



Fulton County, GA

Department of Purchasing & Contract Compliance

Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P
Director

March 24, 2011

Re: 11RFP77379A-DR
Jury Management System

Dear Proposers:

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

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

Sincerely,

Donald Riley

Assistant Purchasing Agent

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



**11RFP77379A-DR Jury Management System
Addendum No. 1
Page Two**

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

- 1. The RFP due date and time has changed from Thursday, March 31, 2011, 11:00 A.M. legal prevailing time to April 7, 2011, 11:00 A.M. legal prevailing time.**
- 2. The due date for questions remains the same, Thursday, March 24, 2011 at 2:00 P.M. legal prevailing time.**
- 3. Appendix A titled "Fulton County Information Technology Technical Standards and Requirements" is added to the Table of Content under Section 10 Appendices.**
- 4. Appendix B titled "Fulton County Information Technology Technical Standards and Requirements" is added to the Table of Content under Section 10 Appendices.**
- 5. Page 3-1, address is corrected to read 130 Peachtree Street, SW... in lieu of 130 Peachtree Street, SE...**
- 6. Page 3-6, Jury Management Requirements Matrix is deleted in its entirety and replaced as Attachment I and must be completed on-line by responding vendors.**
- 7. Page 3-12, Section 6 titled "Project Team Qualifications/Qualifications of Key Personnel" no. 2 is corrected to read "All proposed key personnel must have at least a minimum of three (3) years work experience in the Jury Management Systems work."**
- 8. Jury Service Exit Survey Sample is included as Attachment II**
- 9. Responses to questions submitted by vendors are included as Attachment III. All remaining questions will be answered under a forthcoming addendum.**

ACNOWLEDGEMENT OF ADDENDUM NO. 1

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, **April 7, 2011, 11:00 A.M.** local prevailing time.

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 2011.

Legal Name of Bidder

Signature of Authorized Representative

Title

Jury Service

1. On what date did your service begin? ____/____/____
2. How many days did you report for jury service ____
3. Did you go into a courtroom? ____Yes ____No
If yes, what was the courtroom number? _____
If yes, what was the judge's name? _____
4. How many different cases were you questioned for during your term of service? ____
5. (A) Were you selected to serve on a jury? ____Yes ____No ***(If yes, answer B through F below)**
(B) In which courtroom? ____
(C) What was the judge's name? _____
(D) About how long did it take to select the jury? _____
(E) For what type of case were you selected? ____Civil ____Criminal
(F) Did the trial start? ____Yes ____No
(G) If the trial started, did the jury render a verdict? ____Yes ____No

Jury Summons & Orientation

1. Was the jury summons you received clear and understandable? ____Yes ____No
If no, why not?

2. Did you find the juror orientation (video and announcements) useful to you as a juror? ____Yes ____No
If no, why not?

Court Personnel

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Court personnel were always available to offer information and assistance.					
The sheriff's deputies at the security check-in were courteous, professional and helpful.					
The sheriff's deputies in the courtroom were courteous, professional and helpful.					
The jury clerks were courteous, professional and helpful.					
The judge was courteous, professional and helpful.					
The courtroom non-judicial staff was courteous, professional and helpful.					

Facilities

How would you rate the:	Excellent	Good	Fair	Poor
Ease of getting into the courthouse				
Physical comforts of the jury room?				
Physical comforts of the courtroom?				
Physical comforts of the jury deliberation room?				
Personal safety in the courthouse?				
Cleanliness of the courthouse?				
Cleanliness of restrooms?				
Access to food service?				
Quality of the food service?				
Convenience of parking?				

Overall Experience

1. Overall, how much of your time was spent in waiting? None 1-25% 26-50% 51-75% Over 75%
2. Where did you spend most of your time waiting? Jury Assembly Room Jury Selection Courtroom during trial
 Jury deliberations
3. Were you ever requested to wait in the hallway in excess of 15 minutes? Yes No
4. Were you kept informed of the reasons for waiting? Yes No
5. My impression of jury service before I served was Favorable Unfavorable
6. My impression of jury service is generally more favorable than before I served. Strongly Agree Agree Neutral
 Disagree Strongly Disagree

Personal Data

1. Employment status (Check all that apply)
 Employed full-time Employed part-time Self-employed Homemaker Retired
 Student Unemployed, not seeking employment Unemployed, seeking employment
2. How long has it been since you were last called for jury service?
 First time serving 2-3 years 3-4 years 4-5 years 5-6 years More than 6 years
3. Including your current service, how many times have you served as a juror in the Superior Court of Fulton County in the last 10 years?
 1 (first time serving) 2 3 4 5
4. Have you been called to serve as a juror in any court other than the Superior Court of Fulton County in the last 5 years?
If yes, where and when? _____
5. Sex:
 M F
6. Age:
 18-20 21-24 25-34 35-44 45-64 65 and over

Other Comments

If you would like to make any other comments about your jury service experience or would like to suggest ways to improve the jury service experience for Fulton County residents, please use the space provided below. ***(Note: Please do not discuss the specifics of a case.)**

On behalf of the Superior Court of Fulton County, thank you for serving as a juror and for taking the time to complete this survey.

You may return the survey to the Office of Jury Clerk in person, by mail or by fax:

Office of Jury Clerk
Superior Court of Fulton County
185 Central Avenue, Suite T-7100
Atlanta, GA 30303
Fax: 404-730-7178

You also have the option of completing the survey online by going to www.fultoncourt.org/exitsurvey

ATTACHMENT III

Questions and Response for proposal 11RFP77379A-DR, Jury Management System for Superior Court Administrative Office – Jury Management Office

1. How many records are in the master source list?

Response: The number of records changes year to year. Since the most recent update, we have 218,049. If new statewide changes are made as proposed by the 2011 General Assembly, the number of records will increase.

2. What source(s) is used for the master source list i.e. Drivers, Voters or both?

Response: We use both the voters and drivers lists.

3. Would you please provide the “Systems Requirements” matrix in Word format?

Response: The Jury Management Requirements Matrix is provided as an attachment to Addendum 1.

4. Section 2.17 – If a juror completes an Exit Survey online or telephonically where is the information suppose to go and what type of information would you be asking? Will you provide workstations for the jurors to use before they leave from service and will it be mandatory or volunteer?

Response: If a juror completes an Exit Survey online or telephonically, the information should be stored in the jury management system, such that it can be printed out and distributed. You will find a copy of an exit survey sample included under addendum 1 as Attachment 11. We are currently using it in printed form. This survey may be edited/adapted for future use, especially telephonically. We will provide workstations in the jury assembly room for jurors to use if they would like to complete the survey before leaving for the day. However, we also want them to have the option of completing the survey at a later date without having to come down to the courthouse.

5. Section 3.3 – What type of information can a juror update on their service history?

Response: We would like jurors to be able to see the dates they were summonsed for jury service, when their checks were mailed; also, we would like the system to allow them to submit new addresses and name changes.

6. Section 3.16 – Please clarify

Response: Instead of only being able to listen to voice mail messages from a telephone, we would like the ability to listen via desktop.

7. Section 3.20 – Please clarify, are you referring to the jury system or IVR? If jury system, how do you envision this working?

Response: We are referring to an IVR system.

8. Section 3.23 – Please clarify this statement. How is juror interacting with system? Is it IVR or IWR? What is the purpose of “random service dates”?

Response: One of the services we would like to offer jurors is the ability to tell us when they are available to serve jury duty. For example, we will send potential jurors a postcard explaining that they have been selected for jury service and that they will need to go online to complete the juror bio and also give us a consecutive two-week period when they are available for service. We would then use the jury management system to randomly select their service date based upon the information they have given us.

9. How does 3.7 differ from 3.24?

Response: They are the same requirements. The first (3.7) relates to a system without the ability for jurors to tell us their availability for service. The second (3.24) refers to the same requirement if the system is able to allow jurors to tell us their jury service availability.

10. Section 10-4 - What applications do you want the jury system to interface with?

Response: This is standard content and should be taken into consideration if an interface to other systems are required. At this time, there are no interface requirements with the exception of the requirement 3.15 which states “System must be able to interface with the County’s VoIP telephone system”

11. Proposals provided in response to this RFP that comply with the submittal requirements set forth in Section 4.0, including all forms and certifications, will be evaluated in accordance with the criteria and procedures described in Section 5.0. Should this read submittal requirements in Section 3.0 and evaluation criteria in Section 4.0?

Response: No. Vendors will be evaluated on Section 3.4 titled “Proposal Format and Content pages 3-9 thru 3-16. Section 4 lists the criteria that will be used to evaluate the proposals.

12. Exhibit 1 - Required Submittal Checklist Do we include the Proposal Checklist in our submission?

Response: Yes, the Required Submittal Checklist is a part of the proposal package when submitting on a project for review.

13. **Sec 6.2** The following document must be completed as instructed if awarded the project: _ Exhibit G – Prime Contractor’s Subcontractor Utilization Report _ Exhibit H – First Source Jobs Program Agreement, Form 2 **Checklist:** Office of Contract

Compliance Requirements (separate envelope) Exhibit G: Prime Contractor/Subcontractor Utilization Report Exhibit H:– First Source Jobs Program Agreement Form 2 Please confirm that Exhibit G and Exhibit H Form 2 are required only after award and are not part of the proposal checklist submission requirements.

Response: Exhibit G and Exhibit H are submitted only by the awarded vendor and this will be to the vendor that has won this project.

14. **1.8 PROPOSAL DUE DATE** All proposals are due in the Department of Purchasing and Contract Compliance of Fulton County located in the Public Safety Building, Suite 1168, 130 Peachtree St, S.W., Atlanta Georgia 30303 **2.25 GENERAL REQUIREMENTS** 2. The original and the required number of copies of the proposal must be returned to: Fulton County Purchasing Agent Department of Purchasing & Contract Compliance 130 Peachtree Street, S.W., Suite 1168 Atlanta, Georgia 30303 **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 **March 31, 2011 at 11:00 A.M.** and must be addressed to: **REQUEST FOR PROPOSALS RFP # 11RFP77379A-DR Fulton County Department of Purchasing & Contract Compliance Public Safety Building 130 Peachtree Street S.E. Suite 1168 Atlanta GA 30303** The 3 submittal addresses are slightly different - which address should be used?

Response: The address for submitting all proposals to the Department of Purchasing and Contract Compliance of Fulton County is located in the Public Safety Building, 130 Peachtree Street, S. W., Suite 1168, Atlanta, Georgia 30303. The address is corrected under Addendum 1.

15. **2.25 GENERAL REQUIREMENTS** 3. The envelope in which the proposal is submitted must be sealed and clearly labeled with the RFP project name and number, due date and time, and the name of the company or individual submitting the proposal. **3.1 SUBMISSION REQUIREMENTS 3.1.1 Proposal Submission Date and Submittal Format** Each envelope or package shall be clearly marked as follows: **REQUEST FOR PROPOSALS RFP 11RFP77379A-DR, JURY MANAGEMENT SYSTEM [Technical or Cost Proposal] Proposer's Name and Address** The envelope marking instructions are slightly different - which instructions should be used? **3.1.2 Number of Copies** Proposers shall submit the following: Technical Proposal, one (1) original and five (5) 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 five (5) copy in a separate sealed envelope. Please confirm that the Proposal is to be submitted as follows: **Package one** (sealed): One (1) original hard copy of Technical Proposal (to include one (1) sealed original hard copy of Contract Compliance Exhibits and one (1) sealed original hard copy of Financial Information) Five (5) copies of Technical Proposal on CD in PDF format CDs are not to include Contract Compliance Exhibits nor Financial Information. **Package**

two (sealed): One hard copy of Contract Compliance Exhibits No CDs required
Package three (sealed): One hard copy of Financial Information No CDs required
Package four (sealed): One (1) original hard copy of Cost Proposal Five (5) hard copies of Cost Proposal No CDs required

Response: Proposals are to be submitted as follows:

Package one (sealed): One (1) original hard copy of Technical Proposal (to include one (1) sealed original hard copy of Contract Compliance Exhibits and one (1) sealed original hard copy of Financial Information) Five (5) copies of Technical Proposal on CD in PDF format CDs are not to include Contract Compliance Exhibits nor Financial Information.

Package two (sealed): One hard copy of Contract Compliance Exhibits No CDs

Package three (sealed): One hard copy of Financial Information No CDs

Package four (sealed): One (1) original hard copy of Cost Proposal Five (5) hard copies of Cost Proposal No CDs

16. **Section 2 - Completed Cost Proposal Forms** The Proposer is required to complete **all** of the Cost Proposal Forms provided. Please confirm that there is **only one** cost proposal form required for completion and it is located on page 3-17

Response: Cost proposals forms are located on page 3 – 17.

17. The Project Plan must address the management approach in completing the work identified in Section 7.3 Scope of Work. Could not find Section 7.3 Scope of Work in the RFP - please clarify.

Response: Scope of Works is Section 3.3 of the RFP document.

18. **5.2.5 Georgia Security and Immigration Contractor Affidavit and Agreement** Proposer shall complete and submit **Form F**, in order to comply with the requirements of O.C.G.A. 13-10-91 and the Georgia Department of Labor Rule 300-10-01-.02. **5.2.6 Georgia Security and Immigration Subcontractor Affidavit** Proposer shall ensure that any subcontractor(s) that will be utilized for this project shall complete and submit **Form G**, Subcontractor Affidavit. Please clarify the reference to Forms F and G - should that read E and F?

Response: See Section 5.2 Proposal Forms Description on page 5-2 of the RFP document.

19. Provide resumes for each of the key personnel proposed for this project with specific emphasis on the Project Manager. In addition to the Project Manager, what other key personnel can be identified for this contract?

Response: Any key personnel that your company identifies as key to the success of this project shall submit a resume for this project.

20. Proposer Financial Information Can the financial information be provided on CD?

Response: No.

21. Local Preference is given to businesses that have a business location within the geographic boundaries of Fulton County. Does the proposing bidding entity have to have local presence in Fulton Co, GA or can the operation of an affiliated business entity within the company be sufficient to establish presence?

Response: Will be provided under a forthcoming addendum.

22. Insurance and Risk Management Provisions Information Technology Does Section 7 require signature (p7-4) and submission with our proposal or is this form for postaward? - this form does not appear on the checklist as a required submission element. If a completed Section 7 with signature is a submission requirements, do all subcontractors need to submit this form as well?

Response: Page 7-4 must be signed by the proposer and returned with your package. Evidence of insurability is outlined on page 7-1, paragraph one under the three bullets listed.

23. IT/Tech Stds and Reqs Are there any requirements in Appendix A that should be addressed in the Section 5 Project Plan - specifically the Training Requirements described on pages 10-6 and 10-7 and Security on p 10-9? - or are the requirements in Appendix A for the post-award period?

Response: The vendor shall provide how they will comply with these requirements in the Project Plan. For example, the vendor shall provide an overview of the proposed training. This overview may include topics of training, number of seats available, methods of training, hours, delivery method, etc. However, it is expected that the vendor provide actual training and documentation should be provided post-award. In reference to Security, the vendor shall provide the County with documentation and other evidence of best practices in its security functions in the Project Plan.

24. SDLC/PM In the Project Management section p 10-13, do we provide our management approach to accomplishing these elements (initiating, planning, executing, controlling and monitoring, and closing) in the Section 5 Project Plan?

Response: Yes, this should be provided in the Project Plan.

25. The County will not respond to requests, oral or written received after March 24, 2011 at 2:00 P.M. local prevailing time. Given the current timeframe for submittal of questions, we respectfully ask the county to identify the date on which answers to these questions will available.

Response: March 24, 2011, as specified under Addendum 1.

26. The County will not respond to requests, oral or written received after March 24, 2011 at 2:00 P.M. local prevailing time. As a follow up to the previous question, we respectfully request that the Proposal Submission Deadline be moved to 14 calendar days after the current submission deadline. That would allow time for the County to post answers, and allow respondents to adjust solutions, make appropriate adjustments within the proposal, and mail hard copies to the County in a timely manner. Otherwise, answers to questions may be posted after respondents have already mailed hard copies to the County.

Response: The proposal due date is changed to April 7, 2011 at 11:00 AM, EST as specified in Addendum 1.

27. There are several requirements that pertain to the project team qualifications that we request to be clarified: "All proposed key personnel must have at least a minimum of three (3) years work experience in the State of Georgia appraisal contract work." "Previous work experience related to Electronic Document Management System and Lands Records Management Process. Could the County confirm the required project team qualifications?"

Response: All proposed key personnel must have at least a minimum of three (3) years work experience in the Jury Management Systems work. Statement is corrected under Addendum 1.

28. Georgia Secretary of State Registration Could the County confirm if a subcontractor working under a prime contractor would be required to have a Georgia Secretary of State Registration.

Response: All Prime contractors are required to be registered with the Secretary of The State of Georgia.

29. Georgia Utility License Number Could the County confirm if the contractor and any subcontractor working under a prime contractor would be required to have a Georgia Utility License Number for this solicitation

Response: Not applicable to this proposal.

30. Professional License Could the County confirm if the contractor and any subcontractor working under a prime contractor would be required to have a professional license for this solicitation.

Response: There are no IT-related professional licenses required for this project.

31. Update juror addresses through NCOA prior to mailing summonses _ pre-sorts summonses Please provide additional explanation regarding the reference to pre sorts summonses

Response: Our summonses must be pre-sorted prior to mailing so that we can receive the pre-sort mailing rate, which is lower than regular first class. Pre-sorting refers to the USPS requirements for bundling like zip codes together prior to mailing. Actual requirements can be found on the USPS website.

32. Have the ability to process and produce juror summonses in 1-2 steps _ including printing, if necessary

Response: The 1-2 steps mentioned is a guide. We are more interested in a system that can help us streamline processes and business practices.

33. (11) Have a check printing component that can process (and print, if necessary) checks in 1-2 steps _ allows the Business Office to access the system to obtain financial information for reports Please provide additional explanation of the reference to "1 -2 steps" referred to in sections 10 and 11

Response: Our current system uses almost 20 steps to complete the check processing process. The new system should be able to do this in less than 20 steps, but not limited to 1-2 steps. Again, the 1-2 steps is a guide.

34. In Section 6 – Contract Compliance Requirements, how should any of the forms be filled out if they do not apply to the company? (i.e. no sub-contractor, no minority owned business, etc...)

Response: If the document does not apply to your company, it shall be labeled not applicable but signed by your company.

35. Where would you like the proposer to acknowledge each addendum in their response? Which envelope should it be a part of? The Technical Proposal? The Compliance Forms?

Response: All addendums should be included with the technical proposal.

36. Can you clarify of how many sample documents Fulton County is expecting in Section 3 of the technical response? For example, is one page of a user manual enough? Please clarify what you are expecting here?

Response: Will be provided under a forthcoming addendum.

37. In the pre-bidder's conference it was said that if any of the compliance forms do not apply to the proposer, they need to still fill the form out and say "Not Applicable". Is this correct?

Response: Yes.

38. If we are required to fill out the form, should the form still be signed by the authorized officer if it does not apply?

Response: Yes. See response to question 34.

39. In the technical response format, section 11 “Disclosure Form and Questionnaire”, it states that you wish to have the Disclosure form and Questionnaire in this section. However, these come from the compliance forms. Should they be included in the technical proposal envelope or should they be included as part of the compliance forms? Should only answers from questions 1, 2, and 3 be a part of the technical response? The rest a part of the compliance docs?

Response: Form D is a part of the Purchasing Forms and shall be submitted with Section 5 Proposal Forms, which is a part of the Technical Proposal.

40. Form D (5-9) questions 1,2,3 - where are we intended to provide the answers? A separate page? In the technical response, section 11? This question also applies to our previous question (#5).

Response: Yes. If your response is that your company needs additional pages, your company may use as many additional separate pages as needed to complete this task.

41. In the System Requirements Matrix, number 4.3, can you clarify by what you mean by encrypting all stored data? Which data are you referring to?

Response: The system will be storing private information of citizens, it is very important that information be secure. Any transmission of the data should be encrypted with a secret key/password; any transmitted data should not be in plain text. For all applications web services, email, internet faxing, etc.), Secure Sockets layer (SSL) should be implemented. Additionally, the data must be stored on a secure server and the infrastructure should be designed in a manner that minimize security intrusion risks.

42. Does the Cost Forms need to be filled out in the exact way they have been provided or can the proposer make edits to it to incorporate all that they are offering?

Response: Yes. Do not alter, change or modify the cost proposal form.

43. Can you confirm in the System Requirements Matrix 3.23 that the “System must be able to randomly select jury service dates based upon juror’s availability” means that a juror cannot be randomly picked again if he/she has already served in a given amount of time?

Response: Yes, that is correct; a juror cannot be randomly picked again if he/she has already served in a given amount of time. (We currently use 18 months.)

44. Can you please confirm that these items are mandatory in the implementation of this project and should be included as required in the cost forms? If not, can you identify which are optional and where on the cost forms optional items and services should be located:

- Jury Management System
- Interactive Voice Response (IVR)
- Interactive Web Response (IWR)
- Imaging/Scanning Solution
- Data-cleansing, printing, and mailing service for summonses (with use of NCOA)
- Annual Support
- Annual Source List Updates

Response: Will be provided under a forthcoming addendum

45. **JMS** should be web based i.e. no software installed on computer stations. Understanding that the County's requirement that the new Jury Management system be web-based, can the solution have a limited number of files such as driver files for scanners, etc. loaded on computer workstations?

Response: There is no limit on the number of files such as driver files for scanners, etc. loaded on computer workstations. However, the vendor must provide the recommended specifications of a user's workstation based on the requirements of the proposed solution.

46. Have an IVR Component that takes and makes telephone calls How many juror calls does the Jury Clerk's office receive on the busiest day? Is this number of calls expected to significantly increase with the new IVR system?

Response: The Jury Services Division averages 100-200 calls per day. It is expected that the new IVR system would decrease the number of calls Jury Services staff would have to answer

47. Have an IVR Component that takes and makes telephone calls What is the maximum number of operators that are simultaneously answering calls on the busiest day?

Response: The Jury Services Division has six staff members who answer telephone calls daily.

48. Have an IVR Component that takes and makes telephone calls Is English the only language required for the IVR system to support?

Response: Currently, English is the only required language; however, Spanish and others may be added at a later date once it is determined which languages are needed.

49. Have an IVR Component that takes and makes telephone calls Does the 60 day acceptance period with 99.99% availability apply to the specified IVR system? If so, does the Court want a totally redundant IVR system that would be required to provide the specified availability requirements?

Response: The availability refers to the system in its entirety, meaning the Jury Management System. The vendor must propose a solution that meets the availability requirements.

50. What is the manufacturer/model of your VoIP phone equipment and possibly VoIP protocol information? There is a broad variation in VoIP protocols and compatibilities across phone vendors.

Response: IP Telephone Cisco CUCM 7.1.5
Applications Cisco IPCC/UCCX Premium Express 7.0.1
and Platforms Cisco Unity 7.0.2 – Unified Messaging with Exchange
Cisco Emergency Responder 7.1.1
Berbee Informacast 6.0.1
Cisco MCS 7845-H2, 7845-I3, 7835-I3 – IPT Application servers