

Troup County, Georgia

Request for Information (RFI)

Introduction

Justice agencies in Troup County, Georgia, seek information from providers of justice and public safety applications and integration solutions regarding their product offerings. Several county agencies currently use an integrated justice solution that no longer meets their operational and information sharing needs. Specifically, Troup County is interested in procuring four (potentially six) off-the-shelf justice applications from one or more providers. These applications are:

- Court Case Management System (CCMS)
- Prosecution Case Management System (PCMS)
- Jail Management System (JMS)
- Law Enforcement Records Management System (RMS)
- Probation Case Management System (potentially)
- Jury Management System (potentially)

Additionally, Troup County is interested in sharing data among these applications, as well as between these and other applications.

Solution providers are asked to provide information regarding their offerings in the areas listed above and to describe how their applications share data. Details regarding Troup County's needs and how vendors are asked to respond are provided in the remainder of this RFI. Information gathered from the responses to this RFI will be presented to Troup County officials and used to determine the county's strategy for procuring and integrating justice applications.

RFI Process

RFI Schedule of Events

- RFI Issued: Friday, January 15, 2010.
- Deadline for receipt of questions related to the RFI: Friday, January 29, 2010.
- Deadline for responses: Friday, February 12, 2010. Early submissions are encouraged.

RFI-related Questions

The point of contact for this RFI is:

Paul Zeigler, National Center for State Courts
pzeigler@ncsc.org

Questions related to the RFI are to be submitted via e-mail. Answers to all questions received by close of business Tuesday, January 26, 2010, will be posted to the procurement website (see address below) by Friday, January 29.

Submission of Responses

Vendors must submit one copy of their response by e-mail in Adobe pdf format.

Disclosure of Response Contents

All responses and other material submitted become the property of Troup County and may be returned only at the county's option.

Vendors may make a written request that trade secrets and other proprietary data contained in responses be held confidential. Material considered confidential by the vendor must be clearly identified, and the vendor must include a brief statement that sets out the reasons for confidentiality.

Electronic Posting of RFI

This RFI, any amendments, and answers to all questions will be posted on the following website:

<http://www.troupcountyga.org/rfp.html>

Vendors are encouraged to check that website periodically.

Background

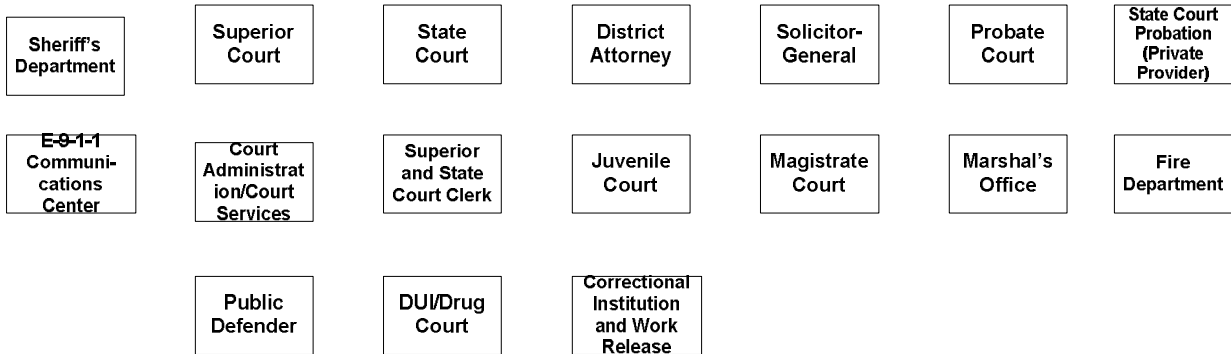
Business Environment

Figure 1 depicts the organizations involved in the justice process in Troup County. For presentation, these organizations are divided into four categories: Federal Agencies, State Agencies, County Agencies, and Local Agencies.

Federal and State Agencies



County Agencies



Local Agencies



Figure 1 - Troup County Business Architecture

Federal Agencies

Federal Bureau of Investigation/National Crime Information Center (NCIC) – The FBI protects and defends the United States against terrorist and foreign intelligence threats, upholds and enforces the criminal laws of the United States, and provides leadership and criminal justice services to federal, state, municipal and international agencies and partners. NCIC is a computerized index of criminal justice information (criminal record history information, fugitives, stolen properties, and missing persons). It is available to federal, state, and local law enforcement and other criminal justice agencies and is operational 24 hours a day, 365 days a year.

State Agencies

Georgia Bureau of Investigation (GBI)/Georgia Crime Information Center (GCIC) - GCIC maintains Georgia's computerized criminal history database that includes the fingerprint and criminal history records of more than 2,600,000 persons. GCIC verifies identities through the use of fingerprint matching and maintains several statewide databases of great interest to justice and public safety agencies. These include:

- Arrest Warrants

- Protective Orders
- Sexually Violent Offender Registrations

Department of Juvenile Justice (DJJ) – DJJ is responsible for housing juveniles awaiting trial or serving sentences. Specifically, DJJ provides:

- Secure short-term centers for youths awaiting trial in Juvenile or Superior Court, or placement elsewhere within the DJJ system.
- Secure, short- and long-term rehabilitation facilities for youths sentenced or committed to DJJ custody by Juvenile Courts.

Department of Human Services/Division of Family and Child Services (DFCS) – DFCS investigates child abuse; finds foster homes for abused and neglected children; helps low income, out-of-work parents get back on their feet; assists with childcare costs for low income parents who are working or in job training; and provides numerous support services and programs to help troubled families.

Georgia Department of Corrections (GDC) – GDC oversees more than 55,000 inmates in state facilities and more than 140,000 probationers and parolees.

Georgia Department of Driver Services (DDS) – DDS issues driver licenses and maintains a database of driver records.

Georgia Department of Transportation (DOT) – DOT plans, constructs, maintains and improves the state's road and bridges; provides planning and financial support for other modes of transportation such as mass transit and airports; provides airport and air safety planning; and provides air travel to state departments.

County Agencies

Superior Court – The Superior Court is the highest court of original jurisdiction in the State of Georgia. The court has jurisdiction over civil and criminal matters including cases in the areas of domestic relations, titles to land, equity, and felonies. The Superior Court in Troup County is part of the Coweta Judicial Circuit.

State Court – The State Court settles claims and issues regarding civil matters and misdemeanor criminal cases. The State Court also processes, hears, and determines cases involving violation of county ordinances and regulations, and state traffic laws and regulations. The court assesses fines, holds trials and hearings, collects fines, issues bench warrants, and otherwise disposes of cases.

Court Administration/Court Services - Troup County Court Administration (Court Services Department) provides assistance to the Judges of the Superior, State and Magistrate Courts of Troup County as required. It also oversees court programs and services, such as courtroom scheduling, court-appointed attorneys for indigent defendants in misdemeanor cases, the

DUI/Drug Court, interpreters, jury information, the law library, and the mediation/ADR program for the Coweta Judicial Circuit.

Clerk of Superior and State Courts – The Mission of the Troup County Clerk of Superior and State Courts is to accurately maintain, safeguard and store all Court documents as well as collect and disburse all monies as directed by legal mandates. The Clerk receives, manages, and processes all court documents, collects and disburses all court fees, fines, and costs, and provides the public with access to court records. As keeper of public records, the Clerk records deeds, mortgages, charters, and notaries public.

State Court Probation – Judicial Correction Services of Troup County, a private service provider, is responsible for collecting fines and payments from, and supervising, defendants sentenced by the State Court.

DUI / Drug Court – The DUI/Drug Court is a 12 month post adjudication program. This program handles non-violent misdemeanor substance abuse cases through intensive supervision, drug treatment and rehabilitation.

Magistrate Court – The Magistrate Court provides for the hearing of criminal warrant applications and the issuance of the same. It provides for the trial of civil claims under \$15,000 and provides for other matters that may be committed to its jurisdiction by other general laws.

Probate Court – The Probate Court has jurisdiction of estates in Troup County. This includes the probate of wills, the appointment of administrators, the appointment of guardians of both minors and incapacitated adults, and the hearing of disputes in any of those areas. All marriage licenses and pistol licenses are issued and recorded by this office.

Juvenile Court – The Juvenile Court has jurisdiction involving delinquent, unruly and traffic cases when the youth is under the age of 17 years and custody cases alleging deprivation under the age of 18 years.

District Attorney's (DA) Office – The DA's Office prosecutes all state felonies committed within Troup County. The DA's Office also prosecutes any misdemeanor charges which are indicted by the Troup County Grand Jury, and it represents the state in the state and federal appellate courts.

Solicitor-General's Office – The Troup County Solicitor's Office is responsible for prosecuting all misdemeanors, traffic offenses and ordinance violations in the State Court of Troup County.

Coweta Judicial Circuit Public Defender's Office (PDO) – The PDO provides for the defense of indigent persons facing charges in the Superior Court.

Sheriff's Office – The Troup County Sheriff's Office operates the Troup County Jail and is responsible for daily law enforcement tasks throughout the county, specifically in the unincorporated areas but often within the city limits of the three cities. The Troup County Jail

has 240 beds and houses male and female inmates. The current jail population is approximately 365 prisoners. The jail is expanding to 540 beds in 2010.

Marshal's Office –The Marshal's Office serves the area within the boundaries of Troup County. There are currently four divisions in the Marshals office: Service, County Code Enforcement, Court Services and Animal Control.

Fire Department – The Troup County Fire Department provides a wide range of services designed to protect the lives and property of the citizen and visitors of Troup County, by providing prompt and professional service in the event of a fire, medical emergencies, rescue emergencies, and natural disasters which may threaten the public welfare, both emergency and non-emergency.

Emergency 911 Emergency Communications Center – The Troup County Emergency 911 Center receives and dispatches emergency and non-emergency calls for the Troup County Sheriff's Office, Troup County Fire Department, LaGrange Police Department, LaGrange Fire Department and Troup County Emergency Medical Services.

Troup County Correctional Institution and Work Release. The Troup County Correctional Institution houses a maximum of 274 state and 98 county inmates. State prisoners are assigned by the Georgia Department of Corrections through a yearly contract approved by the Board of Commissioners. County inmates are received from the local courts and are usually sentenced for up to 12 months in jail. Inmates are assigned to a variety of details under the supervision of state-certified correction officers. The prison is rated as a medium security institution.

The work release facility opened in 1995 and has a capacity of 60 county sentenced male inmates. Most inmates are received from the Troup County Jail after being sentenced by a Troup County court. Inmates are allowed to travel to and from an approved job site with the remainder of their time spent at the Work Release Center. Stays in the Center range from 1 to 24 months.

Local Agencies

Local Police Departments. Three local police departments have law enforcement jurisdiction within the limits of their respective cities within Troup County:

- LaGrange Police Department
- Hogansville Police Department
- West Point Police Department

Municipal Courts. Three courts within Troup County have jurisdiction over misdemeanors and traffic violations committed within their respective city limits.

- LaGrange Municipal Court
- Hogansville Municipal Court
- West Point Municipal Court

Operational Statistics

Provided below are annual caseload statistics for Troup County courts and Sheriff's Office. These statistics provide an indication of the volume of information that is flowing between justice agencies within Troup County each year.

Superior Court	Cases Filed
Felony Dockets	849
Civil Dockets	1,599
Total Dockets	2,448

State Court	Cases Filed
Serious Traffic	273
Non-traffic Misdemeanors	1,483
Probation Revocations	655
All other non-Traffic	6,564
Other Civil	881
Total	9,856

Probate Court	Cases Filed
Letters of Administration	40
No Administration Necessary	24
Will Probate	181
Year's Support	35
Guardianship	85
Petitions	11
Custodial	25
Citations	4
Miscellaneous	43
Inventories	54
Mental Health	58
Habeas Corpus	0
Total Dockets	560
Marriage Licenses	491
Firearm Licenses	911

Magistrate Court	Cases Filed
Claims	2,479
Dispossessories and Distress Warrants	3,012
Garnishments	1,237
Foreclosures and Attachments	341
Felony Arrest Warrants	2,367
Misdemeanor Arrest Warrants	1,578
Search Warrants	70
Ordinance Violations	122
Misdemeanors	106
Total Warrants and Filings	11,312

Sheriff's Law Enforcement Documents	Volume
Incident Reports	5,000
Arrests	3,220

Troup County Jail	Volume
2008 Bookings	7,417
2008 Average Daily Count	455

Technology Environment

Troup County justice and public safety agencies employ numerous county and state computer applications to support their justice operations and records management. The primary applications that Troup County justice agencies use are part an integrated package that provides case/records management support to courts, prosecutors, law enforcement, jail, and dispatchers. This integrated package was developed by The Software Group (TSG - now Tyler Technologies) and was implemented in Troup County in 1992. This set of applications shares a common database and runs on the county's IBM RISC 6000 using AbleTerm for terminal emulation. Recently, the DA stopped using the TSG package and began to use Tracker, a prosecution case management system provided by the state. Additionally, the e-911 Emergency Communications Center selected PlantCML as its computer-aided dispatch application; in 2010 the center will stop using the TSG package and will implement PlantCML. This leaves the following agencies using the TSG package:

- Superior Court
- State Court
- Magistrate Court

- Clerk of Courts
- Court Administration/Services
- Sheriff's Office
- Solicitor-General

Three agencies do not currently use an application to support their operations and records management:

- Probate Court
- Troup County Correctional Institute
- Marshal's Office

Troup County justice applications, the agencies they support, and other systems to which they interface are shown in Figure 2 and described below.

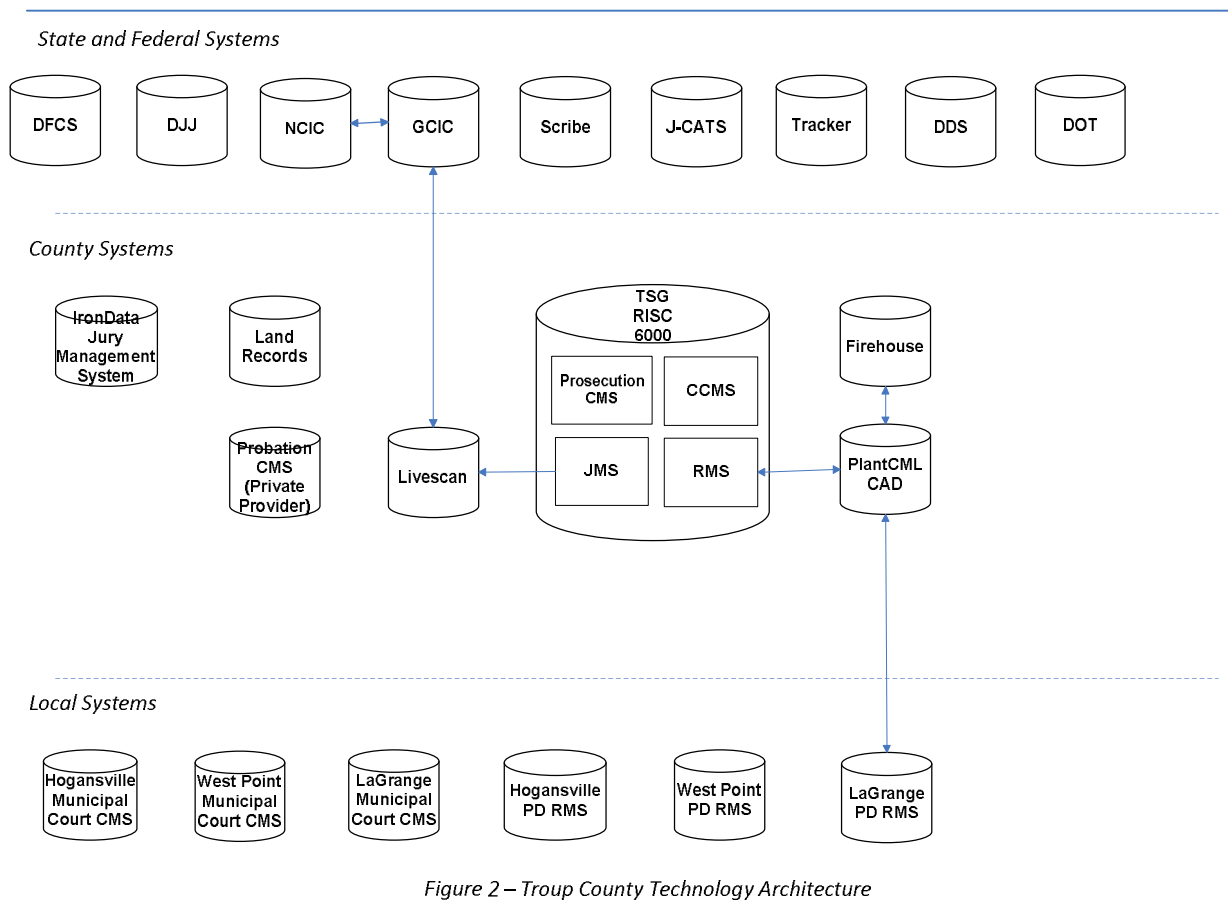


Figure 2 – Troup County Technology Architecture

Application	Vendor	Agencies Supported	Comments
Legacy - Court Case Management - Prosecution - Jail Management - Records Management	Tyler Technologies	<ul style="list-style-type: none"> • Superior Court • State Court • Court Administration/ Services • Superior and State Court Clerk • Magistrate Court • Sheriff's Office • Solicitor-General 	
Court Innovations – Land Records	Icon Software Corporation	<ul style="list-style-type: none"> • Superior and State Court Clerk 	
Civil Case Mgmt & Financials only	Delta	<ul style="list-style-type: none"> • Magistrate Court 	
Computer Aided Dispatch	PlantCML	<ul style="list-style-type: none"> • E-911 Center 	Implementation to begin April 2010
Livescan	Comnetix	<ul style="list-style-type: none"> • Sheriff's Office 	
Firehouse	Firehouse	<ul style="list-style-type: none"> • Fire Department 	
Jury Management System	Iron Data	<ul style="list-style-type: none"> • Superior and State Court Clerk 	
Misdemeanor Probation	Judicial Corrections	<ul style="list-style-type: none"> • State Court Probation 	Private probation provider
eCitation	Motorola	<ul style="list-style-type: none"> • Sheriff's Office 	GPD and Sheriff plan to implement

Troup County currently does not have its own information technology organization or employees¹. For the past five years, Troup County has maintained a contract with the City of LaGrange to provide technology support to county agencies. The LaGrange Information Technology (IT) Department has 7 employees, of which 2 are essentially dedicated to the support of Troup County hardware and software (e.g., telephones, PCs, servers, network, applications, etc.). Troup County expects this arrangement to continue for at least five more years.

¹ Troup County contracts with one IT professional to provide consulting services and technical support.

Needs

The Troup County justice stakeholders need applications that will replace all of the functionality Information systems currently provided by the TSG package. It seeks four off-the-shelf applications that support agency requirements and are able to share data. In addition, it may, in the near- to mid-term, seek a probation case management application and/or a new jury management system. Specific applications sought by the county are:

- CCMS to support the Superior Court, State Court, Magistrate Court, Probate Court, Clerk, Administration/Services and Marshal's Office.
- PCMS to meet the needs of the Solicitor-General's office.
- JMS to meet the needs of the Sheriff's office (jail staff) and the Georgia Correctional Institution and Work Release.
- RMS to meet the law enforcement records management needs of the Sheriff's Department.
- Probation CMS to meet the needs of State Court Probation, should the county opt to provide probation in-house.
- Jury Management System to meet the needs of the Superior and State Court Clerk's Office.
- Integration Solution that enables the exchange of data between the applications listed above, as well as other justice applications (e.g., Tracker and PlantCML).

Specific needs for each of these applications are described below.

CCMS

The CCMS used by Troup County agencies should support all adult court case types (felony, misdemeanor, traffic, civil, probate) and address the following functional areas:

- Electronic filing
- Electronic case management
- In-court data capture and document generation
- Identification Management
- Warrants
- Specialty courts (DUI/Drug)
- Bonds
- Financials/Accounting
- Point of sale (including on-line citation payment)
- Civil process
- Permits and licenses
- Appeals
- Document management

PCMS

The PCMS used by the Solicitor-General should address the following functional areas:

- Attorney management
- Investigation management
- Warrant and subpoena generation and distribution
- Scheduling and calendaring
- Exhibit tracking
- Electronic discovery
- Victim/Witness services
- Document management

JMS

The JMS used by the Sheriff's Office and the Georgia Correctional Institution and Work Release should address the following functional areas:

- Booking
- Classification
- Housing
- Scheduling and Movement
- Programs/Work details
- Property
- Keep Separates
- Visitation
- Incidents and Discipline
- Grievances
- Release
- Warrants

RMS

The RMS used by the Sheriff's Office for its law enforcement activities should address the following functional areas:

- Incident reporting
- Accident reporting
- Property and evidence management
- Investigation case management
- Arrest
- Citation
- Protection orders
- Field contacts
- Pawn
- Personnel and training
- Internal affairs

Probation Case Management System

The RMS used by the Sheriff's Office for its law enforcement activities should address the following functional areas:

- Intake
- Risk assessment
- Workload management
- Scheduling
- Field reporting
- Violation/Revocation
- Presentence investigation

Jury Management System

The jury management system used by the court clerk's office should address the following functional areas:

- Juror source list processing
- Jury selection
- Juror tracking
- Summons and notice generation
- Questionnaire generation and processing
- Juror status information (e.g., IVR, Internet)
- Payment processing

Integration Solution

Troup County justice and public safety agencies need to be able to share information electronically. This data sharing takes two forms: data access and data exchange. Although specific access and exchange needs have not been determined, the following capabilities are required:

- Enable authorized users to view data and generate reports from multiple systems based on a single query.
- Enable the passage of data from one system to another based on established business rules. Information exchanges must be XML-based and follow national justice information exchange standards (i.e., the National Information Exchange Model).

Provider Response

Providers responding to this RFI are requested to organize their information in the sections described below.

Company and Point of Contact

Provide the following company and contact information:

- Company Name
- Company Address(es)
 - Main office
 - Office nearest to LaGrange, GA (if different than main office)
- Point of Contact Name, Title, Phone Number and e-Mail Address

Applications

Describe all of the products your company offers in each of the following areas:

- Court case management
- Prosecution case management
- Jail management
- Law enforcement records management
- Probation case management
- Jury management

For each application or module, please list the following:

- Product name
- Brief product history (e.g., when developed/purchased, any former names)
- Example installations (in GA and elsewhere)
- Basic capabilities (see Needs, above)
- Unique features
- Technology platform (web-based [Java, .Net], client/server)
- Operating system (Windows, Linux, UNIX, etc.)
- Database(s) supported
- Basic hardware and network requirements

Integration

Describe how your applications share data and how other applications interface with your product(s), as well as compliance with open system standards and established justice standards such as the National Information Exchange Model (NIEM).

Services

Describe the services your company provides. Examples include:

- Implementation
- Data conversion
- Support
- Maintenance
- Training

Licensing Options

Describe the licensing/ownership arrangements your company typically offers. Possibilities include:

- Purchase
 - Enterprise license
 - Per-seat licenses
- Lease
- Software as a service

Cost Estimates

Troup County understands that only high-level estimates can be provided until detailed information regarding requirements and other user needs is provided. Cost estimates will be treated as such and will not be considered binding in any respect. Binding cost proposals will only be requested through a formal request for proposal.

Please provide cost estimates (or ranges) for each of the following areas that apply:

- Software Licensing (for number of users specified)
 - CCMS – 100 users
 - PCMS – 10 users
 - JMS – 70 users
 - RMS – 70 users
 - Probation Case Management – 50 users
 - Jury Management – 5 users
- Hardware
- Annual software maintenance, support and upgrades
- Implementation: configuration and customization, training, data conversion, etc.

Providers have latitude to present cost estimate information in any applicable format.

Providers of integration solutions are asked to describe their cost models.

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Thank you for responding to this RFI. Information provided will go far in helping Troup County officials make strategic decisions regarding the county's future justice technology environment.