



Fulton County, GA

# Department of Purchasing & Contract Compliance

*Felicia Strong-Whitaker, Interim Director*

June 19, 2014

Re: 14RFP93286A-CJC, E-Filing System

Dear Proposers:

Attached is one (1) copy of Addendum No. 2, hereby made a part of the above referenced RFP No. 14RFP93286A-CJC, E-Filing System.

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

Sincerely,

*Cheryl Cochran*

Chief Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in  
Procurement Award • National Purchasing Institute



130 Peachtree Street, S.W., Suite 1168 • Atlanta, GA 30303 • (404) 612-5800

The following changes are hereby made:

1. The page numbers for each Section under the Table Of Contents are deleted in their entirety.
2. Page five (5) bullets are deleted in their entirety.
3. The following definitions are hereby added to **Page 9, No. 2.2 Contract Definitions**:
  - a) Electronic Filing System, for purposes of this RFP, is defined as any system where electronic forms and images are transmitted via the internet.
  - b) An initial case filing is described as the complaint, statement of claim, dispossessory warrant, and various petitions filed in Probate Court, and all exhibits and other documents attached thereto, including statutory filing fees.
4. Under Section 2, Instruction To Proposers, following changes are made:
  - a) **2.5 Term Of Contract** is deleted in its entirety and replaced by the following:

**2.5 TERM OF CONTRACT**

The initial term of the contract shall be for a five (5) year term, with one, (1), two (2) year renewal option.

- b) **2.7 PROPOSAL EVALUATION is deleted in its entirety and replaced by the following:**

All proposals will be evaluated using the criteria specified in Section 4 of this RFP. Selection will include an analysis of proposals by an **Evaluation Committee** e composed of County personnel who will review the proposal submittals in accordance with the submittal requirements and the evaluation criteria set forth in Section 4 of this RFP. The committee may request oral interviews and/or site visits. Awards will not necessarily be based on cost alone. Other factors, as detailed in the RFP, will be considered in

determining what proposal will be deemed to best meet the needs of Fulton County.

5. Section 3, Proposal Requirements, pages 22 through 33 are deleted in their entirety and replaced by the revised **Section 3, Proposal Requirements, Attachment 1**, hereto.
6. Section 4, Evaluation Criteria, page 34 is deleted in its entirety and replaced by the revised **Section 4, Evaluation Criteria Attachment 2**, hereto.
7. Section 5, Proposal Forms, page 37, paragraph 4) c. is corrected by deleting the word **representation** and replacing it by the word, **misrepresentation**.
8. The Required Proposal Submittal Check List is added under **Attachment 3, hereto**.
9. Section 7 Insurance and Risk Management Provisions is deleted in its entirety and replaced under **Attachment 4**, hereto.
10. Responses to Questions submitted by interested proposers are included under **Attachment 5**.

ACKNOWLEDGEMENT OF ADDENDUM NO. 2

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time, **Wednesday, July 2, 2014 11:00 A.M. legal prevailing time.**

This is to acknowledge receipt of Addendum No. 2, \_\_\_\_\_ day of \_\_\_\_\_, 2014.

\_\_\_\_\_  
Legal Name of Proposer

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title

**ATTACHMENT 1**

**SECTION 3  
PROPOSAL REQUIREMENTS**

**3.1 SUBMISSION REQUIREMENTS**

**3.1.1 Proposal Submission Date and Submittal Format**

All Proposals, including all attachments, must be received by the County in a sealed package no later than **Wednesday, July 2, 2014 at 11:00 A.M.** and must be addressed to:

**REQUEST FOR PROPOSALS 14RFP93286A-CJC  
Fulton County Department of Purchasing & Contract Compliance  
Public Safety Building  
130 Peachtree Street S.W. Suite 1168  
Atlanta GA 30303**

The Proposal shall consist of a Technical Proposal, a Cost Proposal and all documents listed on the Required Submittal Checklist (Exhibit 1). The Technical Proposal shall include proposer information, technical information, business-related information, and any Technical Proposal forms requested. The Cost Proposal shall include the Cost Proposal Forms and any information describing the basis for pricing and must be separately, sealed, marked and packaged.

The required content of the Technical Proposal and Cost Proposal is further specified in this section of the RFP. The Proposal must be signed and acknowledged by the Proposer, including certain information to be provided under oath as required under applicable law, in accordance with the instructions herein and the various proposal forms.

**THE TECHNICAL PROPOSAL, THE COST PROPOSAL AND CONTRACT COMPLIANCE EXHIBITS SHALL BE SUBMITTED IN SEPARATE, SEALED ENVELOPES OR PACKAGES. THE INCLUSION OF ANY COST INFORMATION IN THE TECHNICAL PROPOSAL MAY RESULT IN SUCH PROPOSAL BEING REJECTED BY THE COUNTY.**

Each envelope or package shall be clearly marked as follows:

**REQUEST FOR PROPOSALS RFP \_\_\_\_\_  
Project # and Title  
[Technical or Cost Proposal]  
Proposer's Name and Address**

**3.1.2 Number of Copies**

Proposers shall submit the following:

Technical Proposal, **one (1) original and ten (10) copies** on CD media in PDF format.

Contract Compliance Exhibits, one (1) original with the Technical Proposal marked "Original" and one (1) copy in a separate sealed envelope.

Financial Information, one (1) original with the Technical Proposal marked "Original" and one (1) copy in a separate sealed envelope.

Cost Proposal, one (1) original and one (1) copy in a separate sealed envelope.

All Proposals must be complete with all requested information.

### **3.2 OVERVIEW OF PROPOSAL REQUIREMENTS**

Proposers shall submit Proposals in accordance with the content and format requirements set forth in this RFP. Proposals should be clearly organized and structured in a manner that allows materials included in the document to be located easily.

Each of the instructions set forth in this section must be followed for a Proposal to be deemed responsive to this RFP. In all cases, the County reserves the right to determine, at its sole discretion, whether any aspect of the Proposal meets the requirements set forth in this section. The County reserves the right to reject any Proposal, which in its judgment, does not comply with these Proposal submission requirements.

### **3.3 SCOPE OF WORK**

This proposal for e-filing via the internet shall be at no cost to the Courts of Fulton County. Further, as electronic filing forms and images are transmitted, the Proposer's system shall organize the filings and images on its own server; organize them by appropriately associating them within sub-files associated with the court case number, date and judge; provide the pleading name for the filing within that case file; provide the name of the party filing within that case file; place all filings within a case file in sequential order; and provide an associated image with each file. The e-filing system shall be fully integrated with the Odyssey case management system, including all upgrades, at no expense to the County. This system shall also include the ability to offer 24/7 access, with some customer support being offered outside the business hours of the Courts. The system shall be capable of accepting payments and transmitting those payments to the Court. An essential element of this proposal is ensuring that the Clerk of each Court maintains custody and control of all data and images filed by users over the Proposer's system. Proposer's system shall have the ability to accommodate bulk filings of certain case types,

specifically those filed in Magistrate Court. The e-filing system shall also have the ability to serve all filed documents at no expense to the Court.

Services will be provided over the internet, the Justice Center Tower located at 185 Central Avenue, Atlanta, GA 30303, the North and South Services Centers located at 7741 Roswell Road, Atlanta, GA 30350 and 5600 Stonewall Tell Road, College Park, GA 30349, respectively.

This contract will affect all litigants filing in Superior Court, State Court, Magistrate Court and Probate Court.

### **3.4 PROJECT DELIVERABLES**

Proposers must be able to assume the current e-filed cases in State Court within 30 days after the contract is signed and notice to proceed is issued by the Court. Proposer shall immediately confer with State Court and Magistrate Court to develop a staggered timeline to implement e-filing for all case types.

### **3.5 PROJECT SCHEDULE**

Detailed transition plan with timelines and goals for service delivery to be included with project proposal.

Service Delivery to begin no later than 30 days after execution of the contract.

### **3.6 TECHNICAL PROPOSAL FORMAT AND CONTENT**

The Technical Proposal shall include the appropriate and requested information in sufficient detail to demonstrate the Proposer's knowledge, skills and abilities to provide requested services and will be reviewed and evaluated based on each Proposer's responses to the criteria described below.

The Technical Proposal shall be arranged and include content as described below:

#### ***Section 1 - Executive Summary***

The executive summary shall include the following information:

1. Provide the legal name of the entity responding to this proposal.
2. Provide the business type of the entity responding to this proposal (i.e. Joint Venture, Partnership, etc).
3. Include a brief statement of approach to the work, understanding of the project's goals and objectives and demonstrated understanding of the project's potential problems and concerns.

4. Name, address and telephone number of one (1) individual to whom all future correspondence and/or communications will be directed.

***Section 2 – Ability of the Proposer to provide the services requested in this RFP (Technical Requirements, usability, stability, and integration)***

Proposers must submit the following information with their proposal:

1. **Management Approach.** An approach in completing the work identified in Section 3.3 Scope of Work.
2. **Project Plan.** Identify all major tasks, when the major tasks will start and finish, planned reviews of work associated with each major task, project completion date, and any other information that shall assist in the planning and tracking this project successfully. Describe methodologies including best practices and benchmarks to be used.
3. **Description of the Electronic Filing Application.** Describe the electronic filing application in detail. Printouts of sample computer screens shall be provided. Proposers shall identify which features are available in the current version of the Proposer's software. The proposer must be able to offer a timetable for completion of all items that are not currently available. All items must be completed, tested, demonstrated and approved as working properly for the Superior Court, State Court, Magistrate Court, and Probate Court before the e-filing software is implemented. The Proposer must identify how it will handle electronic receipting, notification, and service to the parties, and how it will notify those parties who do not have an email address. This description must also include how the filing will be date and time stamped. The proposed system must be able to receive requests from litigants that require a judicial order, and send the "signed" order back to the attorney/litigant. The proposed electronic filing system must indicate how documents, and/or transcripts might be electronically forwarded to the appellate courts, and how the notification of appeal would be electronically registered as the trial court and appellate court(s). The system must have the ability to file documents under seal or to otherwise limit access to certain documents. The proposed system must allow for review of filings by a clerk using a queue or similar mechanism prior to import into the Court's Case Management System, if desired. The proposed system must allow for independent configuration, management, and security for each implemented Court. Electronic filing in Magistrate Court will involve standardized forms, most of which may be handwritten and filed by pro se litigants. The successful Proposer should have tools to assist pro se litigants in filling out the standardized forms, preferably in fillable PDFs. All proposed user interfaces must be intuitive for pro se litigants, and have active help menus or options to allow user completion without Clerk or IT intervention.
4. **Proposer's Proposed Document Storage & Retrieval System.** The Proposer must fully describe the proposed document storage and retrieval system. This description must also include how documents will be indexed, selected and retrieved by Superior Court, State Court, Magistrate Court & Probate Court. Further, the Proposer must specify how it will ensure the Court maintains custody and control

over an exact copy of all data and images filed over the Proposer's system, such as providing the Court with a server. Moreover, Proposer's must describe how they will facilitate, assist in or offer at no cost a scanning solution to ensure any paper document filed with the Court can be integrated with the proposed e-file system. The Proposer must identify how pro se and/or indigent litigants will be provided access to this system. Proposer must identify browser or plugin requirements, as this may limit accessibility for pro se and/or indigent litigants.

To adequately plan for local storage, Fulton IT requires from the successful proposer metrics including storage size estimates for both documents and reports. These metrics should include (but are not limited to) the following values:

- Storage requirements from similar-sized current clients
- Storage estimates by court type
- Storage estimates by case type
- Breakdowns for document imaging vs. reporting

5. **Revenue Sharing.** Revenue sharing with the Court shall be a contractual element and Proposers should specify the business model and contractual terms for proposed revenue sharing.
6. **General Public Access to the Imaged Files.** The Proposer must identify how the general public will gain access to the imaged files. The Proposer must identify any **fees in the cost proposal only** for general public access, how the information will be protected from changes and manipulation while the public is accessing the information, whether they will have a capacity to print, and what capacity the court will have to add a "cost recovery fee" on these transactions. The Proposer must also identify security measures to limit access to certain documents.
7. **Proposer's Proposed Hardware Architecture.** The Proposer must supply a complete description of the hardware platforms that the Proposer will use to support the system; including an architectural diagram (any hardware supplied to the County must meet or exceed current County requirements). The hardware specifications that the courts and attorney subscribers will need in order to use the system must also be identified. The hardware requirements must include a detailed description of the recommended personal computer specifications.
8. **Proposer's Proposed Network/Telecommunication Requirements.** The Proposer must supply a complete description of the network/telecommunications that it will provide for the system, including a network diagram. The Proposer will also identify the specifications of any networking/telecommunication requirements the courts or attorneys will need in order to support the system. Any networking and/or telecommunication requirements/upgrades for the county to support the proposed system must meet or exceed current IT standards and be provided by the vendor at no cost to the County.
9. **Proposer's Proposed Software/Application/Upgrade Requirements.** The Proposer must supply a complete description of the software/application/hardware and future upgrades that it will provide to the Court. This should include the method and timing of updates, and any cost associated with receiving the latest updates to software during and post implementation. Any proposed software/application running on the County network must meet current County IT standards (operating system, database, etc.). See Appendix A for current IT standards. The Proposer will also identify the specifications of any software/application upgrades the courts or

attorneys will need in order to support or access the system. The Proposer must also identify its method of integration with the County's current case management system, Odyssey by Tyler Technologies, including continued integration to account for updates and/or upgrades to the case management system.

- 10. Proposer's Proposed Accounting System.** The Proposer will describe in detail the accounting system that will be used to track fees paid by the courts and attorneys, and how statutory filing fees will be transferred to the courts, their banking institutions and the timeframe of funds deposited each court account.
- 11. Proposer's Proposed Electronic Signature Solution(s).** The Proposer must provide at least one electronic signature solution for electronic filing. This solution could be either: electronic, digital, or imaged. The preferred solution is electronic. The Proposer must describe how their solution(s) comports with existing signature rules.
- 12. Proposer's Proposed Security System.** The Proposer must provide a complete description of the security that will protect the e-file, e-access, and all County applications used by the courts. This description should include hardware/firewalls, control over user IDs and passwords. The security system must also fully describe how the system will handle cases that are sealed or expunged. The Proposer must agree that the security must be approved and subject to audits by Fulton County IT and each court designated personnel.
- 13. Proposer's Proposed Marketing Strategy.** The Proposer must supply a marketing strategy for attorney subscriptions to this electronic filing system, and how will it effectively market the new system to all end users.
- 14. User Response Time.** The Proposer must indicate the average "user" viewing response time for the various functions of the system. The user response time refers only to server and network response time (i.e. transaction time) – not the functional time required to process a case.
- 15. Warranty Designation and Support Service.** The Proposer must supply a complete plan how the Proposer will support the system for all Courts and the private subscribers. The Proposer must provide an accurate and complete statement designating the promises and warranties, and any disclaimers of warranties, limitations or motivations of remedies, of liquidated damages, of any third party, such as the manufacturer of the equipment, to be provide wither directly or indirectly to purchaser of the goods.
- 16. Installation Schedule.** The Proposer must provide a detailed project plan with the proposal. The plan must include details to support the following basic tasks: Development of the Electronic Filing Application; Integration with Odyssey; Implementation of Marketing Plans; Hardware Acquisition; Hardware Installation; Training; and a Roll-Out Schedule. All hardware purchases or installations are at the expense of the Proposer.
- 17. Training and Customer Service.** The Proposer must provide a training plan. This plan must include the training of court personnel and other users of the Proposer's system, including attorneys and other high-volume customers. Training provided to

court personnel will be at no charge to the Courts or to Fulton County. The training plan should also include intentions of providing continuous and regular customer support and training by Proposer's employees who are locally or regionally based. The successful Proposer will include a training manual for staff and Public users in the courthouse. Proposer must identify its customer service support for end users, including the hours that live support is available.

**18. Court Orders.** The Proposer should state if it is currently under, or anticipates any, indictment or court order or investigation by any government regulatory agency which would affect in any way the Proposer's ability to provide the requested service to the Courts, or if it is subject to any extraordinary regularity oversight.

**19. Working System.** Proposers must be able to demonstrate a working example of their e-filing system to the RFP evaluation committee members.

### ***Section 3 – Project Team Qualifications/ Qualifications of Key Personnel***

1. Provide resumes for each of the key personnel proposed for this project with specific emphasis on the Project/Program Manager, Program Manager.

All proposed key personnel must have at least a minimum of one (1) year of work experience in implementing e-file systems with courts comparable in size and filings to the State Court of Fulton County.

The Project Manager must have a minimum of one (1) year of experience in implementing e-file systems with courts comparable in size and filings to the State Court of Fulton County within the past three (3) years.

2. Each resume should be limited to no more than three (3) pages per person and be organized according to the following:

- Name and Title
- Professional Background
- Current and Past Relevant Work Experience
- Include two (2) references for each key personnel member on similar projects.

### ***Section 4 - Availability of Key Personnel***

- (1) Percentage of time key personnel will spend on this project
- (2) Current workload of key personnel

### ***Section 5 - Local Preference***

Local Preference is given to businesses that have a business location within the geographic boundaries of Fulton County. The term business location means that the business has a staffed, fixed, physical place of business located within Fulton County and has had the same for at least one (1) year prior to the date of the business' submission of its proposal or bid, as applicable and has had held a valid business license from Fulton County or a city located within Fulton County

for the business at a fixed, physical, place of business, for at least one (1) year prior to the date of the business' submission of its proposal or bid as applicable.

In order to receive the Local Preference points of five (5) points the Proposer must meet one (1) of the following criteria, provide supporting documentation as required and certify under oath that it is eligible to receive the local preference points by signing and submitting Form H, Local Preference Affidavit located in Section 5 of this RFP.

The Proposer must indicate which one (1) of the following criteria they will utilize in order to receive local preference:

1. Business having a business location within the geographic boundaries of Fulton County.

The following supporting documentation must be provided:

- Copy of occupational tax certificate (business license) form Fulton County or a city located within Fulton County, or;
- Copy of a lease or rental agreement, or;
- Proof of ownership interest in a location within the geographical boundaries of Fulton County.

1. Businesses where at least fifty-one percent (51%) of the owners of the business are residents of Fulton County but the business is located outside of Fulton County.

The following supporting documentation must be provided:

- Provide the residential address of the business owner(s).

2. Businesses where at least fifty-one percent (51%) of the employees of the business are residents of Fulton County but the business is located outside of Fulton County.

The following supporting documentation must be provided:

- Provide a list of all employees name and address.

Failure to provide the required supporting documentation with your proposal submittal shall result in your firm receiving a "0" (zero) for Local Preference. In the event the affidavit or other declaration under oath is determined to be false, such business shall be deemed "non-responsive" and shall not be considered for award of the applicable contract.

### ***Section 6 – Service Disabled Veterans Preference***

Service Disabled Veterans Business Enterprise Preference is given to

businesses that are independent and continuing operations for profit, performing commercially useful functions, and which are owned and controlled by one or more individuals who are disabled as a result of military service who have been honorably discharged, designated as such by the United States Department of Veterans Affairs, and is located within the geographic boundaries of Fulton County. The Service Disabled Veteran Business Enterprise ("SDVBE") must be certified as such by the County's Office of Contract Compliance.

In order to receive the SDVBE Preference points the Proposer must submit a copy of their certification letter from the Office of Contract Compliance and certify under oath that it is eligible to receive the SDVBE preference points by signing and submitting Form I, Service Disabled Veterans Preference Affidavit located in Section 5 of this RFP.

### ***Section 7 – Cost***

Cost will be evaluated in two parts. Each part will be weighted at 5 points, for a total of 10 points for the cost proposal evaluation.

Part 1: Total Cost to provide service

The respondent with the lowest Total Cost to the Courts and Litigants will receive the full 5 points. The Total Cost to provide the service will be determined by the following formula:

Cost to Courts plus (+) Cost to Litigants = Total Cost  
[Column A + Column B = Total Cost]

For respondents with the second, third, fourth, etc., their total costs will be divided into the lowest cost and multiplied by 5, the total points allowed for cost.

The County has established the following formula to evaluate cost proposals for Request for Proposals (RFP):

#### **Lowest cost submitted**

***Each successive cost*** **X** ***Points allocated for cost in RFP = Cost proposal score***

Part 2: Revenue Sharing

Proposers can submit the Revenue Share Model, either based upon cases or transactions as described below. Proposers can only submit a Cost Proposal for either 2A or 2B, not both below:

## 2A: Transactions Revenue Share Model Formula

If the Proposer submits a revenue share model based upon the number of transactions, with the Court immediately getting a share with the first transaction, then that model would get 5 points. Points will be allocated based on the number of transactions as listed below:

Number of Transactions	Point Allocation
1-150k	5 pts.
151k – 300k	3 pts.
300k & above	1 pt.

OR

## 2B: Cases Revenue Share Model Formula

If the Proposer submits a revenue share model based upon the number of cases filed, with the Court immediately getting a share with the first case filed, then that model would get the full 5 points. Points will be allocated based on the number of cases filed as listed below:

Number of Cases	Point Allocation
1-10,000	5 pts.
10,000 – 25,000	3 pts.
25,000 & above	1 pt.

### 3.5 COST PROPOSAL FORMAT AND CONTENT

The Cost Proposal shall be provided in a **separate sealed envelope**. The Cost Proposal shall include current information and shall be arranged and include content as described below:

#### ***Section 1 - Introduction***

The Proposer shall include an introduction which outlines the contents of the Cost Proposal.

#### ***Section 2 - Completed Cost Proposal Forms***

The Proposer is required to complete **all** of the Cost Proposal Forms provided on the following page.

**COST PROPOSAL FORMS**  
(SUBMIT IN SEPARATE SEALED ENVELOPE)

Part 1: Total Cost to provide service

Cost to Courts plus (+) Cost to Litigants = Total Cost  
[Column A + Column B = Total Cost]

No.	Service	A Cost to Courts	B Cost to Litigant	C Total Cost
1.	The cost, if any, of additional hardware for the Courts.			
2.	The cost, if any, of additional hardware for litigants			
3.	The cost, if any, of additional network requirements for the Court.			
4.	The cost, if any, of software for litigants			
5.	Any monthly/annual fees required of the Court.			
6.	Any monthly/annual fees required of the litigants.			
7.	All user fees for the Court. Please be specific, including filing and service costs. Any charges not specifically identified in this section will not be permitted in the contract.			
8.	All user fees for the Litigant. Please be specific, including filing and service costs. Any charges not specifically identified in this section will not be permitted in the contract.			
9.	Cost, if any, associated with software version upgrades.			
10.	Cost, if any, to integrate Proposer's e-filing system with the Court's current case management system.			
11.	Cost, if any, to migrate any existing e-filing data from the Court's current e-file vendor, File & Serve Xpress.			

COLUMN A COST TO COURTS	COLUMN B COST TO LITIGANTS	COLUMN C TOTAL COST

## ATTACHMENT 2

### SECTION 4 EVALUATION CRITERIA

#### 4.1 PROPOSAL EVALUATION – SELECTION CRITERIA

The following criteria will be used to evaluate the proposals submitted in response to this RFP:

<b>Evaluation Criteria</b>	<b>Weight</b>
Ability of the Proposer to provide the services requested in this RFP (Technical Requirements, usability, stability and integration)	40%
Project Team Qualifications/Qualifications of Key Personnel	20%
Relevant Project Experience	13%
Availability of Key Personnel	10%
Local Preference	5%
Service Disabled Veterans Preference	2%
Cost Proposal - Total Cost to Provide Service	5%
Cost Proposal - Revenue Sharing	5%
<b>TOTAL POINTS</b>	<b>100%</b>

## Request to Proposal (RFP) Submittal Check List For

***The following submittals shall be completed and submitted with each proposal (see table below "Required Proposal Submittal Check List."). Please check to make sure that the required submittals are in the envelope before it is sealed. Failure to submit all required submittals may deem your proposal non-responsive.***

*Submit one (1) Original proposal and five (5) CD's as required in Section 3.1.2 of the RFP.*

Item #	Required Proposal Submittal Check List	Check (√)
1	One (1) Proposal marked " <b>Original</b> ", five (5) CD's	
2	*Form E: Georgia Security and Immigration Contractor Affidavit(s) and Agreements <i>Note: If prime contractor is a joint venture, partnership, LLC, each member of the entity must submit an affidavit</i>	
3	*Form F: Georgia Security and Immigration Subcontractor Affidavit (s)	
4	Technical Proposal	
5	Cost Proposal (submitted in a separate sealed envelope)	
6	Financial Information (submitted in a separate sealed envelope)	
7	Acknowledgement of each Addendum	
8	<b><i>PURCHASING Items below should match information requested in the Technical Proposal Format and Content of Section 3 of the RFP</i></b> Executive Summary Technical Approach/Detailed Work Plan Project Team Qualifications/Qualifications of Key Personnel Relevant Project Experience Proposer Financial Information Availability of Key Personnel Local Preference Disclosure Form and Questionnaire	
9	Purchasing Forms Form A: Certificate Regarding Debarment Form B: Non-Collusion Affidavit of Bidder/Offer or Form C: Certificate of Acceptance of Request Proposal requirements Form D: Disclosure Form & Questionnaire Form G: Professional License Form H: Local Preference Affidavit of Bidder/Offeror	
10	Office of Contract Compliance Requirements (separate envelope) Exhibit A: Promise of Non-Discrimination Exhibit B: Employment Record Exhibit C: Schedule of Intended Subcontractor Utilization Exhibit D: Letter of Intent to Perform as Subcontractor Exhibit E: Declaration Regarding Subcontractor Practices Exhibit F: Joint Venture Disclosure Affidavit Exhibit G: Prime Contractor/Subcontractor Utilization Report Equal Business Opportunity Plan (EBO Plan) Exhibit H – First Source Jobs Program Information Form 1	

	Exhibit H – First Source Jobs Program Agreement Form 2	
	Evidence of Insurability, proposer must submit one (1) of the following: Letter from insurance carrier Certificate of Insurance An umbrella policy in excess of required limits for this project	
	Verify that Bidder/Proposer is registered w/Georgia Secretary of State and attach a copy of print out for each	
	Verify Georgia Utility License Number and attach a copy of print out for each Bidder/Proposer (If applicable)	
	Verify Professional License and attach a copy of the print out for each Bidder/Proposer (If applicable)	

## Insurance and Risk Management Provisions

### Electronic Filing System Services

It is Fulton County Government's practice to obtain Certificates of Insurance from our Contractors and Vendors. Insurance must be written by a licensed agent in a company licensed to write insurance in the State of Georgia, with an A.M. Best rating of at least A- VI, subject to final approval by Fulton County. Respondents shall submit with the bid/proposal evidence of insurability satisfactory to Fulton County Government as to form and content. Either of the following forms of evidence is acceptable:

- A letter from an insurance carrier stating that upon your firm/company being the successful Bidder/Respondent that a Certificate of Insurance shall be issued in compliance with the Insurance and Risk Management Provisions outlined below.
- A Certificate of Insurance complying with the Insurance and Risk Management Provisions outlined below (Request for Bid/Proposal number and Scope of Services must appear on the Certificate of Insurance).
- A combination of specific policies written with an umbrella policy covering liabilities in excess of the required limits is acceptable to achieve the applicable insurance coverage levels.

Upon award, the Contractor/Vendor must maintain at their expense, insurance with policy limits equal to or greater than the limits described below. Proof of insurance must be provided to Fulton County Government prior to the start of any activities/services as described in the bid document(s). Any and all Insurance Coverage(s) and Bonds required under the terms and conditions of the contract shall be maintained during the entire length of the contract, including any extensions or renewals thereto, and until all work has been completed to the satisfaction of Fulton County Government.

**Accordingly the Respondent shall provide a certificate evidencing the following:**

**1. WORKERS COMPENSATION/EMPLOYER'S LIABILITY INSURANCE – STATUTORY  
(In compliance with the Georgia Workers Compensation Acts and any other State or Federal Acts or Provisions in which jurisdiction may be granted)**

Employer's Liability Insurance	BY ACCIDENT	EACH ACCIDENT	\$100,000
Employer's Liability Insurance	BY DISEASE	POLICY LIMIT	\$500,000
Employer's Liability Insurance	BY DISEASE	EACH EMPLOYEE	\$100,000

**2. COMMERCIAL GENERAL LIABILITY INSURANCE (Including contractual Liability Insurance)**

Bodily Injury and Property Damage Liability	Each Occurrence	\$1,000,000
(Other than Products/Completed Operations) \$2,000,000	General	Aggregate
Products\Completed Operation	Aggregate Limit	\$2,000,000
Personal and Advertising Injury	Limits	\$1,000,000
Damage to Rented Premises	Limits	\$100,000

**3. BUSINESS AUTOMOBILE LIABILITY INSURANCE**

<b>Combined Single Limits</b>	Each Occurrence	\$1,000,000
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(Including operation of non-owned, owned, and hired automobiles).

<b>4. PROFESSIONAL LIABILITY (Errors &amp; Omission)</b>	Each Occurrence	\$2,000,000
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**Certificates of Insurance**

Certificates shall state that the policy or policies shall not expire, be cancelled or altered without at least thirty (30) days prior written notice to Fulton County Government. Policies and Certificates of Insurance are to list Fulton County Government as an Additional Insured (except for Workers' Compensation and Professional Liability) and shall conform to all terms and conditions (including coverage of the indemnification and hold harmless agreement) contained in the Insurance and Risk Management Provisions. The General Liability Additional Insured language should apply to on-going and completed-operations, using ISO form CG 2010 (11/85 version), its' equivalent or on a blanket basis.

The insurance shall apply as Primary Insurance before any other insurance or self-insurance, including any deductible, non-contributory, and Waiver of Subrogation provided in favor of Fulton County.

Additional Insured under the General Liability, Auto Liability, Umbrella Policies (with exception of Workers Compensation and Professional Liability), with no Cross Suits exclusion.

If Fulton County Government shall so request, the Respondent, Contractor or Vendor will furnish the County for its inspection and approval such policies of insurance with all endorsements, or confirmed specimens thereof certified by the insurance company to be true and correct copies.

Such certificates and notices **must** identify the "Certificate Holder" as follows:

Fulton County Government – Purchasing and Contract Compliance Department

130 Peachtree Street, S.W.

Suite 1168

Atlanta, Georgia 30303-3459

Certificates **must** list Project Name (where applicable).

**Important:**

It is understood that **Insurance in no way Limits the Liability of the Contractor/Vendor.**

**USE OF PREMISES**

Contractor/Vendor shall confine its apparatus, the storage of materials and the operations of its workers to limits/requirements indicated by law, ordinance, permits and any restrictions of Fulton County Government and shall not unreasonably encumber the premises with its materials.

**PROTECTION OF PROPERTY**

Contractor/Vendor will adequately protect its own work from damage, will protect Fulton County Government's property from damage or loss and will take all necessary precautions during the progress of the work to protect all persons and the property of others from damage or loss.

Contractor/Vendor shall take all necessary precautions for the safety of employees of the work and shall comply with all applicable provisions of the Federal, State and local safety laws and building codes to prevent accidents or injury to persons on, about, or adjacent to the premises where work is being performed.

Contractor/Vendor shall erect and properly maintain at all times as required by the conditions and progress of the work, all necessary safeguards for the protection of its employees, Fulton County Government employees and the public and shall post all applicable signage and other warning devices to protect against potential hazards for the work being performed.

### **INDEMNIFICATION AND HOLD HARMLESS AGREEMENT**

Consultant/Contractor shall indemnify, release, and hold harmless Fulton County, its Commissioners and their respective officers, members, employees, and agents, from and against all liability, damages, costs, expenses (including reasonable attorney's fees and expenses incurred by any of them), claims, suits and judgments only to the extent such liability arises or results from the negligence of the Consultant/Contractor in the delivery of the Work under this Agreement, but such indemnity is limited to those liabilities arising from a Negligent Professional Act, as defined below. This indemnification survives the termination of this Agreement and shall also survive the dissolution or to the extent allowed by law, the bankruptcy of Consultant/Contractor.

For the purposes of the Professional Services Indemnity above, a "Negligent Professional Act" means a negligent act, error, or omission in the performance of Professional Services (or by any person or entity, including joint ventures, for whom Consultant/Contractor is liable) that causes liability and fails to meet the applicable professional standard of care, skill and ability under similar conditions and like surrounding circumstances, as is ordinarily employed by others in their profession.

CONTRACTOR/VENDOR ACKNOWLEDGES HAVING READ, UNDERSTANDING, AND AGREEING TO COMPLY WITH THIS INDEMNIFICATION AND HOLD HARMLESS AGREEMENT, AND THE REPRESENTATIVE OF THE CONTRACTOR/VENDOR IDENTIFIED BELOW IS AUTHORIZED TO SIGN CONTRACTS ON BEHALF OF THE RESPONDING CONTRACTOR/VENDOR.

COMPANY: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

## Responses To Questions Submitted By Vendors

1. Remarks: In Section 3.3 Scope of Services, Page 25  
**Filings.** An initial case filing is described as the complaint, statement of claim, dispossessory warrant, and various petitions filed in Probate Court, and all exhibits and other documents attached thereto, **and associated fees must be identified in the cost proposal only.** A filing must include the following information that will populate into our current case management system, Odyssey by Tyler Technologies: case number, name of court, case type, attorney information (including bar number), and party information, such as names and addresses. All pleadings, filings and other documents filed subsequent to the initial case filing must reference the case number associated with the initial case and the attorney's name and bar number. All associated images must have both a non-editable, frozen image and an editable image or document attached with which litigants can work. All filings, configuration for filings, and any security access restrictions for filings should be independent for each implementing Court.
- Question a) AMCAD currently integrates with Tyler's Odyssey case management system in several counties in Florida for the Florida Courts E-Filing Portal, which AMCAD provides the State. The integration is a result of both AMCAD and Tyler's implementation of the OASIS LegalXML 4.x specification. Since this integration is already in place and follows a national standard, can AMCAD assume that the same integration method will be made available by Tyler for this project?
- Response: (ECF) specifications:  
<http://www.oasis-open.org/committees/legalxml-courtfilling/>. Use of the ECF specification would provide an industry standard integration approach for electronic filing.
- Question: b) Does Fulton County have any control/leverage over enforcing that this existing interface be exposed by Tyler for consumption by the e-Filing system?
- Response: Integration with the Odyssey is paramount to all Courts. Thus, the Courts will support all efforts to accomplish this task and will require Tyler to work with any collaboratively with any vendor to ensure a timely and successful integration with Odyssey.
- Question: c) If an editable document is provided by the Filer, should both the editable and a non-editable rendition of the document be provided to the CMS?

Response: The non-editable PDF will be imported into Odyssey

2. Question: My name is .... We are one the registered technology vendors for Fulton County. I am the account manager currently working on the RFP 14RFP93286A-CJC. I just had a couple of questions for you. What is the total number of users that will be using the system? Also, what is the number of named and concurrent users? I was unable to find the answers I was looking for in the bid and sincerely apologize if I missed that information. Look forward to hearing from you. Thanks for all your help.

Response: Each court has provided the number of cases filed by type for the 2013 calendar year on page 6 of the Request for Proposal (RFP). These tables should be used to estimate the number of users going forward.

Based upon the information obtained from our current vendor, there have been 176 Basic Users and 264 Pro Se users since 2006.

3. Question: In Section 3.3 Scope of Services, Page 25  
**File Access.** Proposers will make available, at no charge to the Courts, all files necessary to incorporate into its current case management system. These files will fully integrate and automatically populate into the Odyssey case management system. This integration must utilize either the existing Odyssey Integration API or E-Filing framework.

Will the County please provide more specific details on the interface requirements that Tyler requires from the selected vendor to interface with their Odyssey CMS and any associated costs that Tyler expects to receive?

Response: The County requires all vendors to propose an integration with the County's current CMS (Odyssey) using an open architecture schema following the OASIS Legal XML Electronic Court Filing (ECF) specifications:

<http://www.oasis-open.org/committees/legalxml-courtfilling/>. Use of the ECF specification would provide an industry standard integration approach for electronic filing.

4. Question: In Section 3.3 Scope of Services, Page 26  
**General Public Access to the Imaged Files.** Proposers must identify how the general public will gain access to the imaged files. **Proposers must identify any fees in the cost proposal only** for general public access, how the information will be protected from changes and manipulation while the public is accessing the information, whether they will have the capacity to print, and what capacity the courts will have to add a "cost recovery fee" on these

transactions. Proposers must also identify security measures to limit access to certain documents.

Please confirm that the Public Access to the Imaged Files pertain only to files that have been submitted through the e-Filing portal or were imported from the old e-Filing system and does not include public access to any other case files?

Response: Confirmed

5. Question: In Section 3.3 Scope of Services, Page 23 (item 1, last sentence) The e-filing system shall also have the ability to serve all filed documents at no expense to the Court.

During the meeting it was stated that an email address can't be made mandatory and therefore some filings will not have an email address in order to process eService, therefore requiring the vendor to manually process the service on these cases. Can the County provide totals on the number of filings that have been processed and what % did not have an email address that required manual service processing?

Response: Since 2006, there have been 264 pro se users.

6. Question: Last week at the pre-proposal meeting for 14RFP93286A-CJC there was a question about integrating to Odyssey, the case management software (CMS) for the courts. The following is provided:

Response: The County requires all vendors to propose an integration with the County's current CMS (Odyssey) using an open architecture schema following the OASIS Legal XML Electronic Court Filing (ECF) specifications:

<http://www.oasis-open.org/committees/legalxml-courtfilling/>.

Use of the ECF specification would provide an industry standard integration approach for electronic filing.

7. Question: As referenced in the Table of Contents on page 3, Exhibit 1: Request for Proposal (RFP) Submittal Checklist and Exhibit 2: Cost Proposal Summary do not appear to be included in the RFP document. Can they be made available?

Response: Section 9.0, Exhibit 1 Request for Proposal and Submittal Checklist and Exhibit 2, Cost Proposal Summary are provided under Addendum No. 2.

8. Question: In Section 3.1.2 on page 23, please clarify if the Contract Compliance Exhibits and Financial Information should be included in the technical proposal and in a separately sealed envelope.

Response: Contract Compliance Exhibits and Financial Information should each be submitted separately in a sealed envelope and should not be included with the technical proposal.

9. Question: Will the court provide the Tyler APIs at no cost to the e-filing vendor?

Response: The existing APIs may be used by any vendor approved by the County, subject to NDAs, free of charge. If additional API calls are requested, or extensive assistance from Tyler Technologies is required to implement the existing API calls, cost from Tyler may be incurred.

10. Question: Will the court establish a test CMS environment that maintains CMS information and documents that the e-filing vendor can access through remote connection calls to test the integration at no cost to the vendor?

Response: An existing test environment for the Odyssey CMS currently exists and can be used for testing. This environment is for integration testing only, and not for hosting test software for the e-filing vendor.

11. Question: Will the court provide resources to the e-filing vendor to verify that the updates and retrievals are functioning as required?

Response: The Court will provide access to the CMS for vendor to verify accuracy of integration information.

12. Remark: Regarding the current e-filing data and documents that are maintained by File and Serve Express (LexisNexis formerly) and the Courts. In the pre-conference meeting it was identified that the county maintains copies of this data.

Question: a) Can the court provide more information about the format and state of the data?

Response: The court receives data in .csv file and then imports this data to our database. Some of these are in text data type, some are integer data type. Lexis can provide more information to the successful vendor after award of contract.

Question: b) What database or format is the case information stored in?

Response: It is stored in SQL Server database as both string and integer data types.

Question: c) Can the court provide the schema for this data?

Response: Sure, but this request can be irrelevant if the SOURCE of document is not consistent with schema design. Schema is modeled after documents received from Lexis Nexis.

Question: d) Is there an application the court includes as part of their backup copy of the case and document information that includes an API to call and retrieve the case information and documents? If so, will the court tell us more about this application?

Response: No. Just standard backup routine

Question: e) If only a schema is provided to the case information does the schema maintain the URI to the documents?

Response: Yes

Question: f) Will the winning vendor be able to copy this data and documents to take and work on the conversion of this information into the new e-filing system or does the vendor need to send people on site to Fulton County to work on the conversion?

Response: Yes but a onetime copy but subsequent copies, if necessary will need to be worked out with Lexus Nexus.

**The following are responses to questions submitted by letter dated n 6/6/14: The questions to these responses follows the next page.**

1. The contract term is changed to an initial five-year period with one, two (2), year renewal. This change is reflected under Addendum Number 1, Clause 2.5 Term of contract.
2. The word 'representation" has been corrected to read "misrepresentation". Please see Addendum.
3. The contract can be signed by any recognized legal entity, including a LLC.
4. Purchasing. The prime contractor's name should be listed. The form cannot be changed by the Purchasing Department because it is a federal form which can be revised only by them; therefore, please insert the Prime Contractor's name.
5. The Certificate Holder on page 74 of the Certificate of Insurance clause will be corrected to read, Fulton County Government.
6. State & Magistrate Court will meet with the awarded proposer after execution of the contract to determine an implementation plan. The Court expressed its desire to implement case types in 30 day increments; that goal has not changed.

7. No decision has been made on this issue.
8. No decision has been made at this time.
9. Section 9.0, Exhibit 1 Request for Proposal and Submittal Checklist, and Exhibit 2, Cost Proposal Summary are provided under Addendum No. 2.
10. Revenue sharing response shall be included in the Cost Proposal only, as revised provided under Addendum No. 2.

June 6, 2014

Mr. Charlie Crockett CPPB  
Assistant Purchasing Agent  
Fulton County Department Of Purchasing & Contract Compliance  
130 Peachtree Street, S.W. Suite 1168  
Atlanta GA, 30303-3459

Re: PROPOSAL: 14RFP93286A-CJC

Via E-MAIL: [charlie.crockett@fultoncountyga.gov](mailto:charlie.crockett@fultoncountyga.gov)  
Acknowledgement of receipt requested

Dear Mr. Crockett:

We have additional questions regarding PROPOSAL: 14RFP93286A-CJC E-Filing System For Superior Court Clerk, State Court, Magistrate Court and Probate Court ("Court or Court(s)") that we feel need further clarification or additional documentation.

We forwarded our first set of questions to your attention on May 30<sup>th</sup> however we did not receive an acknowledgement of receipt. We are attaching them again for your review. Since today is the last day that questions are allowed, please acknowledge receipt of both. We appreciate your efforts in a timely response so that we and the other respondents can provide the most accurate and competitive responses to the Request for Proposal ("RFP").

The questions are as follows:

1. P. 12 Term of Contract section b. Renewal Terms line 6 states "...for two (2) one-year ('Renewal Terms'). Should this not read 5 Five (5) one-year ('Renewal Terms')?"
2. On page 38, section 4)c. reads "Material representation of the composition of the ..." We believe it should be "Material misrepresentation of the composition of the..."
3. On pages 40-41 (Non-Collusion Affidavit), Offeror is listed as either a Partnership or Corporation. For bidders that are an LLC, would the court require parties to sign the document the same as a corporation?

4. The purpose of Form E (page 48) is to make sure companies are registered with the US government e-verify program. The language in the first paragraph of page 48 appears to be for a contractor under a contract with the prime contractor. This paragraph is not worded for a Proposer to complete the Form. Should bidders put their company name on the blank line and sign as the bidder or would the Court delete part of the sentence? Sentence after deletion: "By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract on behalf of Fulton County Government has registered with..."
5. The Certificate of Insurance (page 74) says to list the "Certificate Holder" as Fulton County Government – Parks and Recreation Department. If "Parks and Recreation Department" is not the correct Certificate Holder, please provide the correct name.
6. It is our understanding the Court wants a phased approach for e-filing. Would the Court provide their anticipated schedule of the order for each Court and case types?
7. Will the Court mandate e-filing in case types as they go live or will there be a period of permissive e-filing?
8. Will the Court mandate e-service for all e-file case types?
9. Section 9.0 Exhibit 1 Request for Proposal (RFP) Submittal Checklist and Exhibit 2 Cost Proposal Summary are missing from the RFP. Please provide.
10. Please confirm that Proposers' Revenue Sharing response should only be included in the Cost Proposal?

Thank you again for your time and have a good weekend.

**The following are responses to questions submitted by letter on 5/30/14: The questions are on the page following Response No. 25.**

1. Within 30 days, the awarded proposer shall assume current e-filed cases in State Court and work with the Court to develop a plan with definite timelines to assume other cases within the jurisdiction of State & Magistrate Court in 30 day increments by case type. This implementation plan must include a timeline for integration with the Odyssey case management system. Superior Court and Probate Court will determine if and when they will implement e-filing.
2. Magistrate Court requests bulk filing be available for garnishment, dispossessory, small claims, and abandoned motor vehicle cases.
3. Documents should be provided in PDF format, as the Courts need to be able to retrieve and read the files without technical interference and manipulation from IT. This format is applicable for all courts.
4. State & Magistrate Court has requested a nightly download of data. This standard will apply to the other courts, if and when they decide to implement e-filing.
5. Court IT staff should have the ability to create users accounts, grant & disable users access (ex: scanning, printing, etc.) and generate ad hoc reports.
6. All clerk and judicial review, including accept/reject/grant/deny, will be done within the e-filing application, with the final document appearing in Odyssey.
7. The County requires all vendors to propose an integration with the County's current CMS (Odyssey) using an open architecture schema following the OASIS Legal XML Electronic Court Filing (ECF) specifications:  
<http://www.oasis-open.org/committees/legalxml-court-filing/>. Use of the ECF specification would provide an industry standard integration approach for electronic filing.
8. Electronic Case Files/Filing (ECF) is 4.01.
9. Probate Court was included in the RFP to have the ability to implement e-filing should they choose to do so in the future, and it did not want a different application from the other courts. If and when Probate Court decides to implement e-filing, a meeting will be set up with awarded vendor to discuss its specifications.
10. Yes. Vendor shall make every effort to conduct maintenance in accordance with the County's current maintenance times on Sundays. If this is not feasible, vendor shall provide notice of scheduled maintenance periods to court and end

users of the specific date and time of maintenance period, along with the duration, with at least 1 week advance notice.

11. Addendum No. 2 has changed the contract term to an initial five-year period with one (1), two (2) year renewal option.
12. The current rules for State Court will apply to Magistrate Court. State & Magistrate Court is currently reviewing its current rules to make any necessary modifications in advance of implementation of e-filing for all cases types within State & Magistrate Court. The implementation time frame for State & Magistrate Court will be included in the plan discussed in answer #1 above.  
At this time, Probate Court was included in this RFP to have the option to implement e-filing. No decision or time line has been made. A timeline will be created after the award for State & Magistrate Court.
13. State & Magistrate Court will provide all forms that it wants in fillable PDFs. None are currently available in this format. The timetable for all forms will be incorporated within the overall 30 day incremental timetable vendor and the Court will develop after the contract is awarded. Please see answer to question #1 for more details.
14. Yes
15. There is no preferred model.
16. The costs proposal has been modified under Addendum No. 2.
17. 3.6 Technical Proposal Format and content and Section 7 Cost have been revised and/or added under Addendum No. 2.
18. Yes
19. These specifics will be part of the overall implementation plan referenced in answer #1 above.
20. The successful vendor will bear the cost.
21. The response is no to both questions.
22. Cases that are filed via the public access terminals at the Court shall be at no charge to the filer. Cases where a pauper's affidavit has been granted by the Court, will allow the litigant to file everything in that particular case free of charge. Pauper's affidavits are permissible for all cases with a filing fee attached. Pauper's affidavits are reviewed and granted by a Judge.

23. The valuation and term of the contract has been changed under Addendum No. 2.
24. Proposer shall submit what training will be provided and in what format. Specifics as to time, place and length will be part of the implementation plan for each court. This will be part of the implementation plan referenced in answer #1 above.
25. Training manual will be provided by the successful vendor after award of the contract. This has been revised under Addendum No. 2 to read, "the successful proposer".

Mr. Charlie Crockett CPPB  
Assistant Purchasing Agent  
Fulton County Department Of Purchasing & Contract Compliance  
130 Peachtree Street, S.W. Suite 1168  
Atlanta GA, 30303-3459

Re: PROPOSAL: 14RFP93286A-CJC

Via E-MAIL: [charlie.crockett@fultoncountyga.gov](mailto:charlie.crockett@fultoncountyga.gov)  
Acknowledgement of receipt requested

Dear Mr. Crockett:

Thank you for the your time yesterday in hosting the informative Pre-Proposal Conference in re the PROPOSAL: 14RFP93286A-CJC E-Filing System For Superior Court Clerk, State Court, Magistrate Court and Probate Court ("Court or Court(s)"). As stated by the Court, the answers provided verbally were noted as non-binding. Below are our questions, some of which request official confirmation of the answer provided yesterday while others request a more detailed answer or additional documentation.

We appreciate your efforts in a timely response so that we and the other respondents can provide the most accurate and competitive responses to the Request for Proposal ("RFP"). If any of the questions require additional clarification please do not hesitate to email me and I will adjust and resubmit the question before the June 6 deadline.

The questions are as follows:

1. Section 3.5 (page 29) - the RFP states Service Delivery to begin within 30 Days. Does service delivery mean the full integration or the ability to provide the current e-filing services with a plan to integrate and meet the balance of the RFP requirements related to functionality in excess of the current solutions?

During the Pre-Proposal Conference the Court stated that 30 days is the expectation to have all of the current functionality for the current case load and current Courts along with bulk filing for the current case types enabled that are amenable to bulk filing. Following this, the Court expects 30 day releases to bring on the other Courts, cases classes and case types while working concurrently towards integration. Please confirm or correct our understanding.

2. For bulk filing, should we assume that this is specific to the magistrate Court and the Case Classes of Small Claims, Dispossessory and Abandoned Motor Vehicles? What other bulk filing if any should be expected to be configured in the e-File solution?

3. Section 3.3 (page 25) - Document Storage & Retrieval System - the Court says it wants to maintain care and custody over all documents and suggests that one of the ways this be accomplished is that the vendor provide the Court a server. Is this the preferred solution? The Court does not specify how they wish to be able to retrieve the documents separate from the vendor's solution or the current CMS. Does the Court have a retrieval solution in mind for this separate care and custody requirement? Does the Court's current document download solution in place for the State Court suffice assuming the vendor would duplicate that for the other Courts?
4. The Court stated that a nightly download would be acceptable, please confirm this for all Courts covered by the RFP
5. Appendix A - DOIT standards - page 11 - There is a section about the Court's IT staff receiving training so they can administer the system. What sort of administrative rights does the Court want their IT staff to have?

The Court, during the Pre-Proposal Conference, stated that password resets and other light administrative functions that they could perform immediately would be desirable. Please confirm this answer.

6. In the Electronic Filing Application (p.24) it states "The proposed system must allow for review of filings by a clerk using a queue or similar mechanism prior to import into the Court's Case Management System, if desired." Would the Court provide a description of this current functionality? Does the Court expect that clerk review could be done on either system, or is the intended approach to have this function completed on the system being procured and the result pushed to the CMS as part of a workflow?

During the Pre-Proposal Conference the Court appeared to describe using the e-file solution for Court review functions and then pushing these results to the CMS. Please confirm if this is the model assumed?

7. In order to best plan the integration approach, the Court's RFP references "This integration must utilize either the existing Odyssey Integration API or E-Filing framework." Would the Court provide a copy of the specifications for the API and the E-Filing framework?
8. What version of Legal XML is the CMS set up to transact business in?
9. In your case management system are there any case classes or case types that have unique data fields that would you like/require the attorneys to enter at the time of filing (e.g., in a Probate matter, the number of pages in the will or codicil)?
10. The RFP references "The implementation of e-filing will allow end users to file pleadings and other documents remotely and securely 24 hours a day, every day of the year. E-filing will create paper on demand Courts." Are maintenance windows, outside of normal hours acceptable to the Court if well planned and executed with minimal down time?

The Court responded that it does maintenance on Sunday nights and expects vendors to do the same. Any other deviation takes an exception. Please confirm this response.

11. Under the Commencement Term section, The “Commencement Term” of this Agreement shall begin on the date of execution of the Agreement in the year 2014, the starting date, and shall end absolutely and without further obligation on the part of the County on the 31st day of December, 2014. Does this mean that the 1st year ends on 12/31, regardless of the actual contract or go live date? The Court confirmed that Year 1 is from contract execution until 12/31/14. No other guarantees. Please confirm this answer.
12. Under the SCOPE OF WORK, Page 24, the proposer must be able to offer a timetable for completion of all items that are not currently available. All items must be completed, tested, demonstrated and approved as working properly for the Superior Court, State Court, Magistrate Court, and Probate Court before the e-filing software is implemented. Given that the Superior and State Court currently have e-filing, does the Court expect these Courts to expand to all case types in the 30 days? For the two Courts not currently e-filing, Magistrate and Probate, does the Court have rules established for these Courts? If not, what timeframe should the vendor expect to implement these Courts after award and contract?
13. During the Pre-Proposal Conference, the Probate Court commentary was that it may be a prolonged effort to bring Probate online. Can the Court provide guidance on what the vendor should propose in terms of a timeline?
14. Electronic filing in Magistrate Court will involve standardized forms, most of which may be handwritten and filed by pro se litigants. Proposers should have tools to assist pro se litigants in filling out the standardized forms, preferably in fillable PDFs. Will the Court provide a copy of all the Standardized forms required or available? Are any of these currently form fillable? The Court also mentioned some are being revised. Is there a timetable for this?
15. In the section on Document Storage & Retrieval System, the proposer must describe how they will facilitate, assist in or offer at no cost a scanning solution to ensure any paper document filed with the Courts can be integrated with the proposed e-file system. The Proposer must identify how pro se and/or indigent litigants will be provided access to this system. Is it acceptable to provide this solution inclusive of hardware and software such as a pair of pre setup workstations and scanners that would only require power and internet connections?
16. What is the Court's preferred model of revenue share?
17. RFP Section 3.1.1 provides that the inclusion of any cost information in the Technical Proposal may result in the rejection of the proposal. Under RFP 3.6 Technical Proposal Format and Content, *Section 7 - Cost*, the RFP addresses cost-related requirements and appears to require a response to those requirements. Will the County either delete *Section 7 - Cost* from the RFP 3.6 Technical Proposal Format and Content or clarify that Proposers do not need to provide a response to *Section 7 - Cost*. Please issue a clarification as either approach could result in the proposal being incorrect.

18. Will the CMS vendor Tyler be providing a test integration system and the integration effort free of charge to the successful bidder?
19. How will the Court be managing change to the CMS or profiles as the successful bidder is working to integrate? Will a minimum amount of time be established to notify the vendor of changes?
20. Who bears the cost of service if a party cannot be e-served or lacks an email?
21. In order to use the system, can an email address be mandated? Since access will be provided and email accounts can be acquired for no charge and are accessible from many free internet locations, is this possible?
22. The Court requires based on discussion in the Pre-Proposal Conference that the pricing structure not be exclusively subscription based. There must be provisions for case or document only pricing especially for Pro Se. Does the Court have specific case types for which no charges can be made?
23. Though the price is mandated as a requirement of the RFP to be zero cost to the Court. The filers, not the Court, pays for the e-filing service fees. What rules apply as far as the valuation of this contract award? What time period should be assumed if an assumed valuation is made based on revenue since only a few months of 2014 would be guaranteed?
24. In Section 3.3 Scope of Work, "Training and Customer Service," the RFP states that "[p]roposers must submit a training plan." Are Proposers required to submit a training plan with their proposal submissions or is it acceptable to submit after award?
25. In Section 3.3 Scope of Work, "Training and Customer Service," the RFP states that "[p]roposers must include a training manual for staff and Public users in the courthouse." Are Proposers required to submit a training manual with their proposal submissions or is it acceptable to submit after award?

Thank you again for your time and have a good weekend.