

REQUEST FOR PROPOSAL FOR

Jury Management System

ISSUING OFFICE

**Information Technology Services Division
for
39th Judicial District, Court of Common Pleas for
Franklin County Branch**

RFP NUMBER

2015172-2

DATE OF ISSUANCE

March 20th, 2015

REQUEST FOR PROPOSAL

FOR

2015172-2

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CALENDAR OF EVENTS

The County will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Deadline to submit Questions via email to: Sean Crager, secrager@franklincountypa.gov Please use the subject: RFP 2015172-2 Questions	Contractor	March 26th, 2015 4:00pm
Answers to questions will be provided at https://sites.google.com/a/franklincountypa.gov/franklin-county-pa-rfp-2015172-2/	Contractor	March 31st, 2015
Please monitor https://sites.google.com/a/franklincountypa.gov/franklin-county-pa-rfp-2015172-2/ website for all communications regarding the RFP.	Contractor	Ongoing
Sealed proposal must be sent to: Administrative Annex c/o: Sean Crager 218 North Second Street Chambersburg, PA 17201	Contractor	April 20th, 2015 4:00pm

PART I

GENERAL INFORMATION

I-1. Purpose

This Request for Proposal ("RFP") provides sufficient information to qualified Contractors to enable them to prepare and submit proposals for the Information Technology Services Division ("ITS") on behalf of the County of Franklin ("County") to satisfy a need for the Jury Management System solution.

I-2. Issuing Office

The Information Technology Services Division ("Issuing Office") has issued this RFP on behalf of the County. The sole point of contact in the County for this RFP shall be Sean Crager, 218 North Second Street, Chambersburg, PA 17201, secrager@franklincountypa.gov, the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer.

I-3. Scope

This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Contractors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement

The current jury management process is a mixture of software and manually driven processes. It is currently labor intensive and offers little, to no use, of technology features commonly used today to manage similar processes. The 39th Judicial District Court for Franklin County Branch, in conjunction with Franklin County, are looking for a new software solution to address the current deficiencies.

I-5. Preproposal Conference.

There will be no preproposal conference.

I-6. Questions and Answers

If a Contractor has any questions regarding this RFP, the Contractor must submit the questions by email (with the subject line "Consulting Services RFP 2015172-1 Question") to the Issuing Officer. If the Contractor has questions, they must be submitted via email no later than the date and time specified in the Calendar of Events. The Contractor shall not attempt to contact the Issuing Officer by any other means. The Issuing Officer shall post the answers to the County website.

A Contractor who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the County is not able to respond before the proposal

receipt date or in sufficient time for the Contractor to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Contractor to specific provisions in the RFP. To the extent that the Issuing Office decides to respond to a non-administrative question *after* the deadline date for receipt of questions indicated on the Calendar of Events, the answer will be provided to all Contractors through an addendum.

All questions and responses as posted on the County website are considered as an addendum to, and part of, this RFP. Each Contractor shall be responsible to monitor the County website for new or revised RFP information. The Issuing Office shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office.

I-7. Addenda to RFP

If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the County website. Answers to the questions asked during the Questions & Answers period also will be posted to the County website as an addendum to the RFP.

I-8. Electronic Version of RFP

This RFP is being made available by electronic means. The Contractor acknowledges and accepts full responsibility to insure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Contractor's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-9. Response Date

To be considered, proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. Contractors who mail proposals should allow sufficient mail delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Issuing Office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission shall be automatically extended until the next County business day on which the office is open, unless the Contractors are otherwise notified by the County. The time for submission of proposals shall remain the same. Late proposals shall not be considered.

I-10. Incurring Costs

The Issuing Office is not liable for any costs the Contractor incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of receipt of the purchase order.

I-11. Economy Of Preparation

Contractors should prepare proposals simply and economically, providing a straightforward, concise description of the Contractor's ability to meet the requirements of the RFP.

I-12. Small Diverse Business Information.

The Issuing Office encourages participation by small diverse businesses as prime Contractors, and encourages all prime Contractors to make a significant commitment to use small diverse businesses as subcontractors and suppliers.

A small business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.

I-13. Proposals

To be considered, Contractors must submit a complete proposal to this RFP, using the format provided in PART II, providing **5 paper copies of the Technical Submittal and one (1) paper copy of the Cost Submittal**. In addition to the paper copies of the proposal, Contractors shall submit **one (1) complete and exact copies of the entire proposal** (Technical, and cost, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be an exact image of the paper copy and any spreadsheets must be in Microsoft Excel. The Contractors may not lock or protect any cells or tabs. **Contractors should ensure that there is no costing information in the technical submittal.** Contractors should not reiterate technical information in the cost submittal. The CD or Flash drive should clearly identify the Contractor. The Contractor shall make no other distribution of its proposal to any other Contractor or County official or County consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Contractor to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet (**Appendix A** to this RFP) and the Proposal Cover Sheet is attached to the Contractor's proposal, the requirement will be met. For this RFP, the proposal must remain valid for one hundred and twenty (120) days or until an authorization to proceed is issued. If the Issuing Office selects the Contractor's proposal as the best value, the contents of the selected Contractor's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Contractor submitting a proposal specifically waives any right to withdraw or modify it, except that the Contractor may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. A Contractor or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. A Contractor may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-14. Alternate Proposals.

The Issuing Office has identified the basic approach to meeting its requirements, allowing Contractors to be creative and propose their best solution to meeting these requirements. The Issuing Office will accept alternate proposals.

I-15. Proposal Contents

- a. Confidential Information. The County is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Contractors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Contractors should not label proposal submissions as confidential or proprietary or trade secret protected.
- b. County Use. All material submitted with the proposal shall be considered the property of the County and may be returned only at the Issuing Office's option. The County has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Contractor copyright designations contained on proposals, the County shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any County, Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- c. Public Disclosure. After the issuance of a authorization to proceed pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Financial capability information submitted in response to Part II, Section II-8 of this RFP is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-16. Contractor's Representations and Authorizations

By submitting its proposal, each Contractor understands, represents, and acknowledges that:

- a. All of the Contractor's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in making a best value selection. The County shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.

- b. The Contractor has arrived at the price(s) and amounts in its proposal independently and without consultation, communication, or agreement with any other Contractor or potential Contractor.
- c. The Contractor has not disclosed the price(s), the amount of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is a Contractor or potential Contractor for this RFP, and the Contractor shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- d. The Contractor has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- e. The Contractor makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- f. To the best knowledge of the person signing the proposal for the Contractor, the Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **five (5)** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Contractor has disclosed in its proposal.
- g. To the best of the knowledge of the person signing the proposal for the Contractor and except as the Contractor has otherwise disclosed in its proposal, the Contractor has no outstanding, delinquent obligations to the County including, but not limited to, any tax liability not being contested on appeal or other obligation of the Contractor that is owed to the County.
- h. The Contractor is not currently under suspension or debarment by the County, any other state or the federal government, and if the Contractor cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- i. The Contractor has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal.
- j. Each Contractor, by submitting its proposal, authorizes County agencies to release to the County information concerning the Contractor's county tax liabilities if applicable.

- k. Until the selected Contractor receives an authorization to proceed from the Issuing Office, there is no legal and valid contract, in law or in equity, and the Contractor shall not begin to perform work, for the Project.

I-17. Restriction Of Contact

From the issue date of this RFP until the Issuing Office selects a proposal as the best value, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Contractor's proposal. If the Issuing Office later discovers that the Contractor has engaged in any violations of this condition, the Issuing Office may reject the offending Contractor's proposal or rescind its purchase order. Contractors must agree not to distribute any part of their proposals beyond the Issuing Office. A Contractor who shares information contained in its proposal with other County personnel and/or competing Contractor personnel may be disqualified.

I-18. Prime Contractor Responsibilities

The selected Contractor will be required to assume responsibility for all services offered in the proposal whether it produces them itself or by subcontract. The Issuing Office and Project Manager will consider the selected Contractor to be the sole point of contact with regard to contractual and purchase order matters.

I-19. Resources

Contractors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this Section I-19.

I-20. Rejection Of Proposals

The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received in response to this RFP, or to negotiate separately with competing Contractors.

I-21. Discussions for Clarification

Contractors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Contractor responsiveness to the RFP requirements. The Issuing Office will initiate requests for clarification.

I-22. Best and Final Offer (BAFO)

- a. While not required, the Issuing Office reserves the right to conduct discussions with Contractors for the purpose of obtaining "Best and Final Offers." To obtain Best and Final Offers from Contractors, the Issuing Office may do one or more of the following, in combination and in any order:
 - 1. Schedule oral presentations;
 - 2. Request revised proposals;

3. Conduct a reverse online auction; and
 4. Enter into pre-selection negotiations.
- b. The following Contractors will **not** be invited by the Issuing Office to submit a Best and Final Offer:
1. Those Contractors which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
 2. Those Contractors, which the Issuing Office has determined in accordance with **Part III, Section III-4**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the Project.

The Issuing Office may further limit participation in the Best and Final Offers process to those remaining responsible Contractors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

- c. Evaluation Criteria found in **Part III, Section III-3**, shall also be used to evaluate the Best and Final Offers. The Issuing Office will notify the responsible Contractor whose proposal is determined to offer the best value to the County as determined by the Issuing Office after taking into consideration all of the evaluation factors. Best Value is described in The Commonwealth of Pennsylvania County Code Article XVIII Section 1802 (9) (i)

I-23. Notification of Selection

The Issuing Office will notify the selected Contractor in writing of its selection as the best value Contractor after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

I-24. Notice to Proceed

The successful Contractor will be issued a notice to proceed. No work may begin or be reimbursed prior to the date of issuance of the notice to proceed.

I-25. Debriefing Conferences

Contractors whose proposals are not selected will be notified of the name of the selected Contractor and given the opportunity to be debriefed. The Issuing Office will schedule the time and location of the debriefing. The debriefing will not compare the Contractor with other Contractors, other than the position of the Contractor's proposal in relation to all other Contractor proposals.

I-26. News Releases

Contractors shall not issue news releases, internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

PART II

PROPOSAL REQUIREMENTS

II-1. General Requirements

Contractors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Contractors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal should be kept separate from and not included in the Technical Submittal. Each Proposal shall consist of the following **two** separately sealed submittals:

- a. Technical Submittal, which shall be a response to RFP **Part II, Sections II-1 through II-9;**
- b. Cost Submittal, in response to RFP **Part II, Section II-10.**

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Contractor's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Contractor to perform the Project, and the Contractor shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Contractor fails to satisfy the Issuing Office that such Contractor is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-2. Statement of the Problem

State in succinct terms your understanding of the problem presented or the service required by this RFP.

II-3. Management Summary

Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

II-4. Work Plan

Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in **Part IV** of this RFP as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. If more than one approach is apparent, comment on why you chose this approach. A high level project plan showing major milestones and an associated Gantt Chart should be

provided outlining the project. This project plan should denote both Contractor and County resources needed to successfully implement the new solution.

II-5. Prior Experience

Give a minimum of three (3) project references with letters of recommendation describing the type of work accomplished and the outcomes. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

One reference must be from a customer in Pennsylvania in which your firm successfully provided a Jury Management System to and is still currently in use by that customer. This is a mandatory requirement.

II-6. Personnel

Include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project. For personnel engaged on-site, or performing negotiation work, include the employee's name and, through a resume or similar document, the employee's education and experience in those skills listed in **Section II-5** above. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform.

Resumes are not to include personal information that will, or will be likely to, require redaction prior to release of the proposal under the Right to Know Law. This includes home addresses and phone numbers, Social Security Numbers, Drivers' License numbers or numbers from state ID cards issued in lieu of a Drivers' License, financial account numbers, etc. If the County requires any of this information for security verification or other purposes, the information will be requested separately and as necessary.

During the course of the project, the Contractor must receive County approval before any personnel are replaced. The County reserves the right to review proposed personnel replacements and the Contractor must supply the County with resumes and work histories.

II-7. Training

If appropriate, indicate recommended training of County personnel. Include the County personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors.

II-8. Financial Capability.

Describe your company's financial stability and economic capability to perform the Project requirements. Provide your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet

comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The County reserves the right to request additional information it deems necessary to evaluate a Contractor's financial capability.

II-9. Maintenance and Warranty Period

Describe how you will provide ongoing maintenance for the solution. Describe any established Service Level Agreements in detail. Describe how a typical help desk call would be logged and addressed. What are the available times of your support staff and what time zone are they located in?

If a hosted solution describe the availability numerically (i.e. 99.99% uptime).

Describe your normal release schedule for enhancements and fixes. Describe the frequency of these releases and how you will perform them. Describe how major system upgrades are handled. Are they included in the ongoing cost of annual maintenance?

II-10. Cost Submittal

The information requested in this Section II-10 and **Appendix B** shall constitute the Cost Submittal. ***The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal and kept separate from the technical submittal.*** The total cost you are proposing must be broken down into the components listed on **Appendix B**.

Contractors should **not** include any assumptions in their cost submittals. If the Contractor includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Contractors should direct in writing to the Issuing Office pursuant to **Part I, Section I-6** of this RFP, any questions about whether a cost or other component is included or applies. All Contractors will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

PART III
CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Contractor;
- B. Properly signed by the Contractor.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1** above (A-B) are the only RFP requirements that the County will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Contractor's proposal, (2) allow the Contractor to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Contractor's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. The Issuing Office will notify in writing the responsible Contractor whose proposal is determined to offer the best value to the County as determined by the Issuing Office after taking into consideration all of the evaluation factors. Best Value is described in The Commonwealth of Pennsylvania County Code Article XVIII Section 1802 (9)(i)

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **70%** of the total points. Evaluation will be based upon the following:
 - a. Clearly demonstrated understanding of the work to be performed and completeness and reasonableness of the plan for accomplishing the work required per the project scope.
 - b. Specific experience, technical capabilities, professional competence, and qualifications of the company and project personnel, especially those assigned to the project to provide the services in accordance with the Statement of Work. Contractors will also provide a project plan including the projected schedule for all scoped work.
 - c. Current customer base, past performance, related work experience, and references; all related to the project, specification, implementation, transition into production environment, as well as end-user training and knowledge transfer. Current customer base, past performance, related work experience and references for post-implementation maintenance and support of a jury management software solution.

The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula

Technical Scoring Formula:

The final Technical scores are determined by giving the maximum number of Technical points available (A) to the proposal with the highest raw technical score. The remaining proposals are rated by applying the following formula:

$$\frac{\text{Raw Technical Score of Proposal Being Scored}}{\text{Highest Raw Technical Score}} \times A = \text{Final Technical score}$$

Note: Proposals must be evaluated for technical viability first, before Cost is considered. Those that are not viable, i.e., do not meet the 70% threshold (70% of available technical points), are eliminated from further consideration.

Cost proposals are analyzed for technically qualified proposers immediately after technical evaluation is completed.

- B. **Cost:** The Issuing Office has established the weight for the Cost criterion for this RFP as **30%** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula

Contractors should expect to be compensated via a Shared Savings Methodology. The County will incur no costs and have no responsibility to the selected Contractor until actual savings are demonstrated or credits/refunds/rebates are applied on the invoice from the County telecommunication providers.

The County reserves the right to not implement any recommendations or make any changes to its current telecommunications environment. If the County exercises this right, it has no financial obligation to the selected Contractor.

Cost Formula:

The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the following formula:

$$1 - \frac{(B-A)}{A} \times C = D$$

A—the lowest Offeror's cost.

B—the Offeror's cost being scored.

C—the maximum number of cost points available.

D—Offeror's cost score (points).

Note: If the formula results in a negative number (which will occur when the Offeror's cost is more than twice the lowest cost), zero points shall be assigned.

III-5. Contractor Responsibility.

To be responsible, a Contractor must submit a responsive proposal and possess the capability to fully perform the project requirements in all respects and the integrity and reliability to assure good faith performance of the project.

In order for a Contractor to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the technical submittal of the Contractor's proposal must be greater than or equal to **70%** of the **available technical points**;

III-6. Final Ranking and Award.

- A. After any best and final offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores and the final cost scores in accordance with the relative weights assigned to these areas as set forth in this Part III, **Section III-4**.
- B. The Issuing Office will rank responsible Contractors according to the total overall score assigned to each, in descending order.
- C. The Issuing Office has the discretion to reject all proposals or cancel the request for Proposals, at any time prior to the time a purchase order is issued, when it is in the best interests of the County. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV
WORK STATEMENT

IV-1. Objectives.

A. The main objective of this project is to replace the existing jury management software with a modern solution that incorporates technology features that enhance efficiency and effectiveness of the court staff involved with jury management in addition to providing for features that enhance the interaction with the prospective jurors.

IV-2. Nature and Scope of the Project.

A. All aspects of the jury management process are in-scope. County caseload statistics can be found here: <http://www.pacourts.us/assets/files/setting-4050/file-4093.pdf?cb=42586>
b

B. Expected user counts:

- a) Court Administration = 5
- b) Law Clerks = 5
- c) Judges = 5
- d) District Attorney = 10
- e) Public Defender = 7
- f) External Counsel (Bar Association) = 70

C. The county will consider both on-premise and cloud solutions for hosting the new software.

D. The system must be in place and operationally functional by September 15th, 2015.

E. The estimated project begin date is May 18th, 2015

F. County Technology Standards

- a) MSSQL Server 2008 R2 SP2
- b) The County supports Microsoft Active Directory 2008 R2
- c) The County supports Kaspersky Endpoint Security 10 for antivirus protection
- d) The County supports Google Apps for Government for all email messaging and collaboration
- e) The County supports Microsoft Office 2010 (The County does not support Microsoft Exchange or Outlook)
- f) Windows 7 or higher PCs

- g) The County supports 59 Windows servers, mixed physical and virtual. Operating Systems include Win2008 R2 x64, Win2012 x64, Win2012 R2 x64
- h) The County uses VMWare for virtualization and is currently on version 5.1
- i) The County uses Tyler Technologies MUNIS ERP v10.5 application for payroll, financials, purchasing and human resources/employee self service (ESS).
- j) Android, iOS, and Windows Mobile tablets and mobile devices
- k) Laserfiche is the county standard Electronic Document Management system

IV-3. Requirements.

- A. Bar codes
 - a) Provide all related hardware: wands, barcodes readers, scanners, etc.
 - b) Ability to scan qualification forms and supplemental documents that are completed by jurors and linked back to juror's record.
 - c) Ability to remove and/or add jurors selected to a case via scanned bar coded badges or some other automated process.
 - d) Automatically prints or populates for printed work certificates upon check in.
 - e) Self check-in options

- B. Ease of use for administration users:
 - a) Electronic and hard copy access to a step by step instruction manual for those not experienced in daily use of the system.
 - b) Pre-populated screen fields with drop down boxes
 - c) Back and forward buttons and scroll bars where appropriate
 - d) Multiple windows/toggle quickly between screens
 - e) Error alerts
 - f) Comment/note fields
 - g) Ability to verify addresses
 - h) Search/display/sort options without regard to capitalization
 - i) Filter data
 - j) Allow user-defined macros to allow insertion of common text with minimum keystrokes
 - k) Data checks and auto corrections
 - l) Remote access to the system with the same security level
 - m) Ability to handle multiple day trials
 - n) Support the use of the same pool of jurors for Common Pleas (criminal and civil cases) and Grand Jury.

- o) Ability to delete a case, panel, juror check information per user specified criteria
- p) Ability to close out a case or panel
- q) Provide ability to manually add and/or delete juror to/from panel.
- r) Ensure ease of ability to navigate jurors between/among panels on the same day during Jury Selection
- s) Condense summoning process and make user friendly
- t) Ability to grant access to users. Utilize the county's Active Directory system for user control

C. Fiscal needs

- a) Ability to display electronic bank statements and perform electronic bank settlements and Reconciliations
- b) Ability to produce payment record that pays juror for each date the juror reports
- c) Ability to pay juror on daily basis or at completion of service
- d) Provide the ability to track juror payments to identify the amount reimbursable by the State
- e) Option for jurors to donate their pay to charity via list of charities
- f) Report showing charity statistics
- g) Be able to send juror pay Excel report to Accounts Payable OR have the system automatically communicate directly with the MUNIS ERP system.

D. Juror pool lists

- a) Ability to update list on annual basis (PennDot, Voter's Registration, and/or AOPC state juror list)
- b) Ability to process randomly selected lists excluding the actual jurors who served in the last 3 years, all permanently excused jurors, and all potential jurors with an excuse end date after the pool year
- c) Check new data for pool against data in the system for address changes, name changes, and excuse changes
- d) Ability to change juror names, keep history records of the name change, and have the pool process check history record to eliminate duplicate name records

E. Electronic storage of data and documents.

- a) Ability to scan and attach/upload documents where needed.

F. Online Options

- a) Ability to post juror status, by Juror ID, to the Internet.

- b) Ability to permit potential jurors to perform internet based requests for changes to some of their record (e.g. let user change phone number)
- c) Ability of jurors to view status
- d) Commonly asked questions section
- e) Juror ability to document and Court Admin ability to track juror mileage online
- f) Juror ability to fill out summons online
- g) Juror ability to add/upload doctor's excuses/ employer letters, etc, online.

G. Mobile messaging capabilities for alerts and notifications

H. Customized summons (Civil and Criminal) to include

- a) Perforated badge on summons for easy removal by juror and placement in a badge holder provided on Jury Selection Day.

I. Electronic stuffing/sealing of summons

J. Provide capability to print address labels and envelopes using system data

K. Electronic forms for use in Courtrooms

L. Ability to view questionnaires via tablet, mobile device or laptop by attorneys during selection process in court

- a) Protected and View ONLY
- b) Provide for a platform agnostic design allowing for various browsers and device OSs. The use of responsive web design is highly encouraged.

- 1) Windows/Windows Mobile
- 2) iOS
- 3) Android
- 4) Firefox
- 5) Safari
- 6) Internet Explorer
- 7) Google Chrome

M. Internal electronic sharing of juror lists

- a) Clerk
- b) Prothonotary
- c) Judges

N. Adhere to Jury Procedures as per Pennsylvania, Rules of Criminal Procedure, Pa. R. Crim. P.630, 631, 632

- O. Integrated Telephone Voice Response System with 24/7 availability
- P. E-fax, e-mail, and e-filing capabilities including ability to view faxed and filed documents from within a juror's record
- Q. Random Electronic Selection
 - a) At all levels of the juror selection process: pool selection, panel selection, case selection
 - b) Electronic separation of undeliverable/Ret'd/Online submissions
- R. Printing excusal form letters
 - a) District Court Administrator's Office and jury system users able to customize all templates for letters, summons, notices, etc., with ability to merge system data into template for seamless printing
 - b) Ability to produce granted, excused, postponed, and denied letters to jurors
 - c) Ability to produce letters in batch or by juror
 - d) Allow Print preview
 - e) Ability to select excusal letter that is customized in the system (Excusals entered should be captured in statistics reported by the system)
- S. Badge numbers consistent with qualification forms
 - a) Ability to produce a random Voir Dire list of jurors to be screened for a trial with a set number for each juror
 - b) List for removal for cause/peremptory challenges (automatic report for system statistics)
- T. Mileage by zip code or exact (populated at time of check-in) with mileage payment via zip code or GPS address mapping
- U. Compatible with Jury Managers' Toolbox (JMT)
 - a) Applicable Jury Yield Report and Utilization reports as required by AOPC and JMT Breakdown by panel number and date, number of jurors summoned, excused, available, % yield (available/summoned), and number of judges associated with each panel
 - 1) Ability to report to a file instead of to a printer
 - 2) Ability to export report data to Excel spreadsheet, PDF, text pad and other file options
 - 3) Reports to have predefined sorts and filters to permit users to run common statistical reports
 - 4) Allow reports to run in either real time or in a scheduled or batch mode after hours as needed

- 5) Provide a mechanism or software such as Crystal Reports for creation of specified reports
- 6) Ability to run State Jury Compensation Report

V. Automatic Updates provided by the vendor for the system.

IV-4. Tasks and Deliverables

A. Deliver a project management plan outlining your methodology for delivering a jury management solution

- a) Gantt Chart showing project timelines and milestones
- b) Communication Plan
- c) Risk Mitigation Plan
- d) Change Management Plan

B. Deliver a technical specifications document outlining all of the hardware and/or software the county will need to operate the new jury management solution. Assist county staff in the set-up and configuration of hardware/software and confirming its functionality.

C. Document the “as-in” solution currently used in the jury management process to include the software and human processes utilized today.

D. Document the “to-be” solution of how jury management will be transformed, highlighting changes to the current process including new features and functions.

E. Inventory all reports. Modify when needed and recreate reports. Verify that report outcomes are accurate.

F. After development, install and configure the new software and any associated hardware. Verify in a report that the hardware and software is functional.

G. Confirm via end user testing that the software is operational and functioning as designed. Testing should include test scripts created and managed by the vendor and performed by the customer. Customer signature on the individual test scripts will denote acceptance of the tested individual functionality.

H. Provide training to all end users based on job function. This includes any technical administrator training to support the software and/or database. Provide user manuals for using the system based upon the configuration designed for this implementation.

REQUEST FOR PROPOSALS APPENDIX A

**PROPOSAL COVER SHEET
COUNTY OF FRANKLIN, PENNSYLVANIA
DIVISION OF INFORMATION TECHNOLOGY SERVICE
RFP# 2015172-2**

Enclosed in three separately sealed submittals is the proposal of the Contractor identified below for the above-referenced RFP:

Contractor Information:	
Contractor Name	
Contractor Mailing Address	
Contractor Website	
Contractor Contact Person	
Contact Person's Phone Number	
Contact Person's Facsimile Number	
Contact Person's E-Mail Address	
Contractor Federal ID Number	

Submittals Enclosed and Separately Sealed:	
<input type="checkbox"/>	Technical Submittal
<input type="checkbox"/>	Cost Submittal
Signature of an official authorized to bind the Contractor to the provisions contained in the Contractor's proposal:	
Printed Name:	
Title:	

REQUEST FOR PROPOSALS APPENDIX B

**COST SUBMITTAL REQUIREMENTS
COUNTY OF FRANKLIN, PENNSYLVANIA
DIVISION OF INFORMATION TECHNOLOGY SERVICES**

RFP# 2015172-2

**ALL COSTS MUST BE INCLUDED IN A SEPARATE COST SUBMITTAL
NO COSTS SHOULD BE INCLUDED IN THE TECHNICAL PROPOSAL**

- I. A description of services offered by the firm and the billing rates for these services in accordance with the requested services as described in the RFP.
 - A. A description of the cost of the software itself
 - B. A description of the travel schedule and associated travel, lodging, meal, or per diem expenses for any of the firm's staff who will spend time working in Franklin County.
 - C. A description of the training expenses assuming all training is held at a Franklin County Government location.
 - D. State the cost of any specialized equipment called for in the proposal and the length of time of any warranty on the equipment. Separately state the cost per year of extending the original warranty. DO NOT include the cost of PC workstations, servers, or mobile devices. You should assume that these workstations or servers are already in place, or will be provided by the County.
 - E. Separately state any installation costs associated with the specialized equipment. Identify whether installation by the County is allowed (will self-installation void a warranty).
 - F. It is anticipated that some proposals will be based on subcontractors. All subcontractors must be approved by the County. Please include the names and addresses of any subcontractors and the portion of your proposal to be assigned to them as part of your cost
 - G. A description of any licensing, maintenance, and support fees associated with any software employed in the proposed applications. These fees should be listed as follows:
 - 1. Fees for the first year.
 - 2. Total fees for a 3-year period.
 - 3. Total fees for a 5 year period.
 - 4. Total fees for a 7 year period.
 - a) Include a list of items included in the maintenance agreement. Any additional costs or constraints on the proposed licenses should be clearly stated.

- H. All pricing for equipment and licensing (software, per seat licensing, etc...) should be broken out into a per license/device cost where possible.
- I. Detail any costs not included in proposal above.
- J. Summarize and total costs as follows:
- K. Total costs for the first year. This is to include all original one-time costs as well as the "first year" costs of any ongoing annual costs.
- L. Total costs for a 3 year period. This is to include all original one-time costs as well as the ongoing annual costs. Please describe these costs.
- M. Total costs for a 5 year period. This is to include all original one-time costs as well as the ongoing annual costs. Please describe these costs.
- N. Total costs for a 7 year period. This is to include all original one-time costs as well as the ongoing annual costs. Please describe these costs.

II. **Penalty Schedule**

- A. If through no fault of the County, full functionality of proposed solution is not achieved within the project deadline, Contractor will reduce total cost of project by 5%, and an additional 5% for each 30 day delay thereafter which is not the fault of the County. This will be based upon the accepted and agreed upon Gantt Chart with project milestones listed.
- B. Timeline to be reviewed at specified milestones.