DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

Winner 2000- 2007 Achievement of Excellence in Procurement Award
National Purchasing Institute

Jerome Noble, Director

June 18, 2008

Re: 08RFP61811A-FSW, Audit and Review of the Performance and Management Practices of the Office of the Clerk of Fulton County Superior Court

Dear Proposers:

Attached is one (1) copy of Addendum 3, hereby made a part of the above referenced Request for Proposal.

Except as provided herein, all terms and conditions in the Request for Proposal referenced above remain unchanged and in full force and effect.

Sincerely,

Felicia Strong-Whitaker

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

Section 3, Proposal Requirements. Delete Item 3.3 Scope of Work in its entirety and replace with the following:

3.3 SCOPE OF WORK

The Proposer shall recommend improvements strategy in practices, policies, procedures and processes that will result in efficiencies within the department.

Additionally, the Proposer shall provide a review of current practices, benchmarks from other comparable counties and make recommendations for reorganizing, consolidating services, streamlining processes and activities; and identifying areas to address future needs.

The Clerk of Superior Court would like for the review to be accomplished in two (2) phases.

Phase I - Criminal, Civil and Customer Service areas
Phase II - Administration, Fiscal, Real Estate, and Data Systems

A. Tasks to be accomplished under Phase I are to be accomplished for the following areas; Criminal, Civil and Customer Service, as described below:

1. Establish clear goals in the processing of work within the judicial divisions of the Clerk of Superior Court (Criminal, Civil, and Customer Service).

2. Perform an assessment of all judicial workflows and the technology used in the areas.

3. Identify service gaps and recommend performance improvements.

4. Review the current delivery system of the case calendars and provide improvement measures.

5. Evaluate the process of inmate release to identify challenges and how technology may increase response/ release time.

6. Develop criminal and civil case processing time standards that set forth expected time periods within which cases are expected to be processed.

7. Identify needed technology enhancements.

8. Develop policies and procedures that anticipate changes in the federal, state, local laws, as well as special acts and/or projects by Judges that impact future service delivery.

9. Review the current electronic filing system to identify processing times, use of the system, and ways to more efficiently increase productivity.

10. Review current filing system of active and closed case files to determine ways to improve customer service.

11. Review current data entry process of civil and criminal docket divisions.

12. Establish information system(s) that will enable the close tracking of all case files and ways to keep all files inside the Clerk of Superior Court (Document Management System).

13. Identify ways to improve customer service for the public and judicial system.

14. Assess the current staffing plan of the judicial division with consideration of the reassignment of existing staff, making temporary employees permanent, and the addition of new staff.

B. Tasks to be accomplished under Phase II are to be accomplished for the following areas; Administration, Fiscal, Real Estate, and Data Systems, as described below:

1. Establish clear goal in the processing of work within the non-judicial divisions of the Clerk of Superior Court (Administration, Fiscal, Real Estate, and Data Systems).

2. Perform an assessment of all non-judicial workflows and the technology used in the areas.

3. Identify service gaps and recommend performance improvements.

4. Review the current delivery system of the Real Estate documents and recommend improvement measures.

5. Review the current process of Administration and recommend best practices.

6. Assess the Document Management process currently used in Human Resources, Notary and Fiscal.

7. Identify needed technology enhancements.

8. Identify current technology system used to support office and recommend best practices for Business Continuity/Disaster Recovery.

9. Review current training program and provide recommendation for improvement.

10. Review current web presences and suggest improvement measures.

11. Review current cash management procedures and provide best industry practices.

12. Assess Budgeting & Purchasing process and procedures.

13. Develop policies and procedures that anticipate changes in state and local laws, mortgage industry, the economy, as well as, special acts and or projects by judge's that impact the real estate future service delivery.

14. Assess the current staffing plan of the non-judicial division with consideration of the reassignment of existing staff, making temporary employees permanent, and the addition of new staff.

15. Identify ways to improve customer service for the public with technology.

16. Assess the current accounting practices and system and suggest best industry practices.

17. Present the final report to the Clerk of Superior Court and the Board of Commissioners.

C. The recommendation should also identify any significant legislative or legal issues that would need to be addressed prior to implementation of recommendations. Where findings cite deficiencies, the Proposer must provide recommendations to improve or remove the deficiencies. Recommendations must also include an implementation approach and timetable.

D. Present the final report to the Clerk of Superior Court and the Board of Commissioners.

Section 2, Instruction to Proposers, Delete 2.5 Term of Contract in its entirety and replace with the following:

"The contract will commence as of the date a Notice to Proceed (NTP) is issued for Phase I. The Phase I Final Report/Recommendations shall be due 120 days after the NTP is issued. The Phase II Final Report/Recommendations shall be due 120 days after the Notice to Proceed (NTP) is issued for Phase II.

ACKNOWLEDGEMENT OF ADDENDUM NO. 3

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **Tuesday, July 1, 2008, at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 3, _____ day of _____, 2008.

_____
Legal Name of Bidder

_____
Signature of Authorized Representative

_____
Title