



**REQUEST FOR INFORMATION (RFI) #: 10RFI79429YB-TR**

**ONLINE TRAFFIC CITATION  
PAYMENT SYSTEM**

**For**

**MAGISTRATE COURT OF FULTON COUNTY**

**RFI DUE DATE AND TIME: [Tuesday February 9, 2010 @ 11:00 A.M.](#)**

**RFI ISSUANCE DATE: [Thursday, January 7, 2010](#)**

**PURCHASING CONTACT: [Terrence Reese @ \(404\) 612-4215](#)**

**EMAIL: [terrence.reese@fultoncountyga.gov](mailto:terrence.reese@fultoncountyga.gov)**

**FULTON COUNTY PURCHASING DEPARTMENT  
130 PEACHTREE STREET, S.W., SUITE 1168  
ATLANTA, GA 30303**

## Purpose

This RFI is issued as a means of technical discovery and information gathering. **This RFI is for planning purposes only and should not be construed as a solicitation for products or services. Nor should this RFI be construed as an obligation on the part of Fulton County to make any purchases. This RFI should not be construed as a means to pre-qualify vendors.**

From the information provided by the respondents to the RFI, a determination will be made regarding any actual contracting through the procurement process as outlined by Fulton County. Any future contract that may be awarded must comply with Fulton County procurement requirements. The Fulton County may utilize the results of this RFI in drafting a competitive solicitation (RFP) for the subject services/products/equipment.

Participation in this RFI is voluntary and Fulton County will not pay for the preparation of any information submitted by a respondent. Fulton County will not pay to utilize the information gathered for this RFI.

## Introduction

Fulton County, Georgia ("County"), wishes to implement an On-line Traffic Citation Payment System that will allow citizens to pay traffic citations over the internet with a credit or debit card.

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From the information provided by the respondents to the RFI, a determination will be made regarding any actual contracting through a procurement process. Any future contract that may be awarded must comply with County procurement requirements. The County may utilize the results of this RFI in drafting a competitive solicitation (RFP) for the subject services/products/equipment.

Participation in this RFI is voluntary and the County will not pay for the preparation of any information submitted by a respondent or for the County's use of that information.

## Project Overview

### **Business background of the project:**

The entity of Fulton County seeking to implement this system is the Magistrate Court of Fulton County. The Magistrate Court of Fulton County is a division of the State Court and has jurisdiction over traffic cases. Currently traffic citations are paid either by mail or in person in the office of the Magistrate Court of Fulton County.

### **Online Traffic Citation Payment System**

This project involves the building, hosting, processing and maintenance of an On-line Traffic Citation Payment System. The project will include the following:

- Provide a system that permits offenders to pay traffic citations online or by telephone with a credit, debit card or electronic check.
- Build, host and maintain a court-specific website for the traffic division of the Fulton County Magistrate Court.
- Provide interfaces to pull citations from the county's case management system.
- Secure internet site for access and payment by offender
- Payment information relayed via interface to update case management database.
- Deposit of payments into a court fees custodial account with transfer of funds to Fulton county bank account daily.
- Funds transfer accompanied by a reconciliation detailing the paid citations included.
- Toll free telephonic customer service function to ensure that the public utilizing the service will have a satisfactory experience and not require the technological assistance of court personnel.
- Services available to assist court personnel in the smooth operation of system reconcile discrepancies and respond to any inquiries.

Based on responses to the RFI, a Request for Proposal (RFP) may be issued which will contain more detailed requirements for the product, contractual details, and key criteria for successful bidders.

From the replies to the RFP document, possible vendors may be asked to present demonstrations of their offerings.

The County is seeking a turnkey solution for online traffic citation payment. Ideally all processing of payments will occur using the selected vendor's hardware and software at the vendor's processing location including Disaster Recovery site.

Implementation and testing will be completed by the vendor in collaboration with the County staff.

Implementation of the pilot of the new product and associated processes will likely take place by December 2010.

Specific objectives of the project include:

- Provide offenders the option of paying for traffic citations on-line or by telephone with credit, debit cards or electronic check.
- Reduce the amount of time County staff spends opening mail, answering phones and handling in person payments.

## Requirements

Fulton County core requirements are:

- Provide online and telephonic payment option for traffic citations
- Provide a secure website that will accept payment using all major credit, debit cards or electronic check.
- Interface with the County's case management system to obtain and update citation details

## Instructions for Vendors

This documentation should be delivered to Fulton County no later than **Tuesday, February 09, 2010 at 11:00 AM**. Please enclose copies of your company's financial statements for the previous two years.

Send completed RFI documentation to **Terrence Reese** and two (2) number copies of marketing brochures describing your organization and your product offerings in the areas of **Online Traffic Citation Payment** to:

**FULTON COUNTY PURCHASING DEPARTMENT  
130 PEACHTREE STREET, S.W., SUITE 1168  
ATLANTA, GA 30303**

Feel free to contact: **Terrence Reese, APA** via telephone at **(404) 612-4215** or via email at [terrence.reese@fultoncountyga.gov](mailto:terrence.reese@fultoncountyga.gov), should you have any questions.

## Proprietary Information

Data contained in the response and all documentation provided therein becomes the property of Fulton County and the data become public information upon opening the response. All proprietary information the vendor wishes the County to withhold **must** be submitted in a sealed package, which is separate from the remainder of the response. The separate package **must** be clearly marked **PROPRIETARY** on the outside of the package. Vendor may not mark their entire Request for Information as proprietary. Failure of the vendor to follow the instructions for submitting proprietary or copyrighted information may result in the information being viewed by other vendors and the public.

**Answer the following questions to the best of your ability and return to Fulton County Purchasing Department by the date specified above.**

Requested Information	Response
<b>General</b>	
Company Name: Company Address: Parent Company: Describe ownership and/or strategic partnerships of your company	
Name and signature of the person responsible for the information contained in this RFI	
Phone Number: Fax Number: E-Mail Address: Web Site URL:	
Company Location: (corporate office; other offices)	
Total number of employees (include breakdown per department, if possible) Employee turnover rate: Employee satisfaction rating: (if available) Key employees names and employment contracts	
<b>Total revenue:</b> This year:	

<p>Last year:</p> <p><b>Total profit/loss:</b></p> <p>This year:</p> <p>Last year:</p>	
<p>When was your company's initial year of operation?</p> <p>How long have you been providing this type of product?</p>	
<p>What are the details of your business continuity arrangements?</p>	
<p>What is the total number of installations of the version of software being proposed?</p> <p>Have you supplied this product to customers in a similar industry, with a similar profile that would act as a reference site for your product? If so, provide a summary of the services you provided and contact information for these references.</p>	
<p>Does your organization have any third-party relationships/alliances? Describe these.</p>	
<p>Is there any outstanding legal action against your company or partnering company(s)? If so, provide details.</p>	
<p>Are there any acquisitions or mergers anticipated or pending?</p>	
<p>What documentation is provided for the product?</p>	
<p>Please provide any Return On Investment (ROI) information for your product.</p>	

<p>Was your software written and acquired from a third party, or was it written by your organization?</p> <p>Does any of your software use open source code?</p> <p>Are there earlier versions of your product that are no longer supported?</p>	
<p>What warranty do you provide for the services that would be provided?</p>	

<b>Technical Requirements</b>	
<p>Describe the environment required for your product to work effectively.</p> <p>What Operating System (OS)?</p> <p>Describe the underlying software and the approach used to develop and maintain the system.</p> <p>Describe the real time inquiry capabilities of your system.</p> <p>What browsers are compatible with this product?</p>	
<p>What hardware does your system run on?</p> <p><i>Are there any special network requirements?</i></p>	
<p>How secure is this software?</p>	
<p>Describe your Backup / Recovery Plan.</p>	
<p>Please describe your Migration Plan. How did you handle any previous upgrades; How do you plan to handle upgrades in the future?</p>	

<b>Training &amp; Support</b>	
Please provide information on your Implementation Methodology.	
<p>What level of training do you recommend?</p> <p>Do you offer formal user training?</p> <p>What type of courses do you offer and what is their duration?</p> <p>Do you provide training materials? If so, please describe them. Are training materials available at no cost?</p>	
<p>Where is your support services located?</p> <p>What are the hours of operation and response times of support services?</p> <p>What levels of support are available? Define each level.</p> <p>Is there an extra charge associated with product support?</p> <p>Does support include product updates, as well as bug fixes?</p> <p>How often are major software upgrades available?</p> <p>How are software and/or database updates implemented?</p> <p>What is the helpdesk escalation procedure?</p>	