questions and their answers, addenda and special notices will be posted under the proposal number on the Tarrant County website and available for download by interested parties. No documents will be faxed or emailed after the initial Notice of Intent prior to award. It is the Respondent's sole responsibility to review this site and retrieve all related documents prior to the Proposal due date.

The deadline for receipt of all questions is 12:00 (Noon), Fort Worth, Texas time, Thursday, June 21, 2018. After the question deadline, all questions and their responses will be posted on the website and available for download by interested parties.

All Proposal Response Forms and questionnaires must be fully completed and included in your response. Detailed specifications have been provided, and any deviations or exceptions must be referenced on the designated response forms that have been provided. Unless deviations are specifically stated herein, benefits will be provided according to the specifications at no additional charge.

Proposal is issued in compliance with the County Purchasing Act, Section 262.030. Negotiations may be conducted with responsible Respondent(s) who submit Proposals determined to be reasonably susceptible of being selected for award.

It is the Respondent's sole responsibility to print and review all pages of the Proposal document, attachments, questions and answers, addenda, and special notices. The Signature Form must be signed and returned. Failure to provide signature on this form renders Proposal non-responsive. Failure to complete and submit all required forms, including but not limited to References, Compliance with Federal and State Laws, Questionnaires, Addenda (including revised forms), and any other specified forms or documents will be grounds for rejection of entire proposal.

CONFIDENTIALITY: Any material that is to be considered confidential in nature must be clearly marked as such and may be treated as confidential to the extent allowable in the Texas Public Information Act. Pricing information is not considered confidential. Trade secrets or confidential information **MUST** be placed in a separate envelope marked "**CONFIDENTIAL INFORMATION**" and **EACH PAGE** must be marked "**CONFIDENTIAL INFORMATION.**" Tarrant County will make every effort to protect these papers from public disclosure as outlined in Texas Local Government Code, Section 262.030(c).

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

The Texas Public Information Act gives the public the right to request access to government information, subject to certain narrow exceptions. Tarrant County is an entity subject to this Act. Therefore, please be advised that your company's declaration that certain information submitted in response to a Proposal is "confidential" will not be treated as such if the County receives a request for a copy of the Proposal. The County will of course make every effort to inform your company of such a request and to provide you with an opportunity to object to the release of any proprietary per the procedure outlined in Texas Government Code Section 552.305. Notice to your company under Section 552.305 may be sent via either certified mail or e-mail using the contact information provided by you on the signature form. Please be advised that Tarrant County cannot and will not make an agreement to withhold information from the public contrary to the County's responsibilities under the Act.

Additionally, to the extent your proposal is incorporated into the contract, the proposal will become an official record available for public inspection.

Proposals shall be opened to avoid disclosure of contents to competing Respondents and kept secret during the process of negotiation. All Proposals that have been submitted shall be open for public records request after the contract is awarded, except for trade secrets and confidential information contained in the proposals and identified as such.

All proposals shall specify terms and conditions of payment, which will be considered as part of, but not control, the award of proposal. County review, inspection, and processing procedures ordinarily require thirty (30) days after receipt of invoice, materials, or service. Proposals which call for payment before thirty (30) days from receipt of invoice, or cash discounts given on such payment, will be considered only if, in the opinion of the Tarrant County Purchasing Agent, the review, inspection, and processing procedures can be completed as specified.

Invoices shall be sent directly to the Tarrant County Auditor's Office, Attention: Accounts Payable, 100 East Weatherford, Room 506, Fort Worth, Texas 76196, or email to SAP-invoices@tarrantcounty.com. In accordance with the Prompt Payment Act, it is the intention of Tarrant County to make payment on completed orders within thirty (30) days after receipt of invoice or items; whichever is later, unless unusual circumstances arise. **Invoices must be fully documented as to labor, materials, and equipment provided and must reference the Tarrant County Purchase Order Number in order to be processed. No payments shall be made on invoices not listing a Purchasing Order Number.**

Continuing non-performance of the Vendor in terms of specifications shall be a basis for the termination of the contract by Tarrant County. Tarrant County shall not pay for work, equipment, or supplies which are unsatisfactory. The vendor will be given a reasonable opportunity before termination to correct the deficiencies. This, however, shall in no way be construed as negating the basis for termination for non-performance.

The **contract may be terminated** by either party upon written thirty (30) days notice prior to cancellation.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

Proposals will be considered non responsive if they show any omissions, alteration of form, additions or conditions not called for, or inconsistencies of any kind. However, Tarrant County reserves the right to waive any inconsistencies and to make award in the best interest of the County.

Proposals may be deemed non-responsive, among other reasons, for any of the following specific reasons:

1. Proposals containing any inconsistencies.
2. Unbalanced value of any items.

Respondents may be disqualified and their proposals not considered, among other reasons, for any of the following specific reasons:

1. Reason for believing collusion exists among the Respondents.
2. Reasonable grounds for believing that any Respondent is interested in more than one proposal for the work contemplated.
3. Respondent being interested in any litigation against the County.
4. Respondent being in arrears on any existing contract or having defaulted on a previous contract.
5. Lack of competency as revealed by a financial statement, experience and equipment, questionnaires, etc.
6. Uncompleted work that in the judgment of the County will prevent or hinder the prompt completion of additional work, if awarded.
7. Respondents shall not owe delinquent property tax in Tarrant County.
8. Respondent past performance record with Tarrant County.
9. Limited competition.

Due care and diligence has been used in preparation of this information, and it is believed to be substantially correct. However, the responsibility for determining the full extent of the exposure and the verification of all information presented herein shall rest solely with the Respondent. Tarrant County and its representatives will not be responsible for any errors or omissions in these specifications, nor for the failure on the part of the Respondent to determine the full extent of the exposures.

The successful Vendor may not assign their rights and duties under an award without the written consent of Tarrant County Purchasing Agent. Such consent shall not relieve the assignor of liability in the event of default by the assignee.

Audit Clause: The Vendor must agree that Tarrant County will, until the expiration of twelve (12) months after final payment under this agreement, have access to and the right to examine at reasonable times any directly pertinent books, documents, papers and records (hard copy, as well as computer generated data) of the Vendor involving those transactions related to this solicitation. Vendor must agree that Tarrant County will have access during normal working hours to all necessary facilities, staff and work space in order to conduct audits. Tarrant County will provide the vendor with reasonable advance notice of intended audits. The Vendor must provide records within ten (10) business days or a mutually agreed upon timeline.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

TO THE EXTENT PERMITTED BY LAW, VENDOR AGREES TO DEFEND, INDEMNIFY AND HOLD TARRANT COUNTY, ITS OFFICIALS, AGENTS, SERVANTS AND EMPLOYEES, HARMLESS AGAINST ANY AND ALL CLAIMS, LAWSUITS, ACTIONS, COSTS AND EXPENSES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, THOSE FOR PROPERTY DAMAGE OR LOSS (INCLUDING ALLEGED DAMAGE OR LOSS TO OWNER'S BUSINESS AND ANY RESULTING LOST PROFITS), EMPLOYMENT MATTERS, AND/OR PERSONAL INJURY, INCLUDING DEATH, THAT MAY RELATE TO OR ARISE OUT OF OR BE OCCASIONED BY (i) VENDOR'S BREACH OF ANY OF THE TERMS OR PROVISIONS OF THIS AGREEMENT OR (ii) ANY NEGLIGENT ACT OR OMISSION OR INTENTIONAL MISCONDUCT OF VENDOR, ITS OFFICERS, AGENTS, ASSOCIATES, EMPLOYEES, CONTRACTORS OR SUBCONTRACTORS, RELATED TO THE PERFORMANCE OF THIS AGREEMENT.

RESPONDENT(S) WILL COMPLY WITH ALL STATE, FEDERAL, AND LOCAL LAWS INCLUDING BUT NOT LIMITED TO THE AMERICANS WITH DISABILITIES ACT, TITLE VII OF THE CIVIL RIGHTS OF 1964, AGE DISCRIMINATION IN EMPLOYMENT ACT, CIVIL RIGHTS ACT OF 1991, FEDERAL INSURANCE CONTRIBUTIONS ACT (FICA), FAIR LABOR STANDARDS ACT, EQUAL PAY ACT OF 1963 AND THE AFFORDABLE HEALTH CARE ACT, AS TO TREATMENT AND COMPENSATION OF ITS EMPLOYEES.

RESPONDENT(S) WILL PREPARE PAYROLL CHECKS, MAKE ALL NECESSARY DEDUCTIONS AND PAY ALL TAXES, MAINTAIN INSURANCE REQUIRED BY FEDERAL, STATE, AND LOCAL LAWS. RESPONDENT ACCEPTS FULL RESPONSIBILITY FOR THE PAYMENT OF WAGES, COMPENSATION, OVERTIME, AND BENEFITS TO PERSONNEL. RESPONDENT ACCEPTS RESPONSIBILITY FOR PAYMENT OF ALL TAXES, ASSESSMENTS, FEES, AND FINES THAT MAY BE DUE AND OWING TO ANY LOCAL, STATE, OR FEDERAL GOVERNMENT AGENCIES.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

SPECIAL TERMS AND CONDITIONS OF THE CONTRACT

1. **CONTRACT TERMS:** Vendor(s) will be awarded a thirty-six (36) month contract, effective from date of award or notice to proceed as determined by Tarrant County Purchasing. At Tarrant County's option and approval by the Vendor, the contract may be renewed for two (2) additional twelve (12) month periods, as further explained in Renewal Options. **Prices must remain firm for the entire contract.**
2. **RENEWAL OPTIONS:** Tarrant County reserves the right to exercise an option to renew the contract of the Respondent for two (2) additional twelve (12) month periods, provided such option be stipulated in the Special Conditions and agreed upon by both parties. If Tarrant County exercises the right in writing, the Vendor must update and submit any documents required during the initial solicitation by no later than thirty (30) calendar days prior to the commencement of the option period. These required documents, must be in force for the full period of the option. If the updated documents are not submitted by the Vendor in complete form within the time specified, Tarrant County may rescind its option and seek a new solicitation.
3. **MINIMUM INSURANCE REQUIREMENTS:**
 - A. Respondent shall take out, pay for and maintain at all times during the prosecution of the work under the contract, the following forms of insurance, in carriers acceptable to and approved by Tarrant County.
 1. Workers' Compensation/Employer's Liability:
 - a. Worker's Compensation — statutory
 - b. Employer's Liability — \$500,000
 2. Commercial General Liability:
 - a. Bodily Injury/Personal Injury/Property Damage
– \$1,000,000 per occurrence/\$2,000,000 aggregate
 3. Professional Liability appropriate for performance of position:
– \$500,000 per occurrence
 - B. Tarrant County reserves the right to review the insurance requirements of this section during the effective period of the contract and to require adjustment of insurance coverage and their limits when deemed necessary and prudent by Tarrant County based upon changes in statutory law, court decisions, or the claims history of the industry as well as the Vendor.
 - C. Required Provisions:
 1. Proof of Carriage of Insurance – All Certificates of Insurance will be required in duplicate and filed with the Purchasing Agent and the Budget and Risk Management Department at 100 East Weatherford Street, Suite 305, Fort Worth, TX 76196 prior to work commencing.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

SPECIAL TERMS AND CONDITIONS OF THE CONTRACT

2. All certificates shall provide Tarrant County with an unconditional thirty (30) day written notice in case of cancellation or any major change.
3. As to all applicable coverage, Policies shall name Tarrant County and its officers, employees, and elected representatives as an additional insured.
4. All copies of the certificates of insurance shall reference the project name and Proposal number for which the insurance is being supplied.
5. The Respondent agrees to waive subrogation against Tarrant County, its officers, employees, and elected representatives for injuries, including death, property damage, or any other loss to the extent the loss, if any, is covered by the proceeds of insurance.
6. The Respondent is responsible for making sure any subcontractor(s) performing work under this agreement has the required insurance coverage(s) and supplies Tarrant County with the proper documents verifying the coverage.

4. CRIMINAL BACKGROUND CHECK:

- A. If this contract requires that Vendor personnel access Tarrant County Data (either on-site or remotely) or access secure areas of Tarrant County Facilities, then Vendor personnel may be required to undergo a Criminal Justice Information Services (CJIS) Background Check, a Human Resources Criminal Background Check, or a Sheriff's Criminal Background Check. Criminal Background Checks will be paid for by Tarrant County.
 1. Vendor must provide information, including but not limited to, Employee Name, date of birth, and driver's license number for each individual required to pass a Criminal Background Check.
 2. Award of a contract could be affected by Vendor's refusal to agree to these terms.
 3. Failure of the Vendor to supply personnel who pass a required Criminal Background Check Could affect the award of the contract or could result in termination of the contract..
 4. The Criminal Background Check applies to the individual and not the Company.
 5. Passing status must be maintained by Vendor personnel for duration of the contract.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

SPECIAL TERMS AND CONDITIONS OF THE CONTRACT

5. INFORMATION TECHNOLOGY HOSTED OR CLOUD SOLUTION:

A. The following is only applicable when Vendor is providing an Information Technology hosted or cloud solution:

1. Confidentiality, Integrity, Availability (CIA)

Vendor shall protect the Confidentiality, Integrity, and Availability (CIA) of all Tarrant County Data ensuring extra levels of security. All Tarrant County information must remain private and permit redaction of protected information before publication. Audit trails cannot be altered.

2. Breach Notification

Vendor agrees that upon discovery of unauthorized access to Tarrant County Data, Vendor shall notify Tarrant County both orally and in writing. In no event shall the notification be made more than forty-eight (48) hours after Vendor knows or reasonably suspects unauthorized access has or may have occurred. In the event of a suspected unauthorized access, Vendor agrees to reasonably coordinate with Tarrant County to investigate the occurrence.

3. Data

All Tarrant County data will remain in the 48 contiguous states at all times.

4. Right to Audit

Tarrant County reserves the right to audit vendor datacenters which house Tarrant County Data or receive SSAI 16 SOC Type II audits from a reputable security advisory service firm (e.g. EY, Deloitte, KPMG, PWC, Coalfire, etc.)

6. There is no opportunity for remote attendance of the Pre-Proposal Conference. Respondents are not allowed to call in to attend this meeting.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

STATEMENT OF WORK

I. TERMS, ACRONYMS, AND ABBREVIATIONS.

A. Definition of all terms, acronyms, and abbreviations used in this document.

Item	Definition
Active Directory (AD)	A directory service developed by Microsoft for Windows domain networks. It is included in most Windows Server operating systems as a set of processes and services.
Blind	Remain invisible to the normal court systems and court personnel so as not to influence the current pending proceedings
BOFO	Bond Forfeitures
BOIS	Bond Insufficient
BPM	Business Product Modeling
BREI	Bond Reinstatements
BRVK	Bond Revocations
CCA	Criminal Court Administration (administers Specialty Court Diversion Programs)
CDA	Criminal District Attorney of Tarrant County
CIA	Confidentiality, Integrity, and Availability
CIMS	Criminal Information Management System for Tarrant County
CJIS	Criminal Justice Information Services
CMS	Case Management System
COOP	Continuity of Operations Plan use to ensure that agencies are able to continue performance of essential functions under a broad range of circumstances.
DR	Disaster Recovery Plan is a documented process or set of procedures to recover and protect a business IT infrastructure in the event of a disaster.
DSPY	Criminal Justice Information Display System (CJCICS)

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

DWI	Driving While Intoxicated
EOM	End of Month
FBI	Federal Bureau of Investigation
FODP	First Time Offender Diversion Program
GIS	Geographic Information System
GUI	Graphical User Interface
HIPAA	Health Insurance Portability and Accountability Act
IJIS	Integrated Justice Information System
InfoSec	Information Security
ITD	Tarrant County Information Technology Department
IVR	Interactive Voice Response
KPI	Key Performance Indicator
MHDP	Mental Health Diversion Program
Operating System (OS)	System software that manages computer hardware and software resources and provides common services for computer programs.
PCI	Payment Card Industry
PDS	Personal Data Sheet
PTS	Pretrial Services
Recidivism	Legal term indicating a person's relapse into criminal behavior after receiving sanctions or interventions for a previous crime.
SaaS	SaaS (Software as a Service) is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.
SAP	System Application Products
SID	State of Texas Identification number
SMTP	Simple Mail Transport Protocol (usually port 25)
SOM	Start of the Month

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

SSAE 16 SOC2 Type 2	Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization, was finalized by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA) in January 2010. Service Organization Controls are a series of accounting standards that measure the control of financial information for a service organization.
TCIC	Tarrant County Criminal Information Check
UA	Urine Analysis or drug screening done using urine
VTC	Veteran's Treatment Court
YODA	Youthful Offender Diversion Alternative

II. EXECUTIVE SUMMARY.

- A. Tarrant County is seeking Case Management Systems (CMS) solutions for Pretrial Services and Criminal Court Administration (CCA). We are open to a variety of solutions including, but not limited to, commercial-off-the-shelf (COTS), CMS, and solutions built on business process modeling (BPM) platforms. Tarrant County currently has Microsoft Dynamics and Appian platform solutions implemented in its business environments.

1. Pretrial Services

- a. The Tarrant County Pretrial Services (PTS) Program helps individuals who live in Tarrant County or the surrounding counties to obtain jail release. PTS is tasked with managing the personal bond release of qualified defendants detained in jail within Tarrant County Jail and surrounding jails within Tarrant County.
- b. PTS accepts phone calls, notes, letters, e-mail, faxes, and manually enters mainframe data into their current system (SCOTIA client-server application) and a Microsoft Access database for data storage and report generation.
- c. The system and supporting processes are critical to the daily case management operations:
 - i. Each year, PTS assesses and supports the release of approximately 2,400 new defendants.
 - ii. The department has approximately 19 users who also require system access at offsite locations.
- d. Replacement of the current system is expected to provide the following benefits:
 - i. Streamline and automate management of the PTS.
 - ii. Eliminate duplicate data entry and minimize the risk of human error.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- iii. Track and manage program and services fees including monthly program fees, payment verification, and required reporting.
 - iv. Streamline defendant tracking and reporting.
 - v. Reduce existing paper-based processes.
 - vi. Automate manual defendant screening and data updates.
 - vii. Provide a means for visually identifying a defendant's status.
 - viii. Quantify release decisions utilizing a risk matrix of key performance indicators.
 - ix. Support capture and management of program case management artifacts,
 - x. Report compliance reporting and financial transactions (including bonding); and,
 - xi. Secure artifacts required for future court proceedings.
 - d. PTS uses a CMS that does not integrate with other Tarrant County systems. Staff enters data from other systems by viewing information in these systems and manually entering the data into the current CMS. Until recently PTS staff managed the DWI Ignition Interlock program with an Access database. They manually transitioned a portion of the data, approximately 1700 records, from Microsoft Access to Scotia.
2. Criminal Courts Administration (CCA) Programs:
- a. CCA manages Specialty Courts, which are problem-solving courts, designed to provide court-supervised treatment focused on treating the mental health or substance abuse issues underlying criminal behavior through coordinated efforts to the judiciary, prosecution, and defense bar.
 - b. The purpose of this project is to provide CCA program administrators and managers with a secure solution to automate the analysis and tracking of offender statuses, reporting of offender outcomes, and creation of required court documents. It should be scalable and provide the ability to:
 - i. Effectively manage CCA programs, referrals, applications, screening, and admission cases, services, graduation, and defendant service scheduling.
 - ii. Support the needs of CCA programs, such as required grant compliance reports.
 - iii. Manage program financials; case management capabilities should include fees paid by service.
 - iv. Track charges, program criteria and eligibility, status changes, offender scheduling, etc. associated with individual cases.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- v. Allow defendants to submit their status reports, compliance information, etc.
- vi. Provide robust reporting options.

III. SCOPE OF WORK.

- A. This RFP is divided into two (2) sections to be awarded:
 - 1. Award Section A–PTS
 - 2. Award Section B-CCA
- B. Respondents may submit a proposal to replace the PTS System only, the CCA System only, or both systems. However, any vendor who submits a proposal for both sections **MUST** provide a Price Form for combined pricing in addition to Price Forms for each section.
- C. Tarrant County reserves the right to award separately by Award Section or by Total.
- D. **Implementation Specifications**
 - 1. **[REQUIREMENT]** Respondent **MUST** adhere to best practice project management methodology to ensure all phases of projects are completed on time, within budget and meet the stakeholders' business requirements. This includes the use of Microsoft Project software to create all project-scheduling artifacts.
 - 2. **[REQUIREMENT]** All project planning **MUST** reflect alignment with Tarrant County Change Management policies and procedures.
 - 3. **[REQUIREMENT]** Respondent **MUST** collaborate with the Tarrant County Information Technology Department (ITD), other Tarrant County departments or personnel to conduct meetings, as needed, including planning sessions, key employee group briefings, and individual and group briefings.
 - 4. **[REQUIREMENT]** Respondent **MUST** provide guidance and assistance in the development of an “evergreen” operational manual or “Run Book” to assist with routine support and administrative functions required by the Tarrant County.
 - 5. **[REQUIREMENT]** Respondent **MUST** engage in a knowledge transfer process and deliver a set of materials to guide the relationship and information sharing with Tarrant County. Knowledge Transfer is achieved but not limited to the following:
 - a. Transition Plan documentation and training.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- b. Test knowledge transfer for transition planning.
- c. Disaster Recovery Plan and documents.
- d. Service Level Agreement (SLA) with estimated resolution timeframe

E. Security Specifications

- 1. **[REQUIREMENT]** Software **MUST** provide password encryption or be capable of integrating with Microsoft Active Directory Services or Azure Active Directory Domain Services.
- 2. **[REQUIREMENT]** Web-based solutions **MUST** provide secure access via HTTPS.
- 3. **[REQUIREMENT]** The System **MUST** encrypt all backups.
- 4. **[REQUIREMENT]** The System **MUST** ensure that all communications between a web site, application tier, and database tiers must be encrypted to protect data being transmitted.
- 5. **[REQUIREMENT]** The System **MUST** ensure that cookie attributes are never used for authorization decisions.
- 6. **[REQUIREMENT]** The System **MUST** ensure that credentials are not stored in a cookie.
- 7. **[REQUIREMENT]** The System **MUST** not allow sensitive production system information such as database connection information, user ID, or passwords to be installed in configuration files in plain text. This information should be encrypted using a proven algorithm.

F. Support Specifications

- 1. **[REQUIREMENT]** Software **MUST** contain online/offline self-help functions.
- 2. **[REQUIREMENT]** Respondent **MUST** offer flexible service support options including telephone or e-mail support.
- 3. **[REQUIREMENT]** Respondent **MUST** provide North American-based software support in accordance with the agreed service level agreement. This includes the use of a help desk and method of tracking reported issues that is visible to Tarrant County.

G. End-User Training

- 1. **[REQUIREMENT]** Software maintenance agreement **MUST** include end-user training.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

2. End-user training SHOULD include comprehensive documentation and downloadable end-user guide(s).
3. End-user training SHOULD consist of computer-based training or software that provides interactive, self-paced training at the desktop, workstation, or laptop computer level.
4. End-user training SHOULD consist of web-based training that provides on-demand classes that are accessible via the Internet.

H. Universal Specifications

1. **[REQUIREMENT]** Tarrant County **MUST** retain absolute data access and ownership including return of all data upon engagement termination.
2. **[REQUIREMENT]** The System **MUST** provide a secure means and methods to integrate with other applications.
3. **[REQUIREMENT]** The Respondent **MUST** provide a database dictionary and entity relationship diagrams that document relationships among all tables containing user-entered and user-modifiable data
4. **[REQUIREMENT]** Tarrant County **MUST** retain ownership of the software/solution developed and reserves the ability to make customizations.
5. The System SHOULD not be affected by regular patches, windows clustering, VMWare, MS Endpoint Protection (AV), and Solarwinds SAM monitoring.
6. The proposed System SHOULD not require Tarrant County to upgrade currently used software application/systems versions identified in this document to a more recent version.
7. The proposed System SHOULD not prevent Tarrant County from upgrading currently used software application/systems versions identified in this document to the currently available release.
8. The proposed System SHOULD support multi-site operations as if Tarrant County were operating as one site.
9. The System design SHOULD allow all components, database and system access to operate under the least privilege principle, which requires that each user is assigned the most restrictive set of privileges required for the performance of authorized tasks.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

I. **For SaaS, Web- or Cloud-based Subscription Services**

1. **[REQUIREMENT]** Software and its data **MUST** be hosted within a secure third-party environment or within a trusted cloud for US Government agencies (i.e. federal, state, local, and tribal government's agencies).
2. **[REQUIREMENT]** The System **MUST** ensure that all communications between a web site, application tier, and database tiers must be encrypted to protect data being transmitted.
3. **[REQUIREMENT]** The Respondent **MUST** ensure that the System has had an annual third-party application scan performed by a reputable organization, and should provide a copy of the report to Tarrant County for analysis that shows that there are no high or medium findings that have not been resolved.
4. **[REQUIREMENT]** The Respondent **MUST** describe the Continuity of Operations Plan (COOP) and DR Plan (DR) applicable to the system, including the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for the proposed system and provide current plans, if requested.
5. **[REQUIREMENT]** The System **MUST** be protected from Internet-based attacks, such as, but not limited to, Denial of Service, SQL Injection, or cross-site scripting, etc.
6. **[REQUIREMENT]** The System **MUST** provide a secure, dedicated, isolated environment, (i.e., no multi-tenancy).
7. **[REQUIREMENT]** Respondent **MUST** schedule any maintenance windows affecting Tarrant County data or functionality within a pre-determined scheduled downtime.
8. **[REQUIREMENT]** The Respondent **MUST** notify Tarrant County within 24 hours of an Incident or breach and Tarrant County should be allowed to participate in resolution and root cause analysis.
9. Software **SHOULD** support Tarrant County preferred Internet-browsers (i.e. Microsoft Edge, Internet Explorer, and Fire Fox.)
10. Services reliability and availability **SHOULD** include 99.9% uptime, in accordance with established services level agreements.
11. Software **SHOULD** support password encryption or can integrate with Microsoft Active Directory Services or Azure Active Directory Domain Services.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

12. The respondent will provide both test and production environments with no additional expenses for server or licensing.

J. For On Premise Solutions

1. **[REQUIREMENT]** The Respondent **MUST** allow the application to be installed on Tarrant County servers.
2. **[REQUIREMENT]** The System **MUST** be supported in a VMWare virtual environment.
3. **[REQUIREMENT]** The System **MUST** run on the 64-bit version of the Microsoft operating system currently supported by Tarrant County.
4. **[REQUIREMENT]** The System **MUST** use Active Directory to authenticate users.
5. **[REQUIREMENT]** The System **MUST** utilize Microsoft SQL Server 2014 or newer as the database platform.
6. **[REQUIREMENT]** The System **MUST** utilize Windows Server 2012 R2 or newer as the operating system for the server.

IV. PTS

- A. PTS is comprised of Pretrial officers, support staff, supervisors and a program director. They are tasked with managing the personal bond release of qualified defendants detained in jail within Tarrant County Jail and surrounding jails within Tarrant County.
- B. Business Need: PTS needs a secure, compliant solution to automate the receipt of documents and inputs; the analysis of risk associated with defendant release; and the tracking and reporting of outcomes associated with bonded defendants. This includes:
 1. Automating manual defendant screening and data updates,
 2. Providing a means for visually identifying a defendants status,
 3. Quantifying release decisions utilizing a risk matrix of key performance indicators (KPIs)
 4. Supporting capture and management of program case management artifacts,
 5. Reporting compliance and financial transactions (including bonding) and
 6. Securing artifacts required for future court proceedings.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

C. Background

1. The PTS Program is designed to help individuals who live in Tarrant County and surrounding counties to obtain release from custody. Its functions are:
 - a. To collect and analyze defendant information for use in determining risk,
 - b. To make recommendations to the court concerning conditions of release (bond), and
 - c. To supervise defendants who are released on personal bond from secure custody during the pretrial phase.
 - d. To supervise Interlock defendants
2. Pretrial Services gathers information on detained defendants for pretrial release; a defendant, friend or family member will directly seek pretrial release; or a defendant will be granted pretrial release by a judge's order.
 - a. If the defendant is not eligible for pretrial release, the process ends here. In the case of judge orders, this step is not applicable.
 - b. If eligible, a personal bond is issued by Pretrial Services for the defendant and there is a signed bond agreement that must be tracked and maintained with the defendant's case record.
3. Driving While Intoxicated (DWI) Ignition Interlock
 - a. In the event the defendant has an Interlock order as a condition of pretrial release, the installation of a DWI Ignition Interlock device is ordered. There are documents associated with the Interlock devices' installation, monitoring and fee collection that must be managed by the eventual solution.
4. The solution must allow staff to capture notes, recommendations, assessments, analysis and outcomes for the varying pretrial scenarios in accordance with the business rules as presented in section IV.G.3 of this document.

D. Current State- Pretrial Services (PTS) has three main processes: intake and assessment; bonding and monitoring defendants while on release and Interlock Administration.

1. PTS Intake and Assessment Process – Workflow Milestone
 - a. The intake assessment process may begin one of four (4) ways and will sort defendants by felony or misdemeanor. Primarily, PTS will review defendants detained in jail to determine eligibility and interview them via faxed data form or phone interview if held at an outlying jail facility, or in-person if held in the Tarrant County jail. A defendant who has an outstanding warrant may come into the PTS offices in person and request assessment. A Criminal court judge may request that a defendant is released on personal bond and notifies PTS via court proceedings or personal phone call. Defendants held at an outlying jail facility may complete the personal

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

data sheet (PDS) and fax it to Pretrial services for assessment and review for bonding as well. PTS sorts defendant felony, misdemeanor and DWI Interlock offenses. DWI Ignition Interlock defendants have additional paperwork and requirements and will be addressed as a separate Business Rule.

- b. Potential Pretrial release defendant referrals may come from the following facilities or individuals if they are arrested for any offense above a Class C misdemeanor:
 - i. Jail referral
 - ii. Judicial order
 - iii. Friends, family and attorney referrals
 - iv. Self-referral \ walk-ins
- c. Candidate screening may be done in the PTS offices or remotely at the jail facility. PTS is notified by the arresting jail facility via facsimile that a potential candidate(s) request Pretrial release. A Pretrial Officer Case Manager will retrieve referrals; review them, and then verify\capture the following assessment information:
 - i. Name
 - ii. Demographic data (Date of Birth, Age, Sex, etc.)
 - iii. Address
 - iv. Job history
 - v. References
- d. A defendant may be interviewed in-person, over the telephone or the referral source may be interviewed as a means of verifying the information captured in the initial referral. In addition, PTS officers will conduct independent research and verification of data provided from available information data sources.

2. Interview packet – Workflow Milestone

- a. During the initial assessment interview, a PDS is produced or reviewed/verified in the case of PDS created by jail facilities, for each defendant. The data on the PDS is verified by searching criminal databases and online searches. PTS stores this data in case files for each defendant called the “Interview Packet”. The following artifacts are added to the Interview packet by the Case manager:
 - i. Photo ID capture (scan)
 - ii. Defendant Photo capture (picture of individual who appeared in offices)
 - iii. Criminal history (TCIC/NCIC)
 - iv. IJIS criminal history report (CIMS, DSPY)
 - v. Release Instruction with map to facilities
 - vi. Release contract
 - vii. Personal Bond Form
 - viii. Police Report (optional)
 - ix. Judicial order for Bond

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- b. Intake assessment criteria:
 - i. Whether the person will appear for all scheduled court settings AND
 - ii. Whether the person poses a serious threat to the safety of the community if released on bond.
 - c. If the defendant passes pre-screening assessment, an internal Case file is created in the current solution and given a unique ID or tracking number. A personal bond is issued.
- 3. Bonding Recommendation – Workflow Milestone
 - a. A defendant may receive a recommendation from PTS for personal bond if they meet the Assessment criteria. If the judge concurs, the judge signs the Personal Bond Form. If the judge disagrees with PTS recommendation, the defendant must seek bond from an external source.
- 4. PTS Program CMS (Monitoring) – Workflow Status
 - a. Defendants are required to report monthly to the Pretrial offices. Felony and Interlock defendants must report in person. Misdemeanor defendants may report via mail unless ordered by the court to report in person.
 - b. In-person monthly meetings
 - i. During these visits, documents may be captured or requested that update the defendant's case file in the solution, including the Defendant's monthly report (See section IV.H.4.c for all referenced forms.)
 - ii. The PTS Pretrial Officer will check for and/or review the following:
 - a. Check for new charges filed against defendant
 - b. Check status of case filing and case disposition status
 - c. Monthly report
 - d. UA results (drug test outcomes)
 - e. Returned mail received that triggers an address update
 - f. Letters (court notices, non-compliance notices, bond fee due statements) may be reviewed that require defendant action.
 - g. Drug tests (UA) may be scheduled
 - h. IJIS search for active warrants.
 - iii. The PTS Pretrial clerk issues receipts for payments received.
 - iv. If UA testing is scheduled, a UA request form is completed and payment is collected from the defendant by the Pretrial Services clerk on-duty.
 - c. Monthly meetings by mail
 - i. Misdemeanor defendants may choose to report monthly by mail instead of in-person unless ordered by the court to report in person. Upon receipt of the Defendant's monthly report, the Pretrial Officer may:

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- a. Check for non-compliance
- b. Check for returned mail (triggers address update)
- c. Check for active warrants (proceed with analysis, if any)

5. PTS Interlock Administration

- a. Defendants who are ordered by a court to utilize the Interlock device are placed in the charge of PTS for monitoring and fee collection.
- b. During initial visits, the defendant must fill-out the Interlock PDS, and review the Interlock Supervision form. Defendants are also asked to complete the Interlock Affidavit.
- c. During monthly reporting, defendants provide information updates. Case Management Officers will research various data stores to ensure the defendant does not have any changes in status or eligibility. In addition, monthly reports are received from the Interlock vendor showing any violations or new installations. Any required Interlock payments are taken in and are processed. Receipts are issued. In this capacity, the following artifacts are managed:
 - i. Court order from City Magistrate
 - ii. D.W.I. Case Report (as filed)
 - iii. Notice of Installation (from Interlock vendor)
 - iv. Monthly receipts for fees collected
 - v. Monthly invoices to defendants to obtain fees
 - vi. Vendor reports (calibration and installation reports)
- d. The PTS Pretrial Officer will check for and/or review for Interlock defendants on personal bond the following:
 - i. Monthly report
 - ii. UA results (drug test outcomes)
 - iii. Returned mail received that required address update
 - iv. Letters (court notices, non-compliance notices, bond fee due statements) may be reviewed that require defendant action.
 - v. Drug tests (UA) may be scheduled
 - vi. IJIS search for active warrants.

6. Summary

- a. PTS manages two types of cases: felony or misdemeanor defendants released on personal bond and DWI defendants who are ordered by the court to utilize the Ignition Interlock device.
- b. Much of the work performed by Pretrial is done manually by viewing information in the County Mainframe (IJIS) and typing the data to the current client-server solution (SCOTIA). Interviews are recorded on paper forms before recording them into the current end-of life solution (SCOTIA). Additionally, the SCOTIA application provides a Risk Assessment module.

E. Future State

- 1. Some features that would enhance the productivity of the staff include:

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- a. Retaining and displaying a cumulative history of all case notes entered for a defendant with details on who entered them, when they were entered and a mechanism for supervisors to edit those notes if needed.
 - b. A dashboard or some other visual feature that would allow easy assessment of items requiring action (tasks) by supervisors or the programs' director. Additionally, workflow milestones and changing statuses of defendants will need to be displayed.
 - c. SMTP (e-mail) capability so the solution would be able to:
 - i. Receive the more than 600 vendor-generated notifications weekly for Interlock defendants and allow attachment\association with an internal defendant case record.
 - ii. Notify internal and external parties of action items and or receive (inbox) artifacts from external parties.
 - d. The functionality of the solution must support program-based case management and include financial management (cash drawer) functionality.
 - e. Support for the Interactive phone notification system currently managed through SCOTIA for defendant appointment and fee notifications.
 - f. Mobility – Mobile access for defendants would be an acceptable alternative for a future replacement of the Interactive phone notification system currently used.
 - g. Support for Risk Assessment – Quantification of criteria is required for PTS. As such, a future solution must support a matrix and associated formula or decision-tree to report numerically the risk associated with each defendants' personal bond.
 - h. A modular solution that is scalable and provides support for current Workflow Milestones.
2. Key success factors include:
- a. Increasing collected fees. Currently defendants may skip reimbursement payments for Interlock monitoring and staff members are not aware of those lapses.
 - b. Synchronizing IJIS address information with data updates collected via in-person Monthly Reports from Pretrial staff. It is critically important that the solution provide a method for the reconciliation of defendant address information stored in the solution with defendant address information available in IJIS, the counties criminal information data store. At a minimum, login access will be required for Pretrial staff to the future criminal data store and sufficient permissions to allow updating of key demographic data.
 - c. Securing access both onsite and remotely to support staff members defendant screening at remote facilities. Additionally, secure defendant access may be granted, if feasible, to court scheduling and fee due information.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

F. Specifications Overview

1. Scope of Specifications

- a. The scope of the specifications contained within this document includes business, functional, and non-functional specifications necessary to support the stated business need.

2. Business Specifications

Spec. #	Business Specification Description
B001	Solution MUST support configurable reporting options to be able to support complexity of current and future reporting needs.
B002	Solution MUST support data integration with external systems.
B003	Solution MUST provide secure method for receiving data.
B004	Solution MUST securely capture, track, and manage the screening and interviewing data collection activities of Pretrial Services personnel while onsite and while working.
B005	Solution MUST produce a human readable audit trail to support compliance reporting.
B006	Solution MUST provide the capability of sending and/or receiving email, including notifications of pending work assignments to designated roles/users.
B007	Solution MUST allow manual entry of case notes, drug test results, clinical evaluation outcomes, etc., to be associated with defendant records.
B008	Solution MUST support the solicitation collection, and reporting of fees for services provided, including monthly invoicing and receipt production.
B009	Solution MUST provide internal role-based security and support domain authentication and authorization.
B010	Solution SHOULD have workflow capability to allow for routing of assigned tasks to logged in users by supervisors and program director.
B011	Solution SHOULD produce a dashboard to show overall tracking of required items received from defendants required for initial intake assessment.
B012	Solution SHOULD support data-driven decision making in approving a defendant's release based upon quantifiable, risk-based acceptance criteria.

3. Business Rules

- a. There are only four (4) defined methods for a defendant referral to Pretrial Services:
- i. Pretrial Services may research a defendant's status and make the referral

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- ii. In-person
 - iii. Via a judge's order
 - iv. Third-party referral (jail, lawyer or family friend)
 - b. Established criteria for pretrial release by Tarrant County must be met.
 - c. Interlock defendants must be ordered to install the interlock device by a Tarrant County Criminal Law Judge or Magistrate.
 - i. The Interlock device is installed and calibrated by a vendor.
 - ii. An Interlock agreement must be signed by the defendant.
 - iii. Monthly monitoring fees apply to the Interlock defendant as a result of the vendor reporting.
 - iv. All defendants must report to Pretrial Services each month, either in person or by mail.
 - d. All defendants must report to Pretrial Services by the 15th day of each month, either in-person or by mail.
- 4. Assumptions / Constraints
 - a. Assumptions:
 - i. All remote solution access will be done using County-owned and issued hardware and while connected to the County's VPN (virtual private network).
 - ii. Public facing web sites will meet all County requirements for security and authorization.
 - iii. Solution will meet all domain technical specifications as specified by the Office of Information Security for Tarrant County ITD.
 - b. Constraints:
 - i. No business-driven constraints have been identified.
- G. Specifications
 - 1. The scope of the requirements contained within this document includes business, functional, and non-functional requirements necessary to support the stated business need. Specific areas include:
 - a. Dashboard design and content.
 - i. Status capture
 - ii. Task assignment and tracking
 - b. System integrations.
 - i. OnBase
 - ii. IJIS or TechShare Court or CIMS (based on development capabilities.)
 - iii. Interactive Phone System or mobile application (based on development capabilities.)
 - c. Workflow management.
 - i. Tracking successful completion of process milestones.
 - ii. Managing pre-requisites and dependencies within the process flow.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

- d. Reporting specifications
 - i. Ad-Hoc reports
 - ii. Artifacts
2. Functional Specifications

Example: FNC=Functional, STA=Statutory/Legislative, RPT=Reporting

Spec. #	Functional Specification Description
B001	Solution MUST provide configurable reporting options able to support complexity of current and future reporting needs.
RPT001	The solution MUST produce or generate all current reports listed within Section 4. Details on frequency and samples of each report are presented in Appendix A.
RPT002	<p>Solution MUST allow outputting/printing of the following items to paper or .pdf:</p> <ul style="list-style-type: none"> • Comments associated with defendant records that are intended to capture case notes that an officer/clerk may insert during a defendant in-person visit. These notes should output in a human-readable format. • Integrated forms must be produced as specified. <ul style="list-style-type: none"> ○ Release contract (2-ply, white and yellow) ○ Personal Bond Agreement - Felony (3-ply, white, yellow and pink) ○ Personal Bond Agreement - Misdemeanor (3-ply, white, yellow and pink)
RPT003	The solution MUST provide the ability to export reports to MS Excel and MS Word formats.
RPT004	<p>Solution MUST support the production of the following human-created ad-hoc reports (data fields used are listed beneath each report name):</p> <ul style="list-style-type: none"> • PTS Interlock FY Stats, field listing as follows: <ul style="list-style-type: none"> ○ Total Supervised Cases SOM & EOM ○ Total PTS Cases SOM & EOM ○ Total Surety Cases SOM & EOM ○ Total Occ/Oth Cases SOM & EOM ○ Total Bond Orders not compliant ○ Total bond orders rec'd SOM ○ Total new installs SOM ○ Total Rem. SOM ○ Write-offs ○ Total Non-Comp (Lock-outs) ○ Total Non-Comp PTS Cases EOM ○ Non-Comp Surety Cases EOM ○ Total Violations Submitted to Court ○ Int. Fees Coll. • Total Interlock Clients by Court, field listing as follows: <ul style="list-style-type: none"> ○ No. of Not-Filed Cases ○ No. of Cases CCC1 – CCC10 ○ No. of Cases CDC1-CDC4 ○ No. of Cases D213 ○ No. of Cases D297

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
	<ul style="list-style-type: none"> ○ No. of Cases D371 ○ No. of Cases D372 ○ No. of Cases D396 • No. of Interlock Defendants (End of Month Statistics) <ul style="list-style-type: none"> ○ No. of Interlock Defendants (EOM) by vendor ○ No. of new Installations (EOM) by vendor ○ No. of Removals ○ No. of Write-offs ○ No. Non-Compliance (PTS Clients, Draeger clients, Smart Start Clients) ○ Fees Due (EOM) ○ Fees Collected (EOM) ○ Shortfall • Pretrial New Installations, field listing as follows: <ul style="list-style-type: none"> ○ Defendant Name ○ CID# ○ Case# ○ Court# ○ Install Date ○ Vendor • SMART Start New Installations, field listing as follows: <ul style="list-style-type: none"> ○ Defendant Name ○ CID# ○ Case# ○ Court# ○ Install Date • DRAEGER new Installations, field listing as follows: <ul style="list-style-type: none"> ○ Defendant Name ○ CID# ○ Case# ○ Court# ○ Install Date • Removals <ul style="list-style-type: none"> ○ Defendant Name ○ CID# ○ Case# ○ Court# ○ Removal Date
B002	Solution MUST support data integration with external systems.
FNC001	<p>Solution MUST support querying of existing (IJIS) criminal justice data store to create pool of defendant records.</p> <p>Required query data elements include:</p> <ul style="list-style-type: none"> • Case ID

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
	<ul style="list-style-type: none"> • State ID • County ID • Defendant name (Last Name, First Name, Middle Initial and Suffix) • Active Warrants • Arrest History • Court assigned • Bond Fee Waiver type • Defendant Address
FNC002	<p>Solution SHOULD export Pretrial Services data updates to the following data elements or fields in a manner that may allow importing or uploading to update the source data store (IJIS batch import and field mapping).</p> <ul style="list-style-type: none"> • Defendant Address • Defendant Name* • Defendant Alias* <p>(*Updates to these data elements should not necessarily update the IJIS data store. A decision tree will be provided for specific workflow.)</p>
DM001	Solution MUST incorporate all existing Pretrial services data from both MS Access and SCOTIA.
DM002	Solution MUST synchronize its case files/defendant records with the Tarrant County Criminal Information System (CIMS via IJIS) nightly to support case file creation and updating.
B003	Solution MUST provide a secure method for receiving external data.
FNC003	The solution SHOULD provide a means or method to receive Bail Condition Orders from the City Magistrate, electronically.
FNC004	<p>Solution MUST provide a public-facing web form or interface that will accept data submission (document upload) from defendants. Capture types include:</p> <ul style="list-style-type: none"> • Text • Documents (.pdf)
FNC005	Solution MUST queue publicly submitted data for review by an authorized user within the system.
FNC006	Solution MUST notify authorized users of the presence of data within the portal (queued) for review.
FNC007	Solution MUST allow queued documents to be attached to defendant records as case supporting information.
FNC008	Solution MUST have the ability to receive documents into an internal queue for review by appropriate personnel via SMTP. (MS Exchange compatibility.)
B004	Solution MUST securely capture, track and manage the screening and interviewing data collection activities of Pretrial Services personnel while onsite and also while working remotely offsite.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
FNC009	<p>Solution MUST allow attachment (to defendant case records) and internal storage of the following data elements (documents) in human-readable form, and allow the re-printing thereof. Items to be attached will need to be tracked as part of their particular workflow. (Examples include “Interview packet” docs versus “Program Case Management” Docs.)</p> <p>Interview Packet documents include:</p> <ol style="list-style-type: none"> 1. Personal Data Sheet (PDS) 2. TCIC/NCIC Criminal History Report 3. Criminal History Report (mainframe) 4. Police Report 5. Release Instructions and area Map 6. Personal Bond Form (Felony and Misdemeanor) 7. Release Contract 8. Protection Orders (may just be a status to track) 9. Photo ID (state-issued) 10. Photo capture (picture of defendant appearing in office) to be a part of case file within system. <p>Program Case Management documents include</p> <ol style="list-style-type: none"> 1. Drug test outcome reports 2. DWI. Case reports 3. Returned Mail receipts and items 4. Monthly reports (Currently completed by defendants by hand) 5. Compliance reports (from Case Managers and Officers) 6. Weekly UAs (drug tests) 7. Interlock device reports (from vendor) 8. System-generated letters 9. NotRec listings 10. Return to School\Return to Work letters 11. Court notices 12. Non-Compliance Notices 13. Order for UA testing 14. Bond Fee Due 15. Warrant Reports 16. Chronological notes 17. Payment Receipts 18. Interlock-specific forms and reports (Data Sheet, Affidavit, Supervision Agreement, Monthly Reporting Form, Installation Report, Interlock Record, Interlock Payment History Report and e-mailed reports) 19. Interactive Phone System – to provide each defendant with their court appearance and fee requirements by placing automated voice calls.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
	<p>Other items to be tracked may include:</p> <ol style="list-style-type: none"> 1. Log in-person visit information 2. Log phone calls related to the defendant 3. Track and log Protection Order status 4. Status within approval flow (Pretrial status for defendant or Workflow Milestone status)
FNC010	<p>Solution MUST track and report status toward completion for (DASHBOARD):</p> <ul style="list-style-type: none"> • Defendant account balance • Commenting and Notation activity (Audit trail capturing user, date and purpose for change.) • Payment history (per defendant) • Office visits and associated comments or directives and associate them with the correct defendant record. • Changes to the Defendant's Interlock Record (Audit trail capturing user, date and purpose for change.) • Interlock / Vendor Notices (Store for later transmission to the Court) • Fees due • Court settings (Court dates, appearance requirements, etc.) • Non-Compliance reports (as created and captured by case managers and case officers)
B005	Solution MUST produce a human-readable audit trail to support compliance reporting.
FNC011	Solution MUST capture creation, viewing, modification or removal of records and associated attachments.
B006	Solution MUST provide the capability of sending and/or receiving e-mail, including notifications of pending work assignments to designated roles/users.
FNC012	The solution SHOULD allow a designated user/role to send notifications or messages via SMTP to Courts when Defendant Interlock Installation is past due
FNC013	<p>Solution MUST facilitate alerts for pending task assignments in the following scenarios:</p> <ul style="list-style-type: none"> • Create task alerts to staffers (users) for defendants who miss court or PTS appointments • Create task alerts for defendant non-compliance as set within solution, <ul style="list-style-type: none"> ○ i.e. when defendants miss reporting by the 15th of each month ○ Interlock violations • Contain a date of alert to allow "aging" of the task. <ul style="list-style-type: none"> ○ Allow task to be reassigned by a supervisor; notify supervisor of all task alerts.
B007	Solution MUST allow manual entry of case notes, drug test results, clinical evaluation outcomes, etc. to be associated with defendant records.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
FNC013	Solution MUST allow free-form data entry to defendant case records for all clerks, officers and supervisors.
FNC014	Solution MUST limit modification and deletion of notes, attachments and associated documents to supervisors and the program director.
B008	Solution MUST support the solicitation, collection and reporting of fees for services provided, including monthly invoicing and receipt production.
FNC015	The solution shall provide the ability to manage cash drawer functions, including: <ul style="list-style-type: none"> • Create balance due reports • Collect and enter payment information • Produce receipts for funds received • Track adjustments to amounts owed
FNC016	The solution MUST provide the ability to generate the following financial reports: <ul style="list-style-type: none"> • Past Due Bond Fees report • Payment Due report • UA Fee Report • Interlock Payment History report
FNC017	Solution MUST generate printed receipts with the following elements: <ul style="list-style-type: none"> • Date • Case ID • Received of • Money Order No. • Cash or Cashier's Check No • Amount of payment • Administrative Fee • Receipt No. • Name and address of Pretrial Services
FNC018	Solution MUST allow authorized users to "zero" out a waived bond fee for a defendant record.
FNC019	Solution MUST support authorized users adjustments to "amount owed" or "fees to be collected."
FNC020	Solution MUST accept the following methods of payment: <ul style="list-style-type: none"> • Cash • Money orders (must capture money order number) • Credit Cards
FNC021	Solution MUST provide a means for digitally capturing a defendants' picture and making that image part of the case file as displayed within the GUI.
B010	Solution SHOULD have workflow capability to allow for routing of assigned tasks to logged-in users by supervisors and program director.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
FNC022	If workflow is provided, the solution MUST allow the program director to create detailed workflows to route tasks to users and to initiate notifications of tasks as needed within the solution.
B011	Solution SHOULD produce a dashboard to show overall tracking of required items received from Defendants required for initial intake assessment.
FNC023	Solution SHOULD have a dashboard allowing program staff to get a quick, clear picture of task progress, defendant's needing action and/or to obtain new task assignments.
B012	Solution SHOULD support data-driven decision making in approving a defendant's release based upon quantifiable, risk-based acceptance criteria.
FNC024	Solution SHOULD assist with the creation of detailed risk assessments for each defendant to support the release decision.
FNC025	Solution SHOULD have the capability to e-mail reports directly into the solution and to have a queue for user review of items received. These items would be attached to defendant case records (associated with).

3. Non-functional Specifications

Example: NFN=Non-Functional, DCS=Design Constraints, SCL=Scalability

Spec. #	Non-functional Specification Description
B009	Solution MUST provide internal role-based security and support domain-based authentication and authorization.
NFN001	A detailed Audit Trail must capture all logged-in user changes to: <ul style="list-style-type: none"> • Fees, including amounts owed and received • Defendant demographic data • Defendant location information • Changes submitted to IJIS for data updates • Track creation of security profiles
NFN002	Solution MUST allow data segmentation based on user role.
NFN003	Solution MUST allow program director (system administrator) to adjust user security levels as needed.
NFN004	Solution MUST capture and track all changes to user security and all data base changes in an Audit Log that is not modifiable.
NFN005	Solution MUST allow for the use of security groups for security configuration.
NFN006	Solution MUST meet all domain technology requirements to interface with the County's Active Directory for authentication and authorization.
NFN007	Solution MUST limit modification of data to selected security roles, specifically supervisors and the program director.

RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION

4. REPORTING AND ANALYTICS

- a. See Pretrial RPT001 – RPT002 for details.
- b. Examples of required reports are presented in Appendix A of this document as listed in the table below. Key points of note regarding reporting:
 - i. Statutory reports are sent to the County Commissioner's Court and to the Criminal Courts. As such, there are definite formats that must be used to create these outputs. Legal guidelines exist that mandate the production of these reports.
 - ii. Reporting the history of case notes for a given defender would be a helpful capability for the future solution. In this case, a simple output of all notes in chronological order for each identified defendant would suffice.
 - iii. Numerous artifacts are captured and created during the Pretrial release process. Including:
 - a. court notices,
 - b. non-compliance notices,
 - c. bond fee due statements

Document Name	Frequency	Description
Bond fee Due Template	As needed	Artifact. As Specified.
Consent to Disclosure of Pretrial Record Information Form	As needed	Data elements are required as a form. Used only for Felony defendants and issued with the Release Contract.
Court Notice Reminder	As needed	Data elements are required as a form.
Daily Worksheet	Daily	
Defendant Update Form	As needed	Data elements are required as a form. English and Spanish required
Final Disposed Report	Monthly	
Ignition Interlock Affidavit	As needed	As Specified.
Interlock Device Supervision Agreement	As needed	As Specified.
Interlock Device Supervision PDS	As needed	Data elements are required as a form. English and Spanish required.
Interlock Installation Report		Report linked
Interlock Monthly Reporting Form	As needed	Data elements are required as a form. English and Spanish required.
Interlock Payment History Report	Monthly	Financial report
Interlock Record	Every install	Vendor calibration report
Interlock Lockout Notification		
Overview and Criteria for PTS	N/A	As issued, guides acceptance by PTS
Monthly Reporting Form	Monthly	Data elements are required as a form. English and Spanish required.
Motion to Bond	As needed	Artifact. Court proceeding
New Defendants Report	Monthly	As needed.
Non-Compliance Letter Template	As needed	Artifact. As Specified.
NonRecs Report	Monthly	
Past Due Bond Fees Report (\$)	Monthly	
Payment Due Report	As needed	Financial

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Document Name	Frequency	Description
Personal Bond Agreement <ul style="list-style-type: none"> Felony Misdemeanor 	Daily	Artifact. Contract to provide personal bond to a defendant
Personal Data Sheet (PDS)		Artifact. Data elements are required as a form. English and Spanish are required.
Release Contract		Artifact.
Release letter Template	As needed	
Setting Notice 2 Template		
Setting Notice Template		
Statutory Reports		Annual Statutory Report Monthly Report Statutory
UA Fee Report (\$ collected)	Monthly	
UA Notification Form		
UA payment receipt		

5. DATA CONVERSION AND MIGRATION

Spec. #	Non-functional Specification Description
DM001	Solution MUST incorporate all existing Pretrial services data from both MS Access and SCOTIA.
NFN002	The solution SHOULD accept data migration from the existing Scotia System
NFN003	The solution SHOULD accept data migration from the existing Access Database system
DM002	Solution MUST source its case files/defendant records with the Tarrant County Criminal Information System (CIMS via IJIS) nightly to support case file creation and updating.
NFN004	The solution MUST capture at a minimum the following data fields for all defendant case records in the Tarrant County Criminal Information System of record: <ol style="list-style-type: none"> Defendant Case ID Defendant Name Defendant Alias Defendant Address Criminal reports or records

- It is critical that the PTS solution have the capacity to programmatically export batches of data to update defendant address information within the County's Criminal Justice data store (current and future).
- Additionally, the PTS solution must programmatically capture a complete data dump each night of the specified defendant data elements currently in the County's Criminal Justice data store (current and future). Required data elements include:
 - Name (first name, last name, middle initial and suffix)
 - Alias (first name, last name, middle initial and suffix)
 - Address (Street, Apt. #, City, State, Zip)

RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION

- iv. DOB
 - v. Age
 - vi. Sex
 - vii. Court Proceedings (Menu item C05 in CIMS)
 - viii. Active Warrants
 - ix. Arraignment notices (for Jails as listed in Appendix A)
 - x. Bonds issued
 - xi. Scheduled court dates
 - xii. Attorney of record (Defense attorney)
 - xiii. Arrest record
- c. The data elements needed, and their current locations (sources) are listed below as a mapping to assist with solutioning. Each section has as its header the functional name of the Pretrial Services process it supports. Codes are included to indicate the mainframe code and data type of the listed item, as defendant status or as a PTS artifact.

Data Element by Current Data Store – Sorted by Process	
PERSONAL BOND	
(s=defendant status, a=artifact)	
DATA ELEMENT (Mainframe code)(key)	CURRENT DATA STORE(s)
Bond Reinstatements (BREI) (s)	CIMS (IJIS)
Bond Forfeitures (BOFO) (s)	CIMS (IJIS)
Bond Insufficient (BOIS) (s)	CIMS (IJIS)
Bond Revocations (BRVK) (s)	CIMS (IJIS)
Bond Orders	CIMS (IJIS)
Court dates	CIMS (IJIS)
Court	CIMS (IJIS)
No. Current Cases beginning of month	SCOTIA
No. New Cases for month	SCOTIA
Filed Cases per month	CIMS - OnBase
Disposed Cases for month	CIMS - OnBase
Court Settings Missed	BOFO/BRVK/BOIS CIMS - OnBase
Motion to Revoke (a)	SCOTIA CIMS - OnBase
No. of bonds Reinstated	SCOTIA CIMS - OnBase
BOFO/BRVK/BOIS/BREI per court for the month	CIMS - OnBase
No. of PTS Defendants in specialty programs	SCOTIA

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

D.W.I. IGNITION INTERLOCK	
DATA ELEMENT	CURRENT DATA STORE
No. of Supervised Cases, start of the month	SCOTIA
No. Magistrate orders	SCOTIA
No. New Magistrate orders	SCOTIA
No. Installations for month	SCOTIA
No. Removals for the month	SCOTIA
No. Non-compliance for the month	SCOTIA
No. Lockouts for the month	SCOTIA
No. Violations for the month	SCOTIA
No. Supervised Cases at End of Month	SCOTIA
No. of Interlock Cases by Court	SCOTIA
Total Amount Fees Collected	SCOTIA
Total Amount Fees Due	SCOTIA
Missed Vendor Reports	SCOTIA
Missed Pretrial Services Reports	SCOTIA
COURT CASE MANAGEMENT	
DATA ELEMENT	CURRENT DATA STORE
Address (Address, City, State & Zip)	CIMS (IJIS)
Name (First, Middle, Suffix and Last)	CIMS (IJIS)
Arrestment records (each jail facility)	CIMS (IJIS)

6. INTEGRATIONS

- a. Currently, OnBase reports are utilized by the Pretrial services team for analysis and reporting of defendant case information.
- b. The eventual solution must receive daily data feeds from IJIS (CIMS) to remain current.
- c. Additionally, an interface with the OnBase reporting engine is required to ensure continued output of desired reports as specified in the Data Migration section of this requirements document.
- d. **Other Systems used for reference**-PTS Staff utilize additional County systems for look-up purposes.

System name	Data obtained
Criminal Information Management System (CIMS) - Mainframe	Criminal History Look-up
Criminal Information Management System Display (DSPY) - Mainframe	Warrant, Bond, Jail and Arrest information queries
County Clerk Public Access System - DSCA	Criminal Name Search, Case Listing, Case Display, Warrants, Case Proceedings, Courts at Law name Search and Setting Journal
Microsoft Outlook	Smart Start Install report (Vendor notification e-mail sample)

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

System name	Data obtained
Microsoft Outlook	Draeger Install report (Vendor notification e-mail sample)
Integrated Phone Service	Linked to SCOTIA application; provides fee information and failure to report notifications as well as notices for court required appearances.
OnBase	Used for document repository and artifact storage and retrieval

7. SYSTEM ADMINISTRATION

- a. User accounts will be required to adhere to role-based security. The following permission levels should be granted to the following roles within the solution that match the below job titles for PTS personnel.

Role within Solution	Job Title	Solution Access Area / Permissions Granted	Total Num.
System Admin	Program Director	<ol style="list-style-type: none"> 1. Configuration of screens (w/ITD support) 2. Create new user accounts 3. Add/Modify/Delete case records and attachments 4. Financial Management - all 5. Reporting Configuration - all 	1
Power User	Supervisor	<ol style="list-style-type: none"> 1. Defendant Case Records 2. Financials – accept payments; generate receipts 3. Report generation 4. Interview Packet – create and change 5. Receive subordinate task alerts; track aging 6. Ability to re-assign tasks based on personnel available. 	2
Staff	Case Managers	<ol style="list-style-type: none"> 1. Interview Packet – create only 2. Interlock report – attach to records 3. Financials – accept payments; generate receipts 	12
Interlock Staff (subset of Staff)	Case Managers	<ol style="list-style-type: none"> 1. Interlock report – attach to records 2. Interview Packet – create only 3. Financials – accept payments; 	3

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Role within Solution	Job Title	Solution Access Area / Permissions Granted	Total Num.
		generate receipts	
Support Staff / Clerks	Admin. Assistants	1. Financials – generate reports 2. Financials – accept payments; generate receipts	3
Total			21

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

V. CRIMINAL COURTS ADMINISTRATION

- A. The Criminal Court Administration (CCA) manages four current separate specialty diversion courts and their associated program administration staff operating under a unifying construct: provide an alternative to prosecution for deserving defendants. These Programs handle large quantities of physical data in the course of supporting defendants.
- B. Specialized courts differ from traditional courts in that they focus on one (1) type of offense or offender. A non-adversarial team, led by a judge, works collaboratively to achieve two (2) goals: (1) Case management to expedite case processing and reduce caseload and time to disposition, thus increasing trial capacity for more serious crimes. (2) Therapeutic jurisprudence to reduce criminal offending through therapeutic and interdisciplinary approaches that address addiction and other underlying issues without jeopardizing public safety and due process. The work of these specialty courts requires unique calendaring structures, reporting systems, and networks to share information and resources. CCA programs have three (3) primary goals:
 - i. Case Management.
 - ii. Program Management.
 - iii. Financial Management.

Business Need: The Program Administrators and Managers of the Criminal Court Administration Programs need a compliant, secure solution to automate the analysis and tracking of defendant statuses in addition to reporting of defendant outcomes and required court documents.

- C. Background
 - 1. The goal of the Criminal Court Administration specialty diversion programs is to break the cycle of the “revolving door” syndrome and support participants by promoting responsibility and accountability, and teaching participants to become productive law-abiding citizens, which in return reduces criminal recidivism or relapse and provides for better, healthier communities.
 - 2. Participants may enter into treatment where they are required to attend all therapeutic rehabilitative activities. Other options may also be offered and assigned that must be tracked. Attendance and progress are monitored by Case Managers assigned to each Diversion Program. Urinalysis drug testing and hair testing are conducted at regular, frequent intervals. Sanctions are imposed for violations of program guidelines and conditions of supervision. Case Managers assigned to the Diversion Program meet with the participants regularly in the office and conduct field visits. Regular meetings with defendants generate data regarding compliance, sanctions and/or required court appearances. Participants are required to attend court sessions monthly in their assigned Diversion Court. Diversion Courts within Tarrant County include:
 - a. Veterans Treatment Court

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- b. Mental Health Diversion Court
 - c. Youthful Offender Diversion Alternative
 - d. First Offender Drug Program
 - e. Domestic Violence Diversion Program
 - 3. A defendant, after being arrested and charged with an offense, is issued a Case Identification Number (Case ID) and a case file is created by the Criminal District Attorney's office (CDA). The CDA case file becomes the public, official Case file. Information from this file is used by Diversion Programs to set-up case management and tracking processes. The Case ID from the official Case file is a primary data key or identifier, used along with the State (Texas) Identification number (SID) and the County Identification number (County ID) , for tracking defendant actions throughout the current diversion processes.
 - 4. Upon acceptance into the Diversion Programs, case managers create a new tracking file for the defendant that is not public, and the disposition of this file is at the discretion of the Diversion Court Judge. These dual case files can cause confusion; for this reason special requirements exist to meet the unique needs of the Diversion Programs in Tarrant County.
- D. Current State
- 1. Presently, the Case Managers and Program Managers are operating a manual process utilizing: paper and verbal referrals from the Criminal District Attorney's office and other external parties; paper notes and test results from third-party vendors; case managers and clinician's paper notes; and electronic e-mail sent from a third-party drug-testing vendor that must be transcribed into electronic form.
 - 2. Staff types or translates the data into Microsoft Office products (Word, Outlook and Excel) for analysis and reporting. Additionally, staff members use a mainframe application (PINR, Prisoner Identification Notification) as a "look-up" to capture Case ID, SID, County ID, and defendant demographic information and then manually input this data into their reporting and analysis tools.
- E. Future State
- 1. The Criminal Court Administrations are seeking a secure solution that incorporates a web-based portal for data upload and has easy-to-use forms to manage all the required data (a portion of data may be subject to privacy restrictions, i.e. HIPAA) and generate required grant reports and court dockets. The eventual solution will need:
 - a. Ability to import and export simple text files and support data batching.
 - i. Banking batch jobs
 - ii. Third-party data for drug outcomes and appointments
 - iii. Synchronization with the current Criminal Information data store

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

- b. Ability to generate custom reports and forms as needed
- c. Ability to generate electronic notifications based on events or changes in status.
- d. Ability to secure required data in an internal data store
- e. Role-based security
- f. Ability to generate custom checklists of required data to facilitate staff with analysis of defendant status
- g. Ability to track user-defined statuses for each defendant (See CCA Section, FNC011 for more details.)
- h. Ability to provide cash drawer operations and financial close reporting (See CCA Section, RPT004 for more details.)

F. Specifications Overview

1. Scope of Specifications

- i. The scope of the specifications contained within this document includes business, functional, and non-functional specifications necessary to support the stated business need.

2. Business Specifications

Spec. #	Business Specification Description
B001	Solution MUST support Criminal Court Administration Application, Screening, Admissions and Graduation processes.
B002	Solution MUST provide robust and configurable reporting options.
B003	Solution MUST manage data, provide secure internal data storage and have full data search capabilities.
B004	Solution MUST support the creation of checklists, either unique to each Program or configurable, for tracking of data and deliverables and provide event notification capabilities (SMTP).
B005	Solution MUST provide financial services options and support current cash processes.
B006	Solution MUST be convenient, intuitive and easily adoptable by end users.
B007	Solution MUST meet all current domain security, privacy, performance and scalability guidelines for Tarrant County.
B008	Solution MUST meet all County applicable compliance and regulatory standards.
B009	Solution MUST provide role-based security and support domain authentication and authorization.
B010	Solution MUST meet all county training, quality assurance, testing, disaster recovery and support policies, procedures and standards.

RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION

Spec. #	Business Specification Description
B011	Solution MUST have the ability to integrate with current and future Court-focused Case Management solutions.

3. Program Rules
 - a. The following Program Rules list the admissions criteria a defendant must meet to be considered for Criminal Court Administration. Criteria are listed for each program separately.

Rule ID	Program Rule Detail
BR001	<p>Veterans Treatment Court offers qualifying veterans the option of achieving case dismissal as well as expunction if they complete the program successfully. The criteria for acceptance into the Veteran's treatment court is as follows:</p> <ol style="list-style-type: none"> 1. Must admit to the commission of the offense, and agree that this admission may be used against the defendant in court, as provided by law. 2. Must not commit a criminal offense for the duration of the program. 3. Must not consume alcohol or non-prescribed controlled substances. 4. Must submit to random chemical testing. 5. Must cooperate with treatment and/or counseling as recommended. 6. Must take all psychiatric medications as prescribed. 7. Must keep all appointments and attend all compliance hearings as scheduled. 8. Must agree to report to VTC case manager as directed. 9. Must keep the program staff informed of any changes in address, telephone number, and employer. 10. Must consent to the release of protected information as permitted under Texas law. 11. Must have no contact with any person of disreputable or harmful character. 12. Must plead guilty to enter program. With completion of the program, the charges are dismissed and are eligible for expunction. 13. Must acknowledge that failure to comply with any term of this agreement will cause the State to withdraw from this agreement and proceed with prosecution of this offense. 14. Must acknowledge that the successful completion of the diversion agreement shall cause the State of Texas to dismiss the charges in this matter. 15. Must attend bi-monthly compliance hearings held in open court as directed. 16. Must agree to follow any/all directives given by the case manager in accordance with their individual treatment plan.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Rule ID	Program Rule Detail
BR002	<p>The Mental Health Court offers qualifying defendants the option of having their case dismissed if they meet all the criteria for acceptance and complete the program successfully. The criteria for Mental Health Diversion Acceptance are as follows:</p> <ol style="list-style-type: none"> 1. Must admit to the commission of the offense by entering an open guilty plea and agree that this admission may be used against the defendant in court, as provided by law. 2. Must not commit a criminal offense for the duration of the program. 3. Must not consume alcohol or non-prescribed controlled substances. 4. Must submit to random chemical testing. 5. Must cooperate with mental health treatment and/or counseling as recommended. 6. Must take all psychiatric medications as prescribed. 7. Must keep all appointments and attend all compliance hearings as scheduled. 8. Must agree to report to MHDP office and all other appointments as directed. 9. Must keep the program staff informed of any changes in address, telephone number and employer. 10. Must consent to the release of protected information as permitted under Texas law. 11. Must have no contact with any person of disreputable or harmful character. 12. Must waive his/her rights to a speedy indictment, if charged with a felony offense, and to a speedy trial as provided for under the Code of Criminal Procedure of Texas, as well as the Texas and United States Constitutions. 13. Must acknowledge that failure to comply with any term of this agreement will cause the State to withdraw from this agreement and proceed with prosecution of this offense. 14. Acknowledge that upon successful completion of the diversion agreement the defendant shall be permitted to withdraw plea of guilty, the State of Texas shall dismiss the charge in this matter and the charge will be eligible for expunction. However, this result is applicable only to charges that were specifically admitted to this program in anticipation of a diversion and dismissal. 15. Must attend monthly compliance hearings held in open court as directed. 16. Must agree to follow any/all directives given by MHDP in accordance with their individual treatment plan and program goals.
BR003	<p>The Youthful Offender Diversion Alternative Program offers eligible participants the opportunity to achieve case dismissal if they successfully complete the program. Eligibility and criteria for acceptance include:</p>

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Rule ID	Program Rule Detail
	<p>Eligibility:</p> <ol style="list-style-type: none"> 1. First time defendants only (individuals with past juvenile charges may be considered on a case by case basis) 2. Ages 17-25 at time of enrollment into program 3. Cannot be on probation/parole 4. Cannot have other pending charges 5. Cannot have any pending felony charges or convictions of felony charges <p>Must be:</p> <ol style="list-style-type: none"> 1. Willing to make changes in their lives and participate in counseling- which includes providing input, feedback and disclosing personal information; 2. Willing to adhere to the attendance policy and participation rules; and 3. Willing to be drug-free and sober <p>Fees: There is currently no charge to participate in the YODA program. However, there is mandatory random drug test, which the defendant is required to pay.</p>
BR004	<p>The First Offender Drug Program is a limited-supervision program for first-time drug defendants that would be considered a “self-corrector.” The following offenses may be eligible:</p> <ol style="list-style-type: none"> 1. Possession of Controlled Substance, under 1 gram 2. Possession of Controlled Substance, 1 - 4 grams 3. Possession of Controlled Substance under 2 ounces 4. Possession of Marihuana (Marijuana) under 2 ounces 5. Possession of Marihuana, 2 - 4 ounces 6. Drug-Free Zone, Controlled Substance under 28 grams 7. Drug-Free Zone Marihuana 2 - 4 ounces 8. Forging or Altering Prescription 9. Possession of Dangerous Drug 10. Diversion of a Controlled Substance 11. Attempt of any above listed offense <p>Applicant cannot have been convicted, have current or past community supervision or deferred adjudication, nor currently have any pending case for offenses other than Class C misdemeanors.</p> <p>Program Cost/Term</p> <ul style="list-style-type: none"> • Program fee covers cost of all testing and classes • Felony - \$550.00/180 Days • Misdemeanor - \$350.00/90 Days

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Rule ID	Program Rule Detail
BR005	<p>The Domestic Violence Diversion Program is a 12-month program that requires weekly check-ins with case managers. A monthly fee of \$60 is charged for monitoring progress and reporting. The following are the conditions for admission to the program:</p> <ol style="list-style-type: none"> 1. Defendant is recommended by the DA to the program 2. Must enroll on the first consultation docket 3. Takes assessment for appropriate programs 4. Victim signs consent for defendant to participate 5. Enters a plea of guilty – Judge recesses hearing for one year 6. Completes program as a condition of bond 7. If defendant successfully completes program – hearing is reconvened, plea is withdrawn and case is dismissed 8. Waives the right to expunction for one year from the date of program completion <p>Basic Program Requirements</p> <ol style="list-style-type: none"> 1. The program is 12 months in length 2. Defendant will be required to report in person once a week to his or her case manager for the first 30 days. <ol style="list-style-type: none"> a. Defendant will be required to have a minimum of two (2) contacts per month for the remainder of the program. b. Reporting requirements will be determined by compliance 3. Defendant will be required to complete all treatment and counseling as recommended by the assessment. 4. Defendant will be required to attend a Progress Review with the court as directed, at minimum, one (1) time during the 12 months. 5. Pay a \$60 per month supervision fee.

4. Assumptions / Constraints
 - a. Constraints
 - 1) The Diversion file, separate from the defendants case created by the CDA's office, must remain "blind" to the court (except for the Judge):
 - i. Elements of the CDA's case file comprise the Diversion file, specifically the case number and State ID.
 - ii. The defendant's CDA-generated case is placed "on-hold" while a defendant progresses through available Diversion alternatives.
 - b. Assumptions
 - 1) Currently, Criminal Court Administration engages a third-party vendor for drug scheduling and results notifications (IVR). These requirements assume continuation of that third-party agreement with Norchem (external vendor) to execute defendant testing,

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

scheduling and notification through automated voice or dial-in system. Further, these requirements assume that Norchem is capable of transmitting results in electronic, text-based format to the eventual Solution to accommodate the requirements here-in. The communication with this vendor is expressly out of scope.

- 2) Criminal case creation (CIMS), modification and storage are outside the scope of these requirements.
- 3) Court personnel, including Clerks and Judges are not primary actors for this system solution, but may have read-only or view-only access.

5. Functional Specifications

Spec. #	Functional Specification Description
B001	Solution MUST support Criminal Court Administration Application, Screening, Admissions and Graduation processes.
FNC001	<p>Solution MUST have the ability to integrate with current or future content/document management solutions.</p> <ul style="list-style-type: none"> • MUST be able to export data in a comma-delimited format for import to County systems. (general ledger, grant management or contract management solutions) • MUST have the ability to add (upload), retrieve (download), view, and \or modify uploaded documents, as needed. • MUST have the ability to link to documents stored within the repository with minimal performance degradation. • MUST have the ability to print uploaded documents.
FNC02	<p>Solution MUST have the ability to generate electronic key performance indicators (KPI)/dashboard reports based on the following metrics:</p> <ul style="list-style-type: none"> • Tracking receipt of admissions documents • Progress towards meeting admissions criteria • Changes in Compliance Status • Changes in Program Phase • Recidivism • Program Demographics and Statistics
FNC03	<p>Solution MUST have the ability to capture, retain, update, display and report changes in defendant records and to log person-to-person contacts or meetings, including but not limited to, by the following metrics:</p> <ul style="list-style-type: none"> • Type of contact (in-person, phone call, and home or field visits) • Date and Time of contact • Results of the Contact • Case Notes for Contact • Changes in compliance status • Program phase assessment

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
	<ul style="list-style-type: none"> • By Defendant name (first name, last name, middle name, suffix) • By Case ID • By County ID
FNC04	Solution MUST have the ability to archive records of graduates for a term specified by retention policy while still allowing viewing of those records by authorized personnel.
FNC05	<p>Solution MUST support mass acceptance of potential defendants; enrollment support. (Workflow)</p> <ul style="list-style-type: none"> • Defendant records may be created as a result of nightly batch job imports from IJIS of new eligible cases. • Defendant records may be created manually by solution users. • Listings of potential candidates MUST be generated based on each program's admission criteria.
B002	Solution MUST provide robust and configurable reporting options.
RPT001	Solution MUST have the ability to generate screening packets for each individual to complete electronically or on paper, utilizing internal application data.
RPT002	<p>Solution MUST allow creation of Ad hoc Reports, including:</p> <ul style="list-style-type: none"> • Grant Reporting <ul style="list-style-type: none"> ○ Statistics / Demographics ○ Outcomes • Integrated Service Plans (Admissions agreement and Treatment plan are combined to create this document.)
RPT003	<p>Solution MUST produce the following Case/Participant/Program basic reporting:</p> <ul style="list-style-type: none"> • Total Number of cases • Case by Court (felony and county courts) • Case count by programs: <ul style="list-style-type: none"> • Low Risk • High Risk • Case Closure Reasons • Completion of Program • Drop out of Program • Failure to Comply
RPT004	<p>Solution MUST support basic Financial Reporting. Must provide the following views of funds collected:</p> <ul style="list-style-type: none"> • By participant • By specific Diversion Program • Daily & Weekly Totals • Payment Types • Other Financial Reporting:

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
	<ul style="list-style-type: none"> ▪ Month-end close ▪ Quarterly close ▪ Year End / Fiscal Year End close
RPT005	<p>Solution MUST provide the ability to generate required reports for court Judges, including:</p> <ul style="list-style-type: none"> • Admission Agreement • Motion for Bond • Court Docket (in .pdf)
RPT006	<p>Solution MUST have the ability to print receipts for all financial transactions with the following information at a minimum:</p> <ul style="list-style-type: none"> • Payee • Amount • Reason for payment • Date received • Received by • By payment method (cash, credit cards, money orders or cashier's checks)
RPT007	<p>Solution MUST support the creation of an internal audit trail of data changes AND produce and "Auditor Report" of all financial transactions.</p> <ul style="list-style-type: none"> • Capture changes or transactions made • Capture date and time of change or transaction • Produce a human-readable output of those changes or transactions that may be reviewed by an external or internal auditor to prove compliance.
B003	<p>Solution MUST manage data, provide secure internal data storage and have full data search capabilities.</p>
FNC006	<p>Solution MUST provide full search capability for data imported from the County's mainframe (IJIS or CIMS). Critical data elements for the Solution's search and data import include:</p> <ul style="list-style-type: none"> • Offense type • Offense description (name) • Address • Post-bond address • Desire to be diverted (database flag)

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
FNC007	<p>Solution MUST have the ability import and to export data in desired formats.</p> <ul style="list-style-type: none"> • MUST support batch data import of full defendant's record data keyed by Case ID and County Identification number from the County's criminal justice data store. (Mainframe) <ul style="list-style-type: none"> ○ Defendant arrest information ○ Case ID, SID and County ID ○ Referral information
FNC008	<p>Solution MUST produce a viewable, editable calendar of defendant events.</p> <ul style="list-style-type: none"> • MUST support seamless input of calendaring data, including but not limited to court dates and defendant appointments, needed to support custom reporting. • Solution MUST provide the ability to schedule or calendar defendants for meetings, visits and court appearances. • Solution MUST support imported data as an update to existing schedules as well as allow manually inputted data update via the GUI.
FNC009	<p>Solution MUST allow direct data input by users and have the ability store all application data securely within the solution's physical or logical boundaries.</p>
FNC010	<p>Solution MUST support the attachment of artifacts (documents) to case records by users with sufficient security to do so.</p> <ul style="list-style-type: none"> • MUST support outputting of uploaded and stored artifacts to .pdf or to paper (printing) as needed. • MUST allow authorized external entities to upload artifacts via a secured interface, as required. <p>Examples include, but are not limited to:</p> <ul style="list-style-type: none"> • Initial Judge order for diversion • Fee requirements from Judge • Court Sanction orders • Treatment provider reports (test results) • Proof of bond • Personal Data Sheet • User-defined documents (The Program Administrator needs the ability to define document types within the system.) • Victim Letter • Injured Party Form • Injured Party Consent Form • TCU Assessment Cover Letter • Treatment Plan
DM001	<p>Solution MUST have data retention and data purge functionality for specific classifications of data.</p>

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
B004	Solution MUST support the creation of checklists, either unique to each Program or configurable, for tracking of data and deliverables and provide event notification capabilities (SMTP).
FNC011	<p>Solution MUST have the ability to track, display and report approval status for submitted applications.(DASHBOARD)</p> <ul style="list-style-type: none"> • Admitted • Opted-out • Terminated • Graduated
FNC012	Solution MUST have the ability to capture and display defendant statuses, and generate electronic notifications of status changes.
FNC013	<p>Solution MUST have the ability to record; display and report phase promotions and graduation statuses and generate electronic notifications to designated users.</p> <ul style="list-style-type: none"> • Capture, display and report sanctions with notes. • Capture, display and report drug test results • Capture, display and report Participant Retention data. • Capture, display and report Program-mandated services for each defendant.
FNC014	<p>Solution MUST have the ability to generate electronic notifications, specifically in the following scenarios:</p> <ul style="list-style-type: none"> • Potential candidates and/or candidate attorney via email/outbound IVR. • Applicant of scheduled screening time, date and location via email/IVR. • When new sanctions are issued from the court and entered into the Solution. • Phase promotions and graduation status changes are updated
B005	Solution MUST provide financial services options and support current cash processes.
FNC015	Solution MUST have the ability to create, update and store financial account information.
FNC016	Solution MUST have the ability to update, refund, capture, process, and track payments by type including cash, money orders, cashier's checks and credit cards.
FNC017	Solution MUST have the ability to display outstanding balances and generate regular reporting of those balances.
FNC018	Solution MUST have the ability to post entries (debits and credits) to a specified General Ledger account.
FNC019	Solution MUST support payments to PCI Compliant vendors in the required format.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Functional Specification Description
B006	Solution MUST be convenient, intuitive and easily adoptable by end users.
FNC020	<p>Solution SHOULD have the ability to support administrator configuration of GUI elements, including but not limited to:</p> <ul style="list-style-type: none"> • Dialogue titles • Menu values
FNC021	<p>Solution SHOULD have form-based auto-fill capabilities where entering in a case number will return all available data for a defendant from the data store. This feature makes it simpler for clerks to generate mass updates or mass mailings.</p> <ul style="list-style-type: none"> • Screen-to-screen navigation (Data for the defendant is carried over to the next subordinate screen in the workflow.) • Printing of forms (Data returned is used to populate the blank fields of a form to be printed.)
FNC022	<p>Solution MUST have secure onsite and offsite (remote) access for authorized users, including a web-based portal for data upload.</p> <p>Items uploaded SHOULD be retained in a queue for review by an authorized user and be available for attachment (association) with a defendant's case record.</p>

6. Non-Functional Specifications

Spec. #	Non-functional Specification Description
B007	Solution MUST meet all current domain security, privacy, performance and scalability guidelines for Tarrant County.
NFN01	Solution MUST provide standardized operational response times during normal and peak user load conditions.
NFN02	Solution MUST notify administrators when performance limits are reached.
NFN03	Solution MUST meet all domain availability requirements.
B008	Solution MUST meet all County applicable compliance and regulatory standards.
B009	Solution MUST provide role-based security and support domain authentication and authorization. (Web application)
NFN004	Solution MUST provide the capability to define and maintain user records.
NFN005	Solution MUST ensure proper user identification based on defined roles.
NFN006	Solution data MUST be encrypted at rest.
NFN007	Solution MUST implement security measures that ensure that only appropriate application functionality is provided to users with associated privileges.
NFN008	<p>Solution MUST track all data base record changes.</p> <ul style="list-style-type: none"> • By whom (date, time, and logged-on operator) • Prompt for a reason for change • From what application/function or program
NFN009	Solution MUST allow for role based access and configuration of roles to support multi-department access, if necessary.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Spec. #	Non-functional Specification Description
NFN010	Solution MUST produce an audit log of database changes that is human-readable and printable.
B010	Solution MUST meet all county training, quality assurance, testing, disaster recovery and support policies, procedures and standards.
NFN011	Solution MUST provide a level of service with 99% system uptime availability.
NFN012	Solution MUST have a Disaster Recovery Plan with a data recovery strategy.
NFN013	Solution MUST be accompanied by relevant training and support.
B011	Solution MUST have the ability to integrate with external systems.

7. Reporting and Analytics

- a. See CCA functional specifications, RPT001 – RPT007.
- b. Document management support will be needed to capture and track the agreements and artifacts produced from Diversion Programs. Report examples are presented in Appendix B of this document as listed in the table below.

Document	Document Type
Integrated Services Plan	Artifact
Motion to Bond	Court document
Court Docket	Court document
Admissions Agreement	Artifact
Monthly Statistical Report <ol style="list-style-type: none"> 1. Veterans Treatment Court 2. FODP Stat Tracking 3. Mental Health 4. Master form 	Reporting Samples
Referrals Tracking Sheet	Tracking Document
Billing Statement	Financial Document
Victim Letter	Consent Document
Injured Party Consent & Form	
TCU Assessment Cover Letter	
TCU Assessment Forms	Artifact, customized for each client containing personal private information.
Treatment Plan	
Pretrial Plea Form Pretrial Plea Form – CCC1	
Probationer Data Sheet	
Violation Report	

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

8. Data Conversion and Migration
 - a. All data is sourced from the IJIS datastore.
 - b. Data Retention
 - i. See functional specification DM001
 - ii. There are classifications of data within Criminal Court Administrations that have differing retention rules. The eventual solution will need the ability to both retain data for specified periods of time, but also to allow specific user roles the ability to permanently purge or remove data from the solution when permitted by law or statute.
9. System Administration (18 users – some positions have multiple users)

#	Title	Security Level
1	Program Administrator	System administrator
2	Program Manager, Veteran's Treatment Court	Module administrator
3	Program Manager, Mental Health Diversion Court	Module administrator
4	Program Manager, FODP	Module administrator
5	Program Manager, YODA	Module administrator
6	Program Manager, Domestic Violence Diversion Program	Module administrator
7	Supervisor, Indirect Unit / Sr. Court Official	Module user
8	Case Manager	Module user
9	Administrative Assistant	Module user
10	Clinical Case Manager	Module user
11	Mental Health Diversion Court	Read-only user
12	Veteran's Treatment Court	Read-only user
13	FODP – Felony	Read-only user
14	FODP – Misdemeanor	Read-only user
15	YODA	Read-only user
16	Domestic Violence Diversion Program	Read-only user

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

VI. PROJECT DELIVERABLES

The following project deliverables are required.

Deliverable	Explanation	Final Approval Process
Project Kickoff/Closeout	<ul style="list-style-type: none"> Project Initiation Project Closure (to include all final sign-off/acceptance) 	Business Stakeholders/ ITD
Project Management Plan and Supporting Project Documents/ Artifacts	<p>In-depth project planning documentation (following PMBOK principles) with accountable resources. The Project Management Planning documentation contains a combination of the following:</p> <ul style="list-style-type: none"> Baselines: <ul style="list-style-type: none"> A. Scope B. Schedule (Microsoft Project Schedule) C. Cost Change Management Plan Configuration management Plan Scope Management Plan Requirements Management Plan Schedule Management Plan Cost Management Plan Quality Management Plan Process Improvement Plan Human Resource Management Plan Communications Management Plan Risk Management Plan Stakeholder Management Plan 	Business Stakeholders/ ITD
Testing	Test Plan - Documentation detailing the objectives, and processes for testing the proposed product or service pre- and post-Go Live.	Business Stakeholders/ ITD
Knowledge Transfer	<p>Knowledge Transfer is achieved but not limited to the following:</p> <ul style="list-style-type: none"> Transition Plan documentation and System Administrative training. Test knowledge transfer for transition planning. 	Business Stakeholders/ ITD
Support	<ul style="list-style-type: none"> Operational Manual or "Run Book" to include Application Configuration 	ITD

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

	<p>Information, Network/System Design Document, How to support the application, common start of day tasks, Scheduled tasks, Report Definition, unique characteristics of the application.</p> <ul style="list-style-type: none"> • System Administration Documentation – design specification detailing system functionality, as well as the design of the central database, to include entity relationship diagrams and table definitions. • Disaster Recovery PLAN/RECOMMENDATIONS and documents. • Service Level Agreement (SLA) with estimated resolution timeframes 	
--	---	--

VII. PRODUCT DELIVERABLES

The following product deliverables are required.

Deliverable	Explanation	Final Approval Process
Software Solution	<ul style="list-style-type: none"> • Installation, setup, and configuration of the proposed solution(s) using an enterprise class configuration management tool0-set. 	Business Stakeholders/ ITD
Data Conversion/ Migration	<ul style="list-style-type: none"> • Discovery and migration of a subset of data from one or more pre-defined data sources into the proposed solution, where applicable. 	Business Stakeholders/ ITD
End-User Training	<ul style="list-style-type: none"> • Training Plan must include one or more of the following training options: <ul style="list-style-type: none"> A. Custom training materials to be delivered B. Training class type (i.e. Admins, Power & Standard End-Users) and location C. User documentation – user manual that describes core functions of the system product. For each data 	Business Stakeholders/ ITD

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

Deliverable	Explanation	Final Approval Process
	entry field, the user manual must identify permitted data types, ranges of values, and relationships with other data.	
Post-Go Live Technical Support	<ul style="list-style-type: none"> Providing ongoing technical support as per annual maintenance agreement. 	Business Stakeholders/ ITD

VIII. PRICING.

- A. The Contract for the proposed solutions will be deliverable-based using a **Fixed Fee** pricing model. A separate pricing proposal must be provided for each proposed solution submitted as stated in section III, A-C. Pricing proposals for this solution **MUST** include, at a minimum:
1. Pricing for system replacement, as applicable:
 - a. Software license or subscription as follows:
 - Pretrial Services: 21 licenses x (price) = (total license price) or
 - CCA: 18 licenses x (price) = (total license price)
 - IT Administration: 6 licenses x (price) = (total license price)
 - b. Additional license or subscription for solution
 - c. Additional software required for solution
 - d. Recommended (optional) software price
 - e. Implementation price
 - f. First year maintenance fee, if separate from license fee
 - g. Additional recommended training
 2. Additional software and/or associated maintenance costs per year, for four (4) additional years.
 3. Ongoing technical support options, per year.
 4. Provide an hourly rate for professional services for development, configuration and implementation solutions for future business requirement projects. Hourly Rate must include all costs associated with analysis, design, development and implementation of project including but not limited to travel, warranty, integration, training, maintenance, and support.

IX. RESPONDENT'S EXPERIENCE.

- A. Respondent **MUST** describe their experience developing and/or delivering similar solutions.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- B. Respondent **MUST** include short résumés of proposed team members in their response. Respondent should also be aware that these team members will be required in the contract if they are awarded the contract for these projects.

X. SECURITY BACKGROUND CHECK.

- A. Vendor designated personnel accessing Tarrant County data either on-site or via remote access will be required to undergo and pass a CJIS (Criminal Justice Information Services) Criminal Background Check. Background checks to be performed by Tarrant County. Passing status must be maintained by the personnel for duration of the contract.
- B. The successful Respondent shall provide information including, but not limited to, name, data of birth, and driver's license number for each individual who will be performing work on Tarrant County property.
- C. Award of a contract could be affected by the Respondent's refusal to agree to these terms. Award could also be affected if the Respondent is unable to supply personnel who can pass a Criminal Background Check.

Note: The CJIS Criminal Background Check applies to the individual and not the Company.

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

XI. EVALUATION CRITERIA:

- A. Tarrant County will review and score proposals based on the Evaluation Criteria and point allocation scenarios below.
- B. Tarrant County determines if it is in the best interest to award by section, each proposal will be scored and ranked in the following manner in its relevant:

CATEGORY	MAXIMUM POINTS
1. Qualifications and Experience <ul style="list-style-type: none"> a. The vendor's experience with similar engagements b. Vendor team member experience 	125 Points
2. Proposed Technical Solution <ul style="list-style-type: none"> a. Quality of Vendor implementation processes b. The ability of the Vendor solution to meet Tarrant County's Security, Support, Maintenance, and Training needs c. The ability of the Vendor solution to meet Tarrant County's Technical Specifications 	250 Points
3. Comprehensiveness of Respondent's Proposal to meet the needs of the Department <ul style="list-style-type: none"> a. The manner in which minimum requirements, as stated in Section IV or Section V, are met and the extent to which these requirements are exceeded 	300 Points
4. References	75 Points
5. Price	300 Points
TOTAL	1,050 Points

- C. Tarrant County determines if it is in the best interest to award by overall scoring across both sections, each proposal will be scored in the following manner:

CATEGORY	MAXIMUM POINTS
1. Qualifications and Experience – <u>PTS Section</u> <ul style="list-style-type: none"> a. The vendor's experience with similar engagements b. Vendor team member experience 	125 Points

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

CATEGORY	MAXIMUM POINTS
<p>2. Proposed Technical Solution – <u>PTS section</u></p> <p>a. Quality of Vendor implementation processes</p> <p>b. The ability of the Vendor solution to meet Tarrant County’s Security, Support, Maintenance, and Training needs</p> <p>c. The ability of the Vendor solution to meet Tarrant County’s Technical Specifications</p>	250 Points
<p>3. Comprehensiveness of Respondent’s Proposal to meet the needs of the Department – <u>PTS Section</u></p> <p>a. The manner in which minimum requirements, as stated in Section IV or Section V, are met and the extent to which these requirements are exceeded</p>	300 Points
<p>4. Qualifications and Experience – <u>CCA Section</u></p> <p>a. The vendor’s experience with similar engagements</p> <p>b. Vendor team member experience</p>	125 Points
<p>5. Proposed Technical Solution – <u>CCA section</u></p> <p>a. Quality of Vendor implementation processes</p> <p>b. The ability of the Vendor solution to meet Tarrant County’s Security, Support, Maintenance, and Training needs</p> <p>c. The ability of the Vendor solution to meet Tarrant County’s Technical Specifications</p>	250 Points
<p>6. Comprehensiveness of Respondent’s Proposal to meet the needs of the Department – <u>CCA Section</u></p> <p>a. The manner in which minimum requirements, as stated in Section IV or Section V, are met and the extent to which these requirements are exceeded</p>	300 Points
7. References-Overall	225 Points
8. Price-Overall	675 Points
TOTAL	2,250 Points

- C. The Price score will be scored by the following formula:
 (Lowest Respondent’s Price ÷ Evaluated Respondent’s Price) x Maximum Points
 for the Price section.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

XII. RESPONSE FORMAT

- A. Provide RFP response in the format listed below. All documentation should be in typed or written format on standard 8 1/2 x 11 pages. Do not include any electronic submission such as CD's, DVD's or Flash Drives. Follow the response guidelines precisely. Tarrant County considers how well a vendor follows RFP instructions in the evaluation of the RFP.
1. Required Forms. This section shall be the first section of your response and must be the forms exactly as they are presented in the RFP document and in the exact order stated below. Do not add items such as headers or footers to these forms. Do not remake these forms into your own format.
 - a. Proposal Signature Form with signature
 - b. Addendum Signature Form(s) with signature (if applicable)
 - c. Compliance with Federal and State Laws Form
 - d. References e. Deficiencies and Deviations Form
 - e. HUB Certificate/Form for Disadvantaged Business Enterprises
 - f. Price Forms.
 2. Vendor Proposal to Meet Tarrant County Statement of Work
 - a. This section shall provide a thorough proposal to meet the requirements of each project as stated in the RFP with detail down to each individual requirement's level. References to specific requirements should be noted by using the section coding, ie...section (IV.C.1)
 - b. Describe the implementation process for each project. Provide a project plan, including timing and resources (hardware, software, connectivity, staffing, etc.), and any required diagrams, charts, etc. needed to provide a clear picture of vendor solution. Identify any risks or limitations related to an implementation and mitigation plan, including but not limited to: bandwidth, server availability, multi-tenancy, and number of users.
 - c. Describe your technical expertise and capability to implement and support each project.

XIII PRESENTATIONS

- A. The Vendor(s) may be invited to provide an oral presentation of the proposed solution to the evaluation committee.
- B. After the oral presentations, those Vendors may be re-scored for all Evaluation Criteria categories except Price and References.

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

- C. Tarrant County reserves the right at its sole discretion to determine if oral presentations are in the best interest of the County. Tarrant County is under no obligation to request presentations.

XIV. BEST AND FINAL OFFER (BAFO)

- A. The respondents presenting the proposals with the highest scores may be invited to prepare a Best and Final Offer for consideration by the Evaluation Committee.
- B. Tarrant County reserves the right, at its sole discretion, to determine if pursuing BAFOs is in the best interest of the County. The County is under no obligation to pursue BAFOs.
- C. In the event the County elects not to pursue BAFOs, contract negotiation may be conducted based on final rankings.

XV. CONTRACT NEGOTIATION

- A. The Tarrant County Purchasing Department may conduct contract negotiations along with representatives from ITD.
- B. The County reserves the right, at its sole discretion, to determine if pursuing contract negotiation is in the best interest of the County. The County is under no obligation to pursue contract negotiation.

XVI. PROHIBITED COMMUNICATION

- A. Any communication regarding this RFP with any Tarrant County elected official or judiciary; any member of the evaluation committee; or, any member of ITD; is strictly prohibited. The only communication approved in this RFP include the pre-proposal conference, faxed questions, and presentations, if requested.



TARRANT COUNTY

HISTORICALLY UNDERUTILIZED BUSINESSES (HUB) POLICY

I. POLICY STATEMENT

The Tarrant County Commissioners Court, being the policy development and budgetary control unit of county government, will strive to ensure that all businesses, regardless of size, economic, social or ethnic status have an equal opportunity to participate in the County's procurement processes. The County is committed to promote full and equal business opportunity for all businesses to supply the goods and services needed to support the mission and operations of county government, and seeks to encourage the use of certified historically underutilized businesses (HUBs) through the use of race, ethnic and gender-neutral means. It is the policy of Tarrant County to involve certified HUBs to the greatest extent feasible in the County's procurement of goods, equipment, services and construction projects while maintaining competition and quality of work standards. The County affirms the good faith efforts of firms who recognize and practice similar business standards.

II. DEFINITIONS

Historically underutilized businesses (HUBs), also known as a disadvantaged business enterprise (DBE), are generally business enterprises at least 51% of which is owned and the management and daily business operations are controlled by one or more persons who is/are socially and economically disadvantaged because of his or her identification as a member of certain groups, including women, Black Americans, Mexican Americans and other Americans of Hispanic origin, Asian Americans, and American Indians.

Certified HUBs includes business enterprises that meet the definition of a HUB and who meet the certification requirements of certification agencies recognized by Tarrant County.

Businesses include firms, corporations, sole proprietorships, vendors, suppliers, contractors, subcontractors, professionals and other similar references when referring to a business that provides goods and/or services regardless of the commodity category.

Statutory bid limit refers to the Texas Local Government Code provision that requires competitive bidding for many items valued at greater than \$50,000.

III. POLICY GUIDELINES

- A. Tarrant County, its contractors, their subcontractors and suppliers, as well as all vendors of goods, equipment and services, shall not discriminate on the basis of race, color, creed, gender, age, religion, national origin, citizenship, mental or physical disability, veteran's status or political affiliation in the award and/or performance of contracts. All entities doing business or anticipating doing business with the County shall support, encourage and implement affirmative steps toward a common goal of establishing equal opportunity for all citizens and businesses of the county.
- B. Tarrant County will use and recognize the State of Texas certification process in conjunction with the implementation of this policy. The County may recognize other agencies' certification processes recognized by the State of Texas. Tarrant County reserves the right to review the certification status of any vendor applying to do business with the County. This review will be accomplished to determine the validity and authenticity of the vendor's certification as a HUB.
- C. The Commissioners Court may establish HUB target goals. Through a systematic approach of soliciting quotes, bids and proposals from certified HUBs and in compliance with applicable state and federal law this policy will strive to meet those goals.
 1. Target goals should consider:
 - the availability of HUB firms within the specific category of goods or services to be procured; and
 - the diversity of the county's population.
 2. The goals should be reviewed and amended periodically.
 3. The program may apply to all County procurements including construction and professional services.
 4. Particular attention will be given to HUB participation on purchases in excess of the statutory bid limit.
 5. The Commissioners Court herein establishes a 20% good faith target goal for Tarrant County.

- D. Tarrant County will actively seek and encourage HUBs to participate in all facets of the procurement process by:
1. Continuing to increase and monitor a database of certified HUB vendors, professionals and contractors. The database will be expanded to include products, areas of expertise and capabilities of each HUB firm.
 2. Continuing to seek new communication links with HUB vendors, professionals and contractors to involve them in the procurement process.
 3. Continuing to advertise bids on the County's website and in newspapers including newspapers that target socially and economically disadvantaged communities.
 4. Continuing to provide copies of bid specifications to minority Chambers of Commerce.
- E. As prescribed by law, the purchase of one or more items costing in excess of the statutory bid limit must comply with the competitive bid process. Where possible, those bids will be structured to include and encourage the participation of HUB firms in the procurement process by:
1. Division of proposed requisitions into reasonable lots in keeping with industry standards and competitive bid requirements.
 2. Where feasible, assessment of bond and insurance requirements and the designing of such requirements to reasonably permit more than one business to perform the work.
 3. Specification of reasonable, realistic delivery schedules consistent with the County's actual requirements.
 4. Specifications, terms and conditions reflecting the County's actual requirements are clearly stated, and do not impose unreasonable or unnecessary contract requirements.
- F. A HUB Policy statement shall be included in all specifications. The County will consider the bidder's responsiveness to the HUB Policy in the evaluation of bids and proposals. Failure to demonstrate a good faith effort to comply with the County's HUB policy may result in a bid or proposal being considered non-responsive to specifications.
- G. The Tarrant County Purchasing Department will actively seek the participation of HUB firms in the quotation process for purchases under the statutory bid limit. HUB firms will be identified on the computerized database and linked to the commodities they represent. Buyers will be encouraged to use available internal and external databases of certified HUB firms.

- H. Nothing in this policy shall be construed to require the County to award a contract other than to the lowest responsive bidder as required by law. This policy is narrowly tailored in accordance with applicable law.

IV. ADMINISTRATIVE GUIDELINES

- A. The Tarrant County Purchasing Department shall serve as the County's HUB Office with responsibility for the implementation, monitoring and general operations of the HUB policy. The Purchasing Agent shall serve as the County HUB Officer.
1. The HUB Officer will establish procedures to implement this policy across the full spectrum of the procurement process. The County HUB Office will periodically review with department head and elected officials regarding procurement opportunities.
 2. Managing the policy and training buyers and other County personnel in order to meet County goals will be the responsibility of the HUB Office.
 3. The HUB Office will cooperate with other local government entities to increase HUB participation throughout the county and region. The HUB Office is encouraged to participate in educational and other outreach programs to assist HUB firms.
 4. The HUB Officer will receive and review complaints and recommendations regarding the implementation of the HUB Policy and the good faith efforts of bidders. Further, the HUB Office will audit for compliance to the HUB Policy on eligible projects after award, during the performance of the contract and after completion, while also making any recommendations to Commissioners Court regarding any irregularities or misrepresentation of facts as they relate to compliance with the policy. The HUB Office will review documentation submitted by HUB firms in compliance with this policy.
 5. An annual report along with recommendations shall be provided to the Commissioners Court and Purchasing Board. The annual report will provide statistical data and efforts reflected in the number of purchase orders, value of goods and services purchased, percentages to HUB firms, and outreach and marketing efforts. Other statistics may be required or requested by the Commissioners Court or Purchasing Board.

510 Historically Underutilized Businesses Policy

Adopted: Court Order 64788 (December 17, 1990)

Amended: Court Order 69958 (December 7, 1993)

Amended: Court Order 99651 (December 28, 2006)

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

FOR DISADVANTAGED BUSINESS ENTERPRISES ONLY

Disadvantaged Business Enterprises (DBE) is encouraged to participate in Tarrant County's Proposal process. The Tarrant County Purchasing Department will provide additional clarification of specifications, assistance with Forms, and further explanation of procedures to those DBEs who request it.

Representatives from DBE companies should identify themselves as such and submit a copy of the Certification.

The County recognizes the certifications of both the State of Texas General Services Commission HUB Program and the North Central Texas Regional Certification Agency. All companies seeking information concerning DBE certification are urged to contact.

Texas Procurement and Support Services
Statewide HUB Program
1711 Jacinto Blvd.
PO Box 13047
Austin, TX 78711-3047
(512) 463-5872

OR

North Central Texas
Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606

<p>If Respondent is already certified, attach a copy of your certification to this form and return with Proposal.</p>
--

COMPANY NAME: _____

REPRESENTATIVE: _____

ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE NO. _____ FAX NO. _____

Indicate all that apply:

- _____ Minority-Owned Business Enterprise
- _____ Women-Owned Business Enterprise
- _____ Disadvantaged Business Enterprise

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

REFERENCES

Please list three (3) references, **other than past or present employees of Tarrant County**, who can verify your performance as a Vendor. Performance includes but is not limited to, sales and/or service, delivery, invoicing, and other items as may be required for Tarrant County to determine Respondent's ability to provide the intended goods or service of this Proposal. Tarrant County **PREFERS** references to be from Government customers. References must be able to verify the quality of service Respondent's company provide and that the respondent has completed a project of similar size and scope of work in this solicitation. Inaccurate, obsolete or negative responses from the listed references could result in rejection of your Proposal.

Failure to supply required references will deem Respondent as non-responsive and will not be considered for award.

Respondent involvement with reference checks is not permitted. Only Tarrant County or its designee will conduct reference checks. Any deviation to this will result in rejection of your response.

<p align="center">REFERENCE ONE</p>
--

GOVERNMENT/COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON AND TITLE: _____
TELEPHONE NUMBER: _____
E-MAIL ADDRESS: _____
SCOPE OF WORK: _____
CONTRACT PERIOD: _____

<p align="center">REFERENCE TWO</p>
--

GOVERNMENT/COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON AND TITLE: _____
TELEPHONE NUMBER: _____
E-MAIL ADDRESS: _____
SCOPE OF WORK: _____
CONTRACT PERIOD: _____

REFERENCES MUST BE RETURNED WITH PROPOSAL!

**RFP FOR CASE MANAGEMENT SYSTEMS FOR
PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION**

REFERENCES

REFERENCE THREE

GOVERNMENT/COMPANY NAME: _____

ADDRESS: _____

CONTACT PERSON AND TITLE: _____

TELEPHONE NUMBER: _____

E-MAIL ADDRESS: _____

SCOPE OF WORK: _____

CONTRACT PERIOD: _____

REFERENCES MUST BE RETURNED WITH PROPOSAL!

**RFP FOR CASE MANAGEMENT SYSTEMS FOR
PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION**

SIGNATURE FORM

The undersigned, on behalf of and as the authorized representative of Respondent, agrees this proposal becomes the property of Tarrant County after the official opening.

The undersigned affirms that the Respondent has familiarized itself with the local conditions under which the work is to be performed; satisfied itself of the conditions of delivery, handling and storage of equipment and all other matters that may be incidental to the work, before submitting a proposal.

The undersigned agrees, on behalf of Respondent that if this Proposal is accepted, Respondent will furnish all materials and services upon which price(s) are offered, at the price(s) and upon the terms and conditions contained in the specifications. The period for acceptance of the Proposal will be ninety (90) calendar days.

The undersigned affirms that they are duly authorized to execute this contract, that this Proposal has not been prepared in collusion with any other Respondent, nor any employee of Tarrant County, and that the contents of this Proposal have not been communicated to any other Respondent or to any employee of Tarrant County prior to the official opening of the Proposal.

Respondent hereby assigns to purchase all claims for overcharges associated with this contract which arise under the antitrust laws of the United States, 15 USCA Section 1 et seq., and which arise under the antitrust laws of the State of Texas, Tex. Bus. & Com. Code, Section 15.01, et seq.

The undersigned affirms that they have read and understand the specifications and any attachments contained in this Solicitation. ***Failure to sign and return this form will result in the rejection of the entire Proposal.***

Signature _____ **X**

Authorized Representative

LEGAL NAME AND ADDRESS OF RESPONDENT:

_____	Date _____
_____	Name _____
_____	Title _____
Tel. No. _____	FAX No. _____
E-Mail Address: _____	

AFTER HOURS EMERGENCY CONTACT:

Name: _____ Tel. No. _____

THIS FORM MUST BE SIGNED.

**THE ORIGINAL WITH ORIGINAL SIGNATURE AND ELEVEN (11) COPIES MUST BE RETURNED WITH
PROPOSAL!**



Did you sign and submit all
Required Forms?

If not, your Proposal
will be rejected!

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

COMPANY IS:

Business included in a Corporate Income Tax Return? _____YES _____NO

_____Corporation organized & existing under the laws of the State of _____

_____Partnership consisting of _____

_____Individual trading as _____

_____Principal offices are in the city of _____

DUNS Number: _____

CAGE Code: _____

<p align="center">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>

COMPLIANCE WITH FEDERAL AND STATE LAWS

CERTIFICATION OF ELIGIBILITY

By submitting a Proposal in response to this solicitation, the Respondent certifies that at the time of submission, they are not on the Federal Government's list of suspended, ineligible, or debarred entities.

In the event of placement on the list between the time of Proposal submission and time of award, the Respondent will notify the Tarrant County Purchasing Agent. Failure to do so may result in terminating this contract for default.

RELATING TO STATE CONTRACTS WITH AND INVESTMENTS IN COMPANIES THAT BOYCOTT ISRAEL AND INVESTMENTS IN COMPANIES THAT DO BUSINESS WITH IRAN, SUDAN, OR ANY KNOWN FOREIGN TERRORIST ORGANIZATIONS.

Effective September 1, 2018, Respondent verifies that it/he/she does not boycott Israel and will not boycott Israel during the term of this contract. The term "boycott Israel" is defined by Texas Government Code Section 808.001, effective September 1, 2018. Respondent further verifies that it/he/she is not engaged in business with Iran, Sudan, or any foreign terrorist organization. The term "foreign terrorist organization" means an organization designated as a foreign terrorist organization by the United States Secretary of State as authorized by 8 U.S.C. Section 1189.

DISCLOSURE OF INTERESTED PARTIES

The law states that a governmental entity may not enter into certain contracts with a non-exempt business entity unless the business entity submits a disclosure of interested parties to the governmental entity. By submitting a Proposal in response to this solicitation, the Respondent agrees to comply with HB 1295, Government Code 2252.908. Respondent agrees to provide Tarrant County Purchasing Agent, and/or requesting department, the "Certificate of Interested Parties," Form 1295 as required, within **ten (10)** business days from notification of pending award, renewal, amended or extended contract.

Signature _____X

THIS FORM MUST BE SIGNED.

THE ORIGINAL WITH ORIGINAL SIGNATURE AND ELEVEN (11) COPIES MUST BE RETURNED WITH PROPOSAL!

**RFP FOR CASE MANAGEMENT SYSTEMS FOR
PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION**

DEFICIENCIES AND DEVIATIONS FORM

Following is a listing of ALL deficiencies and deviations from the requirements as outlined in this Proposal. Unless specifically listed, your response will be considered to be in FULL compliance with the Proposal. Respondent assumes the responsibility of identifying all deficiencies and deviations and if not identified, all requirements of the Proposal stipulated must be fulfilled at no additional expense to Tarrant County.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

THE ORIGINAL AND ELEVEN (11) COPIES SHOULD BE RETURNED WITH PROPOSAL!

NO-BID RESPONSE

In the event that your organization chooses not to submit a bid/proposal for this solicitation, the Tarrant County Purchasing Department is interested in the reasons why vendors have chosen not to submit bids/proposals in order to better serve the taxpayers of Tarrant County. Please indicate your reason(s) by checking all applicable items below and return this form to the address shown below.

- ☐ Could not meet specifications.
- ☐ Items or materials requested not manufactured by us or not available to our company.
- ☐ Insurance requirements too restricting.
- ☐ Bond requirements too restricting.
- ☐ Scope of services not clearly understood or applicable (too vague, too rigid, etc.)
- ☐ Project not suited to our organization.
- ☐ Quantities too small.
- ☐ Insufficient time allowed for preparation of bid/proposal.
- ☐ Other (please specify).

Vendor Name: _____

Contact Person: _____

Telephone: _____

Email: _____

Please send your response to:

Tarrant County Purchasing Department
100 E. Weatherford, Suite 303
Fort Worth, TX 76196

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

PRICE FORM - PTS

PRICING

- A. The Contract for the proposed solution will be deliverable-based using a Fixed Fee pricing model. Pricing proposals for each solution MUST include, at a minimum:
1. Pricing for system replacement, as applicable:
 - a. Software license or subscription price
 - Pretrial Services: 21 licenses x (price) = (total license price for cost on all these)
 - IT Administration: 3 licenses x (price) = (total license price)
 - b. Additional license or subscription price (per seat)
 - c. Additional software required for solution
 - d. Recommended (optional) software price
 - e. Implementation price
 - f. First year maintenance fee, if separate from license fee
 - g. Additional recommended training
 2. Additional software and/or associated maintenance costs per year, for four (4) additional years.
 3. Ongoing technical support options, per year.
 4. Provide an hourly rate for professional services for development, configuration and implementation solutions for future business requirement projects. Hourly Rate must include all costs associated with analysis, design, development and implementation of project including but not limited to travel, warranty, integration, training, maintenance, and support.
- B. The price below must be a firm All-Inclusive Price (comprised of all direct and indirect costs including, but not limited to: overhead, fee or profit, clerical support, travel expenses, per diem, food, equipment, materials, supplies, managerial support, assessment, startup costs, etc.)
1. Software license or subscription price, as \$ _____ follows
 - Pretrial Services: 21 licenses x (Price) = (total license price) or
 - IT Administration: 3 licenses x (price) = (total license price)
 2. Additional license or subscription price (per seat) \$ _____
 3. Additional software required for solution \$ _____
 4. Recommended (optional) software price \$ _____

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

5. Implementation price \$ _____
6. First year maintenance fee, if separate from license fee \$ _____
7. Additional recommended Training \$ _____

Price of additional software/accelerators, etc., and associated maintenance:

8. Year 2 \$ _____
9. Year 3 \$ _____
10. Year 4 \$ _____
11. Year 5 \$ _____

Price of ongoing technical support options/maintenance:

12. Year 2 \$ _____
13. Year 3 \$ _____
14. Year 4 \$ _____
15. Year 5 \$ _____

Total of Items 1–15 above: \$ _____

Provide an hourly rate for professional services for development, configuration and implementation solutions for future business requirement projects. Hourly Rate must include all costs associated with analysis, design, development and implementation of project including but not limited to travel, warranty, integration, training, maintenance, and support: \$ _____

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

PRICE FORM - CCA

PRICING

- A. The Contract for the proposed solution will be deliverable-based using a Fixed Fee pricing model. Pricing proposals for each solution MUST include, at a minimum:
1. Pricing for system replacement, as applicable:
 - a. Software license or subscription price
 - CCA: 18 licenses x (price) = (total license price)
 - IT Administration: 3 licenses x (price) = (total license price)
 - b. Additional license or subscription price (per seat)
 - c. Additional software required for solution
 - d. Recommended (optional) software price
 - e. Implementation price
 - f. First year maintenance fee, if separate from license fee
 - g. Additional recommended training
 2. Additional software and/or associated maintenance costs per year, for four (4) additional years.
 3. Ongoing technical support options, per year.
 4. Provide an hourly rate for professional services for development, configuration and implementation solutions for future business requirement projects. Hourly Rate must include all costs associated with analysis, design, development and implementation of project including but not limited to travel, warranty, integration, training, maintenance, and support.
- B. The price below must be a firm All-Inclusive Price (comprised of all direct and indirect costs including, but not limited to: overhead, fee or profit, clerical support, travel expenses, per diem, food, equipment, materials, supplies, managerial support, assessment, startup costs, etc.)
1. Software license or subscription price, as \$_____ follows
 - CCA: 18 licenses x (price) = (total license price)
 - IT Administration: 3 licenses x (price) = (total licenses price)
 2. Additional license or subscription price (per seat) \$_____
 3. Additional software required for solution \$_____
 4. Recommended (optional) software price \$_____

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

5. Implementation price \$ _____
6. First year maintenance fee, if separate from license fee \$ _____
7. Additional recommended Training \$ _____

Price of additional software/accelerators, etc., and associated maintenance:

8. Year 2 \$ _____
9. Year 3 \$ _____
10. Year 4 \$ _____
11. Year 5 \$ _____

Price of ongoing technical support options/maintenance:

12. Year 2 \$ _____
13. Year 3 \$ _____
14. Year 4 \$ _____
15. Year 5 \$ _____

Total of Items 1–15 above: \$ _____

Provide an hourly rate for professional services for development, configuration and implementation solutions for future business requirement projects. Hourly Rate must include all costs associated with analysis, design, development and implementation of project including but not limited to travel, warranty, integration, training, maintenance, and support: \$ _____

<p style="text-align: center;">RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION</p>
--

PRICE FORM - COMBINED

PRICING

- A. The Contract for the proposed solution will be deliverable-based using a Fixed Fee pricing model. Pricing proposals for each solution MUST include, at a minimum:
1. Pricing for system replacement, as applicable:
 - a. Software license or subscription price
 - Pretrial Services: 21 licenses x (price) = (total license price for cost on all these)
 - CCA: 18 licenses x (price) = (total license price)
 - IT Administration: 6 licenses x (price) = (total license price)
 - b. Additional license or subscription price (per seat)
 - c. Additional software required for solution
 - d. Recommended (optional) software price
 - e. Implementation price
 - f. First year maintenance fee, if separate from license fee
 - g. Additional recommended training
 2. Additional software and/or associated maintenance costs per year, for four (4) additional years.
 3. Ongoing technical support options, per year.
 4. Provide an hourly rate for professional services for development, configuration and implementation solutions for future business requirement projects. Hourly Rate must include all costs associated with analysis, design, development and implementation of project including but not limited to travel, warranty, integration, training, maintenance, and support.
- B. The price below must be a firm All-Inclusive Price (comprised of all direct and indirect costs including, but not limited to: overhead, fee or profit, clerical support, travel expenses, per diem, food, equipment, materials, supplies, managerial support, assessment, startup costs, etc.)
1. Software license or subscription price, as \$ _____ follows
 - Pretrial Services: 21 licenses x (Price) = (total price on all these) or
 - CCA: 18 licenses x (price) = (total license price)
 - IT Administration: 6 licenses x (price) = (total license price)
 2. Additional license or subscription price (per seat) \$ _____
 3. Additional software required for solution \$ _____
 4. Recommended (optional) software price \$ _____

RFP FOR CASE MANAGEMENT SYSTEMS FOR PRETRIAL SERVICES AND CRIMINAL COURTS ADMINISTRATION

5. Implementation price \$ _____
6. First year maintenance fee, if separate from license fee \$ _____
7. Additional recommended Training \$ _____

Price of additional software/accelerators, etc., and associated maintenance:

8. Year 2 \$ _____
9. Year 3 \$ _____
10. Year 4 \$ _____
11. Year 5 \$ _____

Price of ongoing technical support options/maintenance:

12. Year 2 \$ _____
13. Year 3 \$ _____
14. Year 4 \$ _____
15. Year 5 \$ _____

Total of Items 1–15 above: \$ _____

Provide an hourly rate for professional services for development, configuration and implementation solutions for future business requirement projects. Hourly Rate must include all costs associated with analysis, design, development and implementation of project including but not limited to travel, warranty, integration, training, maintenance, and support: \$ _____

REMINDER: If you submit a Price Form for Combined Pricing, you **MUST** also submit a separate Price Form for each section. Tarrant County reserves the right to award by Section or by Total.

Please cut out and affix to the outside of your response package:



**TARRANT COUNTY
SEALED BID/PROPOSAL/RESPONSE**

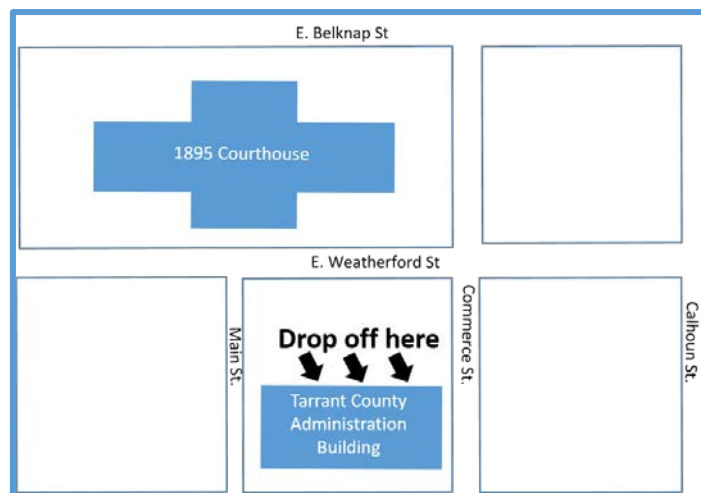
RFP No. 2018-095

Request for Proposals for Case Management Systems for
Pretrial Services and Criminal Courts Administration

Due Date: July 16, 2018 at 2:00 p.m.

**Tarrant County Administration Building
ATTN: Purchasing Department
100 E. Weatherford St., Third Floor, Suite 303
Fort Worth, Texas 76102**

**Street
View**



**Building
View**

