



**Floyd County Board of  
Commissioners  
Request for Proposal  
(RFP No. 19-1217)**

**HOSTED CASE MANAGEMENT SYSTEM  
FLOYD COUNTY SUPERIOR AND  
MAGISTRATE COURTS**

**Issue Date: November 15, 2019**



## Request for Proposal Bid #19-1217

To whom it may concern:

The Floyd County Board of Commissioners is requesting Proposals for a “**Hosted Case Management System**” for the Floyd County Superior and Magistrate Courts.

Proposals will be received by the Floyd County Purchasing Department, 12 East 4<sup>th</sup> Ave, Suite 106, Rome Georgia 30161 until 2:00 PM, December 17, 2019. Late Proposals will not be considered nor returned. Proposals will be formally accepted and the names of those submitting a proposal read aloud by staff personnel after the closing time and date.

The proposal documents are available for inspection at the Floyd County Purchasing Department, 12 East 4<sup>th</sup> Ave. Rome Georgia 30161, or they may be requested via email at [gillilandb@floydcountyga.org](mailto:gillilandb@floydcountyga.org). The documents are also available for download from the County website [www.romefloyd.com](http://www.romefloyd.com) or the Georgia Procurement registry (GPR) <https://ssl.doas.state.ga.us/prrsapp/prindex.isp>.

Floyd County reserves the right to reject any or all proposals and to waive any informalities in the proposal process. In the event that no proposal substantially satisfies the specified goals as presented in this Request for Proposal, the County, at its sole discretion reserves the right to call for new proposals.

All questions regarding the proposal must be in writing via email to Bill Gilliland, [gillilandb@floydcountyga.org](mailto:gillilandb@floydcountyga.org) or correspondence may be mailed to the address stated above. The Purchasing Department shall not be responsible for the US Mail, common carrier or electronic services. All questions must be received by 5:00PM, December 12, 2019. Questions after that date and time may not receive a response due to time constraints.

The Owner requires a Proposal (Bid) bond or certified cashier's check in the amount of five percent (5%) of the total Proposal to be enclosed with the Proposal at the time of Proposal opening. Cashier's check will be made payable to Floyd County Board of Commissioners.

The successful Firm will be required to furnish the County with Insurance, Workman's Compensation Insurance, and Performance and Payment Bonds in the amount of one-hundred percent (100%) of the total Proposal.

No Proposal may be withdrawn within sixty (60) days after the Proposal opening and all Proposals shall remain firm during this period. Floyd County is an equal opportunity employer.

By: Bill Gilliland, Purchasing Director, Floyd County Commission



**FLOYD COUNTY BOARD OF COMMISSIONERS**  
**REQUEST FOR PROPOSAL**  
**Bid #19-1217**

**HOSTED CASE MANAGEMENT SYSTEM**  
**FLOYD COUNTY SUPERIOR AND MAGISTRATE COURTS**

The Floyd County Board of Commissioners (Owner) is seeking Proposals from qualified firms (Firm) for the purchase of a new Case Management System (CMS) to serve the Floyd County Superior and Magistrate Courts. The new system must provide docket, document management, calendaring, event scheduling, notices, data reporting, and accounting for all cases in these courts.

The Firm shall identify any terms and conditions of their contract that conflict with the requirements and terms and conditions of this request for Proposal. In the event of any such conflict, the requirements (specifications) of this Proposal shall govern, except as specifically identified in writing by the Firm in response to this Proposal request.

The Firm is responsible to deliver all items in good condition to the appropriate location chosen by Floyd County. The Firm is responsible for replacing any items damaged during shipping or that otherwise arrive not in good working order. The Firm is responsible for any and all costs associated with delivery.

**Proposals will be received by Floyd County Purchasing 12 East 4<sup>th</sup> Ave Rome GA 30161 by no later than 2:00 PM, December 17, 2019. The submittal must contain one (1) original and five (5) copies along with one electronic copy preferably a Thumb Drive.** Any Proposal received after said time and date of Proposal opening will not be considered by the Owner. Proposals will be publicly opened and read aloud at this time and location. All Proposals will be evaluated by the Owner and the project will be awarded after approval by the Board of Commissioners.

**REQUEST FOR PROPOSAL QUESTIONS:**

All questions and issues should be submitted no later than **December 12, 2019**. If not received prior to the aforementioned date, the Floyd County Purchasing Department may not be able to fully research and consider the respective questions or issues.

Questions and issues necessitating requirement changes or clarifications will result in an addendum to the RFP. As a result, some questions and answers may not result in a direct response to the inquiring vendor. All Questions and answers will be posted on the Rome/Floyd County Website and the State of Georgia Procurement Website: [WWW.ROMEFLOYD.COM](http://WWW.ROMEFLOYD.COM)



## RFP SCHEDULE

RFP Issuance Date	November 15, 2019
Questions Deadline	December 12, 2019
Questions Responses	December 12, 2019
RFP Due Date	December 17, 2019

Sealed Proposals shall be enclosed and secured in an envelope/package and properly marked with “**Case Management System Request for Proposal Solicitation Number 19-1217**” and the Firm’s name and address. No other information shall be included or written on the outside of the proposal envelope/package. The County shall not be responsible for unidentified Proposals. Proposals should be addressed to:

Floyd County Board of Commissioners  
Bill Gilliland  
Floyd County Purchasing Director  
12 E. 4<sup>th</sup> Ave, Suite 106  
Rome, GA 30161

After receipt of the Proposals, all deemed responsive to this RFP will be reviewed and evaluated by an evaluation committee. After review, the evaluation committee will invite the short listed Firms to demonstrate their software capabilities to both the committee and select member of the various Courts.

The County reserves the right to reject any proposal that is incomplete, late, or improperly formatted. The County may also reject any proposal if the Firm fails to respond to a request for clarification by the County.

The County will be the sole judge as to whether any proposal complies with the required System Capabilities and whether equivalent items offered or variations from the System Capabilities will afford comparable and equivalent performance. Any such decisions by the County shall be final and conclusive.

In the event of a conflict between any of the Proposal documents, resolution will be at the sole discretion of the Owner.

The Firm is responsible for any and all expenses related to the preparation and submission of a response to this solicitation. The County shall incur no obligation except pursuant to the execution of a contract by the County and the successful Firm.

The Owner requires a Proposal (Bid) bond or certified cashier's check in the amount of five percent (5%) of the total Proposal to be enclosed with the Proposal at the time of Proposal opening. Cashier's check will be made payable to Floyd County Board of Commissioners.



The successful Firm will be required to furnish the County with Insurance, Workman's Compensation Insurance, and Performance and Payment Bonds in the amount of one-hundred percent (100%) of the total Proposal.

No Proposal may be withdrawn within sixty (60) days after the Proposal opening and all Proposals shall remain firm during this period.

**Offeror's Contacts:** Offerors and their agents (including sub-consultants, employee, consultants, or anyone else on their behalf) must direct all questions or comments regarding the RFP, the evaluation, etc. to the Floyd County Purchasing Director at [Gillilandb@floydcountyga.org](mailto:Gillilandb@floydcountyga.org). Offerors and their agents may not contact any other Floyd County employee regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from this specific procurement. Offerors and their agents who have questions regarding this matter should only contact the Floyd County designated representative.



## BIDDERS DECLARATION

The bidder understands, agrees and warrants:

That the bidder has carefully read and fully understands the full scope of the specifications.

That the bidder has the capability to successfully undertake and complete the responsibilities and obligations in said specifications.

That this bid may be withdrawn by requesting such withdrawal in writing at any time prior to **2:00 PM 17 December 2019** but may not be withdrawn after such date and time.

That Floyd County reserves the right to waive compliance by any applicant with any provision contained in this request whenever the County in its sole discretion believes such waiver is in the County's best interests

That by submission of this quote the bidder acknowledges that Floyd County has the right to make any inquiry or investigation it deems appropriate to substantiate or supplement information supplied by the bidder.

That the accompanying bid is not the result of or affected by, any act of collusion with another person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Georgia or United States law.

BIDDER:

Company Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Name Print: \_\_\_\_\_

Signature: \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_



## CERTIFICATE OF NON-COLLUSION

By responding to this solicitation, the supplier understands and agrees to the following:

1. That the submitted response constitutes an offer, which when accepted in writing by Floyd County, and subject to the terms and conditions of such acceptance, will constitute a valid and binding contract between the undersigned and Floyd county; and
2. That the supplier has read the specifications and requirements shown or referenced in the solicitation and that the supplier's response is made in accordance with the provisions of such specifications and requirements except as expressly stated otherwise in the supplier's response; and
3. That the supplier guarantees and certifies that all items included in the supplier's response meet or exceed any and all such stated specifications and requirements of the solicitation except as expressly stated otherwise in the supplier's response; and
4. That, if awarded a contract, the supplier will deliver goods and or services that meet or exceed the specifications and requirements of the solicitation except as expressly stated otherwise in the supplier's response, and
5. That the response submitted by the supplier shall be valid and held open for a period of one hundred and twenty (120) days (or such other time period as identified in the solicitation) from the final solicitation closing date and that the response may be held open for an additional period of time subject to the supplier's consent; and
6. That the supplier's response is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. The supplier understands and agrees that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards; and
7. That the provisions of the Official Code of Georgia Annotated, Sections 36-91 have not been violated and will not be violated in any respect.

DO NOT MODIFY THE BID/PROPOSAL CERTIFICATION TERMS IN ANY WAY. THIS FORM MUST BE COMPLETED, SIGNED AND SUBMITTED WITH YOUR RESPONSE.

Contractor's Full Legal Name: (PLEASE TYPE OR PRINT)	
Authorized Signature:	
Printed Name and Title of Person Signing:	
Date:	
Company Address:	
FAX Number:	
Email Address:	
*This table must be completed in its entirety by the supplier.	



## CERTIFICATE OF NON-DISCRIMINATION

In connection with the performance of work under this contract, the bidder agrees as follows:

The bidder agrees not to discriminate against any employee or applicant for employment because of race, creed, color, sex, national origin, ancestry or disability. The vendor shall take affirmative action to insure that employees are treated without regard to their race, creed, color, sex, national origin, ancestry or disability. Such action shall include, but not be limited to the following: employment, upgrading, demotion, transfer, recruiting, or recruitment, advertising, lay-off or termination, rates of pay or other compensation and selection for training, including apprenticeship.

In the event of the bidder's non-compliance with this non-discrimination clause, the contract may be canceled or terminated by Floyd County Board of Commissioners. The bidder may be declared, by Floyd County, ineligible for further contracts with Floyd County until satisfactory proof of intent to comply shall be made by the vendor.

The bidder agrees to include this non-discrimination clause in any sub-contracts connected with the performance of this agreement.

BIDDER \_\_\_\_\_

SIGNATURE \_\_\_\_\_

TITLE \_\_\_\_\_



**Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**

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 on behalf of Floyd County Georgia has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Numer

\_\_\_\_\_  
Date of Authorization

\_\_\_\_\_  
Name of Contractor

\_\_\_\_\_  
Address of Contractor

\_\_\_\_\_  
Name of Project

\_\_\_\_\_  
FLOYD COUNTY GEORGIA

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.  
Executed on \_\_\_\_\_, \_\_\_\_ in 201\_\_ in \_\_\_\_\_(city), \_\_\_\_\_(state).

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME  
ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires:

\_\_\_\_\_  
(Notary Seal or Stamp Required)



## FLOYD COUNTY BOARD OF COMMISSIONERS DRUG-FREE WORKPLACE CERTIFICATE

By signature on this certificate, the Vendor certifies that the provisions of O.C.G.A. Section 50-24-1 through 50-24-6 related to the "Drug-Free Workplace Act" have been complied with in full. The Vendor further certifies that:

1. A drug-free workplace will be provided for the Vendor's employees during the performance of the contract; and
2. Each Vendor who hires a sub-Vendor to work in a drug-free workplace shall secure from that sub-Vendor the following written certification: "As part of the subcontracting agreement with (Vendor's name), (sub-Vendor's name) certifies to the Vendor that a drug-free workplace will be provided for the sub-Vendor's employees during the performance of this contract pursuant to O.C.G.A. Section 50-24-3(b)(7)."

By signature on this certificate, the Vendor further certifies that it will not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of this contract.

Vendor: \_\_\_\_\_

By: \_\_\_\_\_

Name Printed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



## OVERVIEW OF KEY FEATURES AND REQUIREMENTS

- Prior to submittal the proposer must be compliant with the Georgia Clerk's Authority requirements and listed as a certified vendor  
<https://www.gsccca.org/learn/certification-programs/certified-vendors>
- The product should be a web-based product able to serve the various needs of the Superior and Magistrate Courts.
- The courts also allow view access by the offices of the Floyd County Public Defender, Floyd County District Attorney, Floyd County Sheriff's Office, Rome Police, Floyd County Police and State Probation. There are currently more than 150 users utilizing the current case management system. (*Sustain Justice Edition*)
- The product must include document management capabilities for the courts to scan all court documents into the system.
- All electronic documents will be in PDF (Searchable) that complies with the systems of the Georgia Supreme Court and Court of Appeals.
- The product must be customized to manage the accounting required by Georgia laws for the distribution of fine proceeds through the complex statutory disbursement system of specialized funds.
- The CMS must be able to receive electronic filings from state approved vendors and Georgia Administrative Office of the Courts.
- The product must include a system for the compilation of the Appeal Record both the Court of Appeals and Supreme Court.
- The CMS must allow for both standard reports as well as ad hoc report compiled by the users.
- The CMS must integrate with Microsoft Word for the production of Word Documents with no limit on the number of data entities to be accessed.
- The CMS must include the resources (In person, Online, or Video) to continually train new users on an ongoing basis.
- The system should be capable of addressing long file names.
- The system must have the ability for each court to establish Time Standards using that



court's preferences for such standards.

- The system must have the ability to make all state or federally required data exchanges with the Georgia Crime Information Center, Georgia Department of Driver Services, and Georgia Administrative Office of the Courts, the Floyd County District Attorney's Office (TRACKER), the Floyd County Sheriff's Office, Floyd County Police, Rome Police, and Cave Spring Police.
- The system must allow the users to open multiple cases at the same time.
- The system must allow case file access with a Single mouse click (hyperlink text).
- All documents must be assigned a Document Type consistent with the current Sustain CMS.
- The CMS must be XML-enabled.
- The system must allow for email notification of attorneys and parties of court events.
- The system must allow for online "view only" access to the pleadings in all files as well as the ability to control access to some document types.
- Each Firm should address their capability to convert the data and images in the current Sustain, Fines & Restitution Payments, and content management system.
- Each Firm should include a jury management module as a separate item, if available.
- The CMS should allow judges to access all caseload reporting information at any time.
- Each Firm should include in their Proposals any additional hardware requirements that the Court would have to obtain for optimum operation of the Firm's CMS.

## **Contract Terms**

The term of the contract shall commence upon award and remain in effect for a period of one (1) year and may be extended for up to five additional one-year terms at the option of the County, unless terminated, canceled, or as otherwise provided herein. The Contractor agrees that the County shall have the right, at its sole option, to renew the contract for five (5) additional one-year periods or portions thereof. In the event the County exercises such rights, all terms, conditions, and provisions of the original contract shall remain the same and apply during the renewal period with the possible exception of rate adjustments and minor scope additions and/or deletions, which may be mutually agreed upon in writing.



**Notes Concerning hosted options**

Hosted options must provide 99.9% uptime guaranteed. Maintenance and/or upgrades that will degrade service or result in downtime must be announced with a minimum of 5 business days advanced notice. In the event of a data breach originating from or at resources owned or managed by the provider or hosting facility, shared liability for malicious use of compromised data is required.

**Specific System Capabilities**

The following sections define in greater detail the functions, features and capabilities expected in a new CMS system. These functional and technical requirements were collected through a collaborative effort between judges and clerks of Superior and Magistrate courts.

Beyond the listed capabilities to follow, the Court seeks a case management system meeting all National Center for State Courts' (NCSC) published Functional Standards for Case Management, located at <https://www.ncsc.org/Services-and-Experts/Technology-tools/Court-specific-standards.aspx> The CMS should also comply with the OASIS LegalXML for court case management systems.

These requirements have been assembled into the following questionnaire format.

***Requirements/Capabilities - Technology***

<b>Req. #</b>	<b>Technical Requirements</b>	<b>Yes</b>	<b>No</b>
<b>T1</b>	The ability to convert existing data/images from Floyd County’s current Sustain CMS to new system		
<b>T2</b>	The ability to convert existing data from Floyd County’s DOS Sustain CMS to new system, this will need to be a separate line item on the quote because we will decide later if we want to include this option		
<b>T3</b>	The ability to convert existing data/images from Floyd County’s document management system to new system. We will give you the documents in pdf format and include a file that includes the indexes for each document		
<b>T4</b>	The ability to convert existing data from Floyd County’s Fines & Restitution system to new system. Records will be given in csv files containing the case and payment information to be added to existing Sustain cases, or if prior to Sustain, data to create the case and payment history in the new system		
<b>T5</b>	The ability to verify that all data/images from these systems have been migrated to the new system		
<b>T6</b>	Provide the ability to create/export forms and documents in MS Word format		



<b>T7</b>	Ability to receive and process XML formatted forms		
<b>T8</b>	Support the ability to scan and store documents as Searchable PDF		
<b>T9</b>	Support strong passwords, include Single Sign On if we incorporate later		
<b>T10</b>	Provide advanced capabilities to define access/roles/rights for application functions based on job description and privileges at the application level		
<b>T11</b>	Provide Mobile Device Viewing capabilities (iPad/Android/Windows)		
<b>T12</b>	Provide an Email Notification System		
<b>T13</b>	End User application is Web Based		
<b>T14</b>	Is 24/7 product/user support included in standard licensing		
<b>T15</b>	Seamless integration with Microsoft Word for order/document creation		
<b>T16</b>	Provide option for customizable system-wide date and time format		
<b>T17</b>	User definable “hot-keys”		
<b>T18</b>	Allow for electronic/digital signatures		
<b>T19</b>	Ability to electronically prepare a case (index, pagination, etc) and transfer to the Court of Appeal or Supreme Court		
<b>T20</b>	Ability for transactions to be paperless except where required by-law to be hard copy paper		
<b>T21</b>	Support a large database of stored images		
<b>T22</b>	Ability to handle all operations related to the scanning and retrieval of documents that are received for recording		
<b>T23</b>	Ability to scan documents using multiple scan stations		
<b>T24</b>	Ability to scan documents at minimum resolutions of 100-600 DPI in half tone, gray scale, or color when needed		
<b>T25</b>	Ability to scan individual and batches of documents and provide verification during the individual and batch scanning process		
<b>T26</b>	Ability to accept input from remote scanners and FAX machines		
<b>T27</b>	Ability to allow manual alteration of the image index to correct operation errors		
<b>T28</b>	Ability to re-scan a complete document or part of a document without having to manually delete all pages of the miss-scanned document, and re-scan the complete document		
<b>T29</b>	Ability to provide API controlled faxing of images to remote locations along with flexible fax retry options and API feedback, on both the server and the client		



<b>T30</b>	Ability to queue multiple concurrent fax requests		
<b>T31</b>	Ability to provide an efficient means of document retrieval and rapid page to page transition		
<b>T32</b>	Ability to provide full function and user friendly image manipulation without requiring a mouse		
<b>T33</b>	Ability to allow the scanned document to be rotated, moved on the screen, scrolled page by page, displayed in reverse video, and to provide the terminal user with the ability to enlarge a section of the scanned document		
<b>T34</b>	Ability to handle multiple, simultaneous requests for an imaging document, and for multiple imaging documents		
<b>T35</b>	Ability to scroll through a displayed image that is too large to fit on the workstation monitor		
<b>T36</b>	Ability to provide security control over access to document images, scanning, print and fax operations, and over index database information		
<b>T37</b>	Ability to link scanned dispositions/documents/video/audio files to an event or a case, related to a specific hearing		
<b>T38</b>	System able to build custom work flows that work with the notification server		

***Requirements/Capabilities – Vendor’s Requirements***

<b>Req. #</b>	<b>Technical Requirements</b>	<b>Yes</b>	<b>No</b>
<b>V1</b>	Vendor must allow Court to try out software solution at no risk with a member of vendor’s staff on-site in a lab environment for 10 days prior to contract signing		
<b>V2</b>	Vendor will provide access to a live and training database		
<b>V3</b>	Vendor must provide a fixed cost for unlimited administrative and configuration training prior to go-live		
<b>V4</b>	Vendor must provide sufficient detailed training to allow Court project team to participate in the configuration process, thus reducing overall project costs to Court. In particular, vendor must provide instruction on configuring screens, creating and managing document templates, configuring searches, creating custom reports, automating workflow processes, building business rules, configuring accounting, and administering other aspects of the solution. Please give a detailed explanation of the training process		
<b>V3</b>	After go-live, Vendor must provide regular training opportunities through webinars, user conferences, annual onsite training, newsletters, etc.		
<b>V4</b>	Vendor should offer at least two new software releases each year.		



	These should be included at no additional charge, as part of the agreement		
<b>V5</b>	System should provide viewing to public information via the web to attorneys/public viewers		
<b>V6</b>	Annual maintenance cost should not increase more than 3% per year and a maximum cap will be agreed on between the vendor and Floyd County		

***Requirements/Capabilities - Email***

<b>Req. #</b>	<b>Requirements - Email</b>	<b>Yes</b>	<b>No</b>
<b>E1</b>	Provide an Email Notification System		
<b>E2</b>	Allow for email notification of attorneys and parties of court events		
<b>E3</b>	Ability to email notices and letters from within the application		
<b>E4</b>	Ability to link or relate emails sent or received via the application to a case		
<b>E5</b>	Ability to track record of email date/time sent and received		
<b>E6</b>	Ability to link case emails sent or received via Microsoft Outlook		
<b>E7</b>	Ability to log and store email communications in the docket		

***Requirements/Capabilities - Integration and Interfaces***

There is an expectation that the new system will integrate with other resources in use by the County.

<b>Req. #</b>	<b>Requirements - Integration and Interfaces</b>	<b>Yes</b>	<b>No</b>
<b>I1</b>	Integration with state approved e-filing providers		
<b>I2</b>	Integration with AOC child support e-filing		
<b>I3</b>	Integration with CRSA		
<b>I4</b>	Integration with any other entities for financial data		
<b>I5</b>	Integration with Cott Resolution for financial data		
<b>I6</b>	DEX – Tracker Ability to electronically create new criminal cases from data received from Tracker including case, party, charge, etc. information		
<b>I7</b>	DEX - All interfaces required by the State of Georgia		
<b>I8</b>	DEX - Interface with the DDS for superior court		
<b>I9</b>	GCIC - Interface to Offender Based Tracking System (GCIC)		
<b>I10</b>	GCIC - Interface for Georgia Crime Information Center (GCIC) outbound interface		
<b>I11</b>	GCIC - Ability to produce GCIC records (not reports) and		



	electronically send to state in accordance with state law and/or federal computer systems and process the return from the state/fed system (Reports)		
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### ***Requirements/Capabilities – Access and Security***

Court cases often contain very sensitive information and thus require granular access controls. Included in this section are system and case level permission control, progressing through document and note level permissions.

<b>Req. #</b>	<b>Requirements – Access and Security</b>	<b>Yes</b>	<b>No</b>
<b>S1</b>	Meet all Federal privacy standards and restrictions		
<b>S2</b>	Ability to provide a security component which controls access to information based on department and individual permissions		
<b>S3</b>	Ability to assign differentiated access: Public, general employee, attorney/case, judicial, administrator		
<b>S4</b>	Ability to tailor individual security profiles, based on user id, court, location, and case types, at minimum		
<b>S5</b>	Security permissions control access to individual screens and programs, sealed cases, parties, attached documents and addresses of parties, at minimum		
<b>S6</b>	Ability to differentiate data available for public access		
<b>S7</b>	Ability to define data available for attorney access		
<b>S8</b>	Ability to set internet access based on Document Type code		
<b>S9</b>	Ability to seal entire case file, portions of case, or single case proceeding		
<b>S10</b>	Ability to seal scanned cases, portions of cases (specific Documents, or single case proceeding)		
<b>S11</b>	Ability to re-open sealed cases, portions of cases, or single case document with the proper security		
<b>S12</b>	Ability to identify data that needs to be sealed or removed due to user-defined factors		
<b>S13</b>	Case manager can seal one or more document in a case		
<b>S14</b>	Only Judges and Clerk's designated staff have ability to see sealed documents		
<b>S15</b>	Does the system allow for the tracking of files		
<b>S16</b>	Ability to restrict access to specific Divisions and Courts (Criminal, Civil, Adoptions, etc.)		
<b>S17</b>	Social Security number security protection (encryption, redacted)		
<b>S18</b>	Ability to "lock": we commonly call that "seal" entire cases		
<b>S19</b>	Ability to lock/seal portions of cases/files within a filing		
<b>S20</b>	Ability to group certain party categories (e.g., judges, court personnel, etc.) into a restricted category with separate security		



	permissions required to access information about any persons in that category		
<b>S21</b>	Ability to maintain confidential notes		
<b>S22</b>	Where applicable, ability to distinguish expunged/restricted files from sealed files. **Under current law, the Clerk's record should not be hidden		
<b>S23</b>	Provide comprehensive auditing and logging, giving administrators a granular view of what data is being edited, viewed, deleted, and added by users		

### ***Requirements/Capabilities – Reporting/ Documentation/Statistics***

<b>Req. #</b>	<b>Requirements – Reporting/Documentation/Statistics</b>	<b>Yes</b>	<b>No</b>
<b>R1</b>	Ability to produce both standard and ad hoc reports, as well as allow for the use of standard query tools and statistical packages		
<b>R2</b>	Ability to default reports to the user's desktop or folder and allow the user to print if needed		
<b>R3</b>	Ad-hoc reporting capability will allow specific users the ability to create and publish ad-hoc reports		
<b>R4</b>	Ability of court users to produce standard letters and customized documents with selected fields of specific database information with unlimited access to database entities. This should include the ability to make available any database elements (Entities) for inclusion in system generated letters and forms		
<b>R5</b>	Statistical Reports (all that Sustain has) - New Filings, Pending Caseload, Disposed Cases		
<b>R6</b>	Ability to automatically and manually generate notices and letters as an event is scheduled or rescheduled		
<b>R7</b>	Management and Monitoring reports to include: Dockets, Caseload, case-flow, workload, court operations, accounting, staffing, cases disposed, inactive cases, continuances, active cases, dockets, case lists, person release, alphabetical list of persons		
<b>R8</b>	Case Process Performance reports (average time to disposition)		
<b>R9</b>	Performance reports - Timeliness of Hearings, Timeliness of Orders		
<b>R10</b>	Status Reports – Order Type and Compliance (ratios) Status of Court Ordered Services and Remedies, Disposition ratios		
<b>R11</b>	Ability to create and print subpoenas		
<b>R12</b>	Probation Revocation counting system (ability to count specific document Types)		
<b>R13</b>	Ability to generate and print Tickler reports		
<b>R14</b>	Print notice on-demand for the event record the user is currently		



	viewing. Create audit log that indicates that the user printed the notice		
<b>R15</b>	Ability to create the semi-annual list of all felony cases either pending judgment on a motion for new trial or transmission of a record on appeal as required by Uniform Superior Court Rule 39.3.1		
<b>R16</b>	All case count reports required for annual reports to the Administrative Office of the Courts in Case Categories matching the Judicial Workload Assessment Committee standards; can we modify these categories if needed		
<b>R17</b>	Ability to create unique dashboards for all staff (judges, administrators and clerks)		
<b>R18</b>	Ability to prepare orders by integration with Microsoft Word		
<b>R19</b>	Statistical reporting counting criminal cases BY DEFENDANT		
<b>R20</b>	Ability to view all documents filings for a case at once in a reverse chronological "summary" view with brief descriptions of each filing		
<b>R21</b>	Ability to order the display of cases by filing date, parties, case number or court type		
<b>R22</b>	Provides all state and federally required reports?		
<b>R23</b>	Ability to create and print notices based on user defined events and time limits.		
<b>R24</b>	Ability to create and print arraignment, trial and other hearing notices as a batch or singularly		
<b>R25</b>	Ability to define multiple formats (court personnel, victim witness, public, etc.) for notices and letters triggered from events		
<b>R26</b>	Ability to report continuance rates by event		
<b>R27</b>	Ability to support reporting and statistics related to Clearance Rates (CT 2) Time to disposition (CT 3) Age of Active Pending Caseload (CT 4) Civil Cases Child Support Collection Cases excludable? Criminal-adjusted for Bench Warrant (fugitive, un-arrested and incompetent to stand trial)		
<b>R28</b>	Ability to generate Public Defender Document forms		
<b>R29</b>	Ability to view and print the Magistrate Court first appearance list including charges, bond conditions and bond amount		
<b>R30</b>	Ability to produce and complete sentencing forms for individual cases in compliance with the requirements of the Georgia Supreme Court and the AOC		
<b>R31</b>	System must allow for the creation of all the following Documents and forms		



Witness subpoena with original and copy Subpoena for production of evidence for trial/grand jury Writ of Fieri Facias (fi-fa) Consent bond order Motion & order to dismiss warrant(s) Motion & order to Nolle Prosequi indictments Motion & order to place case on Dead Docket Motion & order to transfer case to a lower court Order setting hearing A blank order that includes the case caption, assigned judge and the name and address of attorneys and pro se parties in a distribution list. Certificate of Service Bench Warrant from Grand Jury Transcript Probation Terms and Conditions Plea Arrest Warrant for failure to appear Defendant/witness Transport Order Orders for Production (ex-parte orders) Motion for Discovery Federal and State Extradition orders and the ability to modify Motion & order to dismiss Bench/arrest warrants Order to Revoke Bond Letter to dispose of evidence Investigation request Evidence Request Sheet List of Additional Witnesses Constitutional Rights Questionnaire Notice of Continuance		
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***Requirements/Capabilities - Search and Query***

<b>Req. #</b>	<b>Requirements - Search and Query</b>	<b>Yes</b>	<b>No</b>
<b>Q1</b>	Ability to “Super Search” across all cases/all courts		
<b>Q2</b>	Ability to search cases across all participating courts		
<b>Q3</b>	Search: user definable, select which courts, select court divisions		
<b>Q4</b>	Ability to specify case categories in search		
<b>Q5</b>	Ability to query data using phonetic and wildcard search criteria		
<b>Q6</b>	Ability to search emails in the application		
<b>Q7</b>	User programmable ability to search all cases with options to sort by any entity including case type, case status, and final		



	dispositions only		
<b>Q8</b>	Ability to search based on case status (Open, Closed, Bench Warrant, Dead Docket, etc.)		
<b>Q9</b>	Ability to search by Charge code section		
<b>Q10</b>	Ability to search any listed aliases for an individual		
<b>Q11</b>	Ability to review all cases in which a person is involved and group the list by case status (active, pending, closed, etc.)		
<b>Q12</b>	Ability to access a person by name, driver's license number, SSN, birthday, family name, gang name, case number, citation number, warrant number or Tag number		
<b>Q13</b>	Ability to capture personal information with ability to search the information (allowing all search results to be customized on the users preferred settings with the ability to drill down or use hyperlink)		
<b>Q14</b>	Defendant cross reference. Viewing of co-defendants in the same case		

### ***Requirements/Capabilities – Online/Web Access***

<b>Req. #</b>	<b>Requirements – Online/Web Access</b>	<b>Yes</b>	<b>No</b>
<b>W1</b>	Portal ability to allow public/citizens to pay fines, citations, and fees online		
<b>W2</b>	On-line docket for attorney's and officers to reference to see list of scheduled appearances		
<b>W3</b>	Kiosk style capability for public viewing		
<b>W4</b>	Airport type terminals with scrolling schedules for public viewing with each day's calendars		
<b>W5</b>	Ability to isolate designated public use terminals and users from accessing image system functions other than those specifically required to view and manipulate (i.e. page forward and backward, rotate, reverse image, and magnify) an image		

### ***Requirements/Capabilities – Fees and Accounting***

<b>Req. #</b>	<b>Requirements – Fees and Accounting</b>	<b>Yes</b>	<b>No</b>
<b>F1</b>	Provides Clerks and Court administrators with budgeting tools		
<b>F2</b>	Ability for Magistrate and Superior court to independently set fines and fees		
<b>F3</b>	Full Feature Clerks' Accounting including Georgia Fine and Fee		



	requirements		
<b>F4</b>	Ability to utilize Debit/Credit Cards for all fees		
<b>F5</b>	Ability to automatically calculate and add all required fees to the case as cases are initiated		
<b>F6</b>	Ability to calculate fees at a general case level – not associated with a particular party		
<b>F7</b>	Ability to associate fines with offenses and automatically default fine amounts based on charges sentenced		
<b>F8</b>	Separate fields for filing fee, garnishment amount and judgment These fields are available on record creation and record updating		
<b>F9</b>	System allows for financial holds for the following circumstances: * on cases activated on U.S. Bankruptcy Court Order * on cases removed on Garnishee Defendant Served * on balance due to court on transfers from Magistrate court * Late Answers Filed		
<b>F10</b>	Capability to notify defendants/others when hold status changes		
<b>F11</b>	Ability to track bond amounts, bond defaults, bond refunds and surety information		
<b>F12</b>	Ability to make bond adjustments. Ability to track changes made to bond amounts		
<b>F13</b>	Ability to include bond information on court dockets (amount/bondsman name)		
<b>F14</b>	Ability to enter and track conditions of one or more bonds per defendant		
<b>F15</b>	Provide information for disbursement of undistributed, unclaimed, or forfeited moneys (e.g., unreturned checks for moneys paid by court), update ledgers, and produce reports (e.g. for each check not cleared over specific period)		
<b>F16</b>	Ability to create accounts receivable records automatically for fines imposed		
<b>F17</b>	Ability to track dates that fines and restitution are due and when they have been paid out		
<b>F18</b>	Allow a user to use their till at any workstation, and then without closing the till or logging out of the system, allow the same user to log into another workstation(s) and continue to take payments against the same till		
<b>F19</b>	Compute totals, list transactions and balance, and print reports for each cash drawer, register, cashier, and payment type; must have ability to modify default financial report without going through vendor		
<b>F20</b>	Allow for full, partial, and installment payments using multiple payment types, including check, credit card, and cash; allow		



	multiple payment types in a single transaction, and must associate payment with proper case and person		
<b>F21</b>	Allow single payment for multiple cases with capability to process separately for each case		
<b>F22</b>	Allow flexible, user-defined and -maintained account structure that permits funds to be disbursed to appropriate case cost types and other accounts (e.g., city, county, state, victims) based on court order (e.g., restitution, joint and several liabilities) and the order required by the state of Georgia		
<b>F23</b>	Enable Court to record funds collected from other state, local, and private agencies for payment of specific case and offender costs and fees		
<b>F24</b>	Generate and print receipts for clients or payees; able to configure default receipts, both during implementation and afterwards, to include whatever information needed, without having to go through vendor; Information may include but is not limited to identifiers such as fee, fine, restitution code, location, address, amount collected, payment type, installment or partial payment plan, next due date, and balance		
<b>F25</b>	Store receipts with appropriate case or individual record, allowing Court to reprint if/when desired		
<b>F26</b>	Identify and record payment delinquencies, generate alerts when scheduled payments are not made (e.g., for unpaid assessments now due), and take or prompt user to take appropriate action (e.g., refer to collection agency, or notify appropriate court and judge)		
<b>F27</b>	Ability to produce detailed and summary lists of financial transactions, including at least fee, fine, restitution receipts, court cost assessments, fee assessments, monetary judgments, and voided transactions (listed by type or chronologically) for specific cases and over specific periods (e.g., daily, monthly, for life of case)		
<b>F28</b>	Create payment schedules, collect payments, apply payments collected to scheduled amount due (e.g., amount in judgment), and produce reports on overdue amounts		
<b>F29</b>	Enable Court to track payments made on financial obligations that are not payable to Court		
<b>F30</b>	Generate all month end reports of fines, fees and disbursements		

***Requirements/Capabilities – Warrants/Orders/Sentencing***

<b>Req. #</b>	<b>Requirements – Warrants/Orders/Sentencing</b>	<b>Yes</b>	<b>No</b>
<b>X1</b>	Ability to track the pertinent dates for warrants. DEX interface		



	needed		
<b>X2</b>	Ability to process felony, misdemeanor, traffic, delinquent, warrant cases as handled in Superior, and Magistrate courts		
<b>X3</b>	Ability to print personal ID (SSN, DOB, Scars, Marks, Tattoos, DL#) and book-in photo on every warrant		
<b>X4</b>	Ability to generate warrants, writs, and notices		
<b>X5</b>	Ability to notify Sheriff's Dept. that a criminal/arrest/bench warrant has been dismissed		
<b>X6</b>	Ability to embed in sentence orders		
<b>X7</b>	Ability to display outstanding warrants		
<b>X8</b>	Ability to sentence multiple cases/violations on one screen at one time		
<b>X9</b>	Ability to maintain a person's current status – arrested, in jail, bonded out		
<b>X10</b>	Ability to enter concurrent or consecutive sentences		
<b>X11</b>	Ability to update sentence information, keeping a history of all changes		
<b>X12</b>	Ability to search sentencing information by variable criteria including defendant, case ID or violation (charge)		
<b>X13</b>	Ability to enter, modify or delete charge data		
<b>X14</b>	Ability to enter and modify pleas associated with charges, to include plea to a lesser charge		
<b>X15</b>	Ability to remove (un-attach, dis-associate) charge(s) from case		
<b>X16</b>	Ability to add comment field to sentence records		
<b>X17</b>	Ability to assign the same charge to multiple individuals		
<b>X18</b>	Ability to generate judgment, sentencing, plea agreement and probation paperwork		

***Requirements/Capabilities – Calendars/Scheduling***

<b>Req. #</b>	<b>Requirements – Calendars/Scheduling</b>	<b>Yes</b>	<b>No</b>
<b>C1</b>	Ability to view and print calendars/dockets in a PDF or Word format plus electronically viewable. Need to be able to generate/sort calendars by case number and alphabetically, also to be able to generate a witness reference calendar		
<b>C2</b>	Ability to view and print calendars – Summary		
<b>C3</b>	Ability to make Summary Calendars public by day, court, judge, court room, jury/non-jury, criminal/civil, etc.		
<b>C4</b>	Ability to view and print calendars – Detailed		
<b>C5</b>	Ability to make Detailed Calendars public by day, court, judge, court room, jury/non-jury, criminal/civil, etc.		



<b>C6</b>	Ability to publish calendars to webpage		
<b>C7</b>	Ability to create custom calendar formats with rules-based inclusion and exclusion criteria		
<b>C8</b>	Ability to create custom calendar formats on a per-user basis		
<b>C9</b>	Ability to publish calendars in Microsoft Outlook® calendar format		
<b>C10</b>	Ability to send calendars via email from within the application		
<b>C11</b>	Ability to restrict visibility of published calendars by users or user groups		
<b>C12</b>	Ability for a sub-court to maintain separate staffing, scheduling, calendaring and documents information from the primary court		
<b>C13</b>	Ability to automatically remove cases from a calendar when a plea or other disposition is entered prior to court date and/or to show the disposition event as a note on the day's calendar		
<b>C14</b>	Allow for calendaring choices of multiple options for recurring meeting categories, such as jury trial		
<b>C15</b>	Calendar Options include: Weekly, Bi-weekly, Monthly, Semi-monthly, Quarterly, Semi-Annual, and Annual; Last Business Day of the Month; Last Calendar Day of the Month; First Business Day of the Month; First Calendar Day of the Month; 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , or 5 <sup>th</sup> Business Day of Month; 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , or 5 <sup>th</sup> to last business day of month		
<b>C16</b>	Multiple defendants on the same case are printed together on the calendar		
<b>C17</b>	Ability to print a public calendar (by day, select courts, judge(s), court room(s), jury/non-jury, criminal/civil)		
<b>C18</b>	Ability to print pending Calendar events		
<b>C19</b>	Ability to vary the elements of a judicial calendar including days, start and end times, location, and room, and to include an effective date for each entry in the judge's profile		
<b>C20</b>	Ability to indicate days when individuals with calendar profiles (judges, hearing officers, etc.) are unavailable for scheduling		
<b>C21</b>	Ability to designate a case as ready for scheduling. (A Ready List)		
<b>C22</b>	Ability to schedule related and/or consolidated cases at the time a case is scheduled		
<b>C23</b>	Ability to have system automatically generate docket entry when an event is scheduled		
<b>C24</b>	Ability, at the time of scheduling to have system check time conflicts for the room, judge, parties, and attorneys		
<b>C25</b>	Ability to resolve or override scheduling conflicts		
<b>C26</b>	Ability to add parties to scheduled events		
<b>C27</b>	Ability, when scheduling a case or event, to have the system present the next available date and time for a single judge or multiple judges		
<b>C28</b>	Ability to view a summarized calendar showing previously assigned		



	events and total hours used		
<b>C29</b>	Ability to track and display in case information the number of times a case has been placed and removed from a calendar		
<b>C30</b>	Ability to list a schedule of events by, but not limited to, judge, date, room, location, and event category		
<b>C31</b>	Ability to display all events within a case, or to sort the event display by status		
<b>C32</b>	Ability to block out time for specific court personnel, including non-case related time		
<b>C33</b>	Ability to define a required sequence of events, such that an event cannot be scheduled unless a precursor event or events have occurred		
<b>C34</b>	Ability for each court or office to independently define judge assignment schemes		
<b>C35</b>	Ability to schedule an unlimited number of events per day or to define a specific number of events scheduled per day		
<b>C36</b>	Ability to automatically schedule events based on the occurrence or non-occurrence of other events or docket entries, with an option to override the actual scheduling or change the dates of those automatically generated events. Time Standards/Ticklers		
<b>C37</b>	Ability to track event status and record event outcomes. Docket or Events		
<b>C38</b>	Ability to assign extra cases to a calendar and designate those cases as "add-on's"		
<b>C39</b>	Ability to accommodate master, individual, or hybrid scheduling processes. Time Standards		
<b>C40</b>	Ability to reschedule one or many items at any time. (Global data entries		
<b>C41</b>	Ability to reschedule blocks of events from one judge to another		
<b>C42</b>	Ability to execute mass rescheduling using individual or combined criteria of judge, room, date, time, event, location and/or calendar		
<b>C43</b>	Ability to query future events and activities		
<b>C44</b>	Ability to link disposing docket entries with events choose whether to close or delete open and/or future scheduled events		
<b>C45</b>	Ability to support scheduling for multiple courts and locations		
<b>C46</b>	System provides option to assign cases to judges/ADA'S automatically, using random judge assignment, or to assign cases to judges/ADA'S manually		
<b>C47</b>	Ability to generate tickler event records based on user-defined pre-requisite criteria		
<b>C48</b>	Ability to define, on a global and per court basis, tickler categories		
<b>C49</b>	Ability to define, per user, inclusion and exclusion rules for ticklers shown, based on pre-defined tickler categories		
<b>C50</b>	Ability to create both private and shared ticklers, specifying users to		



	share the tickler with		
<b>C51</b>	Ability to automatically send reports and ticklers for “languished” cases		

***Requirements/Capabilities - Judges***

<b>Req. #</b>	<b>Requirements - Judges</b>	<b>Yes</b>	<b>No</b>
<b>J1</b>	Ability to schedule events and cases for judges, hearing officers, or any other court-defined judicial officers		
<b>J2</b>	Ability to transfer cases among judges in current court		
<b>J3</b>	Ability to track the number and types of cases assigned to each judge: The ability to generate a report of all cases by Judge		
<b>J4</b>	Ability to display on-line number and categories of cases assigned per judge		
<b>J5</b>	System will allow for traveling judges to preside over a case, a hearing, or an event in current court and to allow for case assignment to another venue or court (case recusal)		
<b>J6</b>	System will allow a judge to be designated as a visiting judge or stand-in judge while retaining the assigned judge		
<b>J7</b>	Ability to create judge specific dashboard, with user defined summaries and screens		
<b>J8</b>	Time of Judge signature auto insert/viewable by MM		
<b>J9</b>	Write custom orders using case data, extracted to a Word file		
<b>J10</b>	View all cases using customized queries for based on party, case category, document type, scheduled event, etc		
<b>J11</b>	View all data in all cases		
<b>J12</b>	View all Calendars, by Judge and by Court		
<b>J13</b>	Reports: Load to desktop with links to cases		
<b>J14</b>	Override system Time Standards		
<b>J15</b>	View Time Standard exception reports		
<b>J16</b>	View all documents filed in a case		
<b>J17</b>	Enter non-public notes		
<b>J18</b>	Electronic work queue for orders		
<b>J19</b>	Remote system availability for 24/7 access		
<b>J20</b>	View criminal sentences prior to printing		

***Requirements/Capabilities - Attorney Specific***

<b>Req. #</b>	<b>Requirements - Attorney Specific</b>	<b>Yes</b>	<b>No</b>
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<b>A1</b>	Ability to list cases for specific attorneys or parties		
<b>A2</b>	Ability to enter attorneys by Bar No. With Bar database incorporated to add the attorneys' other information based on the entry of this No.		
<b>A3</b>	Ability to import addresses from the State Bar of Georgia		
<b>A4</b>	Ability to attach conflict and leave of absence letters of attorney to case		
<b>A5</b>	Ability to update all cases affected by an attorney conflict letter or leave of absence		
<b>A6</b>	Ability to view attorney name, address and phone number		
<b>A7</b>	System will store all attorneys in one table for all courts: Attorney name, Business address, Office number, Cell phone number, Email address		
<b>A8</b>	Show any docketed cases affected by attorney leave		
<b>A9</b>	System will allow for attorneys to choose at the beginning of a case whether they want to be emailed and/or receive hard copies of documents		
<b>A10</b>	Ability to relate a case with an attorney defined as a tracked "person" in the system, with updates such as address reflecting across all related cases		
<b>A11</b>	Ability to prompt user to remove Pro Se and Self classification from case when attorney added to a case		

### ***Requirements/Capabilities –Prosecutors and Public Defenders***

<b>Req. #</b>	<b>Requirements – Prosecutors and Public Defenders</b>	<b>Yes</b>	<b>No</b>
<b>Z1</b>	Ability to follow a case from arrest to indictment/accusation, by OTN or some other method		
<b>Z2</b>	Notification on the case file of cases that have been merged		

### ***Requirements/Capabilities – General***

<b>Req. #</b>	<b>Requirements - General</b>	<b>Yes</b>	<b>No</b>
<b>G1</b>	Ability to track additional information on victims and witnesses including, but not limited to: Date notification sent, Date notification returned, Name, Address, Telephone number(s) and email addresses, Case number, Defendants name, Category of victimization, Category of service provided, Age in brackets (1-10, 11-15, 16-20....) unknown, Race (by groups - Hispanic, African American, Caucasian...), Gender		
<b>G2</b>	Ability to manage death penalty cases. Complex Cases		
<b>G3</b>	Use State Criminal Offense Code Tables		



<b>G4</b>	Judge Order Queue with electronic signature capabilities		
<b>G5</b>	Ability to accommodate electronic filing of pleadings and filings in all courts.		
<b>G6</b>	Ability for user definition and maintenance of system values and rules without requiring programmer intervention or recompilation of programs		
<b>G7</b>	Ability to manage case information: Docket Contents, Docket Transactions, Data exchange (internal) between court divisions, Open Warrants (Warrants division), Motions, Demands for Speedy Trial in criminal cases, Court Orders by order type, Dispositions by type, Pre-Trial Intervention and Diversion, Bail, (criminal and civil).		
<b>G8</b>	Ability to open multiple case files at the same time		
<b>G9</b>	Ability to establish unlimited user-defined events for case activities		
<b>G10</b>	Allow court staff to configure notices on specific cases or case events		
<b>G11</b>	Evidence Dockets		
<b>G12</b>	Ability to generate docket entries, events/proceedings and document production based on specified docket entries and/or case events/proceedings.		
<b>G13</b>	Docket: Ability to view a list of all evidence admitted and prepares an exhibit list for trial. (Evidence docket within the case)		
<b>G14</b>	Ability to associate docket entries and designate a cause/effect relationship		
<b>G15</b>	User ability to define the number of days between trigger entries and automatically generated docket entries, events/proceedings and document production. (Time standards)		
<b>G16</b>	Ability to have system consider case complexity in scheduling		
<b>G17</b>	System will track Unified Appeal Process - death cases (time requirements)		
<b>G18</b>	Family Violence cases (FMV) and Temporary Protective Orders (TPO). (rapid case movement)		
<b>G19</b>	Ability to review automatically generated events and documents, and approve override those system generated items		
<b>G20</b>	Ability to access all case sub-screens from initial case screen with a single mouse click (hyperlink text)		
<b>G21</b>	Ability to return to initial screen at any point during the process.		
<b>G22</b>	System employs a flexible case numbering scheme which gives the court options to include the year number, sequence number and judge in a user-defined position sequence		
<b>G23</b>	Ability to define standard docket entries and standard docket text		
<b>G24</b>	Ability to associate standard docket entries to fees		
<b>G25</b>	Ability to enter, change or delete charge data		



<b>G26</b>	Ability to copy information from one case to another including parties and docket entries.		
<b>G27</b>	Ability to relate cases and designate a lead case in a set of related cases. (Cross reference-by single click?)		
<b>G28</b>	The Case View should be user definable and include a case summary screen that shows the case number, case type, file location, filing date, all case events, current status, last activity, [related and consolidated cases], age of case, parties, addresses, attorneys of record and contact information, dispositions and sentences, and criminal charges. (Should include all current tabs in Sustain)		
<b>G29</b>	Cross-referencing orders to the respective motion (link for Time Standards)		
<b>G30</b>	Ability to issue service documents to specific parties		
<b>G31</b>	Ability to track multiple legal issues (motions) per case in Time Standards function		
<b>G32</b>	Ability to relate a response to both a case and the event/motion(s) the response addresses [Time Standards]		
<b>G33</b>	Multiple defendant cases group-able under a single umbrella case number such as by the use of an alpha-numeric extension		
<b>G34</b>	Ability to relate/link an order to both a case and the event/motion(s) the order addresses [Time Standards]		
<b>G35</b>	Ability to enter appellate court case numbers (field)		
<b>G36</b>	Ability to relate cases with no case designated as dominant		
<b>G37</b>	Criminal Cases: ability to cross reference to all co-defendant cases		
<b>G38</b>	Ability to define separate "tracks" or processes for case dependent on civil, criminal, etc. designations. Time Standards		
<b>G39</b>	Ability to designate a case as civil, criminal (FVA, Drug, DUI), domestic, adoption or child support (All Sustain categories). Categories should match or at least parallel the system of the Judicial Work Load Assessment Committee of the Judicial Council		
<b>G40</b>	Ability to enter and maintain judgment information including parties for and against, and amounts. (Ability to print Fi.Fa.'s)		
<b>G41</b>	Ability to relate an order to a hearing resulting from the order; link events, images		
<b>G42</b>	Ability to associate parties and define relationship between associated parties, including, but not limited to: * Family relationships * Client relationships * Court defined custom relationships		
<b>G43</b>	System will allow for more than two genders -- system		



	configuration		
<b>G44</b>	Ability to enter unlimited comments about an event		
<b>G45</b>	The system will display a consistent look across departments within the courts and from one court to another based on User's defined rights		
<b>G46</b>	the system will contain a single table for storing codes and where possible codes will be the same for all courts		
<b>G47</b>	Charge Code table codes consistent with those used to report/communicate to any outside agency in Georgia. [State Standard for charge codes]		
<b>G48</b>	System will use the AOC/JWAC case category where available. In the event that State codes do not provide enough details, the courts should be able to clarify the State codes with customized codes		
<b>G49</b>	High Risk Person Flag (Fights, Harasses, Needs two deputies, etc.)		
<b>G50</b>	Ability to maintain one full current name for a person with virtually unlimited alias names		
<b>G51</b>	Ability to establish an unlimited number of user defined party categories, including non-litigant parties		
<b>G52</b>	Ability to associate parties and define the relationship between associated parties		
<b>G53</b>	Ability to maintain multiple addresses and address categories for a person (including witness and prosecutors for Magistrate Court) with an effective date for each address		
<b>G54</b>	Ability to track the source reason for address information, activity date of change, and identification of person making the change		
<b>G55</b>	Ability to classify an address as confidential, and prohibit access to that address by anyone without the required security profile		
<b>G56</b>	Ability to maintain multiple phone numbers, email addresses, street addresses (with primary for each) for all persons (defendants' attorneys, victims, etc.), ability for address to not be required for a person		
<b>G57</b>	Ability to integrate links to external documents or web sites within notes, and display the link results within the application		
<b>G58</b>	Ability for multiple users to simultaneously create "in court" notes for a case		
<b>G59</b>	Ability to define default time periods, after which if no action/updates have taken place on the case, the case is marked as "languished"?		
<b>G60</b>	Ability to define events and orders that may trigger case disposition (Time Standards)		
<b>G61</b>	Ability to ensure cases are not marked as disposed until all		



	attached legal issues are disposed		
<b>G62</b>	System will allow for real-time entering of information and printing of documents in the courtroom		
<b>G63</b>	System allows for alternate dispute resolution		
<b>G64</b>	Ability to manage mediation as part of the court process through case status and event codes. (Time standards exception)		
<b>G65</b>	System will track cases that are in mediation, identifying the reason for mediation, the status and appropriate date		
<b>G66</b>	Time Standards: Ability to support differentiated case management (i.e., different categories of cases are processed differently such as in time-sensitive filings, cases processed under different rules or time standards, specific judicial assignment for specific categories of cases) and other case management methods (users enter local differential case management parameters and time standards into code translation tables)		
<b>G67</b>	Selectable view mode, include user defined elements, chronological order View email notice to jail; smart phones; bond sheet email address		
<b>G68</b>	Ability to close a case for statistical purposes, but keep open for post-judgment event tracking		
<b>G69</b>	Ability to flag based on status or case event such as when there is a Notice of Appeal filed in a civil or criminal case		
<b>G70</b>	Ability to identify for the judge offenses that are bondable only by Superior Court		
<b>G71</b>	Ability to record all persons in attendance at a scheduled event, including court personnel		
<b>G72</b>	Ability to track events for a person prior to a case being built (link events to the case)		
<b>G73</b>	Ability to automatically generate docket entries through case initiation process		
<b>G74</b>	Docket entries variable by case type		
<b>G75</b>	Ability to type "Additional Information" on specific documents or events		
<b>G76</b>	Users Notes: system tells user of the existence of user notes		
<b>G77</b>	Allow associated documents to be indexed, scanned, and attached to a case		
<b>G78</b>	Ability to notify evidence custodian when cases are dismissed and detail property disposal/dispersal		
<b>G79</b>	Ability to associate parties and non-parties to specific events		
<b>G80</b>	Ability to display continuance information for a case when both viewing a case directly and viewing a calendar containing the case		
<b>G81</b>	Ability to cleanup or merge duplicate names/aliases that represent		



	the same individual		
<b>G82</b>	Support for multiple identifiers: Date of birth, Height, Weight, gender, Race, Identifying Marks Driver's License Data including: Number, State Issued, Restrictions Classifications Living or Deceased		

## References

A minimum of 5 references should be provided for projects of similar scope and complexity. Reference information should include:

- Client name
- Address
- Contact name
- Telephone number
- Email address
- Technical contact
- Technical contact phone number
- Technical contact email address
- Brief summary of the project

## Expectations

### ***Additional Expectations on RFP Responses***

In addition to respondent's typical response documentation, responses to this RFP should include a full copy of this document, complete with Yes/No answers to all functionality listed. Any No responses should be expanded upon by listing the requirement number and whether or not you feel this requirement is somehow unreasonable or captured within other functionality. Please attach those explanations to your response.

All responses should also include available marketing information about your product and a copy of a standard/generic service contract.

## Pricing

Pricing information should include the cost for 5 years and be submitted using the following Bid/Proposal Form.



**Bid / Proposal Form**

**RFP Number 19-1217**

**PROJECT IDENTIFICATION:**

**CASE MANAGEMENT SYSTEM**

**THIS BID IS SUBMITTED TO:**

Floyd County Board of Commissioners  
12 E. 4<sup>th</sup> Ave  
Rome, GA 61

- 1) The Undersigned Bidder offers and agrees, if this Proposal is accepted, to enter into an Agreement with the Owner in the form included in the Contract Documents and to complete all work as specified or indicated in the Contract Documents for the Contract Price and within the Contract Time indicated in this proposal and in accordance with the Contract Documents.
- 2) BIDDER has examined and familiarized himself with the Instructions to Bidders, all of the other Bidding Documents, and all of the Contract Documents; that he has familiarized himself with the legal requirements (federal, state, and local laws, ordinances, rules, and regulations); that he has made such independent investigations as he deems necessary; and that he has satisfied himself as to all conditions affecting cost, progress, or performance of the Work.
- 3) BIDDER accepts all of the terms and conditions of the Instructions to Bidders.
- 4) BIDDER agrees to perform the work in the time period to be negotiated on award of contract.
- 5) BIDDER upon acceptance of this bid will execute the Agreement and will furnish the required Contract security and insurance certificates within 10 days after the award of the Contract.
- 6) BIDDER agrees to furnish all labor, plant, materials, supplies, equipment, services, and other facilities necessary or proper for, or incidental to, all work as required by, and in accordance with the Contract Documents for the lump sum price of:

