



REQUEST FOR INFORMATION (RFI)

R16- 104MZ

Date issued:

JUSTICE INFORMATION SYSTEM (JIS) REPLACEMENT

THE CITY OF COLORADO SPRINGS

The City of Colorado Springs is soliciting information from potential sources interested in, and capable of, providing all necessary products, services and staffing to re-build or supply a Commercial off the Shelf (COTS) solution to replace the Municipal Court's existing Justice Information System (JIS). The City is open to different approaches, including but not limited to, component-based integration, coding, COTS, or combination.

As a result of this RFI, the City of Colorado Springs will devise a solution approach it desires, based upon input received and the judgement of the City Information Technology Department. The City will then issue an RFP for the type of solution the City desires. Only those contractors who respond to this RFI will be eligible to submit proposals at that time.

Request for Information (RFI) – JIS Replacement

Date Issued: July 29, 2016

Project #: R16-104 MZ

RESPONSES DUE: August 31, 2016 2:00PM

Respondents must provide a response in accordance with the Statement of Work. The Statement of Work lists all information requested. Respondents may submit responses in their own format with no page or format limitations.

CONTACT:

MICHAEL ZELLER

CONTRACTS SPECIALIST

30 S. NEVADA SUITE 201

COLORADO SPRINGS, CO 80903

PHONE #: (719) 385-5264

EMAIL ADDRESS: mzeller@springsgov.com

INDUSTRY DAY

SESSION ONE (1) AUGUST 16, 2016 1:30PM – 4:30PM

SESSION TWO (2) AUGUST 18, 2016 1:00PM – 4:00PM

Please RSVP to Mike Zeller, mzeller@springsgov.com or 719-385-5264 by August 12, 2016 on which meeting you intend to attend. Attendance of one the meetings is not mandatory but encouraged as there will be representatives from all interested departments in the City and Municipal Court to answer any questions.

LOCATION:

ROBERT ISAAC MUNICIPAL COURT BUILDING
3RD FLOOR CONFERENCE ROOM
224 E. KIOWA
COLORADO SPRINGS, CO 80903

NOTE: To enter the Municipal Court you must be screened through a metal detector at the front security counter. Please ensure you have a valid form of identification.

AGENDA:

PARTICIPANT CHECK-IN AND MEET AND GREET	5 MINUTES
INTRODUCTIONS	5 MINUTES
PROCUREMENT QUESTION AND ANSWERS	5 MINUTES
OVERVIEW OF THE PROJECT	20 MINUTES
DEMONSTRATION OF CURRENT JIS SYSTEM	120 MINUTES
QUESTIONS AND ANSWERS	20 MINUTES
CLOSING STATEMENTS	5 MINUTES

EXPECTATIONS:

Vendors can expect to meet the Municipal Court's subject matter experts and the technical team. A software demonstration of the current JIS system will cover the processes that are included in the RFI. The City Information Technology team will cover all of the exhibits provided in the RFI, field questions related to the material, and provide the background for the Municipal Court business needs. City Procurement staff will also be on hand to answer any questions related to the RFI process.

PARKING:

There is metered parking available near the Municipal Court House however there will be NO parking validation provided.

LIST OF ATTACHMENTS

- Exhibit A – JIS RFI Statement of Work
- Exhibit B – JIS RFI Document Navigation
- Exhibit C – Industry Day Agenda
- Exhibit D – JIS Replacement Overview
- Exhibit E – JIS Replacement Business Narrative
- Exhibit F – City of Colorado Springs EA Framework
- Exhibit G – Muni Court Process Worksheet
- Exhibit H – Process Key
- Exhibit I – Business Process Diagrams
- Exhibit J – JIS Replacement Business Process Descriptions
- Exhibit K – Probation Caseload Distribution List
- Exhibit L – Municipal Court Case Management System Requirements
- Exhibit M – Glossary - Acronyms
- Exhibit N – Questions and Answers

NOTE: All exhibits are uploaded to Rocky Mountain E-Purchasing website under this RFI.

EXHIBIT A STATEMENT OF WORK FOR JIS REPLACEMENT

1. PURPOSE

The City of Colorado Springs is soliciting information from potential sources interested in, and capable of, providing all necessary products, services and staffing to re-build or supply a Commercial off the Shelf (COTS) solution to replace the Municipal Court's existing Justice Information System (JIS). The City is open to different approaches, including but not limited to, component-based integration, coding, COTS, or combination.

As a result of this RFI, the City of Colorado Springs will devise a solution approach it desires, based upon input received and the judgement of the City Information Technology Department. The City will then issue an RFP for the type of solution the City desires. Only those contractors who respond to this RFI will be eligible to submit proposals at that time.

This document is intended to be used in conjunction with the 'JIS Replacement Overview' and the 'JIS RFI Document Navigation'. These three documents will establish the purpose of this project, the statement of work which outlines the RFI response requirements, and documentation navigation that will be used to describe the RFI exhibits.

All vendor submissions need to include responses to the sections of this document named: System and Technical Descriptions, Work Plan and Estimated Durations, Assumptions, and Budgetary Estimations.

2. STATEMENT OF WORK

The Colorado Springs Municipal Court is integrated with several departments. Its case management system supports primary functions necessary by each department in accomplishing daily duties in the lifecycle of a court case or ticket. The Court modules include: Case Management, Parking, Payments and Accounting. Other department modules include: Probation, Prosecution and Marshal. There are several functions that must be shared between departments. For instance, subpoenas can be generated from Court or Prosecution. Payment activities can be created in either Probation or Court. Most data is shared between departments to accomplish primary workflow processes. Currently 'queuing' is utilized as a messaging means to facilitate the transfer of information for those functions. However in some instances, legal requirements protect and enforce confidentiality preventing access to certain data. For instance, Court does not have access to Probation (except a summary) or Prosecution modules. The business of the court is complicated and requires maximum flexibility. The ability to share data is primary, yet protecting data integrity through proper security, roles and permissions is critical.

The new Justice Information System will support Municipal Court, Probation, City Attorney and Marshal Operations currently computerized within the JIS system. The JIS product must contain the ability to interface and share data with numerous local, county,

and state agencies as well as, referral and contractors, using web service or other standard interface schemes. The City of Colorado Springs desires to have a component based environment that would allow other departments to benefit from common modules. For example, the scheduling function may be used for a partner department such as CSPD.

3. PRODUCT FEATURES, MODULES, AND FUNCTIONAL AND INTERFACE REQUIREMENTS

The new Justice Information System will include:

- Module: Court Case Management
 - Citation Ingestion
 - Bail
 - Scheduling
 - Victim/Witness
 - Warrant
 - Court Case Manager
 - Courtroom Manager
 - Civil Case Management
- Module: Marshal
 - Marshal Manager
- Module: Parking Ticket
- Module: Payments and Accounting
 - Payment Plan
- Module: Probation Case Management
 - Pre-Sentence Investigation
 - Interpreter Request
 - Probation Manager
- Module: Prosecution
 - Prosecution Case Management sub-module
 - Victim/Witness
 - Prosecution Manager
 - Evidence and Discovery Management
- Module: Administration
 - User Maintenance
 - Security
 - Table Maintenance
 - Session Maintenance
- Module: Queuing (workflow)
 - Scheduling
 - Probation
 - Prosecution
 - Marshal
 - Administration

The Colorado Springs 'JIS Replacement Overview' and the 'JIS RFI Document Navigation' documentation were created as guides to all documentation provided in this RFI. These documents give the respondents a more in-depth view of the functionality and use of the current JIS system. Please refer to these documents for a deeper understanding of the requirements as stated here in the Statement of Work.

4. ENVIRONMENT

The City of Colorado Springs understands that in order to successfully implement a project of this magnitude, we must provide subject matter experts that are versed in project execution, procurement, human capital management, business analysis, and architecture. The City has formed a team with such capabilities and experiences that will serve this project. This team has created the exhibits and process flows that are provided for the vendors use in responding to this RFI request. The city is seeking a vendor partner that will provide the business capabilities outlined in this statement of work for the new JIS system, but also provide common capabilities that can be shared amongst future projects with other city departments. This partnership is intended to be a multiyear endeavor.

5. SYSTEM AND TECHNICAL DESCRIPTION

Responses to this section should contain all pertinent information about the proposed hardware and operating system, utilities, and tools used in the development of the software, the database management system, the user interface, and the architecture of the system.

At a minimum, the respondent shall discuss the following as it applies to their approach (e.g. component-based integration, coding, COTS, or combination).

Each section requires a response. Provide as much detail as necessary to describe the target approach for the solution in the following sections.

Overview of System Description

1. Initially identify the technical approach to be utilized in meeting the development requirements (e.g. Do you plan to use an already developed product line; integrate open source components into a customized applications; custom code a new application, etc.)
2. Identify the supplied software that is required for the proposed solution.
3. Identify other software that is required for the proposed solution.
4. Identify the recommended hardware for all environments, including test, training, and production.
5. Describe recommended redundancy and fault tolerance guidelines.
6. Identify any additional recommended operating environments: test, train and production.
7. Describe the application security environment.
8. Describe all pre-existing interface points.
9. Describe the required skills and resources needed by the City of

- Colorado Springs to technically support and maintain the system.
10. Describe your upgrade policies, frequencies and costs.
 11. Describe software licensing (server, user, processor based, etc.)
 12. Describe warranty and support.

6. COMPONENT RECOMMENDATIONS

Respondents must describe how the solution will address the 3 core business focus areas that are made up of 36 capabilities. Please see the 'JIS Replacement Overview' and the 'JIS RFI Document Navigation' documentation for further descriptions of these capabilities.

Court Capabilities	Probation Capabilities	Prosecution Capabilities
Initiate court cases	Initiate Probation Referral/Intake	Initiate Prosecution Cases
Maintain parties and participants	Maintain Probation Case History	View Prosecution Case Data and Events in ROA
Maintain case history	Schedule Probation Events and Resources	Maintain Prosecution Case History
Manage warrants	Determine Indigence	Prosecute Cases
Schedule events and resources	Supervise Probationer	Schedule Prosecution Events and Resources
Conduct hearings	Conduct Pre-Sentence Investigation	Track Evidence
Manage finances (fines, fees, costs)	Manage Probation Programs (Public Service Seminars, and Counseling)	Manage Discovery Requests
Manage assets in trust	Measure Probation Services Performance	Monitor Compliance with Active and Deferred Sentence/Judgment
Manage criminal judgments	Adapt to Changing Probation Business Environment	Manage Victims & Witnesses
Manage court records		Manage Mediation/Alternative Dispute Resolution
Control access to court records		Represent City in Appealed Cases
Measure performance		Measure Prosecution Performance
Obtain contract services		Adapt to Changing Prosecution Business Environment
Adapt to changing business environment		

Respondents must describe how the solution will address the 5 supporting focus areas that are made up of 25 business supporting capabilities. Please see the 'JIS Replacement Overview' and the 'JIS RFI Document Navigation' documentation for further descriptions of these capabilities.

Information Management	Business Process Management	Accounting
Asset Management	Business Rules Management	Accounts Payable
Business Intelligence Management	Case Management	Accounts Receivable
Calendar Management	Workflow Management	Account Reconciliation
Contact Service	Contract Services management	Manage General Ledger
Data Governance		Payment Collection
Data Transformation Service	Compliance Monitoring	Crime Management
Document Management	Business Process Monitoring	Crime Evidence Management (a form of Asset Mgmt)
History Management		
Master Name Index (MNI) Service		
Messaging Service		
Notification Service		
Preference Management		
Records Management		
Resource Scheduling		

Please note: these capabilities are intended to be reused in future city projects where they are deemed appropriate.

7. PROPOSED TECHNOLOGY ARCHITECTURE

Respondents shall:

Describe the information technology architecture of the proposed solution. At a minimum, this description must explain the application, integration, hardware, network, Database, and security architecture.

Describe the Business rules and workflow configuration and provide the Data Model

8. SERVER CONFIGURATIONS

Respondents shall either:

A. Provide the number of servers, processor configurations and speeds that will support the proposed solution. Include number of processors, memory and disk cache for each server.

Provide the communication requirements for servers.
Identify the required operating system, version and service packs or patches required to support the proposed solution. Identify any additional environmental software required to support the proposed solution.

State if the needed servers may be virtual servers powered by VMware.

Or

B. Provide a summary of the server configuration approach.

9. WORKSTATION CONFIGURATIONS

Respondents shall either:

A. Provide the workstation configurations that will support the proposed solution.

Include processor speeds, memory and disk cache configuration.

Provide the communication requirements for PC's.

Identify the required operating system, version and service packs or patches required to support the proposed solution.

Identify any additional environmental software required to support the proposed solution.

Or

B. Provide a summary of the workstation configuration approach.

10. MOBILE ENVIRONMENT

Respondents shall answer the following questions:

A. What are the client application and server performance targets for your solution?

What network performance is optimal for your mobile solution, e.g. Wi-Fi, 4G, and 3G?

Describe the interruption handling of the application.

Describe the user experience.

Or

Provide a summary of the mobile environment approach.

11. CONFIGURABILITY

Respondents shall either:

A. Describe the user interface and the administrations screens.

Identify the different types of configurations that are accessible to the user.

State if users are able to add or remove fields, or change what is displayed on the screen based on roles?

Or

B. Provide a summary of the configurability approach.

12. STORAGE CONFIGURATIONS

Respondents shall either:

A. Provide the storage configurations that will support the proposed solution.

Provide minimum estimates of storage needs

Or

Provide a summary of the storage configurations approach.

13. SCALABILITY

Respondents shall either:

A. Describe the application configuration and support components: Application development tool kit, load testing, automated scheduling, utilities to monitor resource utilization, web development tool kit, report generation scripts, audit and system logging, migration/change control tools, etc.

Describe database architecture: Utilize utilities for database performance monitoring and tuning that comply with industry standards

Describe database performance and optimization: Load balancing and/or clustering ability for extended scalability and performance

Describe database integrity: History tracking within the database, logging options, record locking, etc.

Describe server architecture: Include a full description of the recommended and supported hardware solutions for all environments such as test, training, production, etc. In addition to providing the "Recommended System Requirements", please also provide the "Minimum System Requirements" for each environment needed by the Municipal Court to achieve the requirements detailed in this RFI

Describe configuration tool kit: Include Database Configuration Tools, Business Process Management Tools, User Interface Management Tools, etc.

Provide any applicable system diagrams to more clearly explain requirements and options.

End user experience: Include expected response time benchmark test results based on recommended configuration.

Describe security: Describe the technical controls that are in place to ensure confidentiality, integrity and availability.

Or

Provide a summary of scalability approach.

14. TECHNIQUES

Respondents shall:

Provide a general description of the techniques approaches and methods to be used in completing the project to meet or exceed project goals and the requirements of the RFI.

Present the general strategies and tactics that will be employed to meet the objectives of the project. This must address a training approach, strategies, tactics, tools, and timing that will be employed.

Describe the approach, strategies, tactics, tools, and timing Vendor will employ to configure and, if necessary, modify the proposed application(s) to meet the needs of the court.

Describe how the court will cost-effectively and efficiently maintain and enhance the resulting system without further assistance from The Vendor.

Describe the approach, strategies, tactics, tools, and timing the Vendor will use to facilitate the timely reengineering of court processes to optimize operations using the proposed solution.

Describe how the court will cost-effectively and efficiently use the proposed solution to continually improve its processes without further assistance from the Vendor.

Describe the testing approach, tests, strategies, tactics, tools, traceability, and timing the Vendor will use to implement and manage a rigorous test protocol.

Describe the approach, strategies, tactics, tools, and timing the Vendor will use for cutover and implementation.

15. WORK PLAN AND ESTIMATED DURATIONS

Respondents shall:

Describe a typical work plan and rough time estimates for a project of this type. Sample lists of milestones are provided below:

Sample list of Implementation Plan Milestones

Project Management Services

Planning

Implementation

System Integration Plan

Data Conversion Plan

Data / System Interface Plan

Test Plan

Training Plan

Documentation

System Deployment

Pre and Post Go-Live Support

16. ASSUMPTIONS

Respondents shall describe all of the assumptions used in the development of responses to this section of this RFI. Also identify which tasks it expects the City of Colorado Springs IT Department and the court to perform and what resources it expects these organizations to provide.

17. BUDGETARY ESTIMATIONS

Respondents shall use the form below as a guide to submit a non-binding cost estimate for its system based on the requirements found in this RFI. Please use current pricing on any current or future estimates. The form below highlights general areas. Detail project area cost and any other cost estimates not specified.

MUNICIPAL COURT CASE MANAGEMENT SYSTEM SOFTWARE

Project Areas	Cost
Case Management System Software	\$
Software Licensing (Cost Breakdown)	\$
Third Party Software	\$
Third Party Software Licensing	\$
Hardware - application/web servers (if applicable)	\$
Annual Hosting Services (if applicable)	\$
Data Interface Cost	\$
Annual Software Maintenance/Support	\$
Project Management	\$
Professional Services	\$
Estimated Travel Expenses	\$
Go Live Assistance	\$

Training Costs (Breakout Costs related to Deployment & Configuration, Train the Trainer, On-site, Courses, etc.)	\$
Implementation Costs	\$
Custom/Additional System Functionality	\$
Any other cost not specifically addressed	\$