Amendment No. ~~5~~ 6
to
Contract No. MA 5600 NC170000035
for
Municipal Court Case Management System
between
Journal Technologies, Inc. (Contractor)
and the
City of Austin

1.0 The above referenced contract is amended as follows:

The City hereby authorizes an administrative increase for the above referenced contract in the amount of $6,000.00.

Change Request #8 is hereby incorporated into the contract Scope of Work.

2.0 The total Contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 06/09/2017 – 06/08/2018	$1,025,000.00	$1,025,000.00
Amendment No. 1: Modify Section 0400 (invoice #s)	$0.00	$1,025,000.00
Amendment No. 2: Option 1 – Extension 06/09/2018 – 06/08/2019	$0.00	$1,025,000.00
Amendment No. 3: Option 2 – Extension 06/09/2019 – 06/08/2020	$0.00	$1,025,000.00
Amendment No. 4: Administrative Increase	$7,500.00	$1,032,500.00
Amendment No. 5: Option 3 – Extension 06/09/2020 – 06/08/2021	$0.00	$1,032,500.00
Amendment No. 6: Administrative Increase	$6,000.00	$1,038,500.00

3.0 MBE/WBE goals were not established for this contract.

4.0 By signing this amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas or the City of Austin.

5.0 All other terms and conditions remain the same.

By the signature affixed below, this amendment is hereby incorporated into and made a part of the above referenced contract.

Authorized Representative:

Contractor Signature: _____

Printed Name: MARYJOE RODRIGUEZ

Date: 12/31/2020

Journal Technologies, Inc.
949 E. 2nd Street
Los Angeles, CA 90012

Signature: Sai Xoomsai Purcell Digitally signed by Sai Xoomsai Purcell Date: 2021.01.19 10:39:09 -06'00'

City of Austin Purchasing Office

Printed Name: _____

Date: _____

City of Austin
124 W. 8th St., Ste. 310
Austin, TX 78701

CHANGE REQUEST

PROJECT INFORMATION

Project	Austin Municipal Court – eCourt Implementation		
Date	12/14/2020	Change #	8
Project PM	Eric Ciminski	Customer PM	Kimberly Wingard

DELIVERABLE INFORMATION

Proposed Changes

There are two changes covered by this Change Request:

Docket Display Interface

The Court signed off on the Docket Display Interface requirements, JTI completed development/testing and the interface was delivered to the Court for testing. The vendor subsequently advised the Court that they could not support the JSON message delivery method documented and delivered. The Court is now requesting that the interface be changed to a csv extract file to be delivered to a folder location or FTP site.

eCitation Interface

On October 21, 2020 in Jira ticket AUMC-2963 the Court signed off on the eCitation Interface requirements, which are in Confluence under the eCitation Interface page within the Austin eCourt project. As a result of a call with Brazos, the Court is now requesting changes to the requirements:

- Change the incoming file from a zip file with multiple tickets to one zip file per ticket. The zip file will include the citation image and any other related citation files.
- Change the delivery from dropping the file on the vendor site to pushing to the S3 bucket in AWS.
- Add a new charges status field to the xml file for the outbound statute file.
- Change the inbound citation process error email to include a file of all successes and failures. That file will also be dropped to the S3 bucket for the vendor to pick up.

Journal Technologies Responsibilities

Docket Display Interface

- JTI to update requirements to reflect the new delivery method.
- JTI to update interface code for delivery of a csv to a folder location or an FTP site.
- JTI to test the new delivery method.

eCitation Interface

- JTI to update the requirements to reflect the newly requested changes.

Austin Responsibilities

Docket Display Interface

- Court to test and confirm the new delivery method.
- Court to sign-off on the completed interface.

eCitation Interface

- Court to review and approve the updated requirements prior to the start of development.

Journal
Technologies

CHANGE REQUEST

Impact

Update of the Docket Display Interface for the change in delivery method and update of the eCitation requirements:
• Cost to the Court:
  o Docket Display Interface: $3,000
  o eCitation Interface: $3,000
• Total Cost: $6,000

Completion Criteria
Obtaining the Court's sign-off on the Docket Display interface and obtaining the Court's sign-off on the updated eCitation requirements will complete this Change Request.

SIGNATURES:

Austin Municipal Court - Signature Date	Journal Technologies - Signature Date 12/17/20
Kimberly M. Wingard	ERIC CIMINSKI
Austin Municipal Court Project Manager Name	Journal Technologies Project Manager Name

Journal
Technologies

Amendment No. 3
to
Contract No. 5600 NC170000035
for
Municipal Court Case Management System
between
Journal Technologies, Inc. (Contractor)
and the
City of Austin

1.0 The City hereby extends this contract. This extension option will be June 09, 2019 through June 08, 2020. This contract has not yet been implemented, therefore no addition of funds will be added for this amendment. Three (3) options remain. No need for vendor's authorization.

Action	Action Amount	Total Contract Amount
Initial Term: 06/09/2017 – 06/08/2018	$1,025,000.00	$1,025,000.00
Amendment No. 1: Modify Section 0400 (Invoices shall contain unique invoice number)	$0.00	$1,025,000.00
Amendment No. 2: Option 1 - Extension 06/09/2018 – 06/08/2019	$0.00	$1,025,000.00
Amendment No. 3: Option 2 - Extension 06/09/2019 – 06/08/2020	$0.00	$1,025,000.00

2.0 MBE/WBE goals do not apply to this contract.

3.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: NA

Printed Name: NA
Authorized Representative

Journal Technologies, Inc.
949 E. 2nd Street
Los Angeles, CA 90012

Sign/Date: 5/8/19

Printed Name: JAMES T. HAWARD
Authorized Representative

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701

Amendment No. 2
to
Contract No. 5600 NC170000035
for
Municipal Court Case Management System
between
Journal Technologies, Inc. (Contractor)
and the
City of Austin

1.0 The City hereby extends this contract. This extension option will be June 09, 2018 through June 08, 2019. This contract has not yet been implemented, therefore no addition of funds and Four (4) options still remain. No need for vendor's authorization.

Action	Action Amount	Total Contract Amount
Initial Term: 06/09/2017 – 06/08/2018	$1,025,000.00	$1,025,000.00
Amendment No. 1: Modify Section 0400 (Invoices shall contain unique invoice number)	$0.00	$1,025,000.00
Amendment No. 2: Extension 06/09/2018 – 06/08/2019	$0.00	$1,025,000.00

2.0 MBE/WBE goals do not apply to this contract.

3.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: NA

Printed Name: NA
Authorized Representative

Journal Technologies, Inc.
949 E. 2nd Street
Los Angeles, CA 90012

Sign/Date: 5/14/18

Printed Name: JAMES T. HOWARD
Authorized Representative

City of Austin
Purchasing Office
124 W. 8th Street, Ste. 310
Austin, Texas 78701

NOTE: NO COUNTERSIGNATURE REQUIRED AS THIS IS AN EXTENSION OF THE BASE TERM, AS IMPLEMENTATION IS NOT COMPLETE.
JTH, 5/14/18

Amendment No. 1
of
MA-5600-NC170000035
For
Municipal Court Case Management System
between
Journal Technologies, Inc. ("Contractor") and the
City of Austin

1.0 The City hereby amends this Contract by modifying Section 0400, Supplemental Purchase Provisions, by

1.1 replacing Section 4, Invoices and Payment A with :

A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	Austin Municipal Court
Attn:	Kimberly M. Chadwick, Kimberly.chadwick@austintexas.gov
Address	PO Box 13464
City, State Zip Code	Austin, Texas 78711-3464

1.2 and replacing Section 18, Contract Manager with:

18. **CONTRACT MANAGER**: The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Kimberly M. Chadwick, Kimberly.chadwick@austintexas.gov

PO Box 13464

Austin, Texas 78711-3464

2.0 There is no cost associated with this Amendment.

3.0 MBE/WBE goals were established for this contract.

4.0 By signing this Amendment the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

JOURNAL TECHNOLOGIES, INC.	**CITY OF AUSTIN**
Gerald L. Salzman	James T. Howard
Printed Name of Authorized Person	Printed Name of Authorized Person
Gerald L. Salzman	
Signature	Signature
President	PROCUREMENT MANAGER
Title:	Title:
3/22/2018	
Date:	Date:

CONTRACT BETWEEN THE CITY OF AUSTIN ("City")
AND
JOURNAL TECHNOLOGIES, INC.("Contractor")
for
Municipal Court Case Management System

MA-5600-NC170000035

The City accepts the Contractor's Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between Journal Technologies, Inc. having offices at 949 E 2nd Street, Los Angeles, CA 90012 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City ("Effective Date").

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number RFP 5600 JTH0306.

1.1 **This Contract is composed of the following documents:**

1.1.1 This Contract, including the documents referenced in Section 1.6

1.1.2 The City's Solicitation, Request for Proposal, JTH0306 including all documents incorporated by reference

1.1.3 Offer, dated October 20, 2016, including subsequent clarifications

1.2 **Order of Precedence.** Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

1.2.1 This Contract, including the documents referenced in Section 1.6

1.2.2 The Contractor's Offer as referenced in Section 1.1.3, including subsequent clarifications.

1.2.3 The City's Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference

1.3 **Term of Contract.** The Contract will be in effect for an initial term of 12 months and may be extended thereafter for up to 4 additional 12 month option(s), subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

1.4 **Compensation.** The Contractor shall be paid a total Not-to-Exceed amount of $1,025,000 for the initial Contract term and $455,000 for each extension option as indicated in the Price Sheet, Offer Section 0601, with such amounts subject to adjustment based on the number of users, CPI-based adjustments, and any adjustments for additional statements of work, as described further in the Price Sheet, Offer Section 0601 and the Pricing Overview included in the Offer. Payment shall be made upon successful completion of services or delivery of goods as outlined in each individual Delivery Order.

1.5 **Quantity of Work.** There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order

1.6 **Clarifications and Additional Agreements.** The following are incorporated into the Contract.

1.6.1 Revised Section 0300 Standard Purchase Terms and Conditions.

1.6.2 Revised Section 0400 Supplemental Terms and Conditions.

1.6.3 Journal Technologies, Inc. Software License, Maintenance and Support Agreement.

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the City has caused a duly authorized representative to execute this Contract on the date set forth below.

JOURNAL TECHNOLOGIES, INC.	CITY OF AUSTIN
Gerald L. Salzman	James T. Howard
Printed Name of Authorized Person	Printed Name of Authorized Person
Gerald L. Salzman	
Signature	Signature
President	PROCUREMENT MANAGER
Title:	Title:
06/06/17	6/15/17
Date:	Date:

City's Solicitation, Request for Proposal, JTH0306

CITY OF AUSTIN, TEXAS

Purchasing Office

REQUEST FOR PROPOSAL (RFP)

OFFER SHEET

SOLICITATION NO: RFP JTH0306

DATE ISSUED: 08/29/2016

REQUISITION NO.: 16080200610

COMMODITY CODE: 92000, 92045

FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT THE FOLLOWING AUTHORIZED CONTACT PERSON:

Jim Howard, Corporate Purchasing Manager

Phone: (512) 974-2031

E-Mail: jim.howard@austintexas.gov

Jim Howard
Corporate Purchasing Manager

Phone: (512) 974-2031
E-Mail: jim.howard@austintexas.gov

COMMODITY/SERVICE DESCRIPTION: MUNICIPAL COURT CASE MANAGEMENT

PRE-PROPOSAL CONFERENCE TIME AND DATE: 09/13/16 @ 2:00 PM

LOCATION: 1124 S. IH 35, RIV ROOM 321, AUSTIN, TX. 78767

PROPOSAL DUE PRIOR TO: 10/20/16 @ 2:00 PM

PROPOSAL CLOSING TIME AND DATE: 10/20/16 @ 2:00 PM

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

LIVE SOLICITATION CLOSING ONLINE: For RFP's, only the names of respondents will be read aloud

For information on how to attend the Solicitation Closing online, please select this link:

http://www.austintexas.gov/department/bid-opening-webinars

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below:

Address for US Mail (Only)	**Address for Fedex, UPS, Hand Delivery or Courier Service**
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # JTH0306	Purchasing Office-Response Enclosed for Solicitation # JTH0306
P.O. Box 1088	124 W 8th Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

SUBMIT 1 ORIGINAL, 1 COPY, AND 8 ELECTRONIC COPIES OF YOUR RESPONSE

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	11
0500	SCOPE OF WORK	49
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	11
0601	PRICE SHEET	2
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM-Complete and return	2
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0815	LIVING WAGES CONTRACTOR CERTIFICATION-Complete and return	1
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1
0900	MBE/WBE PROCUREMENT PROGRAM PACKAGE NO GOALS FORM – Complete and return	2

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the * Sections are available on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

INTERESTED PARTIES DISCLOSURE

In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 "Certificate of Interested Parties" that is signed and notarized for a contract award requiring council authorization. The "Certificate of Interested Parties" form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: _____

Company Address: _____

City, State, Zip: _____

Federal Tax ID No. _____

Printed Name of Officer or Authorized Representative: _____

Title: _____

Signature of Officer or Authorized Representative: _____

Date: _____

Email Address: _____

Phone Number: _____

*** Proposal response must be submitted with this Offer sheet to be considered for award**

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years?		
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No

Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

Section 0815: Living Wages Contractor Certification

Company Name _____

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than $13.03 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than $13.03 per hour.

Employee Name	Employee Job Title

USE ADDITIONAL PAGES AS NECESSARY

(1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than $13.03 per hour.

(2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

Section 0835: Non-Resident Bidder Provisions

Company Name _____

A. Bidder must answer the following questions in accordance with Vernon's Texas Statues and Codes Annotated Government Code 2252.002, as amended:

   Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

   Answer:_____

   (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
   (2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

   Answer:_____ Which State:_____

C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

   Answer:_____

Section 0900: Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Form

SOLICITATION NUMBER: RFP JTH0306

PROJECT NAME: : MUNICIPAL COURT CASE MANAGEMENT

The City of Austin has determined that no goals are appropriate for this project. Even though goals were not assigned for this solicitation, the Bidder/Proposer is required to comply with the City's MBE/WBE Procurement Program, if areas of subcontracting are identified.

If any service is needed to perform the Contract and the Bidder/Proposer does not perform the service with its own workforce or if supplies or materials are required and the Bidder/Proposer does not have the supplies or materials in its inventory, the Bidder/Proposer shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Bidder/Proposer must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract, using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

Will subcontractors or sub-consultants or suppliers be used to perform portions of this Contract?

No	_____	**If no, please sign the No Goals Form and submit it with your Bid/Proposal in a sealed envelope**
Yes	_____	**If yes, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Bid/Proposal in a sealed envelope.**

After Contract award, if your firm subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any subcontractor, sub-consultant, or supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though goals were not assigned, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

Company Name

Name and Title of Authorized Representative (Print or Type)

Signature **Date**

Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Utilization Plan *(Please duplicate as needed)*

SOLICITATION NUMBER:	RFP JTH0306
PROJECT NAME: MUNICIPAL COURT CASE MANAGEMENT	

PRIME CONTRACTOR / CONSULTANT COMPANY INFORMATION

Name of Contractor/Consultant			
Address			
City, State Zip			
Phone Number		Fax Number	
Name of Contact Person			
Is Company City certified?	Yes ☐ No ☐ MBE ☐ WBE ☐ MBE/WBE Joint Venture ☐		

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

Name and Title of Authorized Representative (Print or Type)

Signature **Date**

Provide a list of all proposed subcontractors / sub-consultants / suppliers that will be used in the performance of this Contract. **Attach Good Faith Effort documentation if non MBE/WBE firms will be used.**

Sub-Contractor/Sub-Consultant			
City of Austin Certified	MBE ☐ WBE ☐ Ethics / Gender Code: ☐ Non-Certified		
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract	$		
List commodity codes & description of services			

Sub-Contractor/Sub-Consultant			
City of Austin Certified	MBE ☐ WBE ☐ Ethics / Gender Code: ☐ Non-Certified		
Vendor ID Code			
Contact Person		Phone Number	
Amount of Subcontract	$		
List commodity codes & description of services			

FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:

Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor _____ **Date** _____ **Director/Deputy Director** _____ **Date** _____

CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

   All requests for explanations or clarifications must be submitted in writing to the Purchasing Office by no later than 4:00 PM on October 11, 2016 via email at jim.howard@austintexas.gov .

2. **INSURANCE:** Insurance is required for this solicitation.

   A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

      i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
      ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
      iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
      iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

         City of Austin Purchasing Office
         P. O. Box 1088
         Austin, Texas 78767

   B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

      i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are $100,000 bodily injury each accident, $500,000 bodily injury by disease policy limit and $100,000 bodily injury by disease each employee.
         (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
            (a) Waiver of Subrogation, Form WC420304, or equivalent coverage
            (b) Thirty (30) days Notice of Cancellation, Form WC420601, or equivalent coverage
      ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are $500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
         (1) The policy shall contain the following provisions:
            (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
            (b) Contractor/Subcontracted Work.
            (c) Products/Completed Operations Liability for the duration of the warranty period.
            (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.
         (2) The policy shall also include these endorsements in favor of the City of Austin:

(a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
(b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
(c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage

iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of $500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are $250,000 bodily injury per person, $500,000 bodily injury per occurrence and at least $100,000 property damage liability per accident.

(1) The policy shall include these endorsements in favor of the City of Austin:
(a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage
(b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage
(c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.

iv. **Professional Liability:** The Contractor shall provide coverage, at a minimum limit of $ 1 million per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Agreement.

If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.

C. **Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

3. **TERM OF CONTRACT:**

A. The Contract shall be in effect for an initial term of 12 months and may be extended thereafter for up to 4 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).

C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.

D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

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4. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)

A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	CTM
Attn:	Carla Jobe-Partington, PMP, Carla.jobe-partington@austintexas.gov
Address	1124 S. IH-35, Suite 300
City, State Zip Code	Austin, Texas 78704

B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

5. **DATA LOCATION**: The Service Provider shall provide its Services to the City and its end users solely from data centers in the U.S. Storage of City Data at rest shall be located solely in data centers in the U.S. The Service Provider shall not allow its personnel or contractors to store City Data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The service provider shall permit its personnel and contractors to access City data remotely only as required to provide technical support. The service provider shall provide technical user support on a 24/7 basis unless otherwise prohibited in this contract.

6. **LIVING WAGES:**

A. The minimum wage required for any Contractor employee directly assigned to this City Contract is $13.03 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.

B. The City requires Contractors submitting Offers on this Contract to provide a certification **(see the Living Wages Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than $13.03 per hour. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.

C. The Contractor shall maintain throughout the term of the resultant contract basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA).

D. The Contractor shall provide to the Department's Contract Manager with the first invoice, individual Employee Certifications for all employees directly assigned to the contract. The City reserves the right to request individual Employee Certifications at any time during the contract term. Employee Certifications shall be signed by each employee directly assigned to the contract. The Employee

Certification form is available on-line at
https://www.austintexas.gov/financeonline/vendor_connection/index.cfm.

E. Contractor shall submit employee certifications annually on the anniversary date of contract award with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract. The Employee Certification Forms shall be submitted for employees added to the contract and/or to report any employee changes as they occur.

F. The Department's Contract Manager will periodically review the employee data submitted by the Contractor to verify compliance with this Living Wage provision. The City retains the right to review employee records required in paragraph C above to verify compliance with this provision.

7. **IMPORT AND EXPORT OF DATA:** The City shall have the ability to import or export data in piecemeal or in entirety at its discretion without interference from the service provider. This includes the ability for the City to import or export data to/from other service providers.

8. **WARRANTY - PERFORMANCE***:* Provider represents and warrants that: (a) Subscription Services provided under any SaaS Subscription Schedule and Non-subscription Services provide under a Statement of Work shall be provided and performed by qualified personnel in a professional, workmanlike manner, consistent with the prevailing standards of the industry; (b) it shall use industry best practices to fulfill its obligations under ach SaaS Subscription Schedule and Statement of Work; and (c) any deliverables provided by Provider shall operate in conformance with the terms of this Master Software as a Service Agreement and the applicable SaaS Subscription Schedules and Statements of Work.

9. **WARRANTY – AUTHORITY***:* Provider warrants that it has all authority necessary to provide for Client's access and use of the Subscription Services and the Non-subscription Services for the purposes set forth in this Master Software as a Service Agreement, in any SaaS Subscription Schedule and in any Statement of Work. Provider further represents and warrants that sale, licensing or use of any of the Subscription Services and of the Non-subscription Services furnished under this Agreement does not and shall not infringe, misappropriate or otherwise violate any Third Party's intellectual property rights.

10. **WARRANTY – SOFTWARE***:* Unless otherwise expressly provided in this Master Software as a Service Agreement, a SaaS Subscription Schedule or Statement of Work, Provider for itself and for and on behalf of its service providers, licensors, employees and agents warrants that: (a) the functions contained in the Subscription Services and in any Non-subscription Services provided under this Agreement shall meet Client's requirements, (b) the operation of the Subscription Services and any Non-subscription Services shall be uninterrupted and error free, (c) the Subscription Services and any Non-subscription Services shall have the capacity to meet the demand during the times specified in the Subscription Services Schedule(s) and in the Statement(s) of Work for Non-subscription Services and (d) the Subscription Services shall work with future Desktop Specifications, as well as future releases of web browsers, and shall have both forward and backward functionality. Provider shall be liable for any damages that Client may suffer arising out of use of, or inability to use, the Subscription Services and Non-subscription Services provided under this Agreement. Without limitation, Provider's indemnification obligation under this section includes any claim, damage, loss or expense arising from or in connection with any act by an agent, contractor, subcontractor, consultant, or employee of Provider that results in, or is intended by such agent, contractor, subcontractor, consultant, or employee to result in, harmful or otherwise unauthorized access into any of Client's systems, data, Client's Confidential Information, or Client's technology.

11. **WARRANTY – AGAINST UNDISCLOSED ILIICIT CODE**: Provider warrants that, unless authorized in writing by Client, any software program or any other part or portion of the Subscription Services or Non-subscription Services developed by Provider, passed through to Client from Third Parties under this Agreement or provided to Client by Provider for use by Provider or Client shall:

A. Not contain any hidden file;

B. Not replicate, transmit or activate itself without control of a human operating the computing equipment on which it resides;

C. Not alter, damage or erase any data or computer programs without control of a human operating the computing equipment on which it resides;

D. Not contain any key, node lock, time-out or other function, whether implemented by electronic, mechanical or other means, that restricts or may restrict use or access to any software programs, Subscription Services or Non-subscription Services developed or data created under this Agreement, based on residency on a specific equipment configuration, frequency of duration of use or other limiting criteria;

E. Not contain any virus, malicious, illicit or similar unrequested code, whether known or unknown to Provider; and

F. Not use electronic self-help, including but not limited to preventing electronically Client's further or continued use of and/or access to the subscription Services, No-subscription Services or any software or other portion thereof.

G. Notwithstanding any provision in this Agreement to the contrary, if any Subscription Service or Non-subscription Service has any of the foregoing attributes (collectively "Illicit Code"), Provider shall be in default of this Agreement, and no cure period shall apply unless approved by the City. At the request of and at no cost to Client, Provider shall remove any such Illicit Code from the licensed software as promptly as possible.

H. To protect Client from damages that may be caused intentionally or unintentionally by the introduction of Illicit Code into Client's computer systems, no software may be installed, executed or copied onto Client's equipment without an express warranty to Client that Illicit Code does not exist. Such warranty shall be set forth on an exhibit attached to and made a part of this Agreement.

I. Provider agrees that in the event of any dispute with Client regarding an alleged breach of this Agreement, Provider shall not use any type of electronic means to prevent or interfere with Client's use of any portion of the Subscription Services and Non-subscription Services. Provider understands that a breach of this provision could foreseeably cause substantial harm to Client and to numerous Third Parties having business relationships with Client.

12. <u>DATA:</u>

A. "Personal Data" means data that includes information relating to a person that identifies the person by name and has any of the following personally identifiable information (PII): government-issued identification numbers (e.g., Social Security, driver's license, passport), financial account information, including account number, credit or debit card numbers, or protected health information (PHI) relating to a person.

B. Protected Health Information" (PHI) means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. PHI excludes education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv), and employment records held by a covered entity in its role as employer.[1]

[1] U.S. Department of Health and Human Services, National Institute of Health, HIPAA Privacy

C. Data Ownership: The City will own all right, title and interest in its data that is related to the services provided by this contract. The service provider shall not access City user accounts or City data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract, or (4) at the City's written request.

D. Data Protection: Protection of personal privacy and data shall be an integral part of the business activities of the service provider to ensure there is no inappropriate or unauthorized use of City information at any time. To this end, the service provider shall safeguard the confidentiality, integrity and availability of City information and comply with the following conditions:

i. The service provider shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind.
ii. All data obtained by the service provider in the performance of this contract shall become and remain property of the City.
iii. All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data. Any stipulation of responsibilities will identify specific roles and responsibilities and shall be included in the service level agreement (SLA), or otherwise made a part of this contract.
iv. Unless otherwise stipulated, the service provider shall encrypt all non-public data at rest and in transit. The City shall identify data it deems as non-public data to the service provider. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.
v. At no time shall any data or processes – that either belong to or are intended for the use of a City or its officers, agents or employees – be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the City.
vi. The service provider shall not use any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.

E. Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.

F. Security: The service provider shall disclose its non-proprietary security processes and technical limitations to the City such that adequate protection and flexibility can be attained between the City and the service provider. For example: virus checking and port sniffing – the City and the service provider shall understand each other's roles and responsibilities.

G. Security in Compliance with Chapter 521 of the Texas Business and Commerce Code: Service provider shall comply with all requirements under Chapter 521 of the Texas Business and Commerce Code, including but not limited to being responsible for a program that protects against the unlawful use or disclosure of personal information collected or maintained in the regular course of business. The program shall include policies and procedures for the implementation of administrative, technical, and physical safeguards, and shall also address appropriate corrective action for events of any security breach and proper methods of destroying records containing sensitive personal information.

H. Security Incident or Data Breach Notification: The service provider shall inform the City of any security incident or data breach.

i. Incident Response: The service provider may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the contract. Discussing security incidents with the City should be handled on an urgent as-needed basis, as part of service provider communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

ii. Security Incident Reporting Requirements: The service provider shall report a security incident to the appropriate City identified contact immediately as defined in the SLA.

iii. Breach Reporting Requirements: If the service provider has actual knowledge of a confirmed data breach that affects the security of any City content that is subject to applicable data breach notification law, the service provider shall (1) promptly notify the appropriate City identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.

I. Breach Responsibilities: This section only applies when a data breach occurs with respect to personal data within the possession or control of service provider.

i. The service provider, unless stipulated otherwise, shall immediately notify the appropriate City identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.

ii. The service provider, unless stipulated otherwise, shall promptly notify the appropriate City identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a data breach. The service provider shall (1) cooperate with the City as reasonably requested by the City to investigate and resolve the data breach, (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

iii. Unless otherwise stipulated, if a data breach is a direct result of the service provider's breach of its contract obligation to encrypt personal data or otherwise prevent its release, the service provider shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state law; (3) a credit monitoring service required by state (or federal) law; (4) establishing a website or a toll-free number and call center for affected individuals required by state law – all not to exceed the average per record per person cost calculated for data breaches in the United States (currently $201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute[2] at the time of the data breach; and (5) complete all corrective actions as reasonably determined by service provider based on root cause; all [(1) through (5)] subject to this contract's limitation of liability.

13. **BUSINESS CONTINUITY AND DISASTER RECOVERY:** The service provider shall provide a business continuity and disaster recovery plan upon request and ensure that the City's recovery time objective (RTO) of is met.

14. **TERMINATION AND SUSPENSION OF SERVICE**:

[2] "2013 Cost of Data Breach Study: Global Analysis," Ponemon Institute, May 2013.

A. In the event of a termination of the contract, the service provider shall implement an orderly return of City data in a CSV or another mutually agreeable format at a time agreed to by the parties and the subsequent secure disposal of City data.

B. During any period of service suspension, the service provider shall not take any action to intentionally erase any City data.

C. In the event of termination of any services or agreement in its entirety, the service provider shall not take any action to intentionally erase any City data for a period of:

- 10 days after the effective date of termination, if the termination is in accordance with the contract period
- 30 days after the effective date of termination, if the termination is for convenience
- 60 days after the effective date of termination, if the termination is for cause

After such period, the service provider shall have no obligation to maintain or provide any City data and shall thereafter, unless legally prohibited, delete all City data in its systems or otherwise in its possession or under its control.

D. The City shall be entitled to any post-termination assistance generally made available with respect to the services unless a unique data retrieval arrangement has been established as part of the SLA.

E. The service provider shall securely dispose of all requested data in all of its forms, such as disk, CD/DVD, backup tape and paper, when requested by the City. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the City.

15. NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING:

A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.

C. If an Offeror has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Offeror is given written notice and a hearing in advance of the debarment.

D. The City requires Offerors submitting Offers on this Solicitation to certify that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at: http://www.ci.austin.tx.us/edims/document.cfm?id=161145

16. WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):

CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS

A. Contractors who work on-site or with court or justice system data will be required to obtain a certified criminal background report with fingerprinting (referred to as the "report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's personnel").

B. The report may be obtained by reporting to one of the below governmental entities, submitting to fingerprinting and requesting the report [requestors may anticipate a two-week delay for State reports and up to a four to six week delay for receipt of a Federal report.].

   i. Texas Department of Public Safety for any person currently residing in the State of Texas and having a valid Texas driver's license or photo ID card;
   ii. The appropriate governmental agency from either the U.S. state or foreign nation in which the person resides and holds either a valid U.S. state-issued or foreign national driver's license or photo ID card; or
   iii. A Federal Agency. A current Federal security clearance obtained from and certified by a Federal agency may be substituted.

C. Contractor shall obtain the reports at least 30 days prior to any onsite work commencement. Contractor also shall attach to each report the project name, Contractor's personnel name(s), current address(es), and a copy of the U.S. state-issued or foreign national driver's license or photo ID card.

D. Contractor shall provide the City a Certified Criminal Background Report affirming that Contractor has conducted required security screening of Contractor's personnel to determine those appropriate for execution of the work and for presence on the City's property. A list of all Contractor Personnel requiring access to the City's site shall be attached to the affidavit.

E. Upon receipt by the City of Contractor's affidavit described in (D) above and the list of the Contractor's personnel, the City will provide each of Contractor's personnel a contractor ID badge that is required for access to City property that shall be worn at all times by Contractor's personnel during the execution of the work.

F. The City reserves the right to deny an ID badge to any Contractor personnel for reasonable cause, including failure of a Criminal History background check. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's reports. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) calendar days of the receipt of notification of denial.

G. Contractor's personnel will be required to wear the ID badge at all times while on the work site. Failure to wear or produce the ID badge may be cause for removal of an individual from the work site, without regard to Contractor's schedule. Lost ID badges shall be reported to the City's Contract Manager. Contractor shall reimburse the City for all costs incurred in providing additional ID badges to Contractor Personnel.

H. ID badges to enter and/or work on the City property may be revoked by the City at any time. ID badges must be returned to the City at the time of project completion and acceptance or upon removal of an individual from the work site.

I. Contractor is not required to obtain reports for delivery personnel, including but not limited to FedEx, UPS, Roadway, or other materials delivery persons, however all delivery personnel must present company/employer-issued photo ID and be accompanied by at least one of Contractor's personnel at all times while at the work site.

J. The Contractor shall retain the reports and make them available for audit by the City during regular business hours (reference paragraph 17 in Section 0300, entitled Right to Audit).

K. Each member of the Contractor's team must sign a non-disclosure agreement.

17. **OWNERSHIP AND USE OF DELIVERABLES:** The City shall own all rights, titles, and interests throughout the world in and to the Deliverables.

A. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.

B. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

C. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables, The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this Paragraph 36 A., B., and C. shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.

18. **CONTRACT MANAGER:** The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Carla Jobe-Partington, PMP Carla.jobe-partington@austintexas.gov

1124 S. IH-35, Suite 300

Austin, Texas 78704

*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

0500 TABLE OF CONTENTS

1.0 INTRODUCTION 2

1.1 PURPOSE OF REQUEST FOR PROPOSAL 2
1.2 BACKGROUND AND OVERVIEW INFORMATION 2
1.2.1 Background 2
1.2.1 Scope and Purpose 3
1.2.2 Anticipated Approaches 3
1.2.3 City's Responsibilities 4
1.2.4 Contractor's Responsibilities 4
1.3 GUIDING PRINCIPLES 5
1.3.1 Business Goals 5
1.3.2 Operational Goals 6

2.0 DESCRIPTION OF EXISTING SYSTEM 9

2.1 JUSTICE TECHNOLOGY ARCHITECTURE 9
2.1.1 Court CMS Operational Approach 10
2.1.2 Court CMS/E-filing Operational Approach 10
2.1.3 Highly-Configurable Framework Approach to Court CMS 10

3.0 REQUIREMENTS INFORMATION 12

3.1 ORGANIZATION OF REQUIREMENTS 12
3.2 QUALIFIERS FOR FUNCTIONAL AND TECHNICAL REQUIREMENTS 12
3.2.1 Category 12
3.2.2 Requirement Description 12
3.2.3 Required Response 12

4.0 FUNCTIONAL REQUIREMENTS 13

4.1 RESPONDING TO FUNCTIONAL REQUIREMENTS 13

5.0 TECHNICAL REQUIREMENTS 14

5.1 RESPONDING TO TECHNICAL STANDARDS 14
5.2 RESPONDING TO TECHNICAL REFERENCE MODEL 14

6.0 LIST OF APPENDICES FOR THIS RFP 15

1.0 INTRODUCTION

1.1 Purpose of Request for Proposal

This Request for Proposal (RFP) is for the purpose of establishing a contract to provide a software package and implementation services for a Case Management System (CMS) as outlined herein.

Notice is hereby given that the City of Austin invites qualified technology companies (Proposers) to submit written proposals to provide one or more modules to support court operations and case management. These modules are:

- Municipal Court CMS
  - Criminal
  - Traffic
  - Youth
  - Civil
  - Downtown Community Court Divisions
  - Including e-filing
- Prosecutor's Office CMS

1.2 Background and Overview Information

1.2.1 Background

The City of Austin (City) is located in central Texas. The City is the 11th-most populous city in the United States and the fourth-most populous in the State of Texas. It is home to about 912,791 citizens who reside in city limits (July 1, 2014). The Court's jurisdiction processes Class C misdemeanors for Travis County with a population of approximately 2 million.

The City is committed to open government and transparency.

The legacy CMS of Austin Municipal Court is a client-server based case management system (JEMS 6.5) designed by Personal Computer Software Systems (PCSS) and is currently owned by CSDC. It includes functionality for criminal, traffic, civil, and specialty court cases which require functionality to process case management and probation like services. The Austin Municipal Court uses an AS 400 IBM server and DB2 database platform to maintain JEMS. The Downtown Austin Community Court uses a Dell Power Edge R510 server and MSSQL database platform to maintain DACC's case management system. The solution will eliminate the Dell Power Edge R510 server and allow the court to process all case types and services in a single case management system.

The Prosecutor's Office uses a law office system which does not meet its needs for a case management system integrated with the Austin Municipal Court CMS.

For any of the modules covered in this procurement, the City prefers a solution that is a cloud based software as a service solution.

1.2.1 Scope and Purpose

Austin Municipal Court, including the Downtown Community Court (DACC) and the Prosecutor's Office of the City of Austin are replacing the current case management system that support operations of their divisions. The purpose of this Request for Proposals (RFP) is to:

1. Identify Proposers, their products and services that can provide a single CMS for all divisions of the Municipal Court and the Prosecutor's Office.

Proposers shall provide firm fixed cost proposal, including general pricing structure with a breakdown of standard initial costs, contractual hourly rates, and service/maintenance costs.

1.2.2 Anticipated Approaches

The City will consider proposals using one of the following approaches:

1. An off-the-shelf solution, customized to meet Functional Requirements and Non-Functional Requirements
2. A highly-configurable solution, properly configured to meet Functional Requirements and Non-Functional Requirements

The solution will be used by employees of the Austin Municipal Court, Downtown Community Court (DACC), and the Prosecutors' Office, The City of Austin Code Enforcement Department, Austin Independent School District Police Austin Police Department and the City of Austin Transportation Department, as well as citizens and attorneys via the web portal with the following numbers of users:

Court and Justice Participants	Court/ Clerk CMS	Read/View Only Access
Austin Municipal Court	200	
Prosecutor's Office	20	
Austin Police Department		50
Other City Agencies		50
General Public, Private Attorneys		*Web Portal 25,000/mo at minimum
Totals by Participant	**220**	**25,100**

1.2.3 City's Responsibilities

The City of Austin will be responsible for the following:

- Provide a Contract Manager (single point of contact) to work with the Successful Proposer (Contractor) on contract negotiations and resolve other project issues that may arise
- Provide a facility for the Contractor to conduct presentations, meetings, equipment/software installations, testing, and training including telephones, personal computer hookups, and access to copy and fax machines
- Provide a Project Manager to assist the City's Project Team and Contractor team with the full implementation of a new system
- HVAC and AC power feed and generator backup for City systems
- Local Area Network/Wide Area Network
- Access to Subject Matter Experts (SMEs)
- Approval of Milestones and Deliverables
- Approve the final sign-off, if all City requirements are met, for the acceptance of the entire system.

1.2.4 Contractor's Responsibilities

The Contractor shall be responsible for the following:

- All system design, software installation, programming, migration of existing data and information, testing, performance tuning, training, documentation and implementation required for the system. If third-party software is required, Proposer shall assume full responsibility for its inclusion in this solution.
- Comply with all local, state and federal laws and regulations applicable to the work performed, even if said laws and regulations are not identified herein. (The Contractor responsible in whole, and on behalf of Contractor's sub-contractors.)
- Provide qualified experienced project manager (Project Management Professional certification preferred, subject to approval by the City) and staff to work and coordinate with the City's Contract Manager and City staff on all project activities without interrupting normal operations for the City's Agenda Office.
- The acquisition and installation of any required hardware. Note: The City reserves the right to purchase hardware from other sources.
- All technical documents for the proposed system and its components. These documents shall include administrator and end user manuals about product installation and maintenance, including detailed design documents for customized system application and test plans. The supplier shall grant the City the authorization to reproduce any provided documents for internal use.
- Provide support services for the migration of historical data into the new system.

- Assist in the development of an Acceptance Test Plan, in addition to performance testing of the entire system. During testing, the Proposer shall be available for assistance and correction of any error detected. Testing shall be successfully performed before the City approves the final sign-off for the acceptance of the system.
- Be available via a toll-free number for technical support and problem resolution during normal business hours (8:00 a.m. - 5:00 p.m. CST, Monday through Friday) during implementation.
- Respond to all problem requests received from the City once the system is in production. An initial response will be received within two (2) hours, critical problems will be addressed and resolved within twenty-four (24) hours, with all other production problems addressed and resolved within forty-eight (48) hours.
- Provide a detailed list of the necessary resources and expertise, complete with personnel job descriptions, which shall be required for the City to maintain the system once implemented.
- Provide technical training to a minimum of four (4) users AND system administration training to a minimum of two (2) users AND end-user training to a minimum of four (4) users.
- Specify proposed demarcation of responsibilities between the City and the Proposer during system installation, testing, warranty, and maintenance.
- Identify potential risks associated with this project and take all steps necessary to mitigate risks, whether financial or otherwise.

1.3 Guiding Principles

Guiding principles for this procurement encompass the City's justice system partners' business goals and operational goals. These principles are not requirements to which a Proposer must respond, but are set forth here to provide Proposers with more information about the scope and purpose of the procurement.

1.3.1 Business Goals

To develop and implement case management and e-filing systems serving Austin Municipal Court, the Prosecutor's Office, DACC, the Court's other justice partners, and the public. The essential functionality for a successful system is a Web-based case processing and interoperability for the intergovernmental transfer of data, document management, improved access to selected data, electronic filing and citizen self-service for the adjudication of non-mandatory offenses, payment, and statistics and reports for enhanced court management for the following: Municipal Court, Prosecutor's Office, as well as all of their partnerships both internal and external.

The Court CMS project advances three anchoring strategic goals to guide and prioritize what is

to be accomplished:

1. Public safety:

   a. Improve efficiency of information sharing within the court and with justice partners.
   b. Enable and advance information technology (IT) interoperability with justice partners.
   c. Facilitate and support better-informed decision making.
   d. Enable more rapid dissemination and enforcement of court orders.

2. Access to justice:

   a. Improve support to litigants and the public, including self-service options.
   b. Reduce barriers to access, such as language, education, and others.
   c. Enable access from anywhere, anytime.
   d. Increase timeliness and response to increase compliance and reduce case aging.
   e. Increase automation to reduce error on routine processes.

3. Fair and efficient administration of justice:

   a. Reduce delays.
   b. Better enable and manage flexibility and improvement in court operations City-wide.
   c. Better schedule and coordinate use of court and other government resources.
   d. Enable better-informed decision making.

1.3.2 Operational Goals

Configurability:

- Set up data entry and query screens and other parts of the user interface;
- Set up work queues appropriate to user role;
- Set up workflow (including complex business rule triggers);
- Set up ticklers and alerts;
- Set up data validations for data entry;
- Set up document generation;
- Set up granular role-based security/data access;
- Set up interfaces with internal and external systems;
- Set up dashboard elements appropriate to user role;
- Set up configurable tables to increase standardization in updates
- Provide flexibility for the Court to quickly and accurately respond to changes in legislation and business rules
- Provide a single structure to define business rules in the solution that pushes to the web portal so changes to logic are made only once, within the application.
- Electronic documents and transactions:
    - Reduce or eliminate use of paper in day-to-day operations by providing access to information and electronic documents; and
    - Handle transfer of money, pleas, legal options and payments, notifications, and service of process electronically.

Real - time operations:

- When a court transaction is complete (within the application and via web portal), all data entry tasks, document generation, and information exchange tasks also are complete;
- All paper documents presented for filing with the court clerk (in person, by mail, or via web portal) are logged/docketed, scanned, and processed, and available for use immediately.
- Credit and debit cards must be accepted for all transactions: in person, by telephone, and via web portal, in full compliance with payment card industry standards; and
- Automatically exchange data between the CMS, the web portal and interfaces as specified.

Database structure:

- Provide access to information through multiple views appropriate to the type and purpose of the information (e.g., case-centric, person-centric, administrative matter-centric); and
- Date- and time-stamp all database elements to allow re-creation of statistical /financial reports for any point in time.
- Retain multi person/case events and documents to allow for query within the application in the future.

Identity management:

- Provide tools to assist in managing person identities, including a robust person record algorithm to accurately link person records at case creation and search tools to find possible matches, tools to identify possible duplicate identities, functions to link and unlink identities and/or specific cases, and comprehensive, formal business rules to govern how these utilities are used.

Financial management:

- Provide dual-entry accounting for all financial management functions; and
- Set up payment plans for fines, costs, restitution, court fees, and additional amounts added either to original plan or additional separate plan.
- Provide configurable settings to associate business rules for monetary and non-monetary payment plans to allow for automated re calculation of minimum payment amounts, due dates and continuing cases when a payment obligation minimum has been satisfied in the defined payment period.
- Provide the ability to define a hierarchy by cost type within and across cases to allow a user to process payments for multiple cases/singe person record in one transaction.

Event logging/docketing:

- Create an automatic log of events when events and transactions occur (e.g., court events, document filed, case updates, case corrections, payment made); to include changes in administrative tables and
- Allow authorized users to have the capability of retrieving electronic content (e.g.,

electronic document, digital audio or video of a court hearing, electronic evidence) by selecting the related case. Person record or docket entry.

Integrated justice:

- Exchange data and documents electronically with primary information sharing partners via interface immediately upon completion of an event or transaction.

Infrastructure:

- Provide adequate response time and minimize down time so as never to disrupt City justice-related operations through such means as failover/load sharing capabilities, multiple network paths, etc.

System Security:

- Ensure security and integrity of the solution, its data, and its documents twenty four hours a day after a system failure or outage; and
- Maintain audit trails for all electronic data managed by the solution.

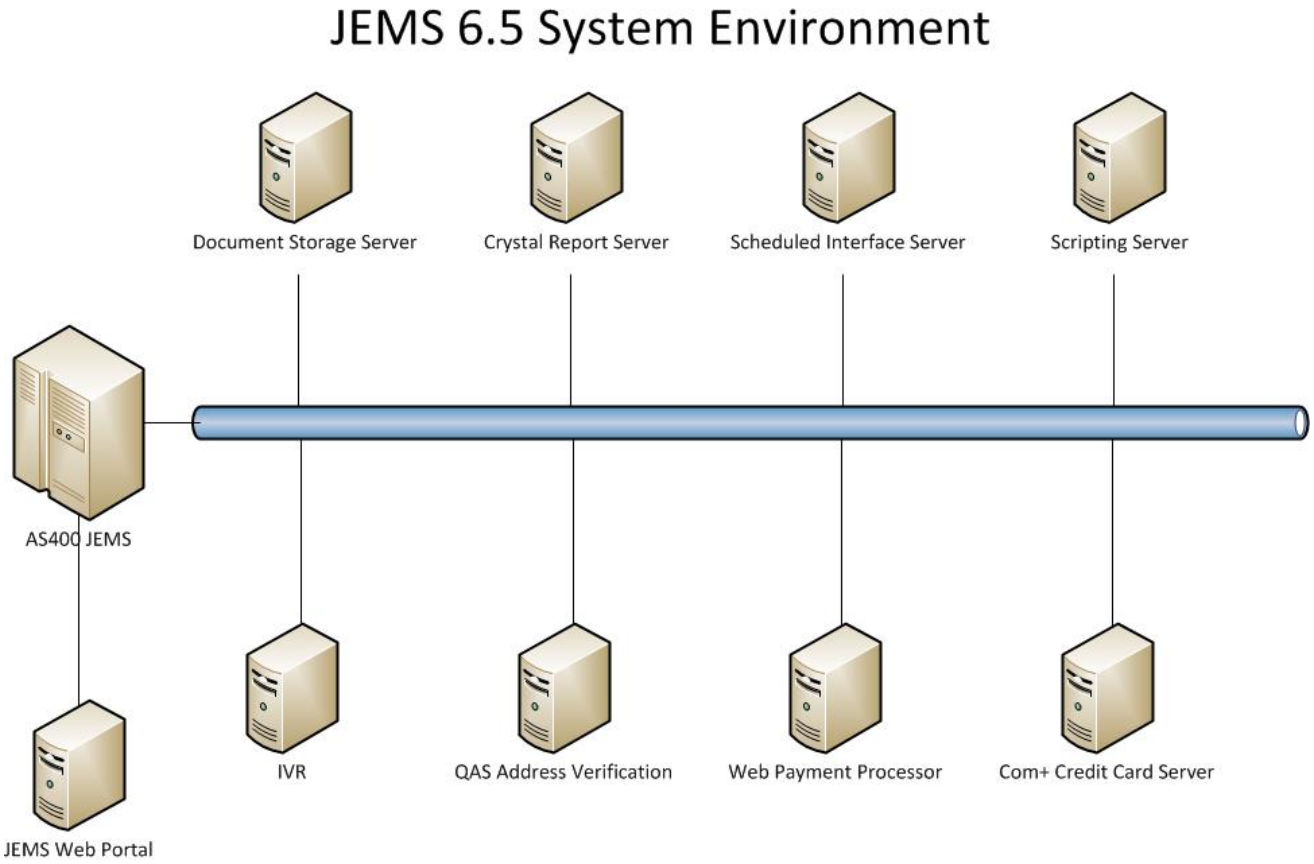
2.0 DESCRIPTION OF EXISTING SYSTEM

2.1 Justice Technology Architecture

The legacy ICMS of Austin Municipal Court is the Judicial Enforcement Management System (JEMS), fully implemented in 1994, containing information on all case types specified in the Office of Court Administration. JEMS runs on the City's AS 400 IBM server and DB2 database platform and was developed by Personal Computer Software Systems (PCSS) and is currently owned by CSDC. The DACC uses the JEMS application but relies on a Dell Power Edge R510 server and MSSQL database platform to maintain functionality for DACC that the JEMS application cannot provide. The City's Communications and Technology Management Department operates an Enterprise Service Bus (ESB) to provide simplification of the interaction and communication between different software applications.

The Prosecutor's Office uses JEMS and a law office system which does not meet its needs for a case management system integrated with the Austin Municipal Court CMS.

The diagram in **Figure 1** below depicts the organizations involved in the justice process and their systems.



2.1.1 Court CMS Operational Approach

Through the new Court CMS (and web portal), the Municipal Court will maintain all files and records in electronic format as the official record of the Municipal Court. E-Citations (or document scanning) and e-filing via the web portal will be the primary means of entering electronic documents into the CMS. Staff should be able to view filed documents and prosecutors will e-file from their offices via the web portal in the courthouse. Operations will accommodate litigants who file paper documents in person by clerks scanning the paper and linking it to case or person records for access.

The vision is the Austin Municipal Court will further reduce paper currently submitted via email, printed and scanned.

Judges, managers, staff and citizens want to be able to access cases from anywhere, so the Court CMS must be browser-based, specifically not client/server which requires visiting a personal computer to make updates. The same applies to the web portal.

2.1.2 Court CMS/E-filing Operational Approach

The e-filing logic is defined in the web portal category of the functional requirements. The Court envisions electronic document management logic to be contained in the CMS Web Portal rather than a separate system or an interface.

2.1.3 Highly-Configurable Framework Approach to Court CMS

The Municipal Court and Prosecutor seek systems that will accommodate Austin Municipal Court's business requirements. As business requirements and business rules change, the stakeholders would like the agility to change configurations in the CMS without waiting for the Proposer to issue a new release and without waiting for new releases to reflect configuration settings. The more configurable a system is, the more likely it will be a finalist in the procurement process.

Use of highly-configurable systems assumes that there will be a significant effort in the beginning of the project to analyze and configure the operational requirements for the CMS. The detailed business capabilities in the requirements provide a foundation for Proposers working with users to identify processes and gather process information to configure automation of processes in the following ways:

- When, in a process, a task completed by one user is routed via workflow to another user who performs a step in the process;
- When, because of the mere passage of time or inaction by a party, the court must take some action (status flags incorporating the concepts of triggers and alerts);
- Tasks or activities that are automatically performed when an event, status or condition triggers a chained set of tasks; plus
- Business rules (either definitional rules or behavioral rules), derived from policy choices

and operational procedures of the Municipal Court and Clerk, local court rules, Supreme Court rules, and statutes, that govern or shape day-to-day justice activities.

3.0 REQUIREMENTS INFORMATION

The Functional and Technical requirements are presented in sections 4 and 5 and also in Appendices A, B, and C. ***NOTE:*** ***A hard copy original of the requirement responses must be submitted.***

3.1 Organization of Requirements

Requirements are grouped into three areas:

- **Functional Requirements**: These requirements describe product features and functionality requested by end users.
- **Technical Requirements**: Developed by the City's Communication and Technology Management staff, these requirements describe the technical specifications to support the Functional Requirements and the constraints for security and networking.
- **Project Implementation Requirements**: These requirements describe the project management resources, processes, documentation and training that ensure effective product implementation and accomplishment of project objectives.

3.2 Qualifiers for Functional and Technical Requirements

3.2.1 Category

"Category" distinguishes the requirement within each functional and technical group. "Category ID" organizes requirements by business process or technical similarity.

3.2.2 Requirement Description

The "Requirement Description" describes the requirement.

3.2.3 Required Response

The purpose of the "Required Response" is to guide Proposers in describing the item, product feature, or system customization that satisfies the requirements as stated in the "Requirement Description." The verbiage of the "Required Response" is intended to elicit responses that propose creative solutions.

4.0 FUNCTIONAL REQUIREMENTS

4.1 Responding To Functional Requirements

To ensure a proposed solution is thoroughly represented, Vendors should respond to each Functional requirement in Appendices A and B of the RFP. The City encourages and is open to innovative solutions when Vendors meet the mandatory requirements.

The City prefers a Cloud (hosted) solution, Software as a Service (SaaS) solution. The Vendor may provide a complete solution or collaborate with Cloud providers to propose the SaaS solution.

The City provides a fully functional IBM Integration Bus (IIB), enterprise service bus (ESB) instance in our demilitarized security zone to interface with internal city applications. Several interfaces are listed in this RFP and shall be addressed by the Vendor.

Each Functional requirement shall always indicate and explicitly state whether or not the Vendor's proposed Products/Services meet the Functional requirement and/or describes how the proposed Vendor's Products/Services shall accomplish each Functional requirement. Vendors shall indicate if the accomplished requirement will:

- Be met without configuration or customization; Yes or No.
- Be met through changes to tables and rules without modification to the source code; Yes or No.
- Will include custom code developed to perform specific functions or validations outside the standard code; Yes or No.
- Be met by a third-party software package and is included in this offer; Yes or No.
- Is available in the Vendor's Test Environment; Yes or No.
- Is Available in the Vendor's Beta Code; Yes or No.
- Will not be met by respondent.

5.0 TECHNICAL REQUIREMENTS

5.1 Responding to Technical Standards

The City has included the attached Technical Standards in **Appendix C**, used by our Enterprise Architects. If the proposed solution is unable to comply with any of these standards, please explain the alternative approach or solution.

5.2 Responding To Technical Reference Model

The City has included the attached Technical Reference Model (TRM) in **Appendix D**, to provide insight into our technical standards and operational IT environment. Please review the TRM and discuss alternative recommendations, if required.

6.0 LIST OF APPENDICES FOR THIS RFP

Appendices

Appendix A Municipal Court Functional Requirements Spreadsheet

Appendix B Prosecutor's Functional Requirements Spreadsheet

Appendix C Technical Standards Requirements Table

Appendix D Technical Models Table

Appendix E Use Case Diagrams

Appendix F Logical Data Model

CITY OF AUSTIN, TEXAS
INFORMATION TECHNOLOGY
Transforming your city with best-managed technology

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Technical Standards

06/10/2016

SaaS/PaaS - Solutions using Software as a Service (SaaS) or Platform as a Service (PaaS).
Internal - Solutions hosted within City of Austin infrastructure.

Mandatory - Essential requirement
Expected - Anticipated or presumed requirement
_____ - No preference

ID#	Topic	Description	Internal	SaaS/PaaS
1	Application Architecture	The application provides Web-enabled components to meet the Rehabilitation Act of 1973 Section 503, W3C and industry standards for graphics and design; speed; reliability; and security for dynamic content and user interaction.	Mandatory	Mandatory
2	Application Architecture	Ensure compatibility of software with the current version of the following: iOS, Windows and Android mobile devices - Chrome, Safari, IE and Firefox browsers (within 12 months); Windows and Apple operating systems - Office productivity (within 18 months); Oracle and MS SQL databases (within 24 months). Current version is defined as the manufacturer's latest production point version of the product.	Mandatory	Mandatory
3	Application Architecture	No requirement to deploy application code to client workstations (note: Java Runtime Environment (JRE) is an exception).	Mandatory	Mandatory
4	Application Architecture	The application provides the ability to automate the deployment of software and updates to user workstations including, but not limited to Web-based deployment tools to push/pull software to the desktop (note: applicable only to run-time environment, like Java). Unless the contractor provides an alternative solution, users do not require administrative privileges.	Mandatory	Mandatory
5	Application Architecture	The application provides built-in application and system configuration tables accessible by all modules.	Mandatory	Mandatory
6	Application Architecture	The application provides (if needed) ability to manage automatic job scheduling (i.e., batch jobs, billing) including, but not limited to, the interface with external job schedulers and automatic notification capabilities when a job abnormally terminates. The City currently support UNIX CRON, Tivoli work Scheduler, Oracle DBMS_JOBS, and MS SQL DTS.	Mandatory	_____
7	Application Architecture	The application provides forms-based data validation (field level validation) and displays error messages when validation fails (i.e., user enters text in a numeric field).	Mandatory	Mandatory
8	Application Architecture	The application provides copy, cut, paste, and undo functions from data fields and screens to other	Mandatory	Mandatory

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ID#	Topic	Description	Internal	SaaS/PaaS
		applications.		
9	Application Architecture	The application provides ability to perform mass changes to a defined group of transactions with appropriate selection criteria.	Mandatory	Mandatory
10	Application Architecture	The application provides ability to effective date transactions and table updates including, but not limited to future and retroactive changes, based on user-defined criteria.	Mandatory	Mandatory
11	Application Architecture	The application provides ability to drill down from a transaction view to the supporting source document or record, regardless of the module source.	Mandatory	Mandatory
12	Application Architecture	The system provides ability to restrict free form entry (e.g., require use of drop-down calendar for date field).	Mandatory	Mandatory
13	Application Architecture	The system meets Web Accessibility standards including, but not limited to, ability to support ADA and compliant with Section 508 of the Federal Rehabilitation Act (see http://www.access-board.gov/sec508/summary.htm). Web based applications must be compliant following the specifications of 508c of the Americans with Disabilities Act. If compliance is not possible, reasonable alternatives may be considered.	Mandatory	Mandatory
14	Application Architecture	The application provides ability to apply upgrades and patches without impact to existing user interface customizations (e.g., user-defined forms/fields, Web interface, etc.).	Expected	Expected
15	Application Architecture	The solution supports Distributed File System (DFS) shares for file access.	Expected	_____
16	Audit	The system provides user-defined audit features for all transactions in solution including, but not limited to, all historical changes, date, time, and user ID of the person making the change.	Expected	Expected
17	Audit	The system provides ability to prevent audit records from being deleted or altered, except as part of a system administration archival process.	Expected	Expected
18	Audit	The system provides ability for audit-tracking reports including, but not limited to user access and usage logs.	Expected	Expected
19	Audit	The system provides ability to archive and restore audit logs.	Expected	Expected
20	Business Continuity and Disaster Recovery	The system provides full recovery and system backup capabilities for all online and batch transactions according to City-specified timeframes.	Mandatory	Mandatory
21	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, integrity checking capability to identify the existence of program and/or system discrepancies and issue an alert to the appropriate systems operations team.	Mandatory	Mandatory

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ID#	Topic	Description	Internal	SaaS/PaaS
22	Business Continuity and Disaster Recovery	The system provides ability to alert specified users when key components are unavailable (e.g., DBMS, servers, interfaces, network transport, etc.).	Mandatory	Preferred
23	Business Continuity and Disaster Recovery	The system provides ability to restore transactions from the database transaction log.	Expected	_____
24	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, software crash tolerance (i.e., server and client software shall maintain its integrity in case of power failures and abrupt shutdowns); redundancy in the application server tier with automated cut-over; redundancy in the database server tier with automated cut-over; restart and recovery capability after system/server failure with no loss of data or software components; and roll-back.	Expected	Expected
25	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, file protection capability to limit the types of operations (e.g. read, write, delete, and data dictionary modification) that individual users on given data or program files can perform.	Expected	Expected
26	Business Continuity and Disaster Recovery	The system provides software redundancy including, but not limited to, incremental, differential, and full backups and restores of the database, core and customized software, software and database configuration options, user preferences and rights, etc. This includes the ability to recover specific data records and/or files from backup and/or near-line storage.	Expected	_____
27	Data Storage and Archiving	The solution supports future releases of the application without rendering the archived data unusable.	Mandatory	Mandatory
28	Data Storage and Archiving	The solution utilizes storage area network (SAN).	Mandatory	_____
29	Data Storage and Archiving	The system provides online access to the current year plus unlimited previous years of all types of data retained in the system, and provides archive capabilities thereafter.	Expected	Expected
30	Data Storage and Archiving	The system provides ability to archive data to external storage media and support partitions, based on user-defined including, but not limited to, number of years.	Expected	Preferred
31	Data Storage and Archiving	The system allows the City to accurately plan for storage and backup requirements, both for initial implementation and for future growth.	Expected	_____
32	Data Storage and Archiving	The contractor provides the City a complete copy of current and archived data hosted by an ASP provider in the event of contract termination within a month of notification in one of the required formats listed above. (ASP Hosted)	_____	Mandatory

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ID#	Topic	Description	Internal	SaaS/PaaS
33	Database Architecture	The application provides standardized data extraction Application Program Interface (API) to allow import and export of data to other systems.	Mandatory	Mandatory
34	Database Architecture	The application provides ability to encrypt sensitive data when required by federal or state compliance (e.g., PII, PCI, HIPAA, etc.).	Mandatory	Mandatory
35	Database Architecture	The application provides use of Structured Query Language (SQL) for database queries.	Mandatory	_____
36	Database Architecture	The solution uses the same data validation criteria for bulk data loads as it does for manual data entry.	Mandatory	Mandatory
37	Database Architecture	The application provides ability to exchange database information using industry accepted standards and formats including Extensible Markup Language (XML).	Expected	Expected
38	Database Architecture	The application provides ability to copy, archive and retrieve data to external storage media (e.g., tape, DVD, SAN) based on user-defined selection criteria.	Expected	_____
39	Database Architecture	The application provides ability to perform database maintenance including, but not limited to, backup and upgrades without requiring system downtime during core business hours.	Expected	Expected
40	Database Architecture	The solution includes a method of purging record data from the database(s) ensuring referential integrity with master/child records.	Expected	Expected
41	Database Architecture	The system provides ability to set up log event triggers to automatically notify the system administrator when user-defined database conditions are met. (Note: If hosted solution, provide access to configurable alerts.)	Expected	_____
42	Information Management	The system prevents the loss or unauthorized deletion of records before the expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a).	Mandatory	Mandatory
43	Information Management	The system prevents the unauthorized alteration of records before the expiration of their retention period. The system provides logs or audit trails that document edits and views of records. This is a requirement for records governed by HIPAA; and, depending on the type of record, there may be additional integrity requirements governed by Texas House Bill 300.	Mandatory	Mandatory
44	Information Management	The system provides systematic deletion of records upon expiration of their retention period as authorized by an approved records control schedule or with the written permission of the Texas State Library and Archives Commission. Texas Local Government Records Act §202.001(a) and §201.003(16), Austin City Code §2-11-11. Sufficient metadata must be present to identify records	Mandatory	Mandatory

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ID#	Topic	Description	Internal	SaaS/PaaS
		eligible for disposition based on defined triggering events and dates.		
45	Information Management	Upon expiration of the retention period, the system ensures destruction of all duplicate records to include convenience copies. Texas Rules of Evidence, Rule 1003. The system's back-up strategy ensures retention of backup records doesn't excessively exceed destruction of originals. System procedures must ensure retention rules apply to copies of production data used to develop, test, or train.	Mandatory	Mandatory
46	Information Management	The system ensures records are retrievable and available until the expiration of their approved retention period. Texas Local Government Records Act §205.008(b). Records stored on contractor, outsourced, cloud, or hosted platforms remain the property and responsibility of the City. When contacted by an authorized City employee or when the contract ends or is terminated, contractors must deliver records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost. Austin City Code §2-11-15.	Mandatory	Mandatory
47	Information Management	Until expiration of retention period, hardware and software must be available to access records and sufficient metadata must be present to facilitate timely retrieval of records. Contracts with hosted solution providers must specify the contractor's duties with respect to management of records as required by Austin City Code §2-11-15. The system ensures retention of specific records - even if their retention period has expired - if they are the subject of known or reasonably anticipated litigation, public information request, audit or other legal action. Texas Local Government Records Act §202.002, Austin City Code § 2-11-11. The system maintains a log of litigation and other holds allowing release of holds after resolution of litigation, audit, or public information requests.	Mandatory	Mandatory
48	Information Management	The system creates records/logs of destruction activity. Texas Local Government Records Act §203.046, Austin City Code §2-11-11. Destruction logs must (a) show a minimal set of metadata sufficient to uniquely identify the records purged; (b) show who approved and who executed the destruction, and the dates on which these events took place; (c) reflect compliance with an approved, written standard operating procedure; and (d) be retained permanently.	Mandatory	Mandatory
49	Infrastructure	The system uses industry standard virtualization infrastructure to support load balancing.	Mandatory	_____
50	Infrastructure	If the system is Simple Network Management Protocol (SNMP V.3) compliant, the contractor provides standard Management Information Base (MIB) files for all SNMP-enabled components.	Mandatory	_____

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ID#	Topic	Description	Internal	SaaS/PaaS
51	Infrastructure	The solution uses an accurate, NIST time source for traceable time stamp. If back-end components use date/time stamping, client-side components synchronize with back-end servers.	Mandatory	Mandatory
52	Infrastructure	If the solution includes electronic hardware such as servers or network devices, all network-enabled hardware supports auto-negotiation of network speeds and duplex settings, including 10 mbps, 100 mbps and Gigabit Ethernet, if applicable.	Expected	_____
53	Infrastructure	If applicable, all portable devices (laptops, hand-held units, etc.) provide display screens readable in conditions ranging from darkness to direct sunlight.	Expected	Expected
54	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) are resistant to heat, cold, moisture, dust and shock.	Expected	Expected
55	Infrastructure	If applicable, all supplied portable devices (laptops, hand-held units, etc.) are capable to receive program or firmware updates via network connections.	Expected	Expected
56	Infrastructure	System server components use standard Domain Name Services (DNS).	Expected	_____
57	Integration Architecture	The system provides the ability to set up appropriate approval, audit trail, and reconciliation procedures for all inbound and outbound interfaces.	Mandatory	Mandatory
58	Integration Architecture	If application requires integration with other City data, the application must integrate using an enterprise service bus.	Expected	Expected
59	Security and Authentication	If applicable, the system provides adequate protection of data covered by regulatory or other compliance requirements (e.g., U.S. Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), Payment Card Industry (PCI).	Mandatory	Mandatory
60	Security and Authentication	The system authenticates with multiple internal Microsoft Active Directories.	Mandatory	_____
61	Security and Authentication	The application provides encryption for data exchanged between the front-end user application and the back-end servers - federal or state compliance required (e.g., PII, PCI, HIPAA, etc.).	Mandatory	Mandatory
62	Security and Authentication	The system provides protection against unauthorized access to data by persons and other software programs.	Mandatory	Mandatory
63	Security and Authentication	The system masks (i.e., substituting characters with '*') passwords as they are entered into the system.	Mandatory	Mandatory
64	Security and Authentication	The system is PCI-compliant when handling credit card transactions.	Mandatory	Mandatory
65	Security and Authentication	The solution does not require operating system administrator privileges on the client workstation(s) to run or receive application updates or the vendor must provide	Mandatory	Mandatory

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ID#	Topic	Description	Internal	SaaS/PaaS
		another solution for updates.		
66	Security and Authentication	The solution provides a method to change the passwords for built-in system accounts (i.e. Administrator, Admin, Super, etc.)	Mandatory	Mandatory
67	Security and Authentication	When the contractor is connected to the City's Virtual Private Network (VPN) for solution support purposes, the contractor uses single tunneling, which means the contractor disconnects from their local network during the VPN session.	Mandatory	_____
68	Security and Authentication	Passwords must NOT be included in automated sign-on procedures, stored unencrypted in cache, or transmitted as clear text over the network.	Mandatory	Mandatory
69	Security and Authentication	The application allows the Application Administrator to restrict generic logins.	Mandatory	Mandatory
70	Security and Authentication	When applicable, the system provides 128-bit SSL or higher or TLS, between the client browser and application modules.	Expected	Expected
71	Security and Authentication	The system allows an approved administrator to inactivate user access.	Expected	Expected
72	Security and Authentication	The system provides ability to manage user permissions centrally for all modules of the applications.	Expected	Expected
73	Security and Authentication	The system provides ability to use tokens and/or passwords for user logons.	Expected	Expected
74	Security and Authentication	The system provides users the ability to change password, users to change their password on set period and password expiration.	Expected	Expected
75	Security and Authentication	The system provides ability to configure passwords including, but not limited to the following: minimum password length of at least eight characters; case sensitive, contain numbers, alphanumeric characters, and special characters; and complex passwords based on user-defined criteria.	Expected	Expected
76	Security and Authentication	The system provides ability to record the date and time of changed password.	Expected	Expected
77	Security and Authentication	The system provides ability to deny user access after a definable number of unsuccessful attempts to logon.	Expected	Expected
78	Security and Authentication	The system provides ability to log, based on user-defined criteria, each authorized and/or unauthorized access attempt. Log information includes, but is not limited to, user identification, IP address, date, time, transaction type, and type of access (e.g., read, modify).	Expected	Expected
79	Security and Authentication	The system provides ability to assign application access rights for the entire suite of applications at a single point of entry.	Expected	Expected
80	Security and	The system provides ability to control access to all	Expected	Expected

Chief Information Office
Enterprise Architecture

1124 South IH-35, Suite 300
Austin, Texas 78704-2614

ID#	Topic	Description	Internal	SaaS/PaaS
	Authentication	activities (e.g., online transactions, batch processing, report writer, query, system utilities) including, but not limited to the following levels: system, database, module, field, inquiry, approval, report, transaction, table, individual, group, organization (e.g., department, division), user role, user site, time period, and position across all functional areas.		
81	Security and Authentication	The system provides ability to create and maintain security profiles to control access including, but not limited to the following: employee level, module, field, transaction type, employee group, standard report, and ad hoc report.	Expected	Expected
82	Security and Authentication	The system provides ability to automatically log users off the system when there has been no activity for a definable (pre-defined) period.	Expected	Expected
83	Security and Authentication	The system provides ability to generate summary and detail reports including, but not limited to user access, usage logs, audit logs, failed and/or unauthorized access attempts based on user defined parameters (e.g., audit requirements). The system provides ability to alert the application administrator when any of these events exceed a specific, definable threshold.	Expected	Expected
84	Security and Authentication	The system provides ability to utilize session encryption methods necessary to ensure the secure electronic transfer of sensitive information.	Expected	Expected
85	Security and Authentication	If the system requires bulk data loads via the Internet, the system uses a secure network transport method.	Expected	Expected
86	Security and Authentication	New user permissions default to least privileges security permissions.	Expected	Expected
87	Security and Authentication	The application provides a transaction log related to changes made to security (roles, groups, and permissions).	Expected	Expected
88	Security and Authentication	To help enforce City's security policies, the solution allows the application administrator to disconnect a particular user and to lock out a user during an active session.	Expected	Expected
89	Security and Authentication	The system provides ability to restrict remote access to the application by client IP address or network address range.	_____	Expected
90	Security and Authentication	The system uses Microsoft Active Directory Federated Services (ADFS) [current version minus 1] for federated identity management.	_____	Mandatory
91	Security and Authentication	The system ensures the City's data is not made available to any other parties not specifically authorized to view or access the data. (ASP Hosted)	_____	Mandatory
92	Security and Authentication	For systems with sensitive data (personally identifiable information (PII), city confidential data, or data covered by a federal security standard), the contractor conducts an annual security assessment of all tiers of its hosting facility,	_____	Mandatory

Chief Information Office
Enterprise Architecture

1124 South IH-35, Suite 300
Austin, Texas 78704-2614

ID#	Topic	Description	Internal	SaaS/PaaS
		including application servers and network devices. Provide summary copies of the security audit reports to the City of Austin annually. We prefer an annual 3rd party security assessment, which we may require depending on the data being hosted.		
93	System Flexibility	The system provides the ability to define business rules based on user-defined criteria (e.g., organizational level, account code, bargaining unit, location, program, grant, etc.).	Mandatory	Expected
94	System Flexibility	The system solution is compatible with Citrix for client server configurations.	Expected	Expected

Technical Reference Model
Communications and Technology Management

09/24/2015

Area	Category	Standard
Application Technology		
Development Tools	Analysis, Design and Modeling	Unified Modeling Language (UML)
	Requirements Management	Rational Software Architect (RSA)
	Software Change and Configuration Management Tools	GIThub
	Web Authoring Tools	Drupal (outward)
	Application Development Tools	Visual Studio
		PL/SQL Developer
		Notepad++
		Java
		Cold Fusion
Software Engines	Search Engines	Solr
	Geographic Information System (GIS) Engines	ESRI Current minus 2 versions (10.1-10.3)
		ArcGIS for Desktop current minus 2 versions (10.1-10.3)
		ArcGIS for Server current minus 2 versions (10.1-10.3)
		ArcGIS Online current minus 2 versions (10.1-10.3)
		Smallworld Electronic Office (AE only)
		ArcSDE current minus 2 versions (10.1-10.3)
		FME current minus 2 versions (10.1-10.3)
	Business Rules Engines	BPM
		BPMN
	Business Process Management Engines	Websplore
Application and Web Server Software	Application Server Software	ArcGIS Server (includes server extensions) current minus 2 versions (10.1-10.3)
		FME Server current minus 2 versions (10.1-10.3)
	Web Server Software	Apache current minus 2 versions
		Internet Information Services (IIS) current minus 1 version
		IBM WebSphere
Integration Software	Enterprise Service Bus (ESB)	IBM Integration Bus (IIB)

Area	Category	Standard
Application Testing Software	Debugging Test Tools	PL/SQL Developer
		Fiddler
		Firebug (Firefox plugin)
		IE Developer Tools
	Function Testing Tools	PL/SQL Developer
	Load and Performance Testing Tools	PL/SQL Developer
		Visual Studio
		Jmeter
	System Testing Tools	Visual Studio
		PL/SQL Developer
	Unit Testing Tools	Visual Studio
		PL/SQL Developer
Information Management Technologies		
Business Intelligence and Data Warehouse Platforms	Business Intelligence Platforms	MicroStrategy
	Web Reporting Tools	Google Analytics
		DBNetGrid
		CADReports
		Microcall
	Dashboard/Scorecard Tools	MicroStrategy
	Data Mining Tools	Oracle Discoverer
		PL/SQL Developer
	Data Warehouses	Oracle
		SQL Server
	Geospatial Tools	ArcGIS Desktop current minus 2 versions (10.1-10.3)
	Data Analytics (Statistical Analytics, Prediction, and Modeling)	ERWin
		Visio
	Unstructured Data/Natural Language Processing	EDIMS
		OS File
		CIFS
Data Management	Database Connectivity	PL/SQL Developer
		Oracle SQL Developer
		Oracle SQL *Net
	Object Oriented DBMS	Oracle
	Relational DBMS	Oracle
		SQL Server
		Oracle
		SQL Server
	Database Related Management Tools	IDERA
		PL/SQL Developer
Data Integration	Database Replication and Clustering	PL/SQL Developer
		FME
		Oracle Real Applications Cluster (RAC)
		SQL Server Cluster
	Data at Rest	EMC
		NetApp Storage
		Tintri
		Nimble
		Pure

Area	Category	Standard
	Data Synchronization	GeoWorx Sync
		DFS
	Extract, Transform, Load (ETL)	FME Server
		FME Desktop
		Informatica
	Data in Motion (Common Message Terminology and Semantics)	SQL *Net
		TCP/IP
		BigIP
Collaboration and Electronic Workplace		
Collaboration Software	Content Management	Sharepoint
		GIThub
		Drupal CMS
	Electronic Messaging	Microsoft Exchange
	Unified Messaging	Lync/Skype
	Email and Calendaring	Microsoft Outlook
	Real Time and Team Collaboration	Sharepoint
		GoToMyPC
		Cisco VPN
		NetMotion
		Citrix
		Adobe Connect
		Vidyo
		Cleo
		Lync/Skype
	Shared Whiteboard	SmartBoard
		BMC Service Desk Express
	Process and Schedule Synchronization	Tivoli
		Airwatch
	Computer Based Training (CBT)	Adobe Connect
Productivity Software	Accounting and Finance	Advantage
	Desktop Publishing	Microsoft Publisher
	File Manager and Viewer	EDIMS (Opentext)
		Adobe Acrobat
	Enterprise Faxing	Captaris Rightfax
	Graphics Design Software	Adobe Creative Suite
	Multimedia Software	Adobe Creative Suite
	Standard Office Suite	Microsoft Office 2013
	Miscellaneous Productivity Tools and Utilities	Windows Snipping Tool
	Web Browsers	Internet Explorer current minus 1 (IE 11 and 10)
		Firefox current minus 1
		Chrome current minus 1
	Case Management	AMANDA
		BMC Magic Service Desk Express
		FDM
		Versadex
		LIMS

Area	Category	Standard
	Surveys	Survey Monkey
		Survey Builder
		Sharepoint
System Management		
System Management Tools	Alert Management	Orion Solarwinds
		Puppet
		Microsoft SCCM
		Idera
		Trend IWSVA
		Netbotz
		ISX Environmental Monitoring
		Avaya ASA
		Avaya Session Manager
		ADV NMS
	Application Management	Tivoli
	Asset Management and Work Order	Maximo
		BMC Magic Service Desk Express
		Mobile Workforce Manager
	Data Center Automation Software	Appsense
		Idera
		Microsoft SCCM
		EMC Networker
		APC Structureware
		Active Directory
	Disaster Recovery	NetApp VSC
	Monitoring	Orion Solarwinds
	Remote Desktop Management	Dameware
		MS RDP
	System Change and Configuration Management	Puppet
		Microsoft SCCM
Network Infrastructure	Switching and Routing	Cisco
		Brocade
		ADVA
	Load Balancing and Failover	F5 Big IP
	Network Name and Address	Windows DHCP
		Windows DNS
		IP - IPv6 (not used yet)
		Ipsec
		WINS
		BIND DNS
Network and Telecommunications		
Transport	Local/Campus Area Network (LAN/CAN)	Cisco
		Brocade
	Wide Area Network (WAN)	City Owned Fiber
		AT&T Connections
		Avaya Equipment
		Nortel Equipment
		TimeWarner Cable
	Cabling	BICSI
Wireless and Mobile	Cellular Networks	AT&T (Public Safety)

Area	Category	Standard
Networks		Verizon (Public Safety)
		AT&T (AVL- Public Safety)
		Verizon (AVL)
		Sprint (AVL)
	Secure WiFi	Cisco WAP
	Public WiFi	Cisco WAP
		Meraki WAP
	Radio	P25
		Motorola
	Pagers	USA Mobility
	Aircards	Sprint
		Verizon
		AT&T
End User Computer Devices	Personal Computers (PCs)	Dell Workstations/Laptops
	Mobile Hardware	iPad current minus 1
		iPhone current minus 1
		Android current minus 1
	Hardened Laptops	Panasonic
		Dell
Platforms and Storage		
Operating Systems	Desktop/Laptop	Win 7 current minus 1
		Win 8 current minus 1
	Mainframe	AIX current minus 2
	Mobile Device	Android current minus 1
		iOS current minus 1
	Server	Windows Server current minus 1
		AIX current minus 2
		Linux (Redhat) current minus 1
Cloud Services/Virtualization	Cloud Technologies	ArcGIS Online current minus 2
	Virtualization Software	VMWare
		Citrix Xen Server
		VirtualBox
Storage	Long Term Back-up	EMC Networker
		NetApp
		Avamar
	Operational Recovery	EMC Networker
		NetApp
		Avamar
	Production	EMC Networker
		NetApp
		Avamar
System Management Tools	Network Performance Optimization	Microsoft SCCM
		Trend Antivirus
		Puppet
		GitHub
		PKI
		GPO
		IBM HMC
		Trend IWSVA
	Logging	Splunk

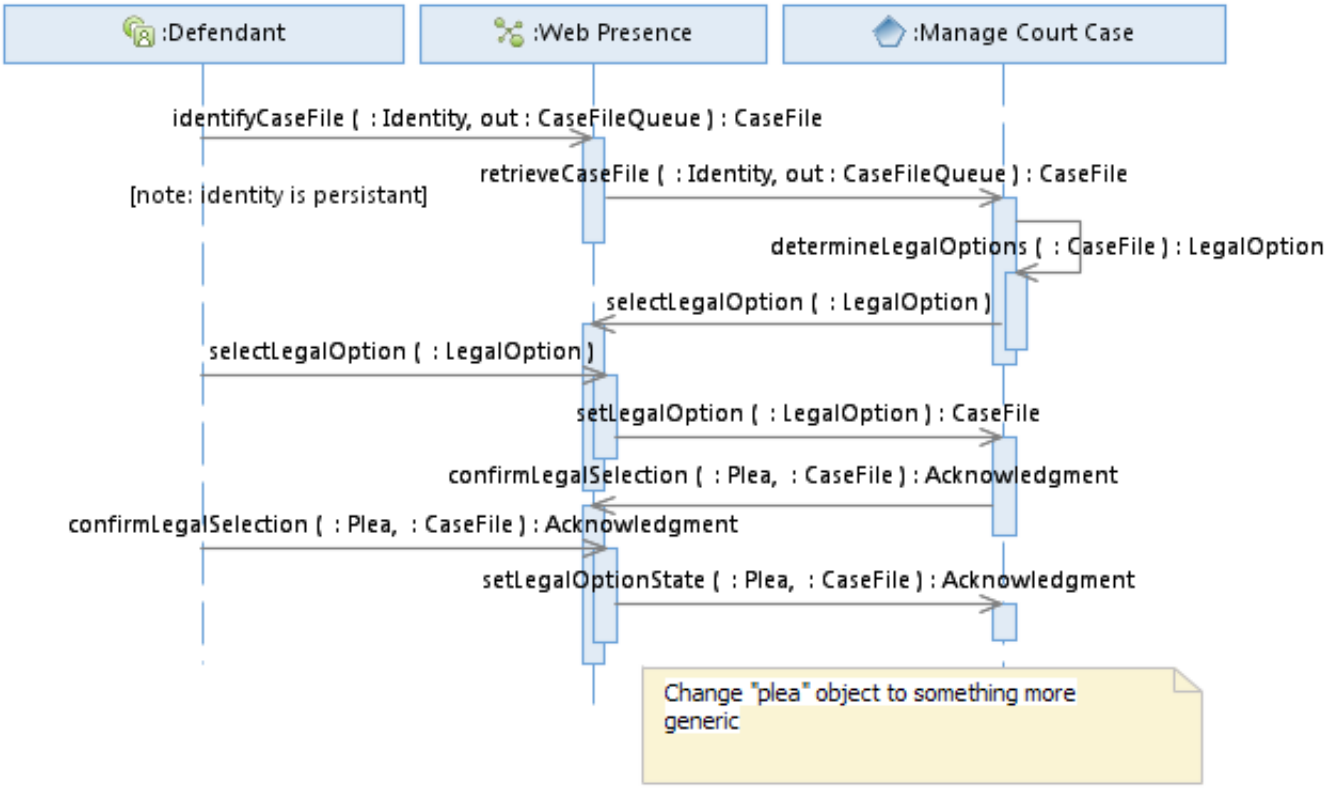
Area	Category	Standard
	Patch Management	WSUS
		Microsoft SCCM
Enterprise Architecture		
Employment	Application	Rational Software Architect (RSA)
		MS Picture Manager
		HTML-Kit
		SnagIt
		FTP
		Subversion
	Framework	Eclipse
		Unified Modeling Language (UML)
		IBM UPIA

APPENDIX E : Use Case Diagrams

1 Sequence Diagrams

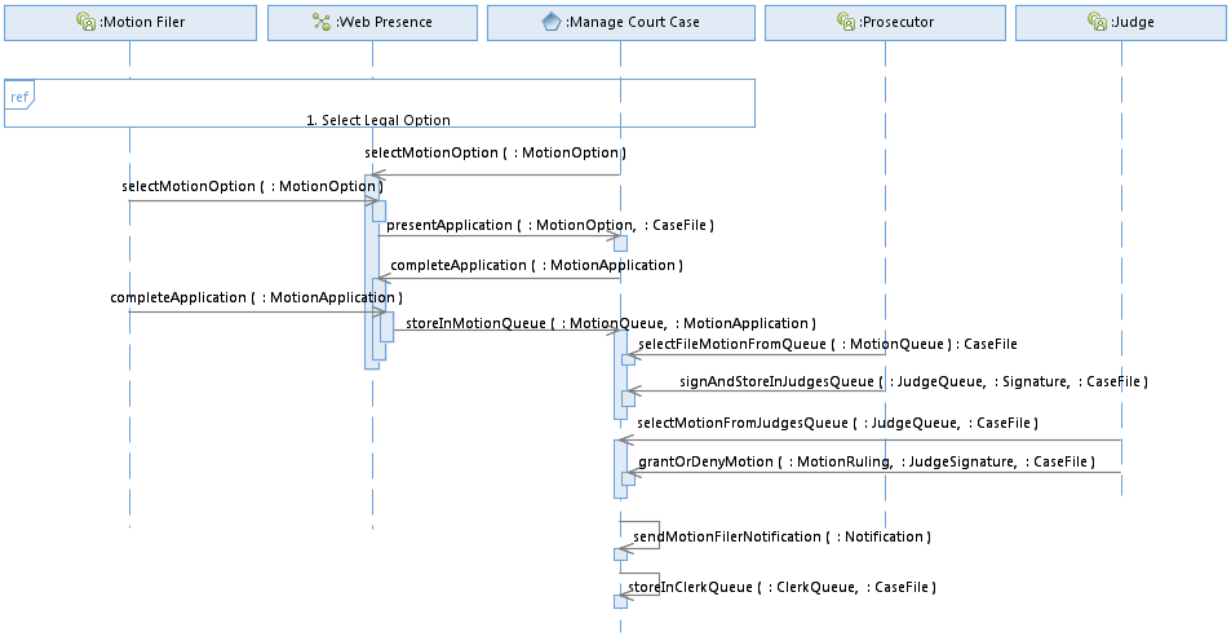
Legal Options Functional - Establish Case File Legal Option

Select Legal Option



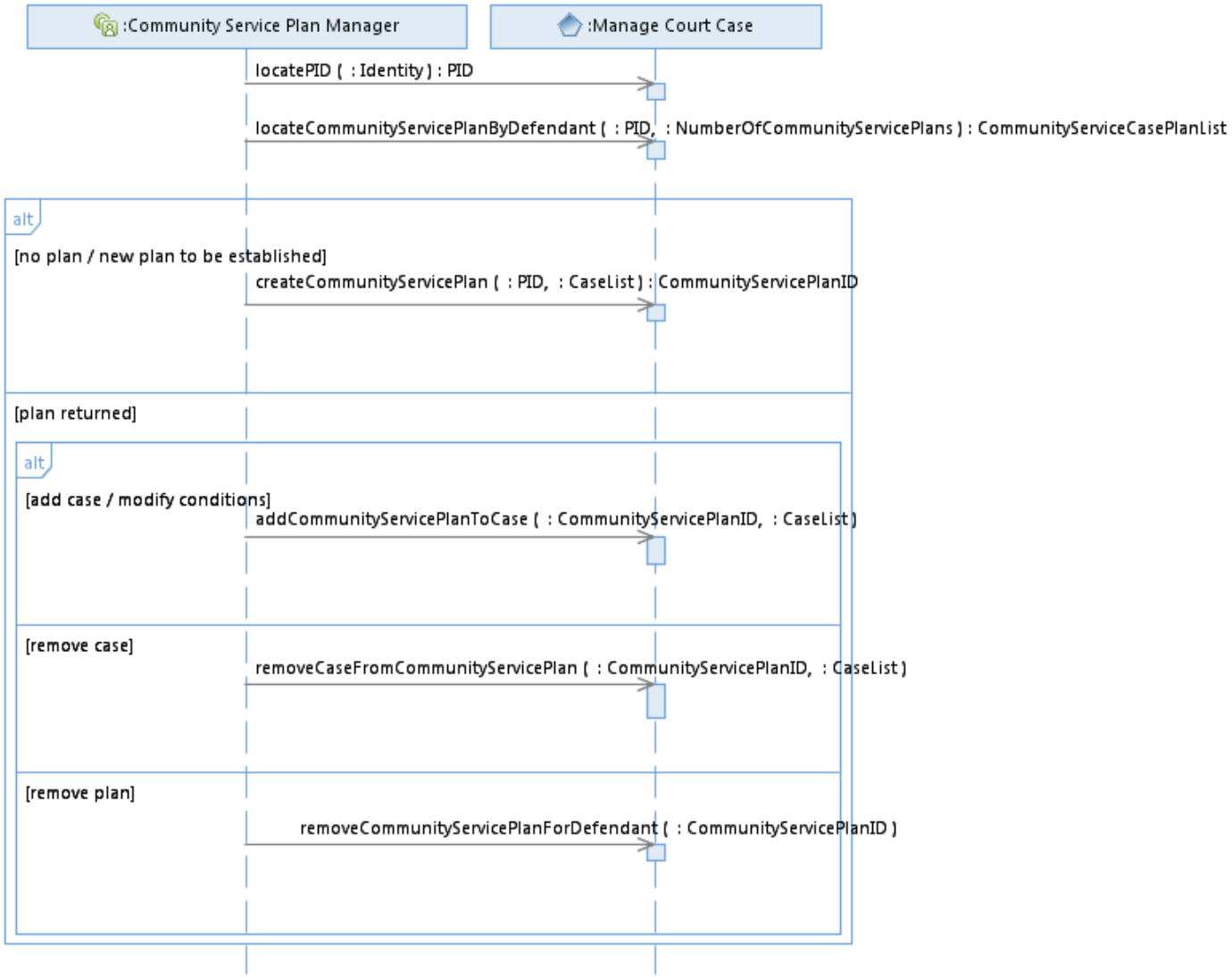
Legal Options Functional - Web Presence

File For Motion



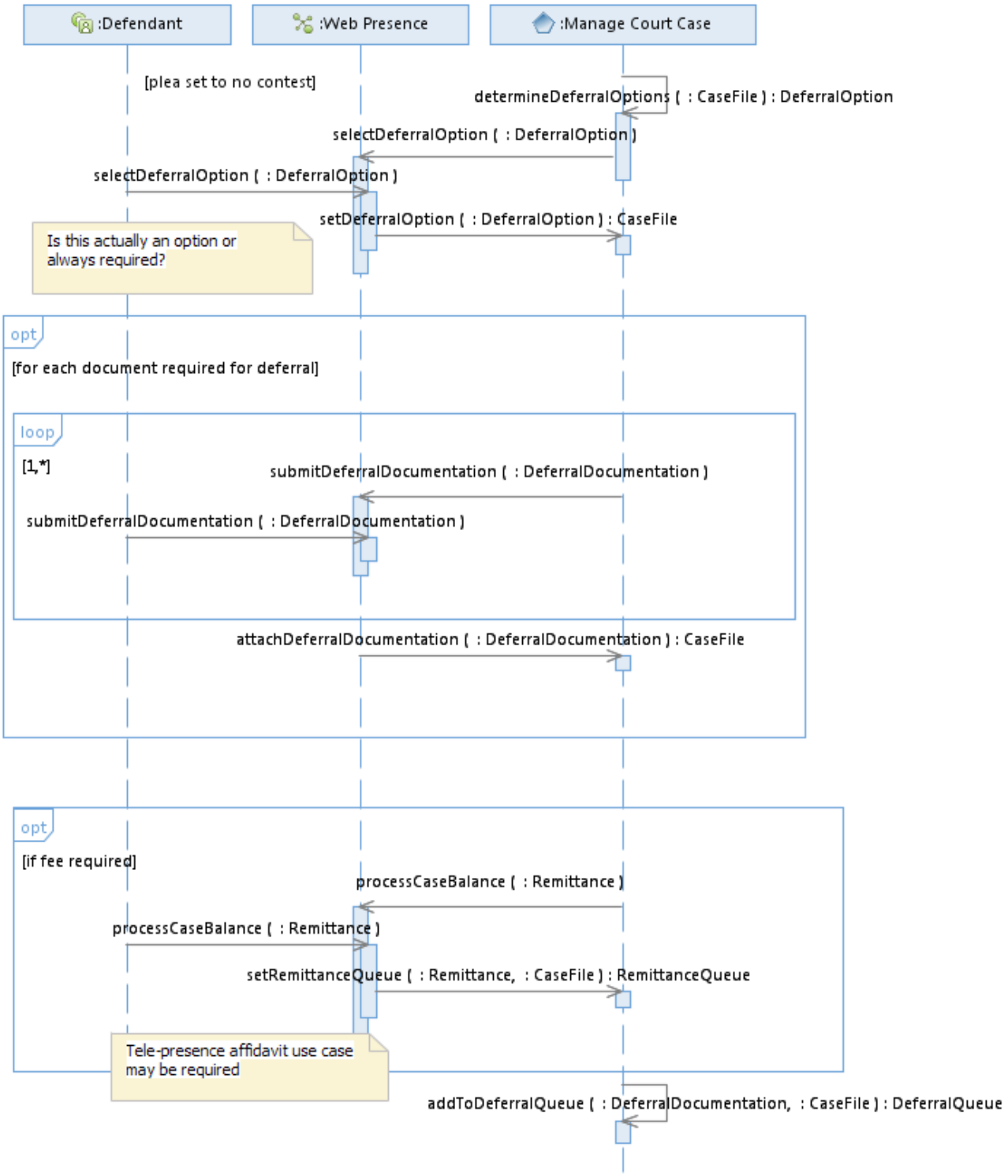
Community Service Functional

Manage Community Service Plan



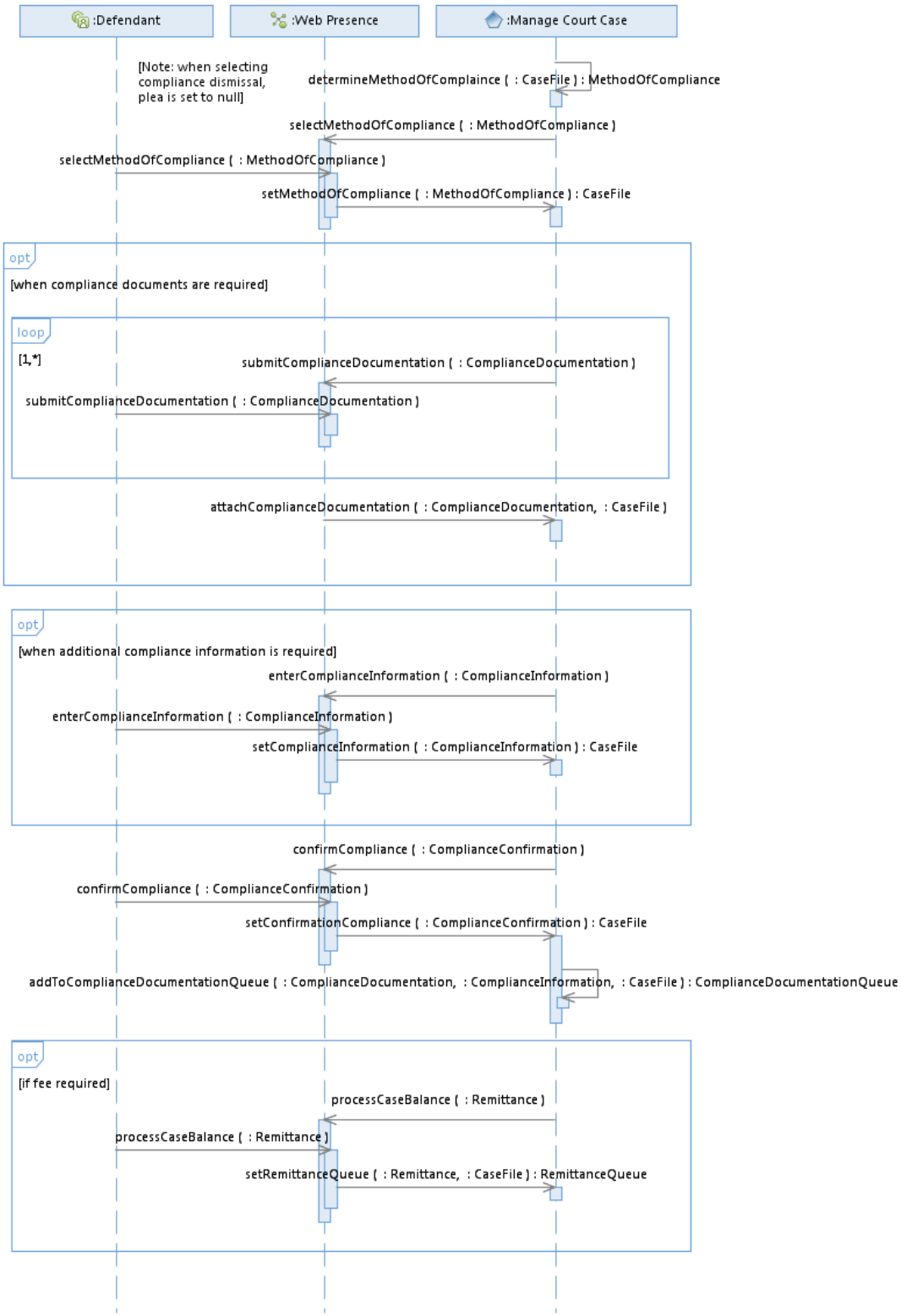
Legal Options Functional - Establish Case File Legal Option

Establish Deferral Request



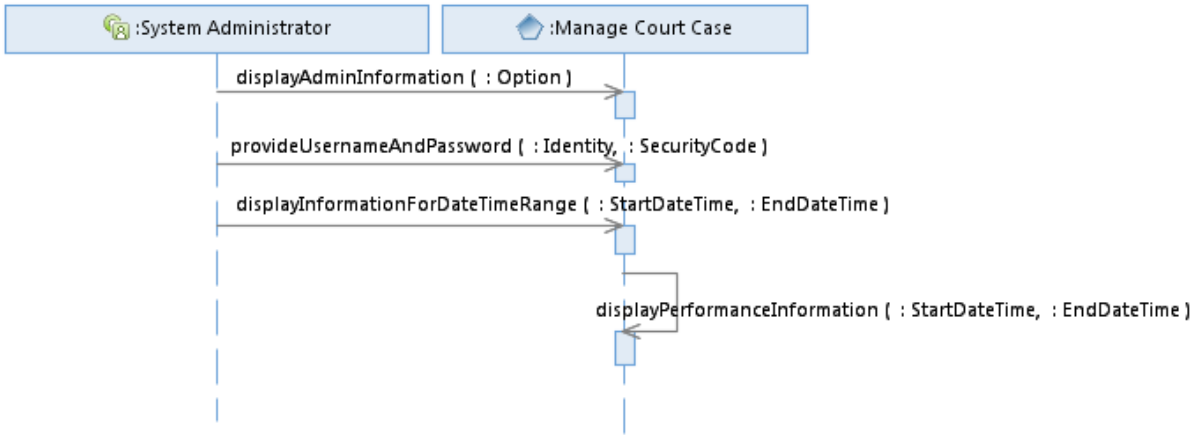
Legal Options Functional - Establish Case File Legal Option

Establish Compliance Dismissal



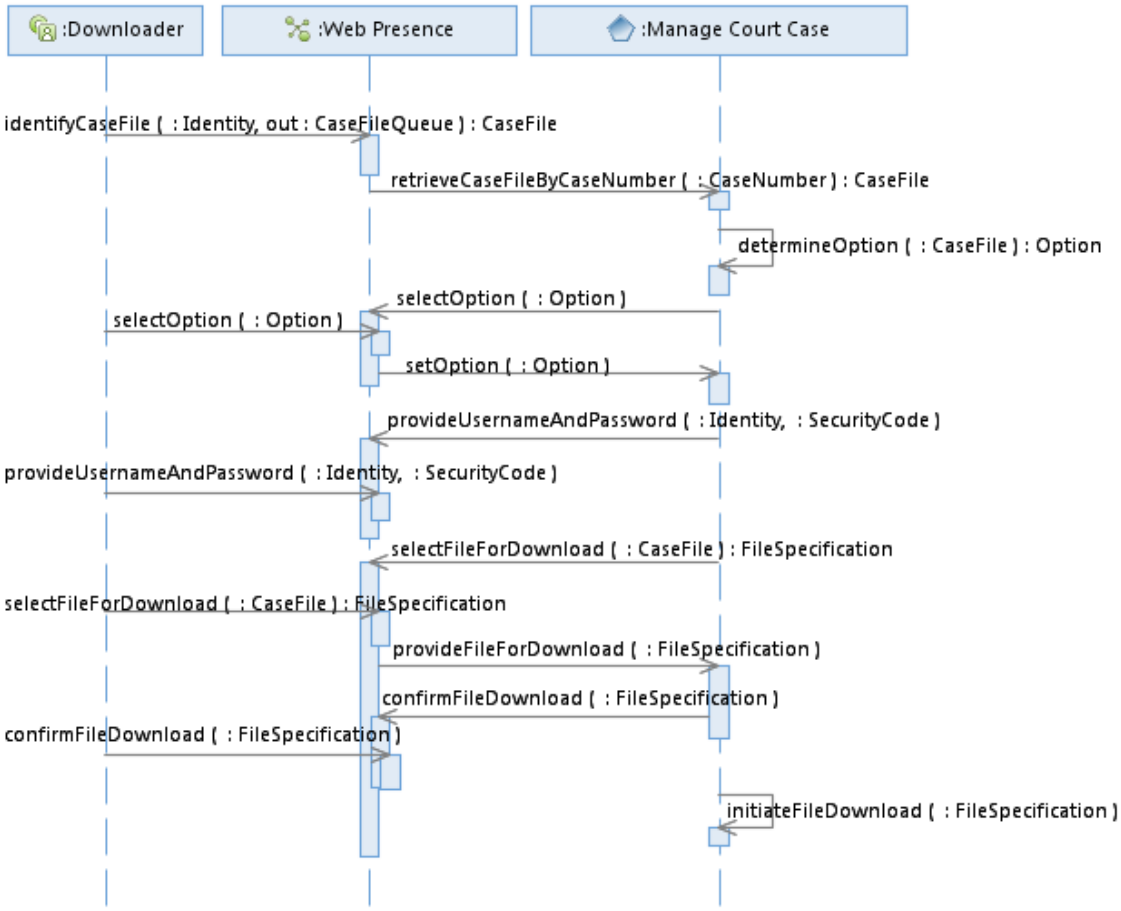
System Performance Interface – Interoperability

Monitor Performance Use



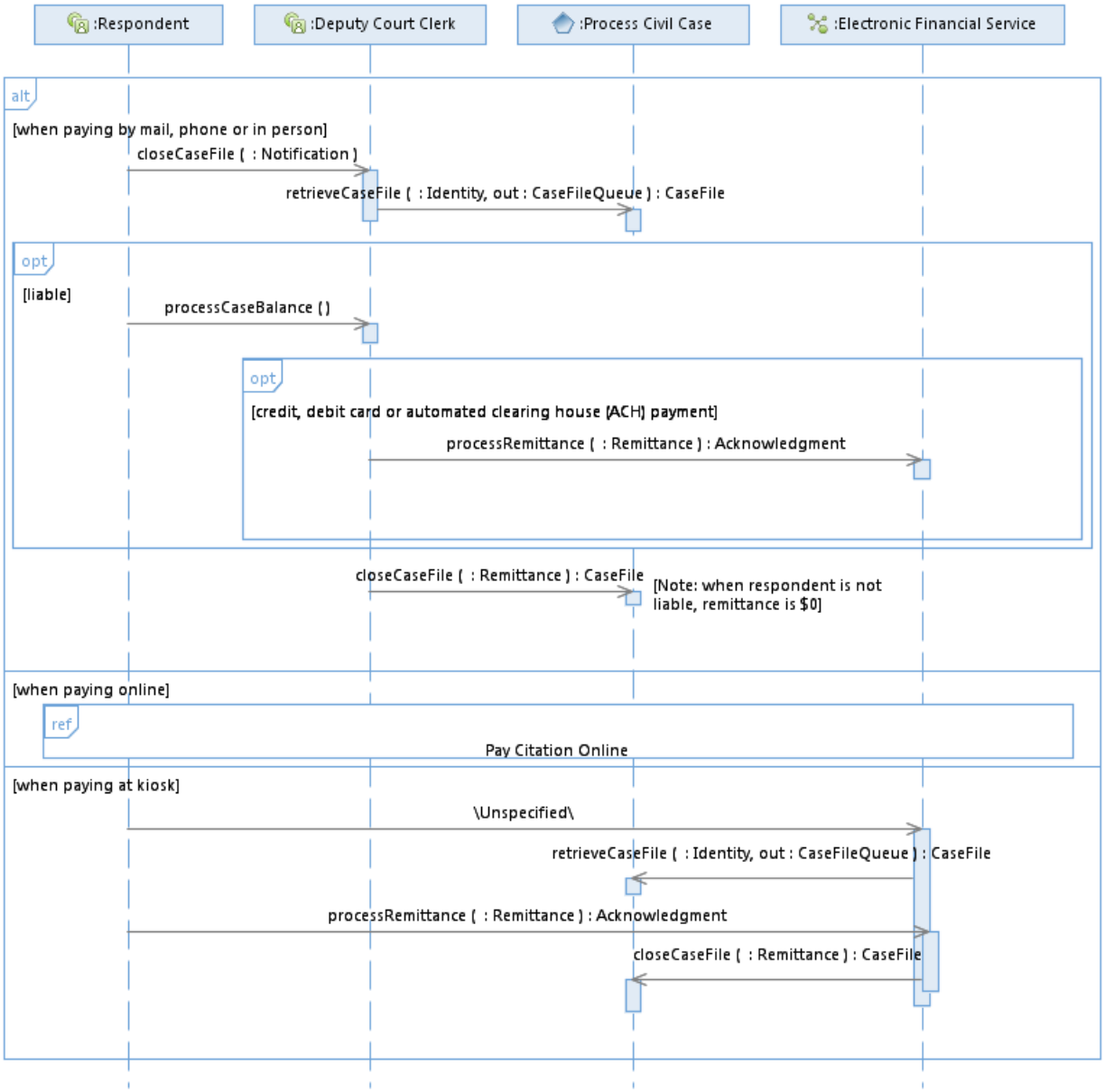
Electronic Filings Interface – Interoperability

Download Case Attachment



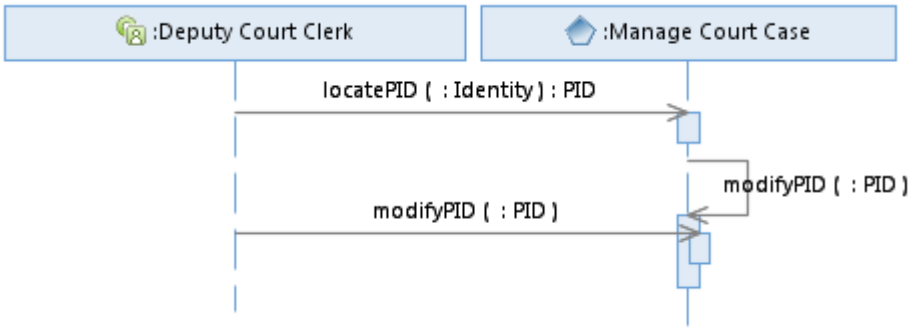
Payment Interface Functional - Process Civil Parking Case

Close Case File



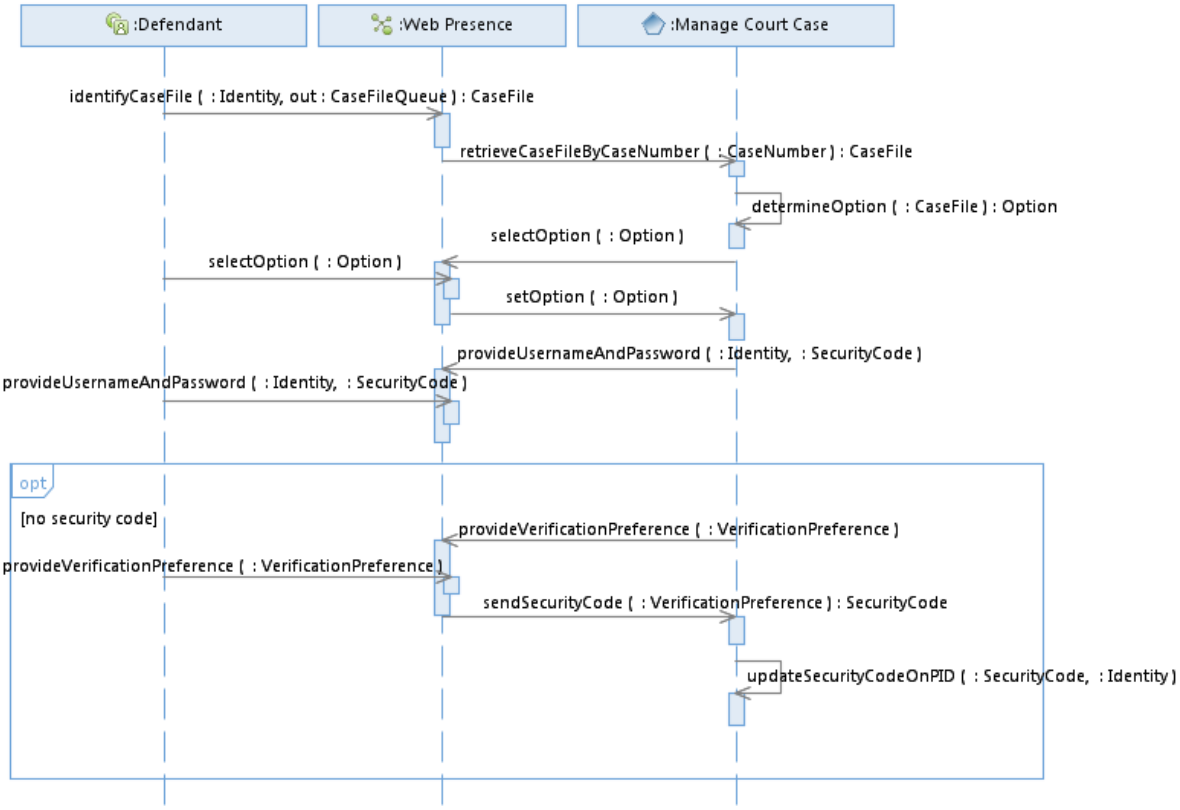
PID Functional

Modify PID



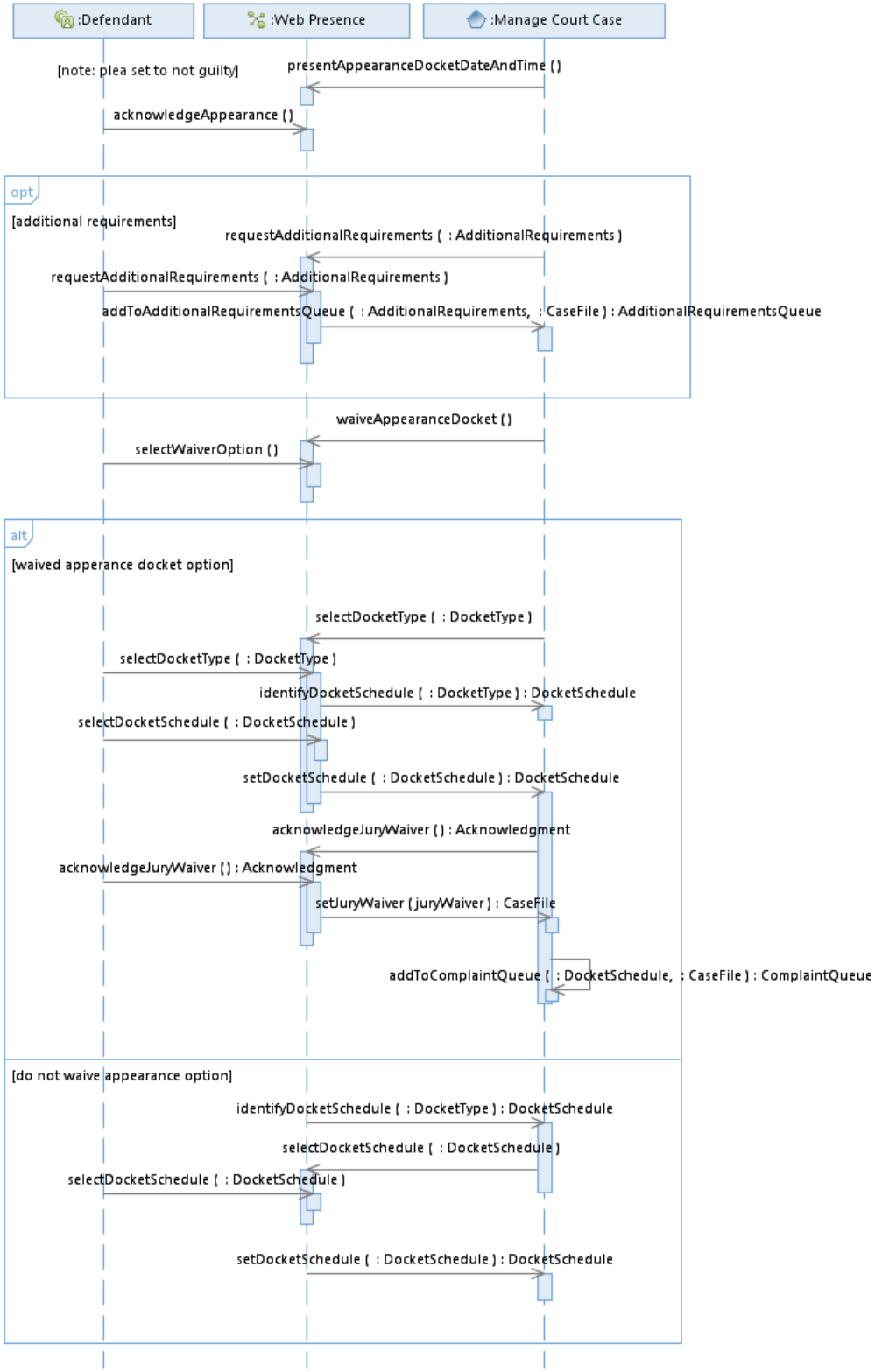
Online User Accounts Functional

Create User Account



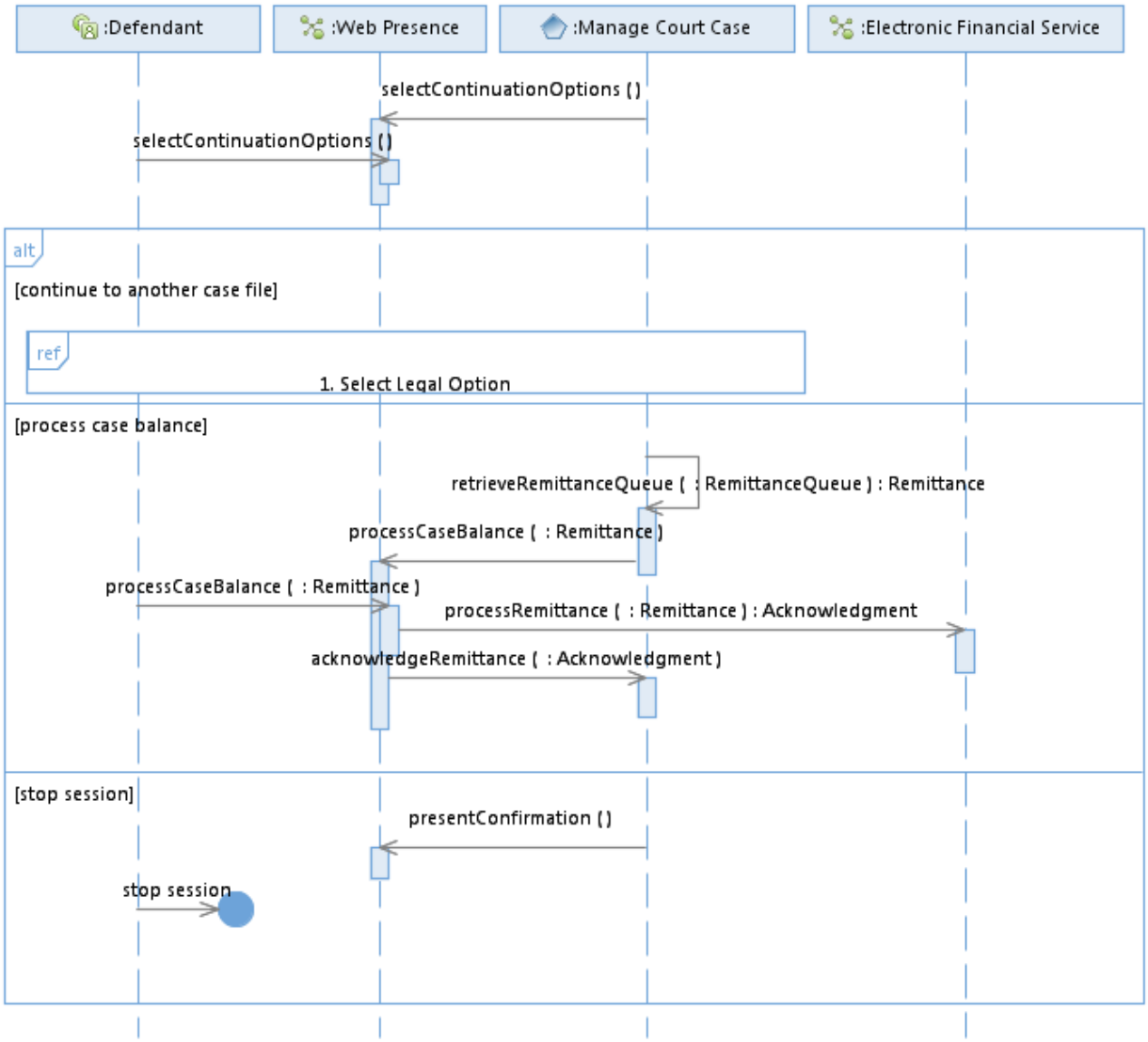
Legal Options Functional - Establish Case File Legal Option

Establish Not Guilty Plea



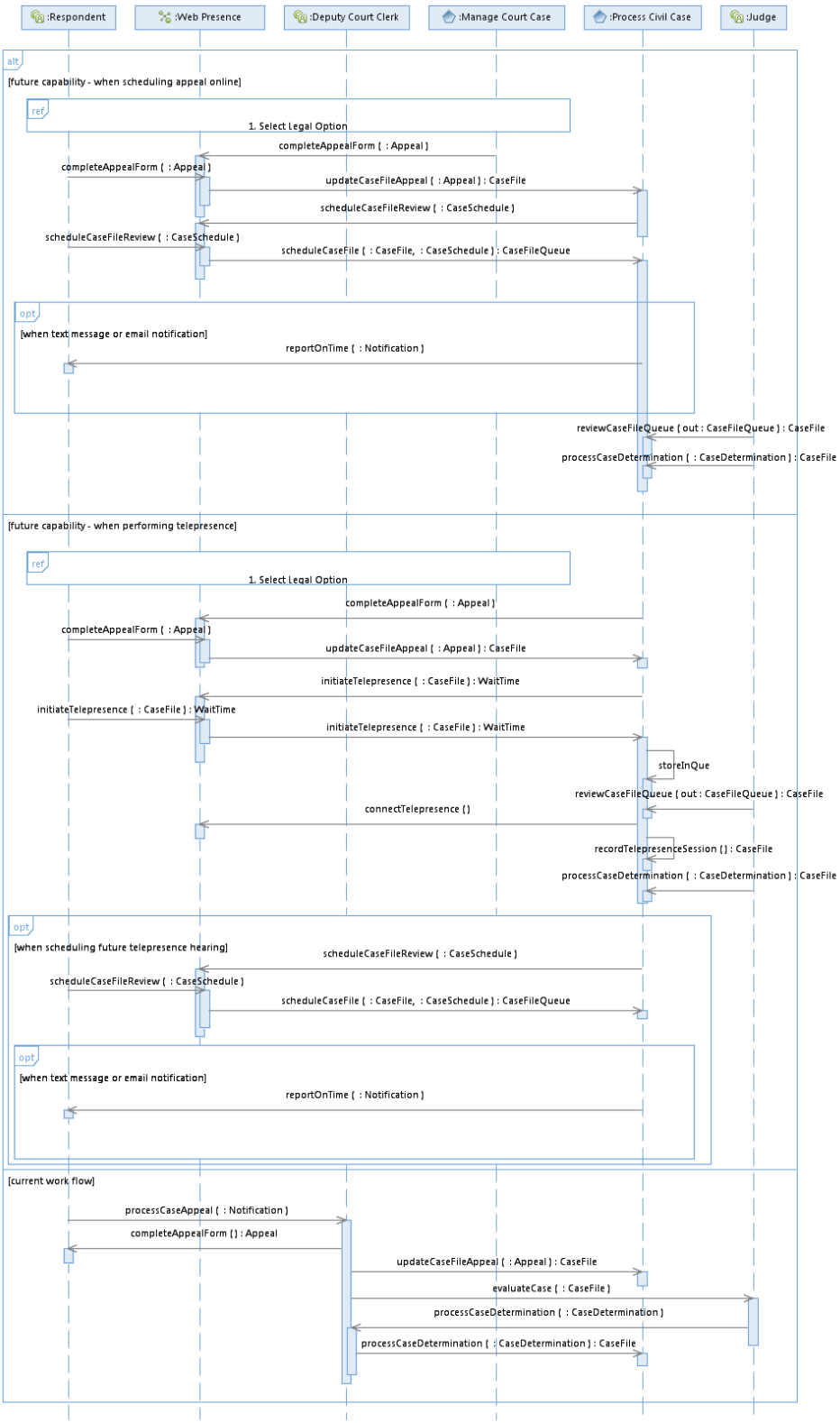
Legal Options Functional - Establish Case File Legal Option

Complete Case File Activity



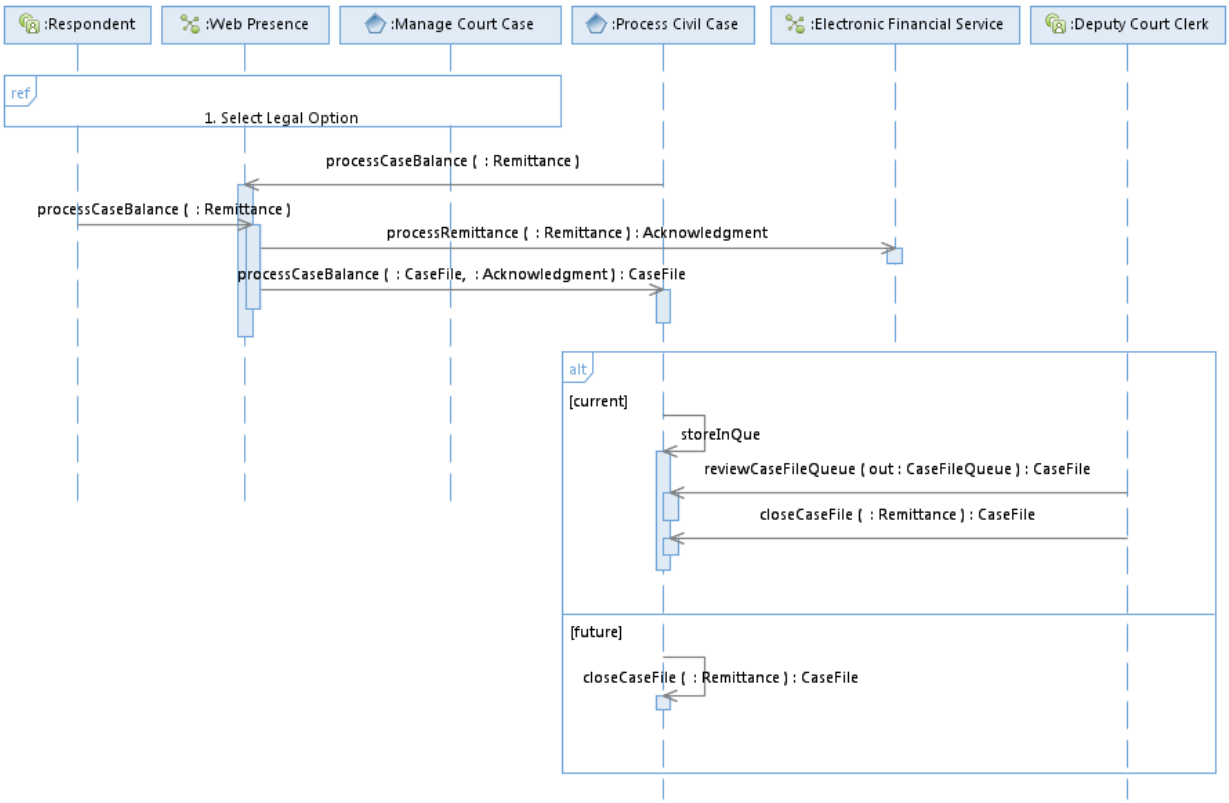
Audio/Visual Functional - Process Civil Parking Case

Make Case Appeal Determination



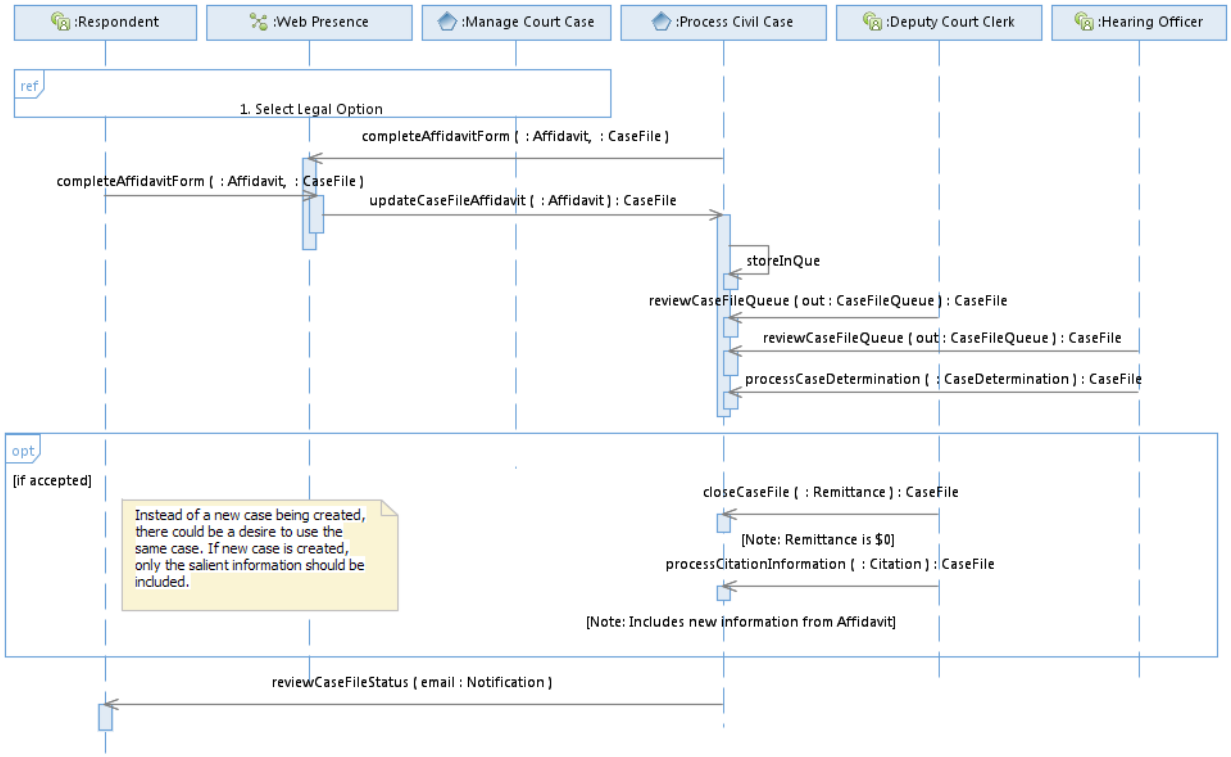
Payment Interface Functional - Process Civil Parking Case

Pay Citation Online

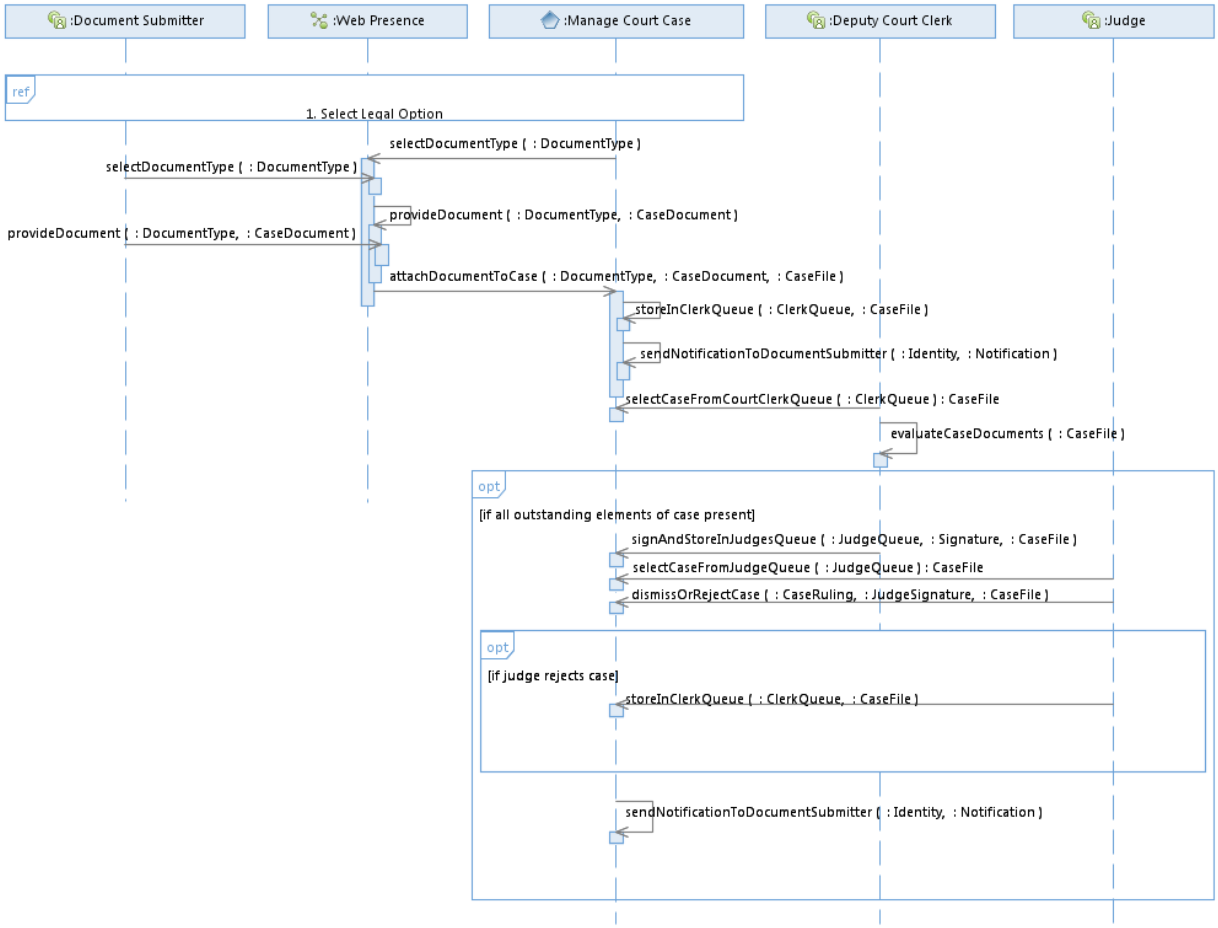


Legal Options Functional - Process Civil Parking Case

Process Affidavit

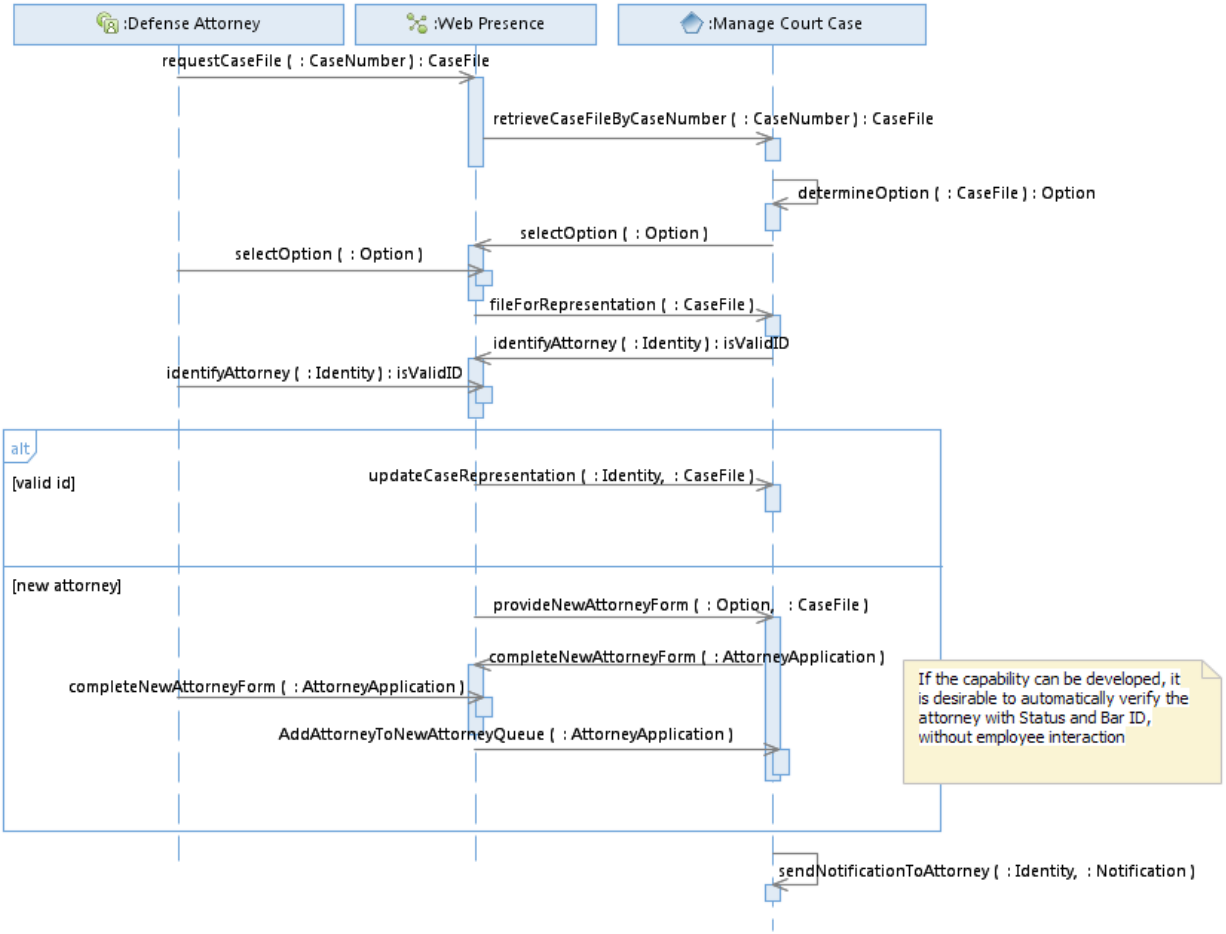


Accept Case File Document



Legal Options Functional

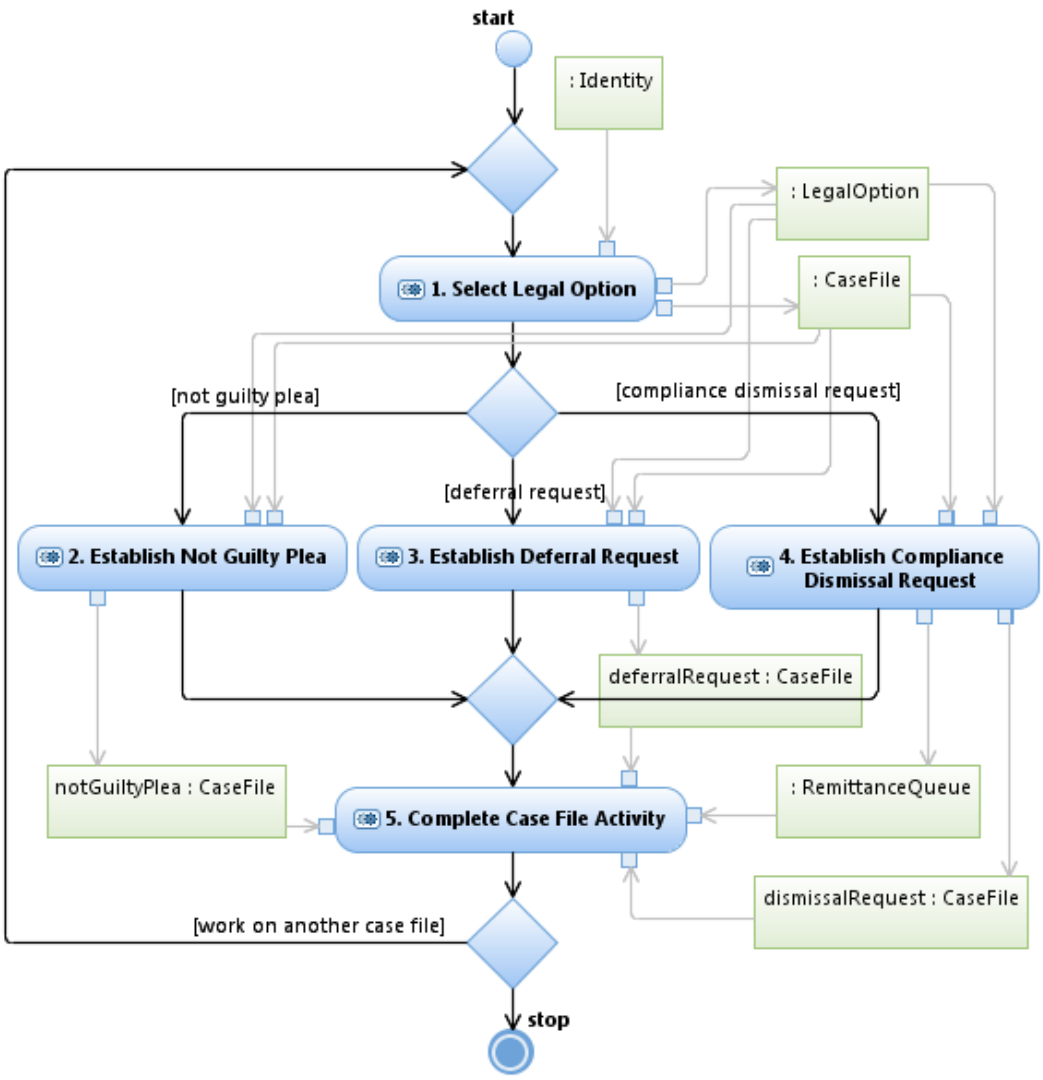
File for Representation

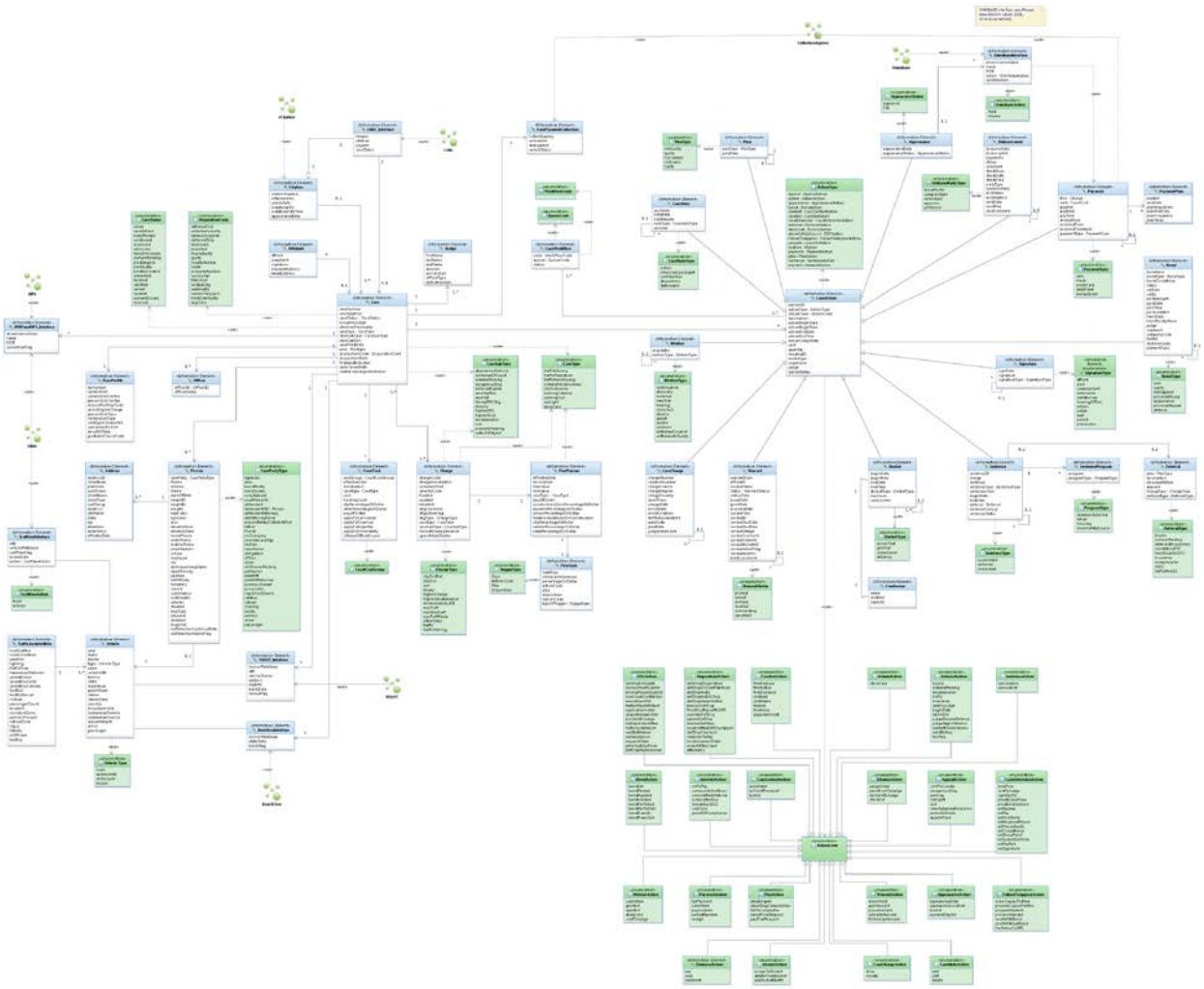


2 Activity Diagram: Establish Case File Legal Option

Includes sequence diagrams for:

- Select Legal Option
- Establish Not Guilty Plea
- Establish Deferral Request
- Establish Compliance Dismissal Request
- Complete Case File Activity





CITY OF AUSTIN
PURCHASING OFFICE
PROPOSAL PREPARATION INSTRUCTIONS AND EVALUATION FACTORS
SOLICITATION NUMBER: RFP JTH0306

1. PROPOSAL FORMAT

All proposals should be submitted in the following format.

The original must be submitted on 8.5 x 11 paper, bound or in a 3-ring binder. The original proposal must be clearly labeled as "original." The original must include the original signature of the person authorized to sign on behalf of the Proposer. **Bound proposal packet shall be printed on both sides of paper (duplexes) utilizing a minimum 30 percent recycled content paper and have consecutively numbered pages.**

Tab 1 - Table of Contents

The Table of Contents shall include the following:

- Index of the proposal contents
- Index of tables and figures
- Index of attachments

Tab 2 - City of Austin Purchasing Documents:

Complete and submit the following documents:

1. Offer and Award Sheet
2. Section 0601-Price Sheet
3. Section 0605- Local Business Presence Identification Form
4. Section 0815 Living Wages Contractor Certification
5. Section 0835 – Non-Resident Bidder Provisions
6. Section 0900 - No Goals Utilization Plan

Tab 3 - Authorized Negotiator - Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

Tab 4 – Exception Form and Alternate Products: Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal. Provide a "Matrix of Exceptions" to the requirements of the RFP. Identify the requirement, describe the nature of the deviation and provide an explanation or propose an alternative. Proposal may demonstrate an alternate approach. This is not intended to be an elimination factor but a measure of proposer ability to meet the City's technical standards.

This matrix shall include any exceptions for all sections of the RFP and Scope of Work. The Proposer must clearly indicate each exception taken and indicate the alternative language along with the business need for the alternative language. The failure to identify exceptions or proposed changes with a full explanation will constitute acceptance by the Proposer of the Solicitation as proposed by the City. The City reserves the right to reject a Proposal containing exceptions, additions, qualifications or conditions not called for in the Solicitation.

Tab 5 - Transmittal Letter

Provide a cover letter with a title page containing the following:

A. Title of Proposal and Submission Date
B. Proposer's Name

C. Name, title, phone number, e-mail and mailing address of the person who will respond to inquiries regarding the proposal
D. Address of the Proposer headquarters
E. Address of the location responsible for the City of Austin's account
F. Acknowledgment of receipt of Amendments/Addenda to the RFP (if any)
G. Signature by an individual authorized to bind the proposing entity

Tab 6 – Management Summary
Provide an executive level description of Case Management System (CMS) being proposed, the time schedule, the project team, and the approach to ensuring a successful implementation. The Proposer's response must include a narrative description of how the Proposer's proposed CMS will satisfy the Business Goals and Operational Goals. The Proposer must note where third party entities contribute systems or services to the overall solution and/or significant modifications to an entity's system would be required to satisfy the vision.

Tab 7 – Proposer Profile, Qualifications and Experience:

Provide the following information for the Proposer and for all partners of the Proposer:

a. Profile of Proposer: Provide a brief history of the Proposer and how it is organized (e.g., prime contractor and subcontractors), including the following information:

   1) The official company name and address. Indicate what type of entity it is (e.g., corporation, partnership).

   2) The total number of years that the entity has been in business; and, if applicable, number of years under the present business name.

   3) The number of years' experience that the entity has providing equivalent or related services to those proposed.

b. Organization: A description of the entity's operation; facilities; business; objectives; and number of employees (both nationally and working on the proposed product).

c. Qualifications and Experience: The Proposer must have a proven track record of providing, installing and maintaining such CMS. Provide a narrative of applicable experience the Proposer has had in implementing and installing the proposed solution. Provide information that highlights the Proposer's particular abilities to successfully meet Austin Municipal Court's requirements.

   1) Describe any pending and completed litigation, including outcomes that have occurred, relating to the Proposer's proposed solution or other courts or legal system related software product(s), maintenance agreement(s) or installation service(s). Disclose whether the Proposer's organization (or any general partner or joint venture thereof) has ever failed to complete a similar project. If so, list the date of commencement of the project and the entity for which the project was to be performed, and explain why the project was not completed. Include the number of times the Proposer entered into negotiations with a potential customer but failed to complete negotiations, and the number of times the Proposer did not implement a product for which a contract was successfully negotiated. Include the reason for each circumstance.

d. References: Provide at least three references for projects that are of at least comparable size and complexity or larger/more complex to Austin Municipal Court's proposed project, emphasizing systems that have been similarly configured and have been in operation for at least one year. The Proposer must include, for each reference, the following information:

1) Name of court or organization
2) Contact name, title, street address, telephone number, and e-mail address
3) Description of services provided and applications installed with version number(s)
4) Hardware and database environment
5) Implementation date or proposed implementation date
6) Number of users accessing the system (if known)

e. Audited Annual Financial Statements. Provide audited annual financial statements.

The City reserves the right to contact any courts or organizations using the Proposer's systems to gain additional information that might assist in the decision or contracting process.

Financial Information: the City of Austin reserves the right to purchase credit reports and additional financial information as it deems necessary. The Proposer must provide its federal tax number and the Proposer's Dun & Bradstreet number. The City of Austin is requiring the Proposer to obtain a DUNS number.

Tab 8 - Product History and Future Disclosed Plans:

Provide the following information regarding the major components of the proposed solution:

a. Describe the history of all major components of the proposed solution, including initial release date, current version number, development history (e.g., was it developed as a marketable package or as a solution for a particular organization), and the environments in which it has been implemented.

b. For each major system component, provide details of the software escrow service used and the company's policy regarding software escrow updates.

c. For each major system component, provide information as to the future direction of product development. Explain long-term development plans to ensure that the product will remain viable in the market. For purposes of this procurement, temporary (one year or less) and limited (to this proposal) non-disclosure requests will be respected by the Municipal Court.

Tab 9 – Module Architecture and Hardware Configuration:

a. Describe the technology architecture of your proposed solution. The architecture should be highly configurable (with configurations primarily maintained by trained Court staff), designed to support satisfaction of the business capabilities detailed in Appendices A-B, as applicable, and the non-functional requirements. The City is allowing Proposers great latitude in their selection of technologies; however, the City requires the solution to be a relational database that is cross platform compatible.

b. The Proposer's architecture description should include diagrams and narratives that show the various components of the proposed solution and how they interrelate. At a minimum, the following areas should be addressed:

1) Applications
2) Operating system(s)
3) Database(s)

4) Interfaces/integration
5) Web services
6) End user devices
7) Servers and other hardware components
8) Network
9) Security
10) Fault tolerance
11) Backup and disaster recovery

c. Describe the Proposer's approach to the base code of the CMS and its approach to customization, in particular, responding to the following questions:

1) Does the Proposer maintain a unique code base customized for each customer?
2) Alternatively, does the Proposer maintain a single code base for all customers, and save configurations and customizations for each customer, which are then reapplied when the code base is modified, to produce the final run-time for each customer? If so, "on average" how much time does it take to apply configurations and customizations for a customer?
3) Whichever approach is taken, do customers have the option to turn 'On' or turn 'Off' features available in the code base?
4) Does the Proposer regression-test the following:
   a. Major version releases?
   b. Minor version releases?
   c. Patch releases?

d. The City of Austin will acquire the necessary hardware, third party software, and network components that will facilitate implementation of the Proposer's software solution in the most cost effective manner. The City may exercise an option to procure these items from the Proposer, or independently. The Proposer is to describe the hardware, software, and network communications resources required to <u>optimally</u> run the proposed software applications for the size and volume of operations at the Municipal Court. If the Proposer has experience or preference with specific hardware/software/communications combinations, please describe these installations or requirements.

e. For the Court CMS, describe whether and how the CMS is case-oriented, person-oriented, or both.

f. For the Court CMS, describe whether and how the Proposer's customers have moved from paper case records to primarily electronic records to include the ability to query and filter data on the front end of the application rather than query data on the back end and produce paper reports.

Tab 10 – Project Management:

Describe the Proposer's project management plans.

a. Project Management Methodology

Describe the proposed project management methodology, including:

1) How the Proposer's project team will be organized and managed.
2) How the team will communicate and interact with the City of Austin project management.
3) How the team will assist Court in change management, modifying current processes
4) How risks and issues will be addressed.

b. Project Plan

Provide a preliminary project plan that shows the recommended implementation schedule for the CMS proposed. In particular, describe a recommended phased approach to implementation, given the CMS being proposed.

Expectations. The successful Proposer will be required to submit a final project plan within 30 days of contract execution, including a Gantt chart. It must be set up to include the complete work breakdown structure, staff responsibilities, project schedule, critical path, key project milestones, task completion percentage, training, testing, planned and actual start dates for each task, and planned and actual completion dates for each task. The final project plan will require the approval of the City.

Tab 11 – Proposer Staffing*:*

Describe the Proposer's proposed staffing, as well as any assumptions or needs the Proposer has made regarding capabilities of the project staff.

a. Proposer Staffing

Provide resumes of key personnel who will be committed to this project for its duration, including proposed role in the project, education, areas of expertise, professional certifications, and other projects on which they have worked and their roles in those projects. During contract negotiations, Proposer must submit any changes to the proposal staffing plan for approval by the City. No "key" staff member may be reassigned or otherwise removed from the project without explicit written permission of the project manager appointed by the City.

Expectations. The City must approve, in advance, replacements for key staff members. The Proposer will make every reasonable effort to ensure that the early removal of a key staff member has no adverse impact on the successful completion of this project. Penalties will not apply in cases where the key staff member leaves the contractor's employ, becomes unable to perform job duties due to injury or illness, or the City requests that the key staff member be replaced.

Tab 12 - City Staffing

Summarize the Proposer's assumptions about the background, capabilities, number and type of staff, and the numbers of hours of City staff needed that the City must assign to project tasks, so that the City supports the timeline that the Proposer proposes. The Proposer's proposal must include recommendations for City staffing in categories, such as project and executive management, functional business analysts, functional end-user training, help desk/support staff, documentation/help writers, programming staff, and network and infrastructure support staff. These recommendations also should describe the tasks in the preliminary project plan where these resources will be needed and the timing of staff availability (according to the project plan).

Tab 13 – Data Conversion*:*

Appendix F contains information available concerning data to be converted from legacy systems.

a. Describe the Proposer's capabilities, methodology, and experience to convert accurately and completely Austin Municipal Court's existing case data from the legacy systems.

b. Describe the Proposer's software tools for data conversion.

Tab 14 – Quality Assurance to Include Stress and Load Testing*:*

a. Describe the Proposer's methodology for testing.

   Expectations: The City expects the vendor to perform and differentiate between development, code and software testing and that the product is thoroughly tested before it is passed to the Court.

b. Describe the Proposer's methodology and software tools used to conduct Stress and Load testing to ensure optimal software performance. Stress and Load testing must be performed with the number of records, transactions and users of the Austin Court's CMS internally and externally via the web portal.

Tab 15 – Production System Roll-out and Training*:*

a. Describe the Proposer's approach to system roll-out and training to achieve go-live, including a training plan, the establishment of test environments, training databases, and ongoing support and training of users, both on-site and off-site, after implementation.

b. Describe the Proposer's web-based training delivery option to include interactive sessions and recorded sessions to be replayed later by the end-users.

Tab 16 – Warranty and Customer Services Practices*:*

a. Provide a description of warranties associated with the proposed solution and maintenance services provided. The prime contractor shall be responsible for all warranties.

b. Describe the Proposer's proposed customer service plan. Services may include the following:

- Telephone/online/on-site support
- Remote software diagnostics and updates
- Update and enhancement policies and frequency, by solution component
- Input to product enhancements, by solution component
- Service/support response time (hours) based on severity
- Via telephone/remote – average and guaranteed
- On-site support – average and guaranteed

SECTION 601 – Price Proposal:

Proposers may propose both on premise and off-premise implementations. The City will consider the price proposals separately.

Each Proposer must provide price proposal data for each requirement grouping in the Price Proposal spreadsheet provided. Price proposals not in spreadsheet format will be rejected as noncomplying.

For Each Module Proposed

Initial (One-time) Costs:

a. Initial On-Premise Software Licenses

1. Software License Discount for Multiple Modules - the discount for the module proposed if the Proposer is proposing more than one module
2. Initial Hardware
3. Initial Implementation and Other One-Time Costs
4. Customization
5. Data Conversion and Translation - Minimum of Three Iterations
6. Module Integration - Current Data Exchanges
7. Module Integration - Proposed Data Exchanges
8. Training & Implementation Support
9. Post-Implementation Support after Go-Live
10. Implementation Discount for Multiple Modules - the discount for the module proposed if the Proposer is proposing more than one module

b. Annual (On-going) Costs – Proposers may propose On-Premise Hosting, Off-Premise Hosting, or Both as Alternatives.

The City's preference is a cloud based software as a service solution.

1. Annual On-Premise Software Maintenance (five years)
2. Annual Off-Premise or Subscription Costs (five years)
3. Annual Hardware Maintenance (five years)

c. Other Costs

1. Additional Licenses
2. Other Services and Periodic Costs – Ongoing Training, etc.
3. Project Phases and Payment Milestones

Tab 17 – Response to Requirements Matrices

Proposers shall submit their responses to the **Functional and Non-Functional Requirements** contained in the appendices listed below, in electronic format for each module they are proposing.

- Appendix A: Court CMS Functional Requirements
- Appendix B: Non-Functional Requirements (for each module proposed)

2. ADDITIONAL PROPOSAL TERMS

a. Local Business Presence:

The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in

the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.

b. Proposal Acceptance period:

All proposals are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal.

c. Proprietary Information:

All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

d. Proposal Preparation Costs:

All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.

e. Contract Payment and Retainage

1. The Contract shall be prepared under the direction of the City, and shall incorporate all applicable provisions. A firm fixed-price or not-to-exceed Contract is contemplated, with progress payments as mutually determined to be appropriate.

2. Ten percent (10%) of the total contractual price will be retained until submission and acceptance of the final work products, including year 2000 compliance verification, if applicable. These payments shall be based upon milestones completed as proposed by the Proposer.

3. EVALUATION PROCESS

City Purchasing will conduct a comprehensive, fair and impartial evaluation of proposals received in response to this procurement effort. This procurement will comply with applicable City Policy. The successful Proposer will be selected by the City on a rational basis. Evaluation factors outlined in Paragraph B below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the Best Offeror. Award of a Contract may be made without discussion with

Proposers after proposals are received. Proposals should, therefore, be submitted on the most favorable terms. **The evaluation will be conducted in four phases:**

Phase 1 – Evaluation of Mandatory Requirements and Initial Screening
Phase 2 – Evaluation of Technical Proposals
Phase 3 – Evaluation of Price Proposals
Phase 4 – Interviews/ Demonstrations and Re-Ranking of Proposals

a. **Evaluation Phase 1 – Mandatory Requirements and Initial Screening**

The Purpose of this phase is to determine if each proposal is eligible for award of a contract, thus justifying a complete evaluation.

1. Proposals will be evaluated to determine if they are complete and whether they comply with the instructions included in Austin Municipal Court's RFP document and they contain the required forms as outlined herein.

2. Those proposals determined to be suitable for award will be evaluated by the Evaluation Committee. Failure to comply with the instructions or to submit a complete proposal may deem a proposal not suitable. Austin Municipal Court reserves the right to waive minor irregularities.

3. Any technical proposal that is incomplete or in which there are significant inconsistencies or inaccuracies may be rejected by the City. Technical proposals will be evaluated to determine if they comply with this RFP. The City reserves the right to reject any or all proposals.

b. **Evaluation Phase 2 – Technical Proposals**

1. Evaluation of the Technical Proposal: The City will evaluate the Proposer's response and the extent to which it meets the requirements delineated in the attachments to this RFP. All proposals submitted in response to this RFP will be scored based on the evaluation factors identified. Please note that the criteria are not listed in rank order.

Criteria	**General Description**
Functionality	This criterion considers the ability of the proposed module to meet the functional needs of the end users.
Technical	This criterion considers the ability of the proposed software solutions to meet the non-functional specifications and interface requirements. This criterion will also consider the level of integration among proposed system modules and their compatibility with the City's existing IT environment.
Configurability	This criterion considers the degrees to which the solution is flexible and supports, requires, and evolves through the following: 1. Configuration changes employable by end users and functional experts. 2. Configuration changes that require City IT technical resources. 3. Configuration changes that require vendor resources. Customizations or programming changes requiring vendor or other system expert resources outside of City.
Data Exchanges/Interfaces	This criterion considers the manner and degree to which the system supports the data exchanges and interfaces with other modules in a conforming format as described within the scope of the RFP.

Criteria	General Description
Data Conversion	This criterion considers the complexity of converting and importing existing City (and other partner) data into the solution. Proposers will also be evaluated on the past success of their proposed methodology for data conversion and the experience with data conversion as provided through a review of the Proposer's references and in comparison to other Proposers.
Security	This criterion considers the degree to which the proposed solution supports City's information security requirements and policies and conforms with related regulatory requirements and industry best practices. It also considers the technical nature of the methods used by the solution to provide the required information security in light of the technical environment and processes of City.
Project Methodology	This criterion considers the Proposer's understanding of the scope of work, ability to present a viable implementation plan, provide a comprehensive and flexible training plan, clearly identify any potential resources that may be required of the City in particular phases of the project, and outline the ongoing support for go-live and post-implementation of the modules.
Experience	The criterion considers the Proposer's capability in providing the services solicited by this RFP. Proposers will also be evaluated on their reference checks, research of public information, site visits and customer retention.
Reporting Capabilities	This criterion considers the ability of the Proposer to meet the requirements of ad hoc reporting and advanced searches identified for each module, including accessibility of related data within and across modules for reporting.
Cost	This criterion considers the price of services solicited in this RFP. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to other Proposers and the functional value their solution brings to City.

Creation of a Short List: The City may determine that it is necessary to interview short-listed Proposers prior to making a recommendation to the City Council. Staff intends to use the following guidelines in selecting Proposer(s) for a short-list. The City may use some, all, or none of these guidelines when selecting Proposer(s) for a short-list.

a. The point difference between the first and second ranked Proposer is less than five points.
b. The number of Proposer(s) interviewed may depend on the closeness of the scores following evaluation of the written responses.
c. Any significant gaps in point separation between the top ranked Proposer(s) and lower scoring Proposer(s).
d. Proposer(s), in the Evaluation Committee's opinion, that are considered qualified to perform the work, on the basis of their written response.
e. Limiting the number of Proposer(s) to be interviewed to no more than 50% or 5 Proposer(s), whichever is less.
f. Staff may conduct interviews in other cases where staff believes it is in the best interest of the City.

c. Evaluation Phase 4 – Price Proposals

1. The City may request additional information or clarification of Proposers based on the previous three evaluation phases. These clarifications may be in the form of written responses or additional onsite interviews as needed.

2. The City may, at its discretion, elect to contact references provided by Vendors. As part of this process, the City may choose to perform site visits to one or more of the site visit reference provided by the Proposers. The information received through interviews/ demonstrations and

contacting references will be used by the Evaluation Committee to re-evaluate and re-rank the Proposers.

3. The City reserves the right to request a Best and Final Offer (BAFO) if additional information or modified terms are necessary for the Evaluation Committee to complete its evaluation and ranking. A BAFO will not be used solely to seek a reduction in pricing. If a BAFO is requested, all short-listed proposers or, if the short list process is not used, all qualified Proposers will be provided an opportunity to submit a modified Response. Only one BAFO request will be issued by the City. The information received from the BAFO will be used by the Evaluation Committee to re-evaluate and re-rank the Proposers.

4. Any cost proposal that is incomplete or in which there are significant inconsistencies or inaccuracies may be rejected by the City of Austin. The City of Austin reserves the right to reject any or all proposals.

d. Evaluation Phase 3 – Interviews / Demonstrations and Re-Ranking of Proposals

1. The City, at its sole discretion, reserves the right to have system demonstrations with those Proposers on the Proposer Short List, or any other Proposer. Demonstrations will be conducted at City offices. Demonstration scenarios are included in the RFP attachments. Time limitation and demonstration agenda will be provided with the notification.

e. Following Proposers demonstrations, the Evaluation Committee will conduct a second round of scoring based on the evaluation criteria above and the ability of the Proposer to follow the script of the demonstration scenarios and presentation.

4. EVALUATION FACTORS

a. Evaluation Factors:

1. System Concept and Solutions Proposed (inclusive of Product History and Future Disclosed Plans) (Grasp of the requirement and its solution(s), responsiveness to terms and conditions, completeness and thoroughness of the technical data and documentation.) **20 POINTS**

2. Proposer Profile, Qualifications and Experience **15 POINTS**

3. Project Management **15 POINTS**

4. Proposer Staffing **10 POINTS**

5. Warranty and Customer Service Practices **10 POINTS**

6. Total Evaluated Cost (Price Proposal) **20 POINTS**

7. Local Business Presence – 10 points

Team's Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

8. Interview, Optional (25 points)

The City may determine that it is necessary to interview short-listed Proposers prior to making a recommendation to the City Council. Staff intends to use the following guidelines in selecting Proposer(s) for a short-list. The City may use some, all, or none of these guidelines when selecting Proposer(s) for a short-list.

a. The point difference between the first and second ranked Proposer is less than five points.
b. The number of Proposer(s) interviewed may depend on the closeness of the scores following evaluation of the written responses.
c. Any significant gaps in point separation between the top ranked Proposer(s) and lower scoring Proposer(s).
d. Proposer(s), in the Evaluation Committee's opinion, that are considered qualified to perform the work, on the basis of their written response.
e. Limiting the number of Proposer(s) to be interviewed to no more than 50% or 5 Proposer(s), whichever is less.
f. Staff may conduct interviews in other cases where staff believes it is in the best interest of the City.

CITY OF AUSTIN
PURCHASING OFFICE
PURCHASING EXCEPTIONS

Solicitation Number: RFP JTH0306

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the provisions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 4 of your offer.

1. **0300 STANDARD PURCHASE TERMS & CONDITIONS**

☐ Accepted as written. ☐ Not accepted as written. See below:

Indicate:
Page Number **Section Number** **Section Description**

Alternate Language:

Justification:

NOTE: Copies of this form may be utilized if additional pages are needed.

CITY OF AUSTIN
PURCHASING OFFICE
PURCHASING EXCEPTIONS

Solicitation Number: RFP JTH0306

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the terms and conditions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 4 of your offer.

2. **0400 SUPPLEMENTAL PURHCASE PROVISIONS**

☐ Accepted as written. ☐ Not accepted as written. See below:

Indicate:
Page Number **Section Number** **Section Description**

Alternate Language:

Justification:

NOTE: Copies of this form may be utilized if additional pages are needed.

CITY OF AUSTIN
PURCHASING OFFICE
PURCHASING EXCEPTIONS

Solicitation Number: RFP JTH0306

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the terms and conditions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 4 of your offer.

3. **0500 SCOPE OF WORK**

☐ Accepted as written. ☐ Not accepted as written. See below:

Indicate:

Page Number	**Section Number**	**Section Description**

Alternate Language:

Justification:

NOTE: Copies of this form may be utilized if additional pages are needed.

SECTION 601: PRICE SHEET

The City anticipates purchasing a Software as a Service solution (hosted). Proposers may include such items as alternates for consideration; however all specifications, unit pricing, discount pricing, installation, and warranty information must be clearly provided and described. Despite how the required hardware and system software is purchased, the Proposer must accept responsibility for defining the technical requirements and associated configuration required to meet the City's stated objectives. The City reserves the right to award in our best interest including options such as the software without services etc.

Municipal Court Case Management Solution Project Costs

Description	Year One Cost	Year Two Cost	Year Three Cost	Year Four Cost	Year Five Cost
Software					
Licensing					
Hosting Fees (if Vendor hosted)					
Annual Maintenance and Support					
Other Costs if Required* Services Start-up Investment					
Per Year Total					

*Include a detailed breakdown of other specific costs not referenced above on a separate sheet. Any customization or 3rd party software referenced in the response to Requirements.

Implementation Costs

Proposer must submit a detailed breakdown of services included as part of the implementation for both phases.

Description	Phase One Cost	Phase Two Cost
Implementation Services		
Training		
System Integrations		
Other Costs if Required		
Mobile Technology		
Total Cost		

Additional Services, Custom Development

Fixed hourly rate for custom development requested by the City of Austin for software functionality not included in the base software licensing agreement for years two through five.

Description	Year Two	Year Three	Year Four	Year Five
Customer Requested Development (fixed per hour cost)				

Describe any complementary solutions that may benefit the City, including functional description and cost. The cost of any complementary items will not be considered as part of the total cost of the proposal.

Contractor's Offer, dated October 20, 2016

City of Austin, Texas

Response to RFPJTH0306
Case Management System

Submitted by:
Journal Technologies, Inc.
eCourt Case Management System

915 E. 1st Street
Los Angeles, CA 90012
(213) 229-5434

Original

October 20, 2016

Table of Contents

	Tab	Page
Table of Contents	1	2
City of Austin Purchasing Documents	2	3
Offer and Award Sheet	2	3
Section 0605-Local Business Presence Identification Form	2	6
Section 0815-Living Wages Contractor Certification	2	8
Section 0835-Non-Resident Bidder Provisions	2	9
Section 0900-No Goals Utilization Plan	2	10
Addendums 1-12	2	12
Price Proposal Overview	2	32
Section 0601-Price Sheet	2	35
Authorized Negotiator	3	37
Exception Forms with Exceptions and Alternate Products	4	38
Transmittal Letter	5	46
Management Summary	6	47
Profile, Qualifications and Experience	7	60
Profile and Organization	7	60
Qualifications and Experience	7	62
References	7	64
Financial Statements	7	68
Product History and Future Disclosed Plans	8	70
Module Architecture and Hardware Configuration	9	71
Project Management	10	82
Project Management Methodology	10	82
Project Plan	10	86
Staffing	11	96
City Staffing	12	112
Data Conversion and Interfaces	13	113
Quality Assurance to Include Stress and Load Testing	14	124
Production System Roll-out and Training	15	129
Sample User and Training Guide	15	138
Warranty and Customer Service Practices	16	201
Requirement Matrices	17	202
Appendix A: Court CMS Functional Requirements	17	202
Appendix B: Prosecutor CMS Functional Requirements	17	251
Sample Agreements	18	281

CITY OF AUSTIN, TEXAS

Purchasing Office

REQUEST FOR PROPOSAL (RFP)

OFFER SHEET

SOLICITATION NO: RFP JTH0306

DATE ISSUED: 08/29/2016

REQUISITION NO.: 16080200610

COMMODITY CODE: 92000, 92045

FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT THE FOLLOWING AUTHORIZED CONTACT PERSON:

Jim Howard, Corporate Purchasing Manager

Phone: (512) 974-2031

E-Mail: jim.howard@austintexas.gov

Jim Howard
Corporate Purchasing Manager

Phone: (512) 974-2031
E-Mail: jim.howard@austintexas.gov

COMMODITY/SERVICE DESCRIPTION: MUNICIPAL COURT CASE MANAGEMENT

PRE-PROPOSAL CONFERENCE TIME AND DATE: 09/13/16 @ 2:00 PM

LOCATION: 1124 S. IH 35, RIV ROOM 321, AUSTIN, TX. 78767

PROPOSAL DUE PRIOR TO: 10/20/16 @ 2:00 PM

PROPOSAL CLOSING TIME AND DATE: 10/20/16 @ 2:00 PM

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET RM 308, AUSTIN, TEXAS 78701

LIVE SOLICITATION CLOSING ONLINE: For RFP's, only the names of respondents will be read aloud

For information on how to attend the Solicitation Closing online, please select this link:

http://www.austintexas.gov/department/bid-opening-webinars

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below:

Address for US Mail (Only)	**Address for Fedex, UPS, Hand Delivery or Courier Service**
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # JTH0306	Purchasing Office-Response Enclosed for Solicitation # JTH0306
P.O. Box 1088	124 W 8th Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

SUBMIT 1 ORIGINAL, 1 COPY, AND 8 ELECTRONIC COPIES OF YOUR RESPONSE

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	11
0500	SCOPE OF WORK	49
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	11
0601	PRICE SHEET	2
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM-Complete and return	2
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0815	LIVING WAGES CONTRACTOR CERTIFICATION-Complete and return	1
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1
0900	MBE/WBE PROCUREMENT PROGRAM PACKAGE NO GOALS FORM – Complete and return	2

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the * Sections are available on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

INTERESTED PARTIES DISCLOSURE

In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 "Certificate of Interested Parties" that is signed and notarized for a contract award requiring council authorization. The "Certificate of Interested Parties" form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: Journal Technologies, Inc.

Company Address: 915 E 1st Street

City, State, Zip: Los Angeles, CA 90012

Federal Tax ID No. [redacted]

Printed Name of Officer or Authorized Representative: Gerald L Salzman

Title: President

Signature of Officer or Authorized Representative: Gerald L. Salzman

Date: 10/19/2016

Email Address: maryjoe_rodriguez@dailyjournal.com

Phone Number: 213-229-5434

*** Proposal response must be submitted with this Offer sheet to be considered for award**

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm		
Physical Address		
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years?		
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm	GovLink	
Physical Address	1304 W. Avenue Austin, TX 78701	
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No

Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm	Managing to Excellence	
Physical Address	7403 Running Water Dr. Austin TX 78744	
Is your headquarters located in the Corporate City Limits? (circle one)	Yes	No
or		
Has your branch office been located in the Corporate City Limits for the last 5 years	Yes	No
Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?)	Yes	No

Section 0815: Living Wages Contractor Certification

Company Name Journal Technologies, Inc.

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than $13.03 per hour.

The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than $13.03 per hour.

Employee Name	Employee Job Title
All consultants on this project are paid greater than $13.03 per hour.	

USE ADDITIONAL PAGES AS NECESSARY

(1) All future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than $13.03 per hour.

(2) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment, or result in legal action.

Section 0835: Non-Resident Bidder Provisions

Company Name Journal Technologies, Inc.

A. Bidder must answer the following questions in accordance with Vernon's Texas Statues and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Non-resident Bidder

(1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: No Which State: _____

C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: _____

Section 0900: Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Form

SOLICITATION NUMBER: RFP JTH0306

PROJECT NAME: : MUNICIPAL COURT CASE MANAGEMENT

The City of Austin has determined that no goals are appropriate for this project. Even though goals were not assigned for this solicitation, the Bidder/Proposer is required to comply with the City's MBE/WBE Procurement Program, if areas of subcontracting are identified.

If any service is needed to perform the Contract and the Bidder/Proposer does not perform the service with its own workforce or if supplies or materials are required and the Bidder/Proposer does not have the supplies or materials in its inventory, the Bidder/Proposer shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Bidder/Proposer must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract, using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

Will subcontractors or sub-consultants or suppliers be used to perform portions of this Contract?

No ____ **If no, please sign the No Goals Form and submit it with your Bid/Proposal in a sealed envelope**

Yes X **If yes, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Bid/Proposal in a sealed envelope.**

After Contract award, if your firm subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any subcontractor, sub-consultant, or supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though goals were not assigned, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

Journal Technologies, Inc.

Company Name

Gerald L. Salzman, President

Name and Title of Authorized Representative (Print or Type)

Gerald L. Salzman

Signature

10/19/2016

Date

Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Utilization Plan *(Please duplicate as needed)*

SOLICITATION NUMBER:	RFP JTH0306
PROJECT NAME: MUNICIPAL COURT CASE MANAGEMENT	

PRIME CONTRACTOR / CONSULTANT COMPANY INFORMATION

Name of Contractor/Consultant	Journal Technologies, Inc.		
Address	915 E 1st Street		
City, State Zip	Los Angeles, CA 90012		
Phone Number	213-229-5434	Fax Number	213-229-5375
Name of Contact Person	Gerald L. Salzman, President		
Is Company City certified?	Yes ☐ No ☒ MBE ☐ WBE ☐ MBE/WBE Joint Venture ☐		

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

Gerald L. Salzman, President

Name and Title of Authorized Representative (Print or Type)

Gerald L. Salzman

Signature

10/19/2016

Date

Provide a list of all proposed subcontractors / sub-consultants / suppliers that will be used in the performance of this Contract. **Attach Good Faith Effort documentation if non MBE/WBE firms will be used.**

Sub-Contractor/Sub-Consultant	Texas GovLink		
City of Austin Certified	MBE ☒ WBE ☐ Ethics / Gender Code: ☐ Non-Certified		
Vendor ID Code	TEX8311381		
Contact Person	Mariano Camarillo	Phone Number	512-217-0728
Amount of Subcontract	$ Approximately $200,000		
List commodity codes & description of services	541511 programming services		

Sub-Contractor/Sub-Consultant	Managing to Excellence		
City of Austin Certified	MBE ☐ WBE ☐ Ethics / Gender Code: ☒ Non-Certified		
Vendor ID Code			
Contact Person	Mark Kenneth	Phone Number	817-917-4817
Amount of Subcontract	$ Approximately $300,000		
List commodity codes & description of services	541511 project management, business analysis		

FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:

Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor _____ **Date** _____ **Director/Deputy Director** _____ **Date** _____

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 1 Date of Addendum: 8/29/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

1. **ADD TO SUPPLEMENTAL PURCHASE PROVISIONS (SECTION 0400), PAGE 10,**

"19. **RETAINAGE:** The City will withhold one hundred percent (100%) retainage until completion of all work required by the Contract. The Contractor's invoice shall indicate the amount due, less the retainage. Upon final acceptance of the work, the Contractor shall submit an invoice for the retainage to the City and payment will be made as specified in the Contract. Payment of the retainage by the City shall not constitute nor be deemed a waiver or release by the City of any of its rights and remedies against the Contractor for recovery of amounts improperly invoiced or for defective, incomplete or non-conforming work under the Contract."

II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: _____ 8/29/16
James T. Howard, Corporate Purchasing Manager Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President _____ 10/11/2016
Name Authorized Signature Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 2 Date of Addendum: 8/30/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

II. Questions:

1. Q) May companies from outside of the USA apply for this work (ie, India or Canada)?

   A) Yes.

2. Q) Do vendors need to come to Austin, Texas for meetings?

   A) Yes. We will require interaction face to face during initial "development/configuration" discussions and for training and hardware installation. We would also expect on site assistance during data migration and system implementation. Other meetings can be done remotely with the expectation they occur during normal business hours, Monday-Friday, US Central Standard time.

3. Q) Can the vendor perform the tasks (related to the RFP) outside of the USA (ie, from India or Canada)?

   A) As stated above.

4. Q) Can the vendor submit proposals by email?

   A) No the City does not accept proposals by email.

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 8/30/16
James T. Howard, Corporate Purchasing Manager — Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President — _____ — 10/11/2016
Name — Authorized Signature — Date

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Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 3 Date of Addendum: 8/30/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. **Clarifications:**

II. **Questions:**

5. Q) Is the pre-proposal conference on September 13, 2016 at 2:00 p.m. mandatory and can it be attended by webex or conference call?

A) We prefer that vendors attend either in person or telephonically. The Conference call information is:

CONFERENCE CALL IN LINE: (512)974-9300 Participant code: 521387

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 9/2/16
James J. Howard, Corporate Purchasing Manager Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President _____ 10/11/2016
Name Authorized Signature Date

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Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 4 Date of Addendum: 9/12/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

II. Questions:

6. Q) Please assist in pointing out where all of the T's and C's located?

A) There are two sets of T&C's associated with this package. In the PAC 1 attached document you will find the Supplemental Terms and Conditions document. That is part of the T's and C's. In the PAC 1, page two, Sections 0100, 0200 and 0300 are referenced as terms and conditions and the following link is provided:

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm%23STANDARDBIDDOCUMENTS

If you click through those links you will arrive at a Subscriber site that has 4 tabs, one of which is Standard Bid Documents. Please click on that tab and it will give you a PDF link to each of the T's and C's documents 0100, 0200 and 0300. Those documents and the 0400 constitute the City's Terms and Conditions for this RFP.

III. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: _____ 9/12/16
James T. Howard, Corporate Purchasing Manager — Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President — Gerald L. Salzman — 10/11/2016
Name — Authorized Signature — Date

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Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 5 Date of Addendum: 9/14/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

II. Questions:

7. Q: Regarding the request for digital submissions, can a thumb drive be submitted?

   A: Yes, and it should be 8 thumb drives with vendor submissions.

8. Q: Should each Addendum be printed and signed?

   A: Yes, per the instruction on the Addenda.

9. Q: What is the vendor requirement with regards to MBWEs, if they subcontract?

   A: Purchasing Manager will submit an attached to the addendum.

10. Q: Are all questions due by October 11th? How long will it take to respond to each question, and will it be dynamic? When will the Q&A responses be published?

    A: Yes, the Purchasing Manager will strive to respond in a timely fashion, at least within a day or two.

11. Q: Is there a published list of MBE/WBE certified sub-contractors?

    A: See Attachment 1, and 2 to this Addendum provided by Austin SMBR.

12. Q: Please clarify what does it mean that payment will be at 100% upon acceptance?

    A: The City will pay for the product when the project is complete and implemented to the City's satisfaction.

13. Q: What is the history with this project? My understanding was the Council approved a purchase and that you already started working with a vendor spent $2.5M then stopped?

    A: City Council approved the Court to go into discussions with the current vendor about an upgrade. The Council approved the Court to pursue discussions with the current vendor for an upgrade and then decided to go pursue a request for purchase.

Revised 12/13/2015

14. Q: What is the current product/vendor?

A: The existing system is JEMS-CSDC

15. Q: My understanding from the RFP is there are 3 primary systems that will require data migration; JEMS, DACC (Downtown Austin Community Court), and Prosecutor?

A: We have migrated most of DACC to JEMS. But there is social case management pieces that could not be migrated to JEMS, so there is a small sub-section that will need to be mapped to the new system. The Prosecutors are not using a system at this time. We do want one court system and if it is presented as a Prosecutor module, where the shared points meet, we are open to that strategy.

16. Q: What constitutes Product Acceptance?

A: The system needs to be implemented to the satisfaction to the customer.

17. Q: What if the City is responsible for a delay in the product being implemented, may the vendor be compensated for the delay?

A: It depends what the delay is. The City will want to work with the vendor.

18. Q: What is the proposed timeframe for completion?

A: It depends on the product that is selected. It is required vendors include a proposed schedule.

19. Q: Interfaces; parts of the document specify interfaces? Are they true interfaces or user interfaces? Can I have a list of those vendors for which there are interfaces?

A: There is a short cut for our AV Interface in the software. We have a preference for a real time, web based interface. We aren't dictating how that happens. Some of the vendors might change over the course of these negotiations, so we are not comfortable publishing a list.

20 Q: Will the attendee list be published?

A: Yes, and the list is published as Attachment 3 to this Addendum.

21 Q: Would the City accept proposals with an Agile Development process in order to reduce time, cost, and risk on this project?

A: If Agile methodology is proposed for software development, as well as Agile Project Management methodology, vendors are expected to explain in detail their responses to **Section 0600, Tab 9 – Project Management.** Notwithstanding this approach, all parts of the packet (requirements included) must be completed and submitted.

22. Q: If I am going to use subcontractors on this job, what am I required to do to demonstrate a Good Faith Effort of using certified Minority and Women Owned Businesses?

A: You are required, under any circumstances to submit the 0900 indicating whether you will be using subcontractors or not and signing it. If you check yes on that form, you are required to

Revised 12/13/2015

make Good Faith Efforts to subcontract with City certified MBE and WBE businesses (list provided at Attachment 1 and 2). You are then required to complete the 0900 form indicating subcontractors used and submit it along with evidence showing Good Faith Effort in your proposal. The Attachment 4 is provided from Austin's SMBR group and indicates what is a Good Faith Effort. If you are subcontracting, please submit evidence of Good Faith Effort with your proposal.

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 9/14/16

James T. Howard, Corporate Purchasing Manager
Purchasing Office, 512-974-2031

Date

ACKNOWLEDGED BY:

Gerald L. Salzman, President

Name

Authorized Signature

10/11/2016

Date

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Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 6 Date of Addendum: 9/15/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

II. Questions:

23. Q: In the RFP it references Appendix F (Logical Data Model) that includes details about the system to convert data from. Please assist me in finding this document?

A: The Appendix F can be found at the last page of the statement of work (0500) but it is also attached as Attachment 3, in a Word document format, to allow for easier reading.

24. Q: For hosting can you provide approximately how much storage space the court currently uses for both case data and file storage on your servers.

A: Current state is approximately:

Production Database approximately 1 terabyte
Test Database (Copy of production) approximately 1 terabyte
Documents stored for cases approximately 20 terabytes (PDF's, Word Documents, JPGs, ETC)
22 Terabytes total
Note: The storage space used today is based on the current environment and may not be representative of storage needs for the new software environment.

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 9/15/16
James T. Howard, Corporate Purchasing Manager Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President _____ 10/11/2016
Name Authorized Signature Date

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Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 7 Date of Addendum: 9/19/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

II. Questions:

25. Q: The document titled Supplemental purchase provisions has a section 10 that provides "unless otherwise expressly provided in this Master Software as a Service Agreement." The "Master Software as a Service Agreement" is not part of the provided solicitation package. Will the City please provide?

A: There is no additional document titled the "Master Software as a Service Agreement." The primary terms and conditions, along with the Supplemental terms and Section 0500, along with other supporting documents constitutes the Agreement.

26. Q: Please clarify your intent for implementing a case management system for the Prosecutors. Are you seeking an independent case management system that can be configured specifically for the needs of the Prosecutors office or a case management system for the Courts which can be shared by the Prosecutors incorporating their needs and the unique integrations which the Prosecutors may require?

A: A case management system for the Courts which can be shared by the Prosecutors incorporating their needs and the unique integrations which the Prosecutors may require.

27. Q: To accurately determine licensing and supporting infrastructure requirements, would the City please provide: a) current cases to be migrated to the new system; b) archived cases to be migrated to the new systems; c) average annual new cases entered into the system; and d) forecasted caseload growth?

A: a) Current cases to be migrated to the new system: City defines this as active cases=407,221

b) Archived cases to be migrated to the new systems. City defines as closed case records=2,636,222. Record retention requires City to retain records until the criteria established by law has been met. Once a case is eligible for purge, City purges it.

c) Average annual new cases entered into the system: Approximately 300,000

d) Forecasted caseload growth: Caseload growth is dependent on many factors, none of which the court controls. While City expects new case filings to be roughly 300,000 per year, changes in legislation, changes in police department focus, the number of

Revised 12/13/2015

police officers on patrol, and population increases and decreases may impact caseload growth negatively or positively.

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 9/19/16
James T. Howard, Corporate Purchasing Manager — Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President		10/11/2016
Name	Authorized Signature	Date

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Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 8 Date of Addendum: 9/21/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. **Clarifications:**

II. **Questions:**

28. Q: Does the City have an existing Financial Module that vendors can integrate with for the new court solution?

    A: No. As part of the software solution, the Court expects the vendor to provide financial logic/module.

29. Q: **Appendix A – Court Requirements, 26-Docket Management:** Requirements are misnumbered in this section as follows: Missing 26.34, Duplicate numbering for req #s 26.46, 26.47, 26.48, 26.49, 26.50, 26.51, 26.52. Will the City provide the correct requirement numbers?

    A: The requirements have been updated in a replacement Appendix A (the old Appendix A has been updated with the corrected requirements.

30. Q: **Appendix B - Prosecutor Requirements, 18 - Manage Expert Witness Resources:** After 18.1 there are three requirements missing numbers. Will the City provide the correct requirement numbers?

    A: The requirements have been updated in a replacement Appendix B (the old Appendix B has been updated with the corrected requirements.

31. Q: **Appendix B - Prosecutor Requirements, 26 - Manage Discovery Requested by Opposing Counsel:** Requirements are misnumbered in this section as follows: Numbering jumps from 26.7 to 26.46 - 26.52. Will the City provide the correct requirement numbers?

    A: The requirements have been updated in a replacement Appendix B (the old Appendix B has been updated with the corrected requirements.

32. Q: **RFP_5600_JTH0306_PAC1_v1.pdf, 0500 Scope of Work, 3.0 Functional and Technical Requirements:** 3.0 Requirements Information: The Functional and Technical requirements are presented in sections 4 and 5 and also in Appendices A, B, and C. NOTE: A hard copy original of the requirement responses must be submitted. 3.1 Organization of Requirements, Functional, Technical and Project Implementation

Revised 12/13/2015

Requirements. Appendix C referenced in this document refers to Technical Standards Requirement Table. Is there a separate Appendix for Project Implementation Requirements?

A: Project Implementation requirements are noted in Section 0600; Tab 9a and 9b.

33. Q: Would the City reconsider the attached provision (Addendum 1)? We would like respond to the Municipal Court RFP, but the 100% retainage provision would require a significant investment on the part of the vendor for this large, complex project, without any milestone payments until the project is completed. Would the City reconsider a payment methodology that would include milestone payments as the project progresses?

A: At this time the Addendum 1 provision is a requirement, however, Vendors may take exception to this term and City "may" consider it. City cannot guarantee that it will accept such an alternative to one of its terms.

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 9/21/16

James T. Howard, Corporate Purchasing Manager
Purchasing Office, 512-974-2031

Date

ACKNOWLEDGED BY:

Gerald L. Salzman, President

Name

Gerald L. Salzman

Authorized Signature

10/11/2016

Date

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Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 9 Date of Addendum: 9/28/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

2. **Addendum 1: Section 0400, page 10, 19. RETAINAGE** is rescinded. Appropriate and clearly defined milestone payments will be accepted.

II. Questions:

34. Q: Appendix A and B combine in column D "configuration" and "customization." Configuration implies standard functionality while customization implies custom code required. Would you consider making column D "functionality exists without configuration," column E "functionality exists with configuration," and column F "functionality is available through customization?"

A: If the requirement can be met through existing configuration, answer YES in column D to indicate the requirement can be met by existing functionality and provide comment to indicate that.

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 9/28/16
James T. Howard, Corporate Purchasing Manager Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President _____ 10/11/2016
Name Authorized Signature Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

Revised 12/13/2015

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 10 Date of Addendum: 10/04/16

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

II. Questions:

35. Q: Format instructions require submission of Section 0601 under Tab 2. After Tab 16—Warranty and Customer Services Practices, Section 0601—Price Proposal is listed with instructions. Is Section 0601 to be included in both Tab 2 and in a Tabbed section between Tabs 16 and 17?

    A: Section 0601 should only be included under Tab 2.

36. Q: Where is the spreadsheet to be found that is referenced on page 7 of the Section 0600 in the admonition "Price Proposals not in spreadsheet format will be rejected as noncomplying?"

    A: The Section 601 provided in the package is the spreadsheet. Please provide the completed Section 601 for your "Price Proposal."

37. Q: Please advise where the City would like signed addenda to be included in vendors' responses?

    A: Provide the signed addenda as part of Tab 2 in your response.

38. Q: Is Pricing to be included with the Technical proposal or should it be provided under separate cover? The Price Proposal appears between Tab 16 and Tab 17 in the response format. Was this intentional?

    A: Pricing should be provided on the Form 0601 and as part of Tab 2 of your response.

39. Q: Is the City seeking a fully integrated solution and considering a replacement of their legacy FTR footprint?

    A: Yes

40. Q: Please confirm the total required interfaces by name (Required v/s Optional)?

A: The interfaces are listed in Appendix A. All interfaces listed are required.

41. Q: Are detailed specifications available for each interface? Please provide if available.

A: The information provided in the RFP is appropriate at this stage in the process. We can share the specifications of the current interfaces with the caveat that we are not looking to replicate the current design.

42. Q: Are there any IEPDs or an Exchange Catalog (a list of Data Elements for each Exchange) available for the interface? Please provide if available.

A: We do not intend to replicate the design of the current software. We are looking to increase automation, reduce work arounds and reduce manual intervention. The data elements in the future may be different than the elements today and, as such, we will not be able to answer this question adequately until a vendor is selected.

43. Q: What is the type of the interfaces (Synchronous v/s Asynchronous, One directional v/s Bi directional, Batch v/s Real-time)?

A: As indicated in the scope of work, our preference is real time. Please refer to Table One, attached.

44. Q: What is the communication protocol needed for the interface (Web Service, Flat File/FTP, Database Connection, etc.)?

A: The protocol is dependent on the interface structure. We would expect DPS, Omnibase, Texas Department of Transportation (DMV) and Scofflaws Warrant interface to continue as a Flat File/FTP exchange. The APD RMS Interface will continue as a data base connection at this time. We are seeking improved interface structures for the protocol on all other interfaces.

45. Q: What are the Network Connections and Security requirements details?

A: The technical standards and requirements are listed in Appendix C and Appendix D. Additional security requirements may be found with the associated functional requirements in Appendix A and Appendix B, as applicable to a requirement.

46. Q: What are the data exchange Volumes and Metrics for the interfaces? Are there any Performance Requirements regarding this interface?

A: We cannot predict volume at this time since we are seeking enhancements to existing interfaces and some of the listed interfaces would be new for us. We expect routine nightly batches and processes that the vendor proposes cannot be achieved via real time transactions to begin and finish in a 4-5 window after normal business hours

47. Q: What are the Events Triggering data exchanges for each interface?

A: We do not intend to replicate the design of the current software. We are looking to increase automation, reduced work arounds and reduced manual intervention. The triggers for data exchanges in the future will be different than the triggers today and, as such, we will not be able to answer this question adequately until a vendor is selected.

48. Q: Can you clarify what is meant by the percentages of a "Team's" Local Business presence? Is the City of Austin asking what percentage of a vendor's Court Case Management Project Team are Austinites?

A: Local business prescence applies specifically to the business, corporation, partnership or other entity that is doing business with the City of Austin. Local business prescence points are obtained when the Vendor can show that its headquarters have been located with the Austin Corporate City limits for at least the last 5 years. Local business presence points can also be obtained by having subcontractors that are headquartered for at least the last 5 years in the Austin Corporate City Limits. The percentage of 10 points to be awarded would be based on a combination of factors involving the total dollar cost of the project and the amount of dollars of the total project dedicated to subcontractors that have a verifiable local business presence. So if the contract was for $2 million and your firm allocated $1 million to a subcontractor that is headquartered in Austin then you may be able to obtain 5 points for that (if all criteria are met). Tieing closely together with this is the Small Minority Business requirements. If your firm does subcontract it must make good faith efforts to hire certified MBE's and WBE's (certified by the City of Austin). So a Compliance plan must be filed with SMBR. That would be that your subcontractor has been approved as part of a plan with SMBR and is a local business, in order to get the local business presence points.

49. Q: Will the City of Austin provide an extension on the proposal due date?

A: While we appreciate the complexity of this proposal, we are not willing to grant an extension of the proposal due date. No extension will be granted.

III. **ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

APPROVED BY: _____ 10/04/16

James T. Howard, Corporate Purchasing Manager
Purchasing Office, 512-974-2031

Date

ACKNOWLEDGED BY:

Gerald L. Salzman, President _____ 10/11/2016

Name Authorized Signature Date

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ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: JTH0306 **Addendum No: 11** **Date of Addendum: 10/06/2016**

This addendum is to incorporate the following changes to the above referenced solicitation:

1. **Section 0400 Supplemental Purchase Provisions, Item 6.A and 6.B, Living Wages, has been deleted and replaced with the following:**

   A. The minimum wage required for any Contractor employee directly assigned to this City Contract is $13.50 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.

   B. The City requires Contractors submitting Offers on this Contract to provide a certification **(see the Living Wages Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than $13.50 per hour. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.

2. The attached Section 0815 Living Wages Contractor Certification and Section 0820 Living Wages Employee Certification have been updated to reflect the new wage rate of $13.50.

3. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: _____ 10/06/2016
James T. Howard, Corporate Purchasing Manager Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President _____ 10/11/2016
Name Authorized Signature Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

CITY OF AUSTIN, TEXAS
LIVING WAGES CONTRACTOR CERTIFICATION
(*Please duplicate as needed*)

SOLICITATION NO. JTH0306

Pursuant to the Living Wages provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than $13.50 per hour.

(1) The below listed employees of the Contractor who are directly assigned to this contract are compensated at wage rates equal to or greater than $13.50 per hour:

Employee Name	Employee Job Title
All consultants on this project are paid greater than $13.50/hour.	

(2) all future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than $13.50 per hour.

(3) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each affected employee the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision or fraudulent statements made on this certification may result in termination of this Contract for Cause, subject the firm to possible suspension or debarment, or result in legal action.

I hereby certify that all the listed employees of the Contractor who are directly assigned to this contract are paid a minimum Living Wage equal to or greater than $13.50 per hour.

Contractor's Name: Journal Technologies, Inc.

Signature of Officer or Authorized Representative: Gerald L. Salzman Date: 10/11/2016

Printed Name: Gerald L. Salzman

Title President

CITY OF AUSTIN, TEXAS
LIVING WAGES EMPLOYEE CERTIFICATION

Contract Number: JTH0306	Description of Services: Municipal Court Case Management Software
Contractor Name: Journal Technologies, Inc.	

Pursuant to the Living Wages provision of the contract (reference Section 0400, Supplemental Purchase Provisions), the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than $13.50 per hour. In addition, employees are required to certify that they are compensated in accordance with the Living Wage provision. Contractors are prohibited from retaliating against any employee claiming non-compliance with the Living Wage provision.

I hereby certify that I am directly assigned to this contract and that I am compensated at wage rates equal to or greater than $13.50 per hour.

Employee's Title: Insert Employee's Title eCourt Implementation Manager	
Signature of Employee	Date 10/11/2016
Type or Print Name Insert Employee's Name David Smith	

(Witness Signature)

Gerald L. Salzman, President

(Printed Name)

ADDENDUM
CITY OF AUSTIN, TEXAS

Solicitation: RFPJTH0306 Addendum No: 12 Date of Addendum: 10/10/2016

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications:

II. Questions:

50. Q: The Living Wages Contractor Certification is required to be returned with the RFP. However, are Living Wages Employee Certifications required to be returned with the RFP, or are included with the RFP only for awareness that they will be required from the Contractor when awarded the Bid?

A: The Employee certification for Living Wage (Section 820) is only included for informational purposes. After the Contract is awarded and first invoice issued, a certification signature from the employee will be required.

III. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: _____ 10/10/16
James T. Howard, Corporate Purchasing Manager — Date
Purchasing Office, 512-974-2031

ACKNOWLEDGED BY:

Gerald L. Salzman, President — Gerald L. Salzman — 10/11/2016
Name — Authorized Signature — Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

Pricing Overview

	One-Time Costs		Annual License and Maintenance Fees		Combined	
	Court	Prosecutor	Court	Prosecutor	One-Time	Annual
	(In thousands)					
Professional services, including expenses						
Implementation	$ 750	$ 50			$ 800	
Conversions (Notes)	75	-			75	
Interfaces (Notes)	150	-			150	
Licenses and Maintenance	____	____	$240	$40	_____	$ 280
	$ 975	$ 50	$240	$40	$ 1,025	$ 280
Hosting via Amazon Web Services, including 22TB storage						$ 175

Since governments normally have limited capital budgets, we lease our systems so that our clients are not confronted with large initial capital investments. We have found that this model allows the agency to plan for growth in a cost conscious way and provides reinforcement and incentives in a "succeed-or-lose" environment for us to provide high-quality products and continuing services to our clients. For a highly service-oriented software agreement, the agency pays an annual fee. These costs include licenses, maintenance, updates, upgrades and routine support. This approach also spreads costs over the life of the project. The continuing licenses are subject to the payment of the annual fees. *Because we lease eCourt/eProsecutor, it is under continuous warranty.*

There are no upfront, one-time license fees or implementation progress payments. The annual license and maintenance fees and the professional service fees to date are due just before each rollout. We do not charge licenses and maintenance fees during the implementation which we assume will take about one year. Because eCourt/eProsecutor are configurable, there should be no customization required, except for any interfaces.

eCourt and eProsecutor are two unique configurations of the same core product, each with a separate pricing schedule. This provides the necessary separation of the two branches of city government while allowing for the seamless and immediate transfer of data between the court and the prosecutor to share events, dispositions, sentencing conditions, financial information, attorney assignments and schedules. (Both of these configurations can be on the same database, but most prosecutors do not want to take that risk.)

Municipal Court

We will include eCourt user licenses for 200 court users and additional user licenses (10% of agency users) for unlimited use of eCourt Public Portal by the public, including lawyers, and (20% of those users) for unlimited use by other governmental agencies, including those accessing eCourt via interfaces, for a total of 260 user licenses. If the number of users increases (decreases), there will be additional annual eCourt fees pursuant to the following schedule with an annual CPI adjustment.

Pricing Schedule for Court User Licenses

User Groups*	Licenses	Annual License and Maintenance Fees: Per License	Annual License and Maintenance Fees: For Group
1-100	100	$ 890	$ 89,000
101-200	100	1,010	101,000
201-500	300	830	249,000

* The actual number of agency users will determine the final pricing. The Annual License and Maintenance fee is governed by a one-year agreement with options and an annual CPI adjustment.

Prosecutors

We will include eProsecutor user licenses for 20 agency users and additional user licenses (10% of agency users) for unlimited use of eProsecutor Public Portal by the public, including lawyers, and (20% of those users) for unlimited use by other governmental agencies, including those accessing eProsecutor via interfaces, for a total of 26 user licenses. Our minimum annual fee is $50,000 (50 licenses), but we have modified it to $40,000 to encourage you to use eProsecutor. There will be additional annual eProsecutor fees, adjusted for the annual CPI, for each additional user – the next 24 licenses (then total of 50) will each cost about $420.

Hosting

The annual hosting fee consists of a basic operating fee and a storage fee. We do not have the information to allocate the estimated storage requirements of 22TB; we have provided a combined annual fee which will be adjusted to include any additional users ($250/user) and storage ($3,000/TB).

Notes

Training will be integrated into all facets of configuration and implementation. Training begins day one. The more you do, the more you learn…and that is the basic training! Then you will be able to configure eCourt and eProsecutor when your business processes change; we have an unlimited budget for implementation training of internal users; we will train until you want no more.

There must be significant involvement from your IT personnel during the installation of the hardware and system software, data conversion and the development of the interfaces.

We have assumed that your IT department, in consultation with our project team, will complete the mapping and transfer of the legacy data to a common database system provided by your IT department. From the common database we will insert it into *eCourt,* thus completing a full data conversion. Your team may need to do data cleaning or scrubbing in the source database before the initial conversion and after running each iteration of the conversion.

Since your IT department will become familiar with eCourt's API, you will be able to assist with and maintain any interfaces as well as develop interfaces.

There are no software escrow fees; see Software Escrow Agreement. We have prepared our proposal on the assumption that the City is hereby exempt from federal excise taxes and is not subject to any Texas or other local sales or use taxes.

The annual license and maintenance fees include licenses, updates, upgrades and routine support. Non-routine projects will be done pursuant to a Statement of Work using an agreed upon hourly rate plus expenses. However, because eCourt is configurable, the IT department and power users will be able to make most changes. The current blended hourly rate is $175, and it is subject to future annual adjustments.

<u>Electronic Filing fees</u> (Most, if not all, paid by the filer.)

This Price Proposal includes the eCourt Public Portal which also provides for eFiling and ePay-it functionalities. The pricing structure follows:

$5.00/filing (unlimited documents).

- There are no additional charges for Electronic Service ("eService") when combined with a filing.
- A credit card fee of 2.75% is passed on to the filer unless alternate forms of payment are established. There is no fee for ACH fund transfers.
- There are no transaction charges for fee waiver cases.

<u>ePay-it</u>

a. JTI's charges for processing electronic payments made to the agency, including but not limited to payments made using the ePay-it system, and including but not limited to the payment of fees, fines, penalties, assessments and any other agency-ordered debt, will be as follows. These payments can be borne totally by the public or partially offset by the agency. Many agencies absorb the credit card fees and have the public pay the fixed fee.
    i. Payments in full - JTI will charge a fixed fee of $5.95 per transaction;
    ii. Partial payments - JTI will charge a fixed fee of $2.95 per transaction.
b. JTI will credit the agency $.50 per transaction with no increase to this pricing schedule, which JTI will forward to agency on a monthly basis within ten (10) days of the end of each calendar month.
c. On transactions paid via credit card JTI may charge an additional fee of 2.75% of the total amount paid in each transaction. These fees may be absorbed directly by the agency and paid upon invoice from JTI to the agency if requested by the agency.
    i. JTI will provide a weekly ACH transfer of funds at no additional charge

SECTION 601: PRICE SHEET

The City anticipates purchasing a Software as a Service solution (hosted). Proposers may include such items as alternates for consideration; however all specifications, unit pricing, discount pricing, installation, and warranty information must be clearly provided and described. Despite how the required hardware and system software is purchased, the Proposer must accept responsibility for defining the technical requirements and associated configuration required to meet the City's stated objectives. The City reserves the right to award in our best interest including options such as the software without services etc.

See Pricing Overview

Assumes go-lives at start of second year.

Municipal Court Case Management Solution Project Costs

Description	Year One Cost	Year Two Cost	Year Three Cost	Year Four Cost	Year Five Cost
Software	—	—	—	—	—
Licensing	—	—	—	—	—
Hosting Fees (if Vendor hosted)	—	$ 175,000	$ 175,000	$ 175,000	$ 175,000
Annual Maintenance and Support	—	280,000	280,000	280,000	280,000
Other Costs if Required* Services Start-up Investment	—	—	—	—	—
Per Year Total	—	$455,000	$455,000	$455,000	$455,000

*Include a detailed breakdown of other specific costs not referenced above on a separate sheet. Any customization or 3rd party software referenced in the response to Requirements.

Implementation Costs

Proposer must submit a detailed breakdown of services included as part of the implementation for both phases.

Description		Phase One Cost	Phase Two Cost
Implementation Services		$1,025,000	
Training	Included		
System Integrations	Included		
Other Costs if Required	Included		
Mobile Technology	Included		
Total Cost		$1,025,000	

Additional Services, Custom Development

Fixed hourly rate for custom development requested by the City of Austin for software functionality not included in the base software licensing agreement for years two through five.

Description	Year Two	Year Three	Year Four	Year Five
Customer Requested Development (fixed per hour cost)	– $175/hour –			

Describe any complementary solutions that may benefit the City, including functional description and cost. The cost of any complementary items will not be considered as part of the total cost of the proposal.

Authorized Negotiator

Gerald L Salzman, President
Journal Technologies, Inc.
915 E 1st Street
Los Angeles, CA 90012
213-229-5434
Maryjoe_rodriguez@dailyjournal.com

Solicitation Number: RFP JTH0306

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the provisions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 4 of your offer.

1. **0300 STANDARD PURCHASE TERMS & CONDITIONS**

☐ Accepted as written. ☑ Not accepted as written. See below:

Indicate:

Page Number	**Section Number**	**Section Description**

Alternate Language:

Please see the attached document describing exceptions to the Standard Purchase Terms and Conditions.

Justification:

NOTE: Copies of this form may be utilized if additional pages are needed.

Clarifications/Exceptions

We have identified certain requirements in the RFP that our legal counsel believes require clarification or, in some cases, modification. Below is a list of these items, with explanations of our concerns and proposed alternatives.

Section 300 – Standard Purchase Terms and Conditions

P. 1, No. 8. No Replacement of Defective Tender. While JTI intends to make timely delivery of Deliverables that conform with the specifications and requirements required in the Contract, considering the nature and scope of the work, JTI believes that it is reasonable to provide for a cure period in the case of a defective tender. Accordingly, JTI proposes striking the last sentence of Section 8 and replacing it with the following: "Before the time of delivery, the City may inspect and/or test the Deliverables in order to ensure that such Deliverables comply with the requirements set forth in this Contract. The tender of such Deliverables, so inspected or tested, will be deemed to be a conforming tender." JTI is willing to work with the City to determine a reasonable testing procedure.

P. 3, No. 13.D. Payment. JTI does not agree in advance to the unilateral withholding or deduction of amounts due to it under the Contract. Accordingly, JTI proposes striking Section 13.D allowing the City to withhold or set off payments otherwise due to JTI.

P. 4, No. 15. Final Payment and Close-Out. JTI is willing to waive known claims upon the acceptance of final payment, but JTI proposes including a carveout under Section 15.B.ii for claims that arise before final payment, but have not yet been discovered by JTI. Further, for the avoidance of doubt, JTI proposes including the following language: "Notwithstanding anything in this section to the contrary, claims by the Contractor against the City that arise after the making an acceptance of final payment are not waived as a result of the provision of final payment."

P. 5, No. 18. Subcontractors. From time to time, JTI will engage consultants as regular staff enhancements who prefer to provide services as independent contractors rather than as employees. JTI believes it should not need to seek written consent or prepare a subcontracting plan in order to engage these individuals, or a small company through which a group of individuals provides their services. Accordingly, JTI requests that the City approve in advance JTI's use of any such consultants who, individually or through small companies, act as regular staff enhancements.

P.7, No. 23. Acceptance of Incomplete or Non-conforming Deliverables. JTI will work with the City to correct any non-conforming deliverables provided under the Contract, but in the event the City accepts any such non-conforming deliverables, JTI does not believe the City should have a right to unilaterally deduct amounts due to JTI under the Contract. Accordingly, JTI proposes striking the last three sentences of Section 23.

P. 7, No. 27. Termination for Cause. JTI believes that it is reasonable to provide for a cure period before a default under the Contract gives rise to the City's right to terminate under this

Section, but considering the nature of the service, a shorter cure period may not be feasible. Therefore, JTI proposes changing the cure period from ten (10) days to fifteen (15) days. In addition, while JTI intends to fully perform under the agreement, JTI cannot act as an insurer between the costs associated with JTI's proposal and the costs of the City's or others' services. Accordingly, JTI objects to provisions imposing liability for any difference between the price in the Agreement and the cost to the City in the event the City contracts with another vendor to procure materials or services. JTI therefore proposes striking the penultimate sentence of Section 27.

In light of the substantial resources that JTI will devote to the project, JTI proposes adding a provision to the Contract clarifying that in the case of any termination, whether for cause, without cause or for any other reason, JTI be paid for work properly performed or delivered, whether or not completed or accepted at the time of termination.

P. 8, No. 31. Indemnity. JTI understands the importance of the indemnification provision and is willing to indemnify the City and other listed parties from losses that are caused by the negligence or willful misconduct of JTI, its officers, employees, agents, representatives, or subcontractors. To the extent that the indemnification provision purports to extend JTI's indemnification obligations beyond this level, JTI objects. Accordingly, JTI proposes replacing Section 31.A.ii with the following: "Fault" shall mean negligence or willful misconduct.

P. 8, No. 32.A.i. Insurance. JTI notes that adding the primary endorsement to JTI's Errors and Omissions Policy will result in additional premiums. Accordingly, JTI proposes excluding the Errors and Omissions policy from clause A.vi. However, if the City insists, JTI is willing to obtain a quote for this coverage, provided that the additional cost will be added to JTI's bid.

> **A.xii.** JTI's insurance provider believes that the requirement to provide notice of erosion in aggregate limits is unusual and burdensome. Accordingly, JTI proposes striking Section 32.A.xii, which requires thirty (30) days' written notice of erosion of the aggregate limits of JTI's coverage.

P. 10, No. 36. No Warranty by City Against Infringements. JTI is willing to indemnify the City against claims that the deliverables infringe any third-party intellectual property rights, but JTI believes that an indemnity for the breach of any representations and warranties stated in the Contract is too broad. JTI believes that any liability that the City may incur as a result of the breach of any representations or warranties made by JTI in the Contract will be adequately covered by the direct liability of JTI to the City in such a case and the general indemnity provisions in Section 31. Accordingly, JTI proposes striking the phrase "the Contractor's breach of any of Contractor's representations or warranties stated in this Contract" from Section 36. Furthermore, with respect to the IP indemnity, JTI believes that the Contract should have customary carveouts for any claims relating to the City's combination of any deliverables with any other software, modification of any of any deliverables, or use of any deliverables in breach of the license granted by JTI.

P. 10, No. 37. Confidentiality. Since the City will also have access to JTI's Confidential Information, JTI proposes that the confidentiality provision of the Contract be made mutual.

P. 12, No. 48. Dispute Resolution; 49. Jurisdiction and Venue. JTI proposes that any disputes not resolved pursuant to negotiation as described in Section 48 be subject to binding arbitration so as to avoid the inherent conflicts of litigation in the Travis County courts. Accordingly, JTI proposes striking the sentence "[a]ll issues arising from this Contract shall be resolved in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts" and replacing it with a standard binding arbitration clause.

Solicitation Number: RFP JTH0306

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the terms and conditions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 4 of your offer.

2. **0400 SUPPLEMENTAL PURHCASE PROVISIONS**

☐ Accepted as written. ☑ Not accepted as written. See below:

Indicate:

Page Number	**Section Number**	**Section Description**

Alternate Language:

Please see the attached document describing exceptions to the Supplemental Purchase Provisions.

Justification:

NOTE: Copies of this form may be utilized if additional pages are needed.

Clarifications/Exceptions

We have identified certain requirements in the RFP that our legal counsel believes require clarification or, in some cases, modification. Below is a list of these items, with explanations of our concerns and proposed alternatives.

Section 400 – Supplemental Purchase Provisions

P. 1, No. 2. Insurance. JTI has priced its bid in a cost-effective manner for the City on the basis of its existing insurance policy coverages. Any changes to that coverage will increase the cost of performing its obligations under the Contract and will thus increase the price of its bid. Accordingly, JTI proposes the following exceptions to the insurance provisions of the Contract to conform to JTI's existing insurance policies.

> ***Specific Coverage Requirements***:
> **B.i.1. Worker's Compensation and Employer's Liability Insurance.** For the avoidance of doubt, JTI's Worker Compensation Policy covers employees of JTI who may be working in the State of Texas, but does not apply to State of Texas employees. Accordingly, JTI proposes that the phrase "shall apply to the State of Texas" be replaced with "shall apply to the Contractor's employees working in the State of Texas."
>
> **B.i.1.b.** JTI's insurance provider is unable to provide notice of cancellation on the Workers' Compensation Policy. Accordingly, JTI proposes striking the thirty (30) days' notice of cancellation required by this provision.
>
> **B.ii.1.a. Commercial General Liability Insurance.** With respect to the requirement to provide "Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project," JTI would like to clarify that coverage will be subject to the policy terms, conditions and exclusions of its Commercial General Liability policy.
>
> **B.iii. Business Automobile Liability Insurance**. JTI notes that it does not intend to use any owned vehicles in connection with work under the Contract, so JTI's automobile policy does not cover owned vehicles. Accordingly, JTI proposes that it only be required to obtain owned vehicle coverage to the extent owned vehicles are used in the performance of the Contract.
>
> **B.iv. Professional Liability.** With respect to the requirement to provide coverage to pay "all sums which the assured shall be come legally obligated to pay as damages…," JTI would like to clarify that coverage will be subject to the policy terms, conditions and exclusions of its Professional Liability policy.

P. 4, No. 8. Warranty – Performance. JTI cannot agree to be held to vague, superlative standards, such as "industry best practices." Instead, JTI will warrant that the services rendered by JTI are done in a competent and professional manner by personnel with training, background and skills commensurate with the level of performance reasonably expected for the tasks to which such personnel are assigned.

P. 4, No. 10. Warranty – Software. JTI believes that it is up to the City to determine whether JTI's software meets the City's requirements. Therefore, JTI proposes striking Section 10(a) and instead will warrant that its software will perform in accordance with the modifications and descriptions set forth in JTI's proposal. Further, as it is not possible to predict future desktop configurations and specifications, JTI proposes striking the language "the Subscription Services shall work with future Desktop Specifications, as well as future releases of web browsers, and shall have both forward and backward functionality." Additionally, JTI believes that a broad imposition of liability upon JTI for any use of the software is not commercially reasonable and proposes striking the language that provides it will "be liable for any damages that Client may suffer arising out of use of, or inability to use, the Subscription Services and Non-subscription services provided under this Agreement." However, JTI would like to address the City's concerns and is willing to work with the City to alleviate whatever worry may have prompted the inclusion of these provisions.

JTI understands the importance of the indemnification provision and, as discussed above, is willing to indemnify the City and other listed parties from losses that are caused by the negligence or willful misconduct of JTI, its officers, employees, agents, representatives, or Subcontractors. Accordingly, JTI proposes striking the phrase "any act by an agent . . ." and replacing it with the phrase "any willful or negligent misconduct by an agent . . . ."

P. 4, No. 11.A. Warranty – Against Undisclosed Illicit Code. JTI believes that the use of certain files that may be hidden (for example, dotfiles) in a project like the one contemplated by this Contract is unavoidable. Accordingly, JTI proposes that the phrase "any hidden file" be replaced with "any hidden executable file." However, JTI would like to address the City's concerns and is willing to work with the City to alleviate whatever worry may have prompted the inclusion of this provision.

P. 10, No. 17. Ownership and Use of Deliverables. For the avoidance of doubt, JTI would like to clarify that the term Deliverables does not include materials that were developed by JTI before undertaking the tasks contemplated by the Contract or are developed by JTI independent of the Contract.

JTI is willing to grant the City ownership of the work product and intellectual property specifically produced in the performance of the contract. However, just as the City will benefit from the efficiencies and expertise gained from JTI's prior work for other customers, JTI requests a perpetual, non-exclusive license back from the City permitting JTI to use, reproduce, modify, and distribute such work product and intellectual property for the purpose of incorporating such work product and intellectual property into products we prepare for other customers.

New Contract Provision – Limitation of Liability. In order to competitively price JTI's products and services, it is important for JTI to limit its potential exposure to damages. Accordingly, JTI proposes that the Contract contain a standard limitation on liability provision for indirect, special, or consequential damages and a cap on each party's aggregate liability to the other at, in the case of the City, the fees payable to JTI under the Contract and, in the case of JTI, the amount of the fees actually paid to JTI for the first five years of the Contract term.

Solicitation Number: RFP JTH0306

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the terms and conditions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 4 of your offer.

3. **0500 SCOPE OF WORK**

☐ Accepted as written. ☑ Not accepted as written. See below:

Indicate:

Page Number	**Section Number**	**Section Description**

Alternate Language:

We do not provide, maintain or install hardware.
See Tab 17 for matrices exceptions.

Justification:

NOTE: Copies of this form may be utilized if additional pages are needed.

Journal
Technologies

October 19, 2016

Attn: Jim Howard, Corporate Purchasing Manager
City of Austin, Municipal Building
Purchasing Office
124 W 8th Street, Rm 308
Austin, Texas 78701

RE: RFP JTH0306 – Municipal Court Case Management System

Dear Mr. Howard:

I enclose the proposal to provide our browser-based case management system. Journal Technologies has provided case management systems to governmental agencies for more than 25 years and serves over 500 courts and agencies in 42 states and internationally. Our project staff is listed in Tab 11.

I am authorized to answer questions regarding this proposal and negotiate and contractually obligate the organization and acknowledge receipt of all addendums (#1 through #12). My contact information follows:

Gerald L. Salzman, President
Headquarters:
915 E. 1st Street
Los Angeles, CA 90012
(213) 229-5434 direct line
(213) 229-5375 fax
maryjoe_rodriguez@dailyjournal.com

Thank you for this opportunity,

Gerald L. Salzman

Gerald L. Salzman
President
Journal Technologies, Inc.

Management Summary

Our true browser-based case management system enjoys a unique advantage over other systems: it was architected from the ground up as a highly configurable "business processing engine" to be the centerpiece for document management and eFiling solutions and used by trial and appellate courts, prosecutor and public defender offices and other governmental agencies, including probation, tribal and state and county governments. eCourt can be hosted in the cloud or in-house.

Users only need a web browser (Internet Explorer 10+, Chrome, Firefox, etc.) to access the system and the web portal from desktops, laptops, smartphones (iPhone, Android) and tablet devices (iPad, Galaxy, etc.). The system's graphical user interface, including all screens and dashboards, is natively touch screen enabled. eCourt/eProsecutor are database agnostic; most of our clients use Microsoft SQL. No software customization will be required, except for interfaces. Additionally, eCourt and eProsecutor are multilingual.

Journal Technologies is a wholly-owned subsidiary of the Daily Journal Corporation which brings several advantages to the table, including significant financial resources of more than $175 million in cash and marketable securities to be used in its business when necessary. The Daily Journal was organized in the late 1800s and has about 160 employees who also provide support functions for Journal Technologies, which has about 175 employees and full-time independent contractors primarily located in Los Angeles, Denver and Logan, Utah.

Although the Daily Journal is a public company, control rests with the Board of Directors. Corporate management includes Charlie Munger as Chairman of the Board. He, as vice chairman, and Warren Buffett, as chairman, manage Berkshire Hathaway, one of the largest and most respected companies in the United States.

We will partner with Managing in Excellence, based in Austin, to assist with project management and other tasks. They are currently working with us on the Fort Worth Municipal Court and Bell County judicial projects. We will also partner with Texas GovLink to assist with the interfaces and conversions; they are registered with the Small and Minority Business Resource Department and they have worked on several Texas projects including the Department of Criminal Justice and the Department of Transportation Crash Records.

We plan to complete the project in about a year with one implementation team for the court and another for the prosecutor (See Tabs 10 and 11).

eCourt and eProsecutor are two unique configurations of the same core product. This provides the necessary separation of the two branches of city government while allowing for the seamless and immediate transfer of data between the court and the prosecutor to share events, dispositions, sentencing conditions, financial information, attorney assignments and schedules. (Both of these configurations can be on the same database, but most prosecutors do not want to take that risk.)

eCourt and eProsecutor includes all the components needed to satisfy the Business and Operational Goals because it is highly configurable, provides extensive workflow capabilities, a public portal

for e-filing and citation payments and manages the electronic and physical documents and files to enable you to move to a paperless system. The features and advantages of eCourt and eProsecutor are outlined below and further demonstrated in the included Sample User and Training Guide.

eCourt/eProsecutor ("eCourt") Components

Configurability and flexibility

- *Configurable Navigation* – eCourt's Site Navigation Manager allows you to adjust general navigation of the system to perfectly fit the needs of the specific user role.
- *Configurable Screens* – Our Screen Builder utility enables you to not only control the data being displayed on case-management screens, but it also provides functionality to display the data in different views and styles (columnar vs. tree, grouping, different colors and icons, etc) for different users.
- *Configurable Data Elements* – Our Metadata Tool enables administrators to precisely meet any new requirements by extending our baseline database tables. This includes creating new entities and fields, creating relations between different tables, and assigning data types to the fields. With some additional configuration using the Screen Builder, a new form can be quickly created and modified in a fraction of the time that older systems would require for similar changes.
- *Configurable Business Rules* – These types of rules are used to represent behaviors of the type IF condition THEN action. For example, "IF pending charges still exist, THEN the case cannot be disposed". Through a web administrative interface, users with security clearance can create and manage business rules in real-time without changing the underlying code.

  eCourt provides a business rule engine for administrative users. It allows complete access to the system objects and thus a rule can be written to provide Create, Read, Update and Delete operations. The rules can to be implemented using a scripting language called Groovy that follows the standard programming standards and compliance. These rules can be applied/implemented in various ways:

  - In screens as validation rules or transactional rules.
  - In entities to allow for additional complex validation and transactional rules.
  - In document templates to calculate complex template fields.
  - In minutes.
  - For interfaces for communication with 3rd party interfaces

  The Workflow engine in eCourt also utilizes rules for automation to e.g. generate a notice of hearing when an event is scheduled. The business rules provide full access to consume SOAP and REST web services.
- *Configurable Financial Distributions* - Our Auto-assessment Engine allows you to modify the distribution of funds to the proper general ledger accounts.

Consequently, eCourt's configurability reduces the efforts needed to accommodate the differing needs of each agency and satisfies your vision for the future without needing significant changes to the core system.

Workflow

eCourt's workflow engine can accommodate automated workflows by nearly any data-driven parameters including case type, court, case status or any event-driven activity. eCourt's built-in workflow configuration utility enables your administrators to control all aspects of workflow including (i) creating new workflows or modifying existing ones, (ii) identifying the specific event or action that inserts work into the queue, (iii) determining how many items may be assigned, (iv) automating actions to take if work is not completed within the specified timeframe, etc.

We will configure your workflows to accommodate the various processes. eCourt's workflow system contains a variety of functionality. For instance:

- *Configurable Triggers* – Triggers initiate items in workflow queues based on either data-driven or event-driven actions such as the filing of a document, the entry of a judgment or disposition, the creation of a document, etc. Triggers are often configured to move items into "automated" queues, which can automatically update case records with virtually any kind of data.
- *Configurable Time Standards* – Time Standards work very much like triggers except that they are based on the age of items rather than "listening" for a particular action. For example, an item can be created in a workflow queue if a party fails to comply with an order of the court within a set number of days from the filing of a document. Similarly, the time standards give supervisors the flexibility to specify different actions, such as automatic escalation, based on the age of an item within a work queue. These actions include routing the item to another work queue, notifying the user that the item requires immediate attention, notifying the supervisor, or some combination of all of the above. Multiple time standards can be put into place so that, for example, the user gets a message when the item is five days old, the user and supervisor are both notified when the item is 10 days old, and the item is automatically routed to another queue (with notifications), as needed, when the item reaches 15 days old.
- *Ad-hoc Workflow Redirection* – Users with supervisor rights can redirect work from one staff member to another in the event of an absence, special assignment, or other circumstances that require a temporary reallocation of work.

Judge and Other Views

We have worked with judges and others to develop features a judicial officer can use to manage their electronic docket both before a hearing ("Chambers View") and during the hearing ("Bench View"). The result is a finely tuned set of screens that give judges a broad set of features to manage their electronic docket such as digital signatures, rapid note taking, research tools, keyboard shortcuts and drill-down views of case data. In addition, we provide "Share Book" allows the panel of bench officers to collaboratively share document annotations with each other during the post-hearing conference using a live chat window. The courts can leverage our baseline *Judge View*

module and customize it during the configuration phase to meet the exact requirements of your own judicial officers. Similar views are provided for prosecutors and probation personnel.

Calendaring

eCourt's calendaring system provides flexibility and efficiency for scheduling court and inhouse events, and when coupled with workflow, allows the court to predetermine the scheduling of all or some events as the court sees fit. Notices are automatically generated to a printer or email. Court holidays, the judge's personal time off, reservations for court business and the attorneys' other scheduled events in that court are checked for conflicts in the process. eCourt's Outlook interface also posts events to the judges' Outlook calendars.

The calendaring system also includes configurable time slots that allow the court to determine, in advance, which events will be heard by which judge or panel, in what location, and on what dates and times. This allows the court to automatically schedule cases upon case initiation, or a subset of them, according to specific rules.

The calendaring system provides a monthly, weekly and daily view, and can be searched by official (judge), facility, case type, resource and date. The monthly view shows at a glance the number of events scheduled in the morning and afternoon, the maximum number of time slots that are available, and a number of events that are reserved.

The weekly and daily views show the events that are scheduled. The electronic case file can be opened by clicking on the event link. Events can be scheduled, reserved, rescheduled; court business can be scheduled; and time off can be scheduled. Time slots can also be closed from this area, which is helpful if a judge wants to accept no further events for a particular time slot.

Dynamic Advanced Searching and Ad-Hoc Reporting

Along with a library of pre-defined searches, you can compose custom searches across all case elements in the database. The criteria for these inquiries can be based upon a wide-range of parameters contained within the database you require such as case type, case number, case name, party name, unique person identifier, statute number or charge, docket code, calendar date, event type, or date, etc. Search results can be sorted by column and "drill down" into case information via hyperlinks. They can also be downloaded as Microsoft Excel, .pdf, .rtf, .xml and .csv format documents.

- *Saved Searches* – Often times, users run certain searches more frequently than others. eCourt provides "saved search" functionality in which an individual's search parameters can be saved for future use and are readily accessible from the left hand navigation panel under "*My Saved Searches*."
- *Reports* – eCourt provides full reporting capabilities, with possibilities to output the reports into pdf, xls, html, xml and many other formats. eCourt supports ad-hoc as well as batch processing of pre-designed reports. The reporting module is fully integrated with the eCourt workflow system, which allows automatic and batch processing of reports. It also uses the bundled document management system for storing reports on demand or when they are automatically processed in batch mode. The report module is based on a popular, open

source, reporting framework called JasperReports (). With this system, agencies use their tools of choice (such as the iReport free desktop application, http://jasperforge.org/projects/ireport) to design the reports. Then the report designs are uploaded into eCourt and configured, and thus become available for ad-hoc or batch processing.

- *Expression Builder* - The ability to perform configurable searching and reporting in eCourt is due to our Expression Builder utility which is the backbone of nearly all customized inquires to the database including Searches, Reporting (including statistics), Work Queues, Form Builder, etc. To shield users from the complexity of generating these queries, the Expression Builder allows users to "point-and-click" their way into creating whatever queries are necessary.

Document Management

We provide within eCourt a document management system as well as scanning, indexing and storage of paper-based and electronic documents. All documents, regardless of file formats (scanned images and electronic files such as PDF, Word, Excel, PowerPoint, Visio, text, audio, video), are easily stored, managed, and retrieved from within eCourt for a single, centrally managed repository that has the necessary security and automation features to support the business.

When a document is generated by eCourt, it is automatically associated to the case and saved to the repository. Additionally, when the user has to provide edits prior to saving the document and sending it, they can upload it to eCourt using the Microsoft Word ribbon tool bar and all revisions are saved.

In addition to saving these electronic types of documents, you will have the need to scan paper. Scanning allows you to import documents with the additional ability to perform image enhancements and read bar codes which offers easy to use methods for storing documents. There are three ways information can be captured: Scan Now, Scan Later, and Bulk scanning. The combined offering provides scanning functionality at every level.

- Scan Now is a feature that is launched directly within the eCourt document interface. Users that are creating a document record can choose the Scan Now button to drive a scanner that is directly attached to their PC.
- Scan Later is a feature that is used when there is a need to quickly identify the documents with a cover page and perform the scanning later. The user selects Scan Later to automatically print a cover page that will tie the document to the specific case and document record in eCourt. This way you can centralize your scanning equipment and staff.
- Bulk Scanning is a feature that provides the ability to batch scan thousands of pages across multiple scanners. This allows you to quickly and efficiently scan large volumes of documents.

Therefore, our approach to capturing information falls under two philosophies - day forward or backfile. All three features can be used for either strategy. However, you would typically see Bulk Scanning be used for the backlog of paper and the other two for capturing all of the paper moving forward.

eCourt provides point and click access to all documents and their associated records. You can retrieve and enhance document images, view keywords associated with the document and change them if appropriate, add a note, highlight, stamp or signature. Users may also print documents, send them via internal or external email, save the document to the desktop or clipboard, and view the document's audit trail with a date and time stamp for each action performed on that document record, and by whom.

eCourt is also integrated with Hyland's OnBase, IBM's FileNet, EMC's Documentum and Microsoft's SharePoint document management systems.

eFiling, including by Self-represented Litigants

eCourt comes with a cloud-based eFiling module which allows attorneys, attorney service firms and self-represented litigants to securely file cases, documents and other information to any appropriate court in the State – one or many courts. A dedicated Clerk Review module exists at every eCourt location to allow clerks, judges and other court personnel the ability to process filings and automatically route cases to the "next step in the process" without ever having to print out a piece of paper. Los Angeles County Superior Court will be using our eFiling solution to handle all electronically filed civil case documents.

Our cloud-based eFiling solution is hosted through Amazon Web Services (AWS). AWS is a world-class provider of cloud-based services that allows our eFiling solution to scale on-demand as needed to meet your requirements. AWS is a fully FedRAMP compliant cloud service provider ensuring data is always secure, available, backed-up and can be audited as required by federal guidelines.

Law Firms

Law firms are able to submit filings directly to the court. Our eFiling attorney system provides the capability for firms to submit new cases or file documents on existing cases. Fees are calculated and presented to the filer as an estimate of the fees subject to court review of the documents. No funds are obtained from the filer until it is accepted by the court. In addition, the system maintains a filing history of all documents submitted, the current status of each submission, copies of the conformed documents and any supplemental documents the court transmitted upon acceptance of the filing.

Attorney Service Firms

Attorney service firms provide services to law firms such as couriers, personal service of documents, monthly billing and the advancement of fees. Our eFiling solution provides the capability for Attorney Service Firms to submit filings electronically on behalf of their clients. In addition, the Attorney Service Firm can also provide an eFiling system to their clients for purposes of submitting documents directly without intervention by the Attorney Service Firm.

Self-represented litigants

Self-represented present a different usability challenge compared to law firms and attorney service firms. They need much more assistance and guidance to step them through the legal requirements

of a filing. For this reason, our eFiling solution provides an eFiling system that includes multi-lingual help text, video links, step-by-step filing instructions and labels for each data entry field. A data entry wizard guides users throughout the filing forms.

An example of this specialization (and why it's important) is when an electronic filing is rejected. Simply listing the reasons for a rejected filing and writing lots of text often leaves the filer confused on how to proceed. Customizations allow the court to provide users (i) a customized explanation from the clerk about why the filing was rejected along with (ii) highlighting the fields that are not filled out correctly. Filers can immediately fix the error, re-print any pleadings, and immediately re-file again. Such customizations allows the Court system to appropriately provide the best information needed to file electronically without crossing the line of giving legal advice.

Payments

Our eFiling solution accommodates multiple versions of online payment methods.

- Standard, one-time credit card transactions are supported. Filers can use standard credit an debit cards such as Visa, MasterCard and American Express. eFiling uses a hosted payment gateway for single-payment transactions and since we never store, process or transmit payment cardholder data, it's PCI-compliant.
- We support "payment tokenization" allowing us to charge a card multiple times without having to create PCI Compliant data storage. Tokenization replaces credit card payment account numbers (PAN) with tokens which are submitted to a payment provider for authorizations. Users create tokenized payment profiles during eFiling registration which can be re-used for every filing.
- For law firms and attorney service firms, our eFiling solution supports automated clearing house (ACH) payments giving members of the same organization a single account for making payments. This daily Electronic Fund Transfer (EFT) approach provides an efficient and cost effective means for collecting payments.

Public Facing Website

24/7 access to case information (documents, searches, calendars, case summaries, etc) is now an expected feature of any CMS. Requests can come from virtually anywhere -- the general public, case litigants, justice partners, county counsel, press and data aggregators just to name a few. eCourt also comes with a cloud-based electronic case access (eAccess) module which provides the ability for outside users to securely access case information from the appropriate courts throughout State. This single point of access will allow all agencies to enforce consistent payment methods and security rules across all agencies while removing the burden of each agency hosting their own case access portal.

Payments & Fees; if desired

Many courts are searching for areas where their revenue streams can be supplemented. eCourt provides the capability to charge for services that increase access to electronic court records. You determine (i) which type of case access requires a fee as well as (ii) which user type will be assessed the fee. For example, you may charge standard users a document download fee of $1.00 per page for the first 5 pages, $0.40/pg for each additional page (per document) with a maximum fee per document if $40.00. But you may allow users of verified public agencies (such as public defenders)

the ability to download these documents for free or at a reduced rate. eAccess supports multiple types of payment methods such as standard credit cards, prepayment accounts, tokenized credit cards and ACH/EFT payments. These options appeal to the spectrum of users from “pay as you go” users who just want to download documents in a case to high-volume legal researchers.

Integration with Other Systems

The ability to effectively exchange data between information systems is critical to the success of integrated justice information systems (IJIS). In older systems, APIs would be hard-coded for each integration point. This means every time the agency needed to send data to another justice partner, these integration points would have to be hard coded. These hard-coded information exchanges were normally very expensive to develop and maintain and cannot be readily adapted to meet new requirements for information sharing including the ability to handle new information exchanges or to adapt to new standards.

Instead, eCourt Data Exchange REST API is built on eCourt’s configurable metadata layer, new fields and columns added to the system are immediately available to the applications that exchange data between systems. In this manner, eCourt system administrators that oversee these data exchanges can rapidly make changes to the information sent from (or added to) eCourt. So instead of waiting weeks or months for new API functions to be hard-coded into the system, eCourt administrators have the ability to test and deploy their data exchange applications as quickly as they need to.

Besides 3rd party application integration, eCourt is also directly compatible with the Citrix network, Microsoft Active Directory and LDAP services.

Additional Functionality

Notes

Notes allow judges and others to attach "virtual post-it notes" to nearly any case. Notes are often used to organize simple reminders and memos about case information that don't require formal database fields. Users can quickly create notes of virtually any length with high levels of custom formatting (font, color size, indentation, bullet items, etc). Most important, every note is "security enabled" allowing the note author to precise control who can read/edit the note.

A popular feature of Notes is called "My Library" which acts like a repository of commonly used notes. Individual users can build their own library of these text snippets and can "reuse" them anywhere in the system that accepts text input. Users can create their own personal index of notes or add notes to a common "Court Library" which can be used by court staff. All notes can be categorized and tagged so the user can rapidly find the exact note they are looking for. My Library allows judges to save their commonly used snippets of text and re-use them in any written document.

Minutes

eCourt makes this process simple. eCourt’s Minutes component provides tools to enable users to quickly record information using pre-defined templates, cut and paste, use short-cut keys, and optionally use a bar-code reader to select commonly used text. Most importantly, information

recorded through minutes is posted directly to the CMS, eliminating the need to double enter the information. eCourt's workflow tools can then, for example, process the information according to rules established by the courts (send out alerts, schedule an event, etc).

Checklists

eCourt's Checklists component can be used to help monitor and prepare cases. These checklists can include the major steps in the case as well as the required documents, which can be "mapped" to eCourt's document received screen. And checklists can be customized with case notes. Thus, the overall status of the case can be recorded on the checklist and viewed in the work queues by the appropriate personnel.

Both Case- and Person-centric

eCourt supports both case-centric (activity for all of the participants within a case) and person-centric (activity for all of the cases for a specific participant) activity. Typically, legacy case management systems have been limited to the former, and they provided detailed case history information (referred to by courts as the Register of Actions) on a case-by-case basis, including information such as the documents filed, actions and decisions of the court, and the case participants (including the parties, their legal representatives, expert witnesses, etc.).

Joinders

eCourt has unique functionality in which a user can establish different types of links (or "joins") between two or more related cases. Once joined, a variety of actions can automatically take place when records for one case are affected. For instance, the agency can identify logical groups of cases with common staff assignments and other group-applicable business rules. Once joined, for example, scheduling and financial actions affecting any one of the cases can be automatically applied to all of them.

Accounting

eCourt provides a case and trust accounting system that includes the following: case billing with fine/fee calculations and distributions, accounts receivable subsidiary general ledger, cash receipts and till management, collections, accounts payable subsidiary general ledger and check writing for refunds, if required.

eProsecutor Overview – Common Processes

Information about people and cases are the lifeblood of every prosecutor's office, so Master Person information, case information, and case-level document management are core features of eProsecutor. Name and case information is presented using configurable screens, which are designed to match the functional progression of a case and the security level of the user. Persons are related to cases by involvement type in the case, so a complete history of a person can be easily viewed and printed. A brief listing of just some of the business processes that are met by eProsecutor are set out below.

- *Intake* – electronic and manual case referral from law enforcement, case creation, case review assignment with deadlines for case assignment and filing of charges.

- *Case assignment - manual* – case has been screened and filed, next court date set, and case is sent by workflow to trial assignment supervisor, then manual reassignment of case to prosecuting attorney, with receipt and acknowledgement of assignment by assigned attorney.
- *Case assignment - automated* – workflow for automatic case assignment based on team or specialty team. After case is filed, workflow assigns case to a team leader based on either a rotating date schedule (e.g., team A takes all cases filed on Mondays or during a duty week, or filed in a specific courtroom) or specialty team leader based on the type of charge filed (e.g., adult sex crime, burglary, child sex crime), then manual assignment of case to a team member.
    - Ability to automatically assign cases based on the number of existing cases of a team member, and/or an automatic evaluation of the weight of the cases currently assigned to each team member based on a weight assigned to the single highest level charge filed.
- *Conflict checking* – defendants, witnesses, and victims for prior and pending case involvements, Brady law notifications, etc., and notification of potential issues.
    - Conflict checking of judge, defendant, defense counsel, and assigned prosecutor for personal or professional relationships that could create a conflict situation.
- *Discovery processing* – screens and workflow to receive, process, and disclose electronic or print discovery, using batch scanning and save to case, with notification to a discovery clerk, investigator, and attorney as initial and subsequent discovery is received.
    - Tracks disclosed and received discovery items, with dates, so undiscovered/undisclosed items can be easily identified.
    - Select discovery to disclose, automatically Bates Stamp, create zip file, disclose on public portal, and notify defense attorney. Tracks defense attorney public portal logins and downloads.
    - Discovery automatically removed from public portal after case is disposed and after a specific number of days.
- *Subpoena generation* – workflow to automatically generate subpoenas for specific event dates for a specific case, or as a "batched" job of subpoenas for multiple cases.
    - Tracks all service notes, and related certificate of service to the subpoena served.
- *Investigations* – workflow to assign attorney-requested interviews, tasks, and investigation items free-form and as checklist items, with corresponding screens and searches to track progress towards completion and due dates.
    - Workflow can either assign tasks to specific investigators or to an investigative supervisor for reassignment to an investigator.
- *Plea offer* – both automatic and manual plea offers can be created. Sentencing guidelines, including confinement, fines, probation, and conditions are stored with statutes and can be configured to meet both state and local statutes.
    - Free-form plea offers allow your attorneys to generate offer documents based on the unique characteristics of the case and other pending cases for defendants.
    - Statute-driven offers conform to your agency, local statute, and court guidelines and can be generated with a single click.
    - Concurrent and consecutive service calculations along with probation terms are included.

    - Fine-based offers calculate total fines and fees.
    - Victim restitution amounts are included in plea offer generation.
    - Generate plea offer documents with a single click.
    - Add and dismiss charges to explore "what if" scenarios, without affecting the defendant's active charges.
    - Generate and transmit multiple offers during negotiations, tracking the accepted offer.
- *Charging document generation* – one-button generation of charging documents across related cases/co-defendants, supporting multiple-defendants, victims, enhancements and allegations, and prior convictions.
- *In-court processing* – generate docket documents and update cases (add event result, schedule next event, etc.) during the hearing via an easy to use interface.
    - Eliminates the need for staff to have to reenter event notes and update cases.
- *Victim services deadlines* – workflow to set time standards for witness/victim contact and checklist for victim services.
- *Hearing-specific proof outline* − the ability to link a case research item (motions issue or element of the charge) to a specific hearing type, and create a proof/fact outline that can then be exported to a document or viewed on an in-court screen from which the attorney can conduct the direct and cross-examination of witnesses.
- *Related cases* – co-defendant case status, scheduling, charging, and offer tracking.
- *Searches for common statistical needs*:
    - Specific charge or grouping of related charges (all murder charges, all DUI charges) with offer made, final disposition charge, disposition, and full sentence imposed by Court.
    - Current cases assigned to each attorney or investigator.
    - Cases assigned to attorney and age of case from the date of the filing of charges.
    - Cases assigned to an attorney with future events listed and speedy trial expiration date shown, grouped by days to expiration of speedy trial standard.
    - All cases closed in a specified time period, grouped by attorney, showing charge severity, disposition type (plea or finding) to each charge, able to sortable by each type of disposition.
    - Track offers and trial results for high level charges ultimately pled or found by Court to be a significantly lower level charge.
    - Cases opened and closed in a specific time period.
    - Upcoming Jury Trials grouped by attorney and ordered by date of closest trial to date of report.
- *Motions filed and legal analysis of issues* − ability to associate keywords or some type of topical organization to documents created by attorneys so that the research can be located at a later date when similar issues arise. Commonly referred to as a "brief bank".
- *Speedy trial tracking* − workflows with speedy trial calculation including excluded time periods, reset of speedy trial periods, and the ability to track progress toward and notify persons about upcoming due dates and missed time standards.
- *Time and expense tracking* – attorney time tracking, investigations, victim-witness payments, restitution, or case auditing situations.

- *Pre-filing investigation cases* – can be created either before or after a formal complaint or incident occurs then converted to a regular case or linked to a new case using the initial data or a law enforcement referral. Investigators, documents, meetings, and people related to an investigation can be tracked. Confidential sources can be displayed or hidden based on user security settings.
- *Evidence* – can be added to cases at any time and a chain of custody can be established through tracking of dates, times, locations, and custodians in possession of the evidence. Images of evidence can be attached for use as proxies during hearings.

eProsecutor's configurable structure supports a wide range of case preparation and investigative activities, including:

- *Pre-filing Investigations* can be created either before or after a formal complaint or incident occurs. Investigators, documents, meetings, and people related to an investigation can be tracked. Investigation screens are completely configurable and use the full functionality of eProsecutor. Confidential sources can be displayed or hidden based on user security settings.
- *Evidence* can be added to cases at any time and a chain of custody can be established through tracking of dates, times, locations, and custodians in possession maybe of the evidence. Images of evidence can be attached for use as proxies during hearings.
- *Discovery* utilizes the central filing cabinet of a case so that documents, files, and physical evidence can be assembled into a discovery packet, disclosed as eDiscovery using the Public Portal, or copied to physical media for in-person delivery. Complete tracking of the contents of each discovery packet, delivery and receipt of the packet, and discoverable items not yet disclosed is a standard feature in eProsecutor. Using Workflow, as new discoverable items are received, they can be automatically assigned to the pending work queue of an attorney or investigator for review, classification as discoverable or privileged, redaction, and disclosure if appropriate.

Additional eProsecutor Functionality

Electronic Discovery

Discovery is connected to the central filing cabinet of a case so that documents, files, and images physical evidence can be assembled into a discovery packet, Bates Stamped, disclosed as eDiscovery using the Public Portal, or copied to physical media for in-person delivery. Complete tracking of the contents of each discovery packet, delivery and receipt of the packet, and discoverable items not yet disclosed is a standard feature in eProsecutor. Using Workflow, a new discoverable item can be automatically assigned to the pending work queue of an attorney or investigator for review, classification as discoverable or privileged, redaction, and disclosure, if appropriate.

Unlimited Case Types

All matters in eProsecutor are organized by case types, so that a lawsuit for Asset Forfeiture is separated by case type and subtype from a felony, misdemeanor, traffic, or juvenile case, and a request for legal advice is easily distinguished from a request for law enforcement training. Each case type or special request your office handles is created and managed as a unique matter with

its' own auto-generated internal case number, parties, witnesses, victims, dates, reminders, and "to do" lists.

Event "Call Offs"
Notifications by letter or e-mail can be automatically generated to release persons or resources from their subpoena obligation when an event is cancelled or a case is closed.

Case Assignments
Any number of attorneys, investigators, support staff, victim advocates, etc., can be assigned to cases. Users can be reassigned from cases (and the history of that assignment is saved). Cases can be reassigned as a mass operation.

Dashboard
Every user has a dashboard which can be customized by an individual user to contain a variety of gadgets such as current cases, upcoming events, notepad, workflow assignments/tasks and embedded searches/reports. Dashboards for every attorney can contain a list of only their cases, with additional caseloads visible to managers based on their security level.

Lab Reports
Case and person-specific medical information, case exhibits, blood tests, DNA analysis results, ballistic reports, and autopsy test results are easily viewed as data and the full report retrieved as a document.

Time and Billing
Time and expense entries are stored on the case and tracked by date, activity or expense type, user, and time expended. Time can be associated with grants or other administrative classifications, if needed, and extensive notes available to document the work performed. Time entries can be set to different statuses as part of an approval process connected to a Workflow and related to parties on the case. eProsecutor allows a wide variety of time tracking needs to be addressed, such as different increments of billing time, different rates for different services performed by the same user and pre-defined time entries based on specific types of user activities.

With the configurability of eProsecutor, agency-specific processes to automate time entry using start and stop triggers can be created beyond the core time tracking features. Once entered, time and expenses can be collated into billing invoices to be sent electronically or generated using an agency-defined template document, and statistics can be generated using our Data Search capability. Results can also be outputted to a variety of different file formats, such as .pdf, .xls, and .csv files.

Tracking restitution, judgments, fines or other obligations and payments is standard functionality.

Profile, Qualifications and Experience

Profile and Organization

Journal Technologies, Inc. is a wholly-owned subsidiary of Daily Journal Corporation (the "Company") which publishes for the California legal community both the Los Angeles and San Francisco Daily Journals which were organized in the late 1800s. It also produces several specialized information services and web sites.

New America Fund, a publicly traded closed-end mutual fund controlled by virtual of share ownership by Mr. Munger and Mr. Guerin bought the Daily Journal in 1977 for $2 million. The fund was liquidated in 1986 and Daily Journal shares were distributed to over 1,000 New America Fund shareholders causing it to be publicly traded, and the Company now has a market capitalization of more than $250 million.

The Company holds marketable securities ($179 million at December 31, 2015) as substitutes for cash to be used in its business when necessary.

The Company owns two modern office buildings near downtown Los Angeles and an office building in Logan, Utah and has an office in Denver. The Daily Journal has about 160 employees in the publishing division who also provide support functions for Journal Technologies, which has about 175 full-time employees.

Journal Technologies, Inc. includes the combined operations of Sustain Technologies, Inc., acquired in 1999 and a wholly-owned subsidiary since 2008; New Dawn Technologies, Inc., acquired in 2012; and ISD Technologies, Inc., acquired in 2013.

Although the Daily Journal is a public company, control rests with the Board of Directors.

- Charles T. Munger is Chairman of the Board and a director of the Company and also serves as Vice Chairman and a director of Berkshire Hathaway Inc., a holding company with interests in insurance companies, corporations engaged in the retail sale of consumer goods, a manufacturer of premium candies, various other manufacturers, the publisher of The World Book Encyclopedia and a newspaper, the Buffalo News. Mr. Munger is a director of COSTCO Wholesale Corporation, a discount merchant. He was Chairman of New American Fund when it acquired the Daily Journal in 1977.

  Mr. Munger has been Chairman of Good Samaritan Hospital in Los Angeles for 29 years. As part of his philanthropic endeavors in recent years, he has been designing and donating student housing for universities, including Stanford, Michigan, California Institute of Technology and the University of California – Santa Barbara, created in a unique style to help stimulate cross-culture relationships by students.

- J.P. Guerin is Vice Chairman of the Board and a director of the Company. He has been active in the securities and software business since his first working years in 1950 at IBM in its pioneering computer division.

  Resulting from major share ownership, he has been a Director or Chairman of over 20 public or private companies such as Republic Corp. (NYSE), PSA Airlines (NYSE), See's Candies (OTC), Lee Enterprises (NYSE), Wham-O-Toys (OTC), American Electronics (ASE) and New America Fund (NASDAQ) when it acquired the Daily Journal. He was appointed by President Ford to the National Market Advisory Board and was Chairman of the Pacific Stock Exchange.

  He was a Commissioner of the 1984 Olympic Games. For the last 15 years he has been engaged part-time in local law enforcement as a sworn officer, presently a member of a multi-agency Federal Task Force, Internet Crimes Against Children.

- Peter D. Kaufman is a director of the Company. Mr. Kaufman is Chairman and Chief Executive Officer of Glenair, Inc., a privately held manufacturer of electrical and fiber optic components and assemblies for the aerospace industry and a provider of complex environmental cables and technologies for rail and mass transit.

  Glenair has factories in Burbank, California, Bologna, Italy and Mansfield, England (over one million square feet), that fabricates in excess of 40 million parts each year for its 30 plus product lines. It has served high-reliability interconnect customers for 60 years including the Mars Explorer, F-35 Joint Strike Fighter, International Space Station, Boeing 787 and the Space X Dragon.

- Gary L. Wilcox joined the Board of Directors in 2012. Dr. Wilcox is Chairman and a Co-founder of ADRx Inc., a biotech company focused on amyloid diseases, and Vice Chairman and a Co-founder of Cocrystal Pharma Inc., an antiviral drug discovery company. From 1974 until 1984, Gary was a Professor of Microbiology and a member of the Molecular Biology Institute at UCLA. He was the recipient of the American Cancer Society Faculty Research Award in 1977 for his pioneering work in positive control of gene expression. In 1981 he co-founded Ingene Inc. which patented fundamental gene expression technologies and antibodies, including the antibody patent licensed to Genentech for the anti-cancer drug, Rituxin. From 1993-2007, he was Executive Vice President of Operations and a member of the board of directors of Icos Corporation, where he played a key role in the development of Cialis. The company was ultimately sold to Eli Lilly and Company in 2007 for $2.4 billion.

  Dr. Wilcox has served on the Board of Directors of NASDAQ, New York and London stock exchange traded companies, as well as several private technology companies. He has been a trustee of the University of California – Santa Barbara Foundation since 1997 and has been a member of the University Board at Pepperdine University since 1990. In

1969 he was a recipient of a US Navy Unit Commendation Award. He is the author of 72 scientific papers and a named inventor on 15 patents.

- Gerald L. Salzman is President and a director of the Company and also acts as its Chief Executive Officer, Chief Financial Officer, Treasurer and Assistant Secretary. Mr. Salzman has been a manager with PricewaterhouseCoopers and an officer of New America Fund when it acquired the Daily Journal.

Qualifications and Experience

Journal Technologies has been providing case management systems to governmental agencies for more than 25 years and serves over 500 justice agencies in 42 states and internationally.

Our Texas clients include Fort Worth Municipal Court, Texas State Bar, Bell County, San Marcos Municipal Court, Lamb County, Webb County District Attorney and Midland County Pretrial Services.

To illustrate our configurability and flexibility to serve all justice agencies, we have listed some of our clients in other courts and agencies. eCourt is for courts, eProsecutor/eDefender for prosecutor and public defender offices and eProbation for probation departments with all sharing the same system architecture, just different configurations. Earlier versions were first installed in the mid-1980s.

eCourt was first installed in the Washington, D.C. Office of Administrative Hearings in 2009 and in the Saskatchewan Court of Appeal in 2010.

eCourt has been installed by the Los Angeles Superior Court since early 2014 and will soon serve over 1,700 users in 23 locations. It is also used by several other Superior Courts in California and it was recently selected by the Riverside Superior Court with 1,400 user licenses. Approximately 50 Georgia courts use an earlier version and are upgrading to eCourt.

The State of California Department of Industrial Relations – Occupational Safety and Health Appeals Board is using eCourt. Las Vegas and King County (Seattle) are installing eCourt.

The Oregon Office of Administrative Hearings uses eCourt and eCourtPublic for statewide appeals of unemployment insurance, unemployment insurance tax, and child support cases. Each of Oregon's 52 district attorney and Division of Child Support offices electronically file child support appeals directly into eCourt from the eCourtPublic eFiling portal. This system has dramatically reduced filing errors and improved case processing timeframes.

eCourt, with the eCourtPublic eFiling portal, has provided the Saskatchewan Court of Appeal with the first complete, providence-wide, end-to-end eFiling, eSearching and ePayments solution in Canada since 2011. Prosecutors and the public can file cases and documents electronically, pay filing fees, and view their cases all online. This has increased efficiency for the Registrar's Office's and enabled a paperless environment for the Court and its customers. The Saskatchewan Sheriff's Department, with 9 provincial offices, centrally manages asset seizures with eCourtPublic to

satisfy civil judgments from the Court of Queen's Bench. We have recently been selected by the Alberta Court of Appeal, Canada. Additionally, eCourt is multilingual.

eProsecutor is used by the Prosecutor's Office in Gilbert, Phoenix area, where the system provides access to discovery, victim/witness services, investigations, probation and an automated plea generation system. The State of Montana Attorney General's Office is using eProsecutor to meet the needs of their Legal Services Division. We are implementing eProsecutor for the Salt Lake City, Utah District Attorney, and the Salt Lake City Prosecutor, as well as the Fresno and Butte County, California district attorneys. eProsecutor has also been selected by the Connecticut Department of Criminal Justice, with over 400 users, the Monroe County, New York District Attorney, with 200 users, and the Fairfax Commonwealth Attorney in Fairfax, Virginia.

eDefender is used in the Santa Barbara, California public defender's office. We are providing eDefender for the Cook County (Chicago) Public Defender with 750 users and the Orange County California Public Defender with 480 users. The Connecticut Office of the Public Defender uses an earlier version of our eDefender system for its 450 users. We are also installing eDefender in the Kootenai Idaho, and Humboldt California, as well as the Statewide Oregon Public Defenders.

The San Luis Obispo County Probation – accounting, including collections and distribution of restitution and the City of Marietta Municipal Court, Georgia use our eProbation module. Milwaukee County Pretrial plans to go-live in 2016. We are also installing eProbation for Salt Lake City, Utah, King County District Court and City of Bellevue, Washington.

We have no litigation, judgements or disputes.

Rutherford County, TN and Journal Technologies mutually decided to end their efforts to install a new case management software system in the Rutherford County Courts. Despite the good faith efforts of the parties, both parties recognized that the project did not work out as either had intended a judge in the Santa Barbara Superior Court, CA wanted a different solution. The State Bar of California kept changing requirements, and after more than three years of work, they came up with more than 750 additional changes. And all of management changed at the Bar.

Key Personnel

See Staffing in Tab 11.

References

Client Name	Los Angeles County Superior Court
Client Address	1150 N San Fernando Road, Los Angeles, CA 90065
Client Contact Person Name	Janice Teramura
Client Contact Person Title	Project Manager
Client Contact Person Telephone	310-517-9926
Client Contact Person Email	JTeramura@lacourt.org
Description of services provided and applications installed with version number.	eCourt has been installed by the Los Angeles Superior Court since early 2014 and will soon serve over 1,700 users in 23 locations. Los Angeles had used earlier versions for several decades.
Hardware/Database environment	MS SQL, Windows, On-Premise
Implementation date or proposed implementation date	July 2014
Number of users accessing system	See above.

Client Name	Gwinnett County Recorder's Court, Georgia
Client Address	115 Stone Mountain Road, Lawrenceville, GA 30046 USA
Client Contact Person Name	Jeff West
Client Contact Person Title	Clerk of Court
Client Contact Person Telephone	770-619-6116
Client Contact Person Email	jeff.west@gwinnettcounty.com
Description of services provided and applications installed with version number.	Configured eCourt to meet the Court's traffic, non-traffic, and parking business processes and other requirements for the Court and the Solicitor. Project included all screen and workflow design, documents, searches and reports, accounting; courtroom processes; interfaces with Georgia State Patrol, Gwinnett County Police Department and Sentinel Probation; and data conversion from the legacy system. eCourt went live in 2013, and we have continued to add new features as they determine new processes that can be automated. Gwinnett Recorder's Court processes more than 140,000 municipal court cases each year. It celebrated a two year anniversary on the eCourt case management software in 2015.

	"Go live was just the beginning," said Jeff West, Clerk of the Recorder's Court. "Journal Technologies gave me, and continues to give me, more than I asked for from eCourt. If we had settled on any other system … and we looked at them all … we would never have achieved the savings and efficiencies we are seeing today." Gwinnet had used an earlier version for several years.
Hardware/Database environment	MS SQL, Windows, On-Premise
Implementation date or proposed implementation date	Live in 2013
Number of users accessing system	250 (Recorders Court currently live with 25 users)

Client Name	**Bell County, TX**
Client Address	150 E Water St. Belton, TX 76513
Client Contact Person Name	Adam Ward
Client Contact Person Title	IT Manager
Client Contact Person Telephone	254-933-5277
Client Contact Person Email	Adam.ward@bellcounty.texas.gov
Description of services provided and applications installed with version number.	Bell County is in the process of implementing eCourt for its District Court, County Court, 6 Justice of Peace offices, District Clerk's office, County Clerk's office, Pre-Trial Services Department, and County Attorney's office.
Hardware/Database environment	MS SQL, Windows, On premise
Implementation date or proposed implementation date	Anticipated Go-live March 2017
Number of users accessing system	125 users

Client Name	**Marietta Municipal Court**
Client Address	240 Lemon Street, Marietta GA 30060
Client Contact Person Name	Pam Allen
Client Contact Person Title	Clerk of Court
Client Contact Person Telephone	770-794-5407
Client Contact Person Email	pallen@marietta.gov

Client Name	Macon Bibb County
Client Address	601 Mulberry St, Macon, GA 31201
Client Contact Person Name	Patti Graves
Client Contact Person Title	Clerk of State Court
Client Contact Person Telephone	478-621-6436
Client Contact Person Email	pgraves@maconbibb.us
Description of services provided and applications installed with version number.	Macon Bibb went through an exhaustive RFP process and in the end selected eCourt over Tyler Technologies because we were able to demonstrate true configurability. We converted Macon Bibb from a mainframe application. The first State Court went live in September 2016 and has done media interviews regarding the success of the project. Links to the media stories are provided below. http://www.13wmaz.com/news/local/new-bibb-court-system-gives-public-more-information-on-cases/326969896 http://www.41nbc.com/2016/09/27/new-software-system-making-check-easier-macon-bibb-courthouse/
Hardware/Database environment	MS SQL, Windows, hosted by Journal Technologies
Implementation date or proposed	September 2016
Number of users accessing system	247 users

Client Name	Fort Worth Municipal Court
Client Address	1000 Throckmorton Street, Fort Worth TX 76102
Client Contact Person Name	Dakisha Wesley
Client Contact Person Title	Assistant Director, Administration
Client Contact Person Telephone	817-392-6700
Client Contact Person Email	dakisha.wesley@fortworthtexas.gov
Description of services provided and applications installed with version number.	Fort Worth Municipal Court eCourt project includes 151 user licenses and SaaS hosting. Journal Technologies was selected through the competitive bid RFP process to replace its legacy case management system. Journal Technologies will provide all software support, maintenance, and configuration, training, and implementation. Journal Technologies' professional services include project management, configuration services, user and administrator training, data migration, data exchange, and customer support.
Hardware/Database environment	MS SQL, Windows, Hosted by Journal Technologies
Implementation date or proposed implementation date	September 2017
Number of users accessing system	150

Audited Financial Statements

The Daily Journal Corporation is a public company and files with the SEC the annual SEC Form 10-K which includes the audited financial statements. These are fairly large packages, and we suggest you view them at https://www.sec.gov/cgi-bin/browse-edgar?CIK=DJCO&owner=exclude&action=getcompany&Find=Search. Contact us if you want us to send a separate package. The Notes to the financial statements include information for each business segment. Journal Technologies expenses include over $4,000,000 of non-cash amortization expenses for the write-off of intangible assets resulting from acquisitions several years ago. We have included the balance sheet for the fiscal year ended September 30, 2015.

Duns and Bradstreet # 967459983

DAILY JOURNAL CORPORATION CONSOLIDATED BALANCE SHEETS

	SEPTEMBER 30	
	2015	2014
ASSETS		
Current assets		
Cash and cash equivalents	$ 15,617,000	$ 15,410,000
Marketable securities, including common stocks of $158,705,000 and bonds of $7,336,000 at September 30, 2015 and common stocks of $165,734,000 and bonds of $7,942,000 at September 30, 2014	166,041,000	173,676,000
Accounts receivable, less allowance for doubtful accounts of $250,000 at September 30, 2015 and 2014	5,673,000	8,566,000
Inventories	48,000	51,000
Prepaid expenses and other assets	684,000	983,000
Income tax receivable	765,000	2,051,000
Total current assets	188,828,000	200,737,000
Property, plant and equipment, at cost		
Land, buildings and improvements	12,773,000	12,814,000
Furniture, office equipment and computer software	2,655,000	2,889,000
Machinery and equipment	1,864,000	1,864,000
	17,292,000	17,567,000
Less accumulated depreciation	(8,335,000)	(8,552,000)
	8,957,000	9,015,000
Intangibles, net	12,990,000	17,744,000
Goodwill	13,400,000	13,400,000
Deferred income taxes, net	4,021,000	2,981,000
	$228,196,000	$243,877,000
LIABILITIES AND SHAREHOLDERS' EQUITY		
Current liabilities		
Accounts payable	$ 4,212,000	$ 4,344,000
Accrued liabilities	2,919,000	3,118,000
Deferred subscriptions	3,474,000	3,381,000
Deferred installation contracts	7,820,000	8,896,000
Deferred maintenance agreements and others	6,815,000	7,031,000
Deferred income taxes, net	40,641,000	46,502,000
Total current liabilities	65,881,000	73,272,000
Long term liabilities		
Investment margin account borrowings	29,493,000	29,493,000
Deferred maintenance agreements	551,000	180,000
Income tax payable	2,991,000	3,244,000
Accrued interest and penalty for uncertain and unrecognized tax benefits	633,000	537,000
Accrued liabilities	47,000	780,000
Total long term liabilities	33,715,000	34,234,000
Commitments and contingencies (Notes 4 and 5)	---	---
Shareholders' equity		
Preferred stock, $.01 par value, 5,000,000 shares authorized and no shares issued	---	---
Common stock, $.01 par value, 5,000,000 shares authorized; 1,805,053 shares issued, including 424,307 treasury shares, at September 30, 2015 and 2014	14,000	14,000
Additional paid-in capital	1,755,000	1,755,000
Retained earnings	59,111,000	58,301,000
Accumulated other comprehensive income	67,720,000	76,301,000
Total shareholders' equity	128,600,000	136,371,000
	$228,196,000	$243,877,000

Product History and Future Disclosed Plans

Name: eCourt
Product release date: 2009
Current version: 2016.14-SR3 – July 2016

See Tab 7 – Qualifications and Experience for the product's history. eCourt is an upgrade to earlier versions. See Tab 19 for the Software Escrow Agreement; eCourt is under continuous warranty. Our plan is to continue to expand on our browser-based system for all justice agencies.

Module Architecture and Hardware Configuration

eCourt *can be in the Cloud or on your servers.*

Hosted
Your system can be hosted by large cloud hosting companies which have industry-leading security. Disaster recovery is included in your hosted solution.

We conduct quarterly third-party penetration and vulnerability tests on every hosted customer environment. Tests span discovery, exploitation, brute-forcing and reporting, providing advanced evasion and post-exploitation methods. In addition to these tests, the hosted facility has stringent data access controls.

Your Servers
We have included in-house system configurations of hardware and system software which also provides for the Public Portal. The system includes fail-over application and database servers that allow uninterrupted access to eCourt/eProsecutor if the primary servers are down. A duplicate system will probably be required if you want off-site disaster recovery. All can be virtualized using VMWare or equivalent.

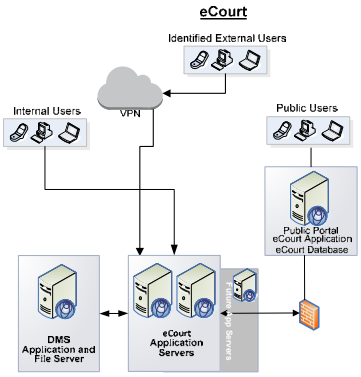
Your IT department will want to determine the physical environment and network requirements for the widely used hardware and install the centralized hardware and system software; we will provide assistance, if needed. The basic network requires a minimum 100MB to end-users and a 1G core switching.

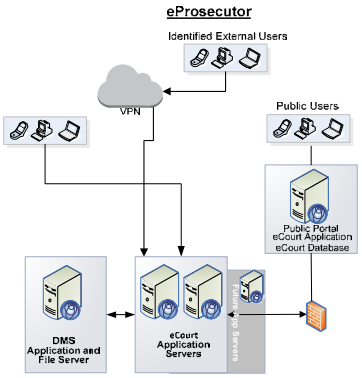
There are several choices for the hardware. You can purchase/lease equipment at significant discounts or you might already have some of the equipment. eCourt supports twain compliant scanners such as Kodak i2800, as well as the Fujitsu fi-5530C, fi-5750C, and fi-6770 models. Consequently, you should use your costs of any additional equipment and system software you need in the planning process. We do not provide/install hardware and its maintenance and support.

Users only need a web browser (Internet Explorer 10+, Chrome, Firefox, etc.) to access eCourt and the Public Portal from desktops, laptops, smartphones (iPhone, Android) and tablet devices (iPad, Galaxy, etc.) The system's graphical user interface, including all screens and dashboards, is natively touch screen enabled. Software recommendations include: Windows 2012 R2 Server Standard Edition, Microsoft SQL 2014 Standard Edition, Apache Tomcat and Jasper iReport.

Hardware and System Software

Multiple instances of eCourt can reside on the same hardware and a single database server connected to a SAN can have different databases.





Court Virtual Server and Storage Configuration

		# Machines	Memory GB	# Cores
Production				
	eCourt	1	8	8
	eCourt DB	1	32	8
Optional	Report DB	1	16	4
	Portal	1	4	4
	Portal DB	1	8	4
Staging/Testing*				
	eCourt	1	4	2
	eCourt DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2
Development*				
	eCourt	1	4	2
	eCourt DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2

* Can be used on demand.

Prosecutor Virtual Server and Storage Configuration

		# Machines	Memory GB	# Cores
Production				
	eProsecutor	1	8	8
	eProsecutor DB	1	32	8
Optional	Report DB	1	16	4
	Portal	1	4	4
	Portal DB	1	8	4
Staging/Testing*				
	eProsecutor	1	4	2
	eProsecutor DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2
Development*				
	eProsecutor	1	4	2
	eProsecutor DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2

* Can be used on demand.

Workstation Hardware Configuration

Component	Minimum Specification
Processor	1 @ 2.0 Ghz or faster
Hardware	Any
Memory	4 GB minimum
Monitor Size	Minimum resolution: 1600x1200
Video Card	Standard
Disc space	100 GB minimum
Network interface	Ethernet NIC
Operating system/version	Windows 7 or 8/8/1
Other required software and versions	Browser of your choice. Supported browsers IE 10+, Firefox, Chrome. Java Runtime Environment 7 for printing.
Third-party applications and versions, what they are used for	MS Word, Adobe (This is for viewing and generating documents in Word and PDF format).

Security

The eCourt application puts security measures at all levels to protect the data from unauthorized access.

To protect the data at the transport layer, all data transmission to and from the application is encrypted via TLS and the HTTPS protocol. eCourt also validates web application inputs to prevent against SQL injection and cross-site scripting attacks.

All trusted clients have to be authenticated to get access to the system. eCourt supports the following authentication methods:

- Basic Authentication - Passwords are encrypted in the database by way of a one-way hash encryption using bcrypt bit digest. Multiple configurable password policies are supported, such as expiring passwords after [n] days, not allowing password reuse, minimum length and other strength measurements of passwords, etc. Password resetting is done through configurable secret questions. Passwords are never sent through email or any other means; they are only reset based on one-time tokens. All passwords are saved in the database in an encrypted format (bcrypt).
- Microsoft Active Directory – User authenticated against the Microsoft Active Directory (Active Directory Integration) where passwords are managed by your IT Staff
- Single sign-on – Users windows credentials are used to authenticate the user to eCourt
- Two-forms of authentication – Where the user needs two means of authentication to get access to the system, one is something that they know (like a password) and the other is something that they have (like a security key)

An administrator defined timeout period can causes the system to automatically disconnect users who have been inactive for a set period of time.

eCourt has constructed a sophisticated security paradigm based on the Spring Security Framework (http://www.springsource.org/spring-security). This approach allows administrators to design their own flexible operational hierarchies of security levels using criteria such as agency, case type, role, etc.

All application objects (system functions or tasks, cases, business rules, forms, reports, etc) are passed through a security audit to check user privileges before proceeding with a transaction. Additionally, eCourt allows for a number of sensitivity settings for case data including private, sealed confidential, and medically sensitive.

The following concepts are used in eCourt's security:

> *User*: A user is anyone who has access to the system. Users are authorized to perform tasks based on the group they belong to. Additionally, Access Control Lists (ACLs) can be used to grant special permissions to individual users.

Group: Groups are collections of users. Every user must belong to a group but cannot belong to more than one group. All rights ("Authorizations") to perform tasks are set at the group level.

Authority: Authorities are defined by the system administrator and determine the access rights to resources (such as URLs, Tasks, Forms, etc.). Then groups are granted authorities. Each group can have multiple authorities granted to them.

Seals: Cases or documents can be sealed by inserting a seal record into the case or document. In addition to permanent seals, eCourt supports sealing for a limited period of time by setting their start and finish dates.

The agency administrator can add permission to access sealed cases and documents to an existing authority or to an authority specifically created for this purpose. Then that authority can be granted to a user (through the user's group). Users with such authority can access sealed cases and documents.

Access Control List (ACL): ACLs are used for handling instance (or record) level security. Each secured object in the system may have an ACL. Objects can inherit ACLs from their parent objects (e.g. a Sentence can inherit ACLs from its parent Charge).

Security Rules: In cases where special security requirements cannot be satisfied with the built-in security methods, eCourt provides hooks for writing custom business rules granting or denying access for specific situations.

Audit Log
Although technically not part of Security, the audit-logging feature is an essential part of the administration of the system. eCourt provides full audit-logging capabilities for all the domain objects. For each modification of the data ("Create", "Update", "Delete") the following is recorded and saved in the database: the user, the time, the action that was performed ("Create", "Update", "Delete"), the name and the record number of the affected entity. In case of an "Update", the list of the fields, which were modified, is also recorded. Additionally, these changes are grouped by database transactions, that they were part of.

Data Integrity
eCourt allows fine-grained access control of secured objects. In particular for multiple courts, security access levels or specific permissions can be set based on jurisdiction, case type, case category or any other attribute. Thus, while the data integrity is ensured through traditional relational database means, the security is provided at the application level through specific permissions configured per court or jurisdiction.

Confidential Data
Cases, Documents and SubCases can be sealed in eCourt. The application will prevent access to sealed objects, until the seal is lifted or is not effective anymore.

Encryption of Data
eCourt encrypts any password field saved in the database (such as email passwords). At the customer's request, any other field can also encrypted.

Code
All configurations run the same code. Any customization is contained within the application.

eCourt Architecture

eCourt is an n-tier, web-based application developed on Java 2 Enterprise Edition (J2EE) platform, an industry standard. A principle reason we went with J2EE is that it provides a superior match of cross-platform flexibility and performance relative to competing application environments. As a result, you can leverage your existing software investments.

The core design pattern of eCourt is the Model-View-Controller (MVC) pattern, a proven, established methodology of architecting enterprise web applications. MVC separates design concerns (data persistence and behavior, presentation, and control), decreasing code duplication, centralizing control, and making the application more easily modifiable. The software architecture consists of the following components:

> *Client Layer:* Consists of the various web-enabled devices (desktop PC's, notebooks, iPhones, PDAs, etc.), the browsers installed on them as well as any 3rd party applications installed on them.
>
> *Application Layer:* Includes the major components of the eCourt product including security, case processing components, the application framework, the application program interface (API), as well as any other products (such as content management systems, jury management systems, etc.) that eCourt has been integrated with.
>
> *Data Layer:* Includes the relational database (RDBMS) and the storage media supporting it.

The Client Layer includes the following components:

> *Web Browser* – eCourt uses standard Javascript/AJAX throughout the application. As a result, clients may use Chrome, Internet Explorer, Firefox or Opera on all workstations throughout the organization (including branch offices, etc).
>
> *3rd Party Applications* – The interface layer also interacts with 3rd party applications through our configurable API (*see below*). Using standard web service protocols, eCourt can interface with desktop client/server applications, mobile phones, PDA's, etc.

Application Layer
The Application Layer includes security, the case processing components (which are described in the proposal), the application program interface (API) and integrated 3rd party applications (please

see – Integration, Interfaces, and Information Exchange), and the "Framework" that provides support for all of these components.

Application Layer – Security
eCourt has an advanced user/group access paradigm in which operational hierarchies of personnel (front office, supervisors, judges, evaluators, etc) are consolidated with organizational units (districts, divisions, units, etc). All application objects (system functions, cases, business rules, forms, reports, etc) are passed through a security audit to check user privileges before proceeding with a transaction. Additionally, eCourt allows for a number of sensitivity settings for case data including public, private, sealed confidential, and medically sensitive.

Application Layer – API
The eCourt SOAP and REST APIs are the primary way for 3rd party applications to get data in and out of eCourt. They are a low-level, HTTP-based API applications that can be used to query, insert, update and delete data. Each API request is authenticated ensuring the requesting application can only read or write data according to their security permissions.

Application Layer – Configurations
eCourt provides support for a wide range of functionality and a number of specialized configurations have been developed to meet the specific needs of different types of courts and justice agencies. Available configurations include:

Courts	Justice Agencies
Administrative Hearing Courts	Probation
Appellate Courts	Pretrial services
General Jurisdiction Courts	Prosecution
Limited Jurisdiction Courts	Public Defense

A special configuration, eCourt Public, has been developed to meet requirements for public access to information and services and includes functionality to enable members of the public to file documents, dispose traffic citations and other matters where a court appearance is not required (including the payment of fines, fees, and assessments) obtain forms, and conduct limited searches.

Application Layer – Case Processing
eCourt provides significant functionality to facilitate the processing of cases through all stages from filing through disposition and post-judgment activities. A discussion of the functional capabilities of the product is not within the scope of this document and is provided in other reference documents, in the User Instructions, and in the online help content provided with the application.

Application Layer – Framework

The framework is comprised of:

Metadata – The metadata is an abstract layer resting above the physical database that enables clients to extend eCourt baseline tables (entities) and add completely new fields, tables and relationships to the system. This functionality allows clients to exactly meet their present and future data requirements.
Screen Builder – The Screen Builder is one of the most often used administrative screens in the system. It not only gives clients control of the data being displayed on case-management screens, but also provides functionality to display the data in different views and styles (columnar vs. tree, grouping, different colors and icons, etc). And because the Screen Builder is so closely tied to Metadata, portions of the screen builder are re-used for configuring the API, Minutes and Register of Actions.

Dashboard Metrics - The dashboard consists of multiple portlets/gadgets. Each user in the system can choose what gadget they wish to display on their dashboard and how they are organized. Users can have single, double, and triple column layouts of gadgets. eCourt also has built in user based color schemes, enabling each user to choose look and feel they are most comfortable with. Some of the currently supported gadgets are: saved searches, currently assigned cases, upcoming events, recent cases, embedded reports, work flow assignments, court news, recently archived reports, embedded calendar, notepad, etc.

Conditions & Business Rule Engine – eCourt condition engine is a custom, forward chaining processor built using a "best practices" approach for processing production/inference rules. These types of rules are used to represent behaviors of the type IF condition THEN action. For example, "IF pending charges still exist, THEN the case cannot be disposed".Clients with appropriate security can create and manage business rules in real-time without changing the underlying code.

Cross References – eCourt provides a flexible cross-reference module that gives clients the ability to reference nearly any case record to another. The relationships can be visualized in the main case view as well as queried during configurable searches. For example, the cross-reference utility can manage the complex many-to-many relationships that can sometimes exist between attorneys and parties in a complicated, class action lawsuit.

Workflow Engine – eCourt's workflow engine allows for the processing of business procedures or "workflows" during which information or tasks and documents are passed from one participant to another in a way that is governed by rules or procedures. eCourt's workflow engine is a custom implementation based on XML Process Definition Language (XPDL) of the Workflow Management Coalition (WfMC). The workflow processor has complete access to the business rule engine to carry out all automated functions. By design, the workflow engine can exist on separate, dedicated servers to increase efficiency.

eCourt also includes a workflow management console, which provides a complete view of all tasks inside a work queue and allows for modification to a single task or multiple tasks at once. Each work queue management screen contains a summary at the top of the page that details all open tasks for the queue along with the following: number of high priority tasks, number of unassigned tasks, number completed today, number received today,

number past due, number due today, number due tomorrow, number due in two to three days, the number of tasks aged fifty to seventy-five percent, number of tasks aged over seventy-five percent, and how the queue is performing compared to the pre-configured tolerance levels. The statistics are provided for the entire work queue and also broken down by individual participating in the queue.

Navigation/Menus – Clients have the ability to adjust general navigation of the system to perfectly fit the needs of the specific user role. For instance, the menus of a clerk can be modified to only display hyperlinks relevant to his/her job. Alternatively, judges may customize their menus to include quick links to pertinent websites existing outside of the system. eCourt also has developed a caching mechanism to enable quick display of menus throughout the system.

Auditing – eCourt tracks and provides an audit trail of important application data updates such as *date, time, transaction id, user id and court id*. This audit trail is accessible to authorized users and allows grouping/sorting and analysis by the above factors. This information allows selection of records by date ranges. With each change the system will automatically log the user, transaction ID, time of modification, and a complete history including revision numbers of any record being modified. Using this data the system can actually reconstruct the case at any point in time over the life of the case.

Notices Engine – Our Notice engine manages all forms and notices throughout the system. The engine contains a number of utilities that (i) utilize pre-existing MS Word or PDF documents or (ii) create new forms and notices not bound to a proprietary word processing system. In either case, you would map data from the database to a particular form/notice. In the background, eCourt uses open source software called Velocity to assist in mapping data. Velocity is a Java-based template engine. It permits anyone to use a simple yet powerful template language to reference objects defined in Java code. You can read more about the velocity project at *http://velocity.apache.org*.

Persistence Engine - eCourt utilizes an open source module called "Hibernate" as the main method for query execution and persistence management. Hibernate is a high performance object/relational persistence and query service for Java. Hibernate manages the connection to the database keeping eCourt portable to all SQL databases. Because of this, eCourt scales extremely well as concurrency increases in a cluster or on a single machine. For more information about Hibernate, go to *http://www.hibernate.org*.

Database Layer

The database layer includes the following components:

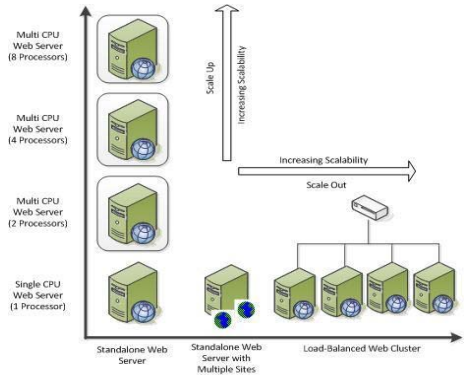
Tables - eCourt employs a relational database model with referential integrity strictly enforced. As mentioned in the functionality review, eCourt's configurable nature would allow you to insert additional tables and/or columns as business processes change.

Indexes – eCourt indexes the baseline fields needed for general use. However, due to the configurable nature of eCourt, system administrators are free to create indexes on additional fields as they see fit.
Triggers, Cursors & Procedures - eCourt does not use triggers, cursors, stored procedures or any other database objects whose functionality may change across database platforms.

Agnosticity - Although we generally propose Microsoft SQL Server, you are free to migrate to any major JDBC-compliant database platform in the future (Oracle, MySQL, etc)

Hardware Architecture Discussion

Scalability & Availability
Scalability (as depicted in the diagram below) generally refers to keeping up with a growing numbers of users without impacting performance. eCourt scales efficiently because we (i) follow a "best practices" approach for hardware configuration and (ii) have optimized eCourt to be as efficient as possible.



Note: This figure was taken from Microsoft's "Enterprise Design for Web Application Services" found on their TechNet website.

Scaling Up
Scaling up means adding resources to a single node (computer) in a system. This typically involves the addition of CPUs or memory to a single computer. Additionally, network adapters can be added and possibly teamed to distribute the network load. Clients may "scale up" at their discretion.

Scaling Out
To scale horizontally (or scale out) means to add more nodes to a system, such as adding a new computer to a distributed software application. A cluster is a group of multiple server instances running simultaneously and working together to provide high availability, reliability, and scalability. Our recommendation of clustered JBoss Application Servers gives administrators the ability to economically scale up should the need arise.

Hardware Load Balancing
Where appropriate, a hardware load balancers can route TCP/IP packets to various servers in a cluster. They sit between users and the eCourt server cluster in order to evenly distribute the traffic to the different Web servers. Coyote Point Systems offers the E350si which delivers a number of

load balancing features for an affordable price. The Equalizer's layer 7 functionality makes it possible to differentiate among users to direct them to the appropriate server. Other supported functionality includes URL pAmerican Resource Solutionsing, persistent cookies, and a virtual cluster technology that makes it possible to assign pools of servers to the most heavily used applications and services.

Project Management

Methodology

We will utilize the results of the initial planning meetings guided by the Project Work Plan to jointly build the installation tasks. The Summary Project Work Plans also provides a general description of the court's responsibilities. A significant part of our work will be onsite, and the availability of the court's personnel will determine the schedule. In addition, the timeline for the implementation depends on the completion of the conversions and the interfaces. We have eliminated all financial risks by not requiring any payments until each go-live.

Because eCourt is configurable, your users will not be "forced" into using a system that doesn't meet their expectations. We will first use our baseline systems and compare them with your requirements. We will facilitate the "configuration work sessions", and with your staff, configure the components of the system to your specific requirements.

We will have two primary implementation teams – court and prosecutor – and two support teams – conversions and interfaces and public portal. We will partner with Managing in Excellence, based in Austin, to assist with project management and other tasks, and Texas GovLink to assist with interfaces and conversions.

The agencies' personnel will be involved in every activity, and we will jointly prepare a Status Report every two weeks or as needed.

Our individual staff members will do multiple tasks – project management tasks, configuration of screens and workflows, notifications and documents, searches and reports, and training your administrators and staff trainers. Our implementation teams seldom have the need to request code changes from developers since the tools they need to configure your system already exist in eCourt.

With so many configurability tools built into eCourt, our configuration teams can make system changes extremely quickly -- often in a matter of minutes to the surprise of clients who are used to waiting days and weeks for features. For this reason, we've had particularly good success demonstrating a base system to your staff that meets most of your requirements and then steadily meeting side-by-side with your subject matter experts over the course of weeks to tweak the system in real-time to meet the agency's requirements. Our progress is then confirmed by a formal Conference Room Pilot in which other users review the system for any final issues. This approach may seem unconventional at first glance, but we've found that it often reduces the amount of issues that slip through the cracks since the agency is focused on interacting with our team rather than writing extensive documentation. For some projects, our approach has shaved weeks (even months) off the actual project go-live.

We follow the Agile model of system implementation and configuration. The required changes can be made in real time or divided into two-week sprints. Instead of waiting a long time for configuration to be done and then reviewing all of them together, this Agile methodology will allow for frequent reviews and hands-on training of the system. We will train the agency's IT staff to be able to make future changes. Any configuration changes are stored in the database thus

eliminating code check-in check-out. We usually make these configuration changes on a configuration environment and then export the changes, which are XML files, into the test system.

The change management process begins with the demonstrations and the subsequent involvement of subject matter experts and department supervisors who must understand the issues that matter to the end users.

We will jointly list the "concerns" of those who will have much to do with the successful implementations. Just like any other risk, the implementation staffs must continually work to reduce the anxieties caused by change. We will use periodic Conference Room Pilot demonstrations to communicate the progress and seek input from those who will make the new processes work.

With that momentum, we expect all initial concerns will melt away with their involvement in designing/configuring the system. People want to eliminate the repetitive nature of their work day and efficiently dispatch their responsibilities while using modern technology.

We realize that much has been written about change management, but it all comes down to participation and recognition that the staff has to be listened to. Until we get a feeling from your implementation staff about any possible resistance to change, any plans would be just words. We cannot develop a training plan until the screen configurations and workflows are completed so we know what to train. Similarly, we have to recognize the change management issues before we begin to address those issues, if any.

There should be no issues from the stakeholders who have approved the project objectives reflected in this RFP. The court's implementation staff must be trained by us and demonstrate knowledge and enthusiasm about the new system; this will carry the day for the end users. And to support these users we will assist you to set up your Help Desk and user documentation so that the users have trained staff to go to with any issues, especially during the first days after the go-live. Knowing where to go with questions reduces anxieties which can cause projects to fail.

We have never seen an IT person who didn't want to use eCourt/eProsecutor because it incorporates the latest technology that all want to get their hands on. They recognize that they are able to provide more service to the court and participate in solving the issues of change without being dependent on the software provider.

In summary, both of our implementation teams will have daily opportunities, as outlined above, to facilitate change. And online help and training are vital components of change management.

We have developed the major configuration tracks (in the Project Work Plan), which are further segmented into design and configuration. Many of the tracks are fairly independent and can be done in parallel.

Milestones

(To be tailored to your requirements)

Tracks/Tasks
- Directory
- Calendar
- Case header and folder views
- Case Initiation Processes
- Document Received Processes
- Checklists
- Exhibits
- eCourt Public
- Workflows, including time standards
- Notices and Documents

Tracks/Tasks
- Searches and Reports
- Minutes
- Accounting
- User Security

Conversion

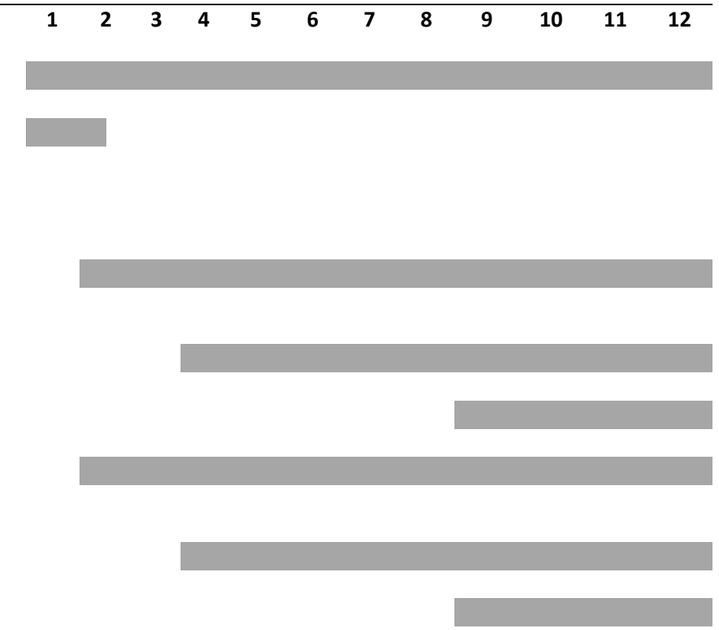
Interfaces

Testing

Training

Deployment

Preliminary Implementation Schedule for 12 Months



One of Many Possible Plans

Project plans and status reports

Consistency, if possible, and getting started

- Directory
- Calendars
- Public Portal and efiling
- Accounting
- Conversions and interfaces

Court

- Team 1 – Configuration*, Training, Go-live
- Team 3 – Conversion and Interfaces
- Team 4 – Public Portal and eFiling

Prosecutor

- Team 2 – Configuration*, Training, Go-live
- Team 3 – Conversion and Interfaces
- Team 4 – Public Portal

Tasks for Court/Prosecutor*

- Directory
- Calendars
- Case headers and folder views accessed from the case headers
- Case Notes
- Case Initiation Processes
- Document Received Processes
- Case Plans
- Checklists
- Joinders
- Workflows, including time standards
- Notices and Documents
- Searches and Reports
- Public Portal
- Accounting
- User Security
- Data Conversion
- Interfaces
- Testing
- Training
- Deployment

Summary Project Work Plan

Our project team will work with your subject matter experts to configure your screens, workflows, assessments, documents, reports and notifications.

We can also supply the detailed Project Work Plans for the court and the prosecutor.

eCourt

Facilities/Organization/Personnel/Case, Hearing, Event and Other Types

JTI to demonstrate and train the Court personnel responsible for the following information so that they assist and make future changes.

Facilities

Court to provide its facilities data to the extent desired (locations, floors, court rooms, etc.)

Court to supply additional facility data, including resource characteristics – capacity, handicap access, equipment, etc. to the extent desired.

JTI to configure and load facility data.

Organization

Court to provide its organizational structure (divisions, departments, etc.)

JTI to configure and load organizational data.

Case Types

Court to supply case types, sub case types.

JTI to configure and load these types.

Hearing, event and other types and case phases

Court to supply list of hearings, events and other types by case type/sub case type.

JTI to configure and load these types.

Roles

Court to provide roles (not individual job titles) for both Court and non-court personnel serving the Court and ancillary data requirements for each role, such as bar number, badge number, former law firms, classes attended, bond companies, etc.

JTI to configure and load role data.

Personnel

Court to supply list of personnel for both Court and non-court.

JTI to configure and load personnel data.

Court will keep the Directory current.

Information Updates

Court to provide any changes to facilities, organization, case, hearing, event and other types to JTI which will maintain the tables until the go-live.

Calendars and Scheduling

Holidays and other Calendar Information

Court to supply Court holidays, standard working hours and any special types of court business and off time.

JTI to enter holidays and standard working hours and configure court business and off time types.

Calendaring and Scheduling (Configured and will only need to be update)

Court to provide the case assignment process, weighted case assignment rules, caseload balancing policies and conflict rules.

JTI to build assignment business rules.

Court to determine which roles/individuals/courtrooms are to have calendars.

Court to provide scheduling procedures when hearing assignments are made on a daily basis rather than on a case assignment basis, if applicable.

Court to determine if they want to use calendar time slots for each individual.

Court to determine configurable information on the individual Daily, Weekly and Monthly Court Calendars.

JTI to create assignment procedures and configure the calendars.

Court to maintain/modify the Calendars if requirements change.

JTI to demonstrate using Conference Room Pilot.

Case Initiation and Navigation (Some cases could be received electronically.)

Case Initiation (Configured and will only need to be updated.)

Court to provide case initiation and update screen shots and lookup lists of the current system.

Court to provide the information/format received from other agencies that also initiate cases.

Court to provide rules for case numbering and the processing procedures for cases that have not yet been filed with the court, for example, a person wants to pay traffic ticket before the case/citation reaches the court.

Court to supply any additional data elements, including person data elements, required for case initiation screens, along with required fields and which fields are confidential.

Court and JTI to determine case initiation validation rules and error messages.

JTI will configure case initiation and update screens and lookup lists.

Navigation and Other Screens (Configured and will only need to be updated.)

Court to provide information to be included on the configurable Case Header, including the composition of the case name for internal purposes, and the Case Summary screens. In addition, Court to provide a list of Alerts (minor, requires interpreter, possible bond forfeiture, high risk, Brady list, drugs, etc.) for the case header and throughout the system.

JTI to configure Navigation and other screens.

JTI to demonstrate using Conference Room Pilot.

Court Business Process Review and Workflow for each case type

Court to have available any existing workflow diagrams, notices, reports, minutes, etc. for each case process.

JTI to facilitate discussions with Court to review its processes, identify potential process improvement opportunities and determine the processes to be automated using workflow. (Many workflow processes have been configured, and they will be updated to accommodate the Court's requirements.)

JTI and Court to review the procedures and processes to determine initial and eventual utilization of Time Standards. (For example, automatically schedule a hearing 14 days after an event.)

JTI to build workflows and time standards.

JTI to demonstrate using Conference Room Pilot.

Notices and Documents

Court to provide current notices/documents used for internal and external communications and any regularly filed type of documents. This includes the library of standard motions that will be included in My Notes Library or the Judge's/Court's Library for all to use.

Court to review notices/documents to consolidate as appropriate and indicate the filed documents that are related, if any, as they can be grouped in the Register of Actions.

Court to provide Word documents for each notice/document and Court and JTI to map variables to the database and setup Document Templates.

JTI and Court to determine business rules for when notices/documents are generated and relate to workflow, if desired, who reviews, if fees charged ,etc.

Minutes

Court will provide samples of meetings and suggest additions.

JTI will create Minutes for each type of hearings/meetings and Court and JTI will create MS Word documents to reflect the decisions.

JTI to demonstrate using Conference Room Pilot.

Dashboard (Internal and Public Portal) − Configured and will only need to be updated

Court to determine the dashboard views, including internal views and Public Portal views some of which are created by pre-defined searches, which then can be selected by each individual to tailor their personal dashboard.

Court to decide to put any other case/calendar-type information on the Public Portal.

Court to determine if they will accept electronic documents via the Public Portal directly from lawyers; you could then electronically view and search these documents.

JTI to configure the Public Portal, and the Court to provide a link from its existing website.

Reports and Searches - Searches can be used to eliminate the need for some existing reports.

Reports (Examples to be updated)

Court to provide copy and categorize reports by consumer (outside court, internal use), by case type and frequency.

Court to review and consolidate as appropriate with JTI's guidance.

JTI to create the reports.

Searches (Examples to be updated)

Court to suggest the format for some searches, JTI to suggest others.

JTI and Court will configure searches.

Statutes, Bail Schedules and Assessment Distributions (Special Training provided)

Court will supply statutes, bail schedules and distributions of fines and fees using our import worksheet and JTI will load this information.

Court will approve the accounting for each fine and fee.

Accounting/Cashiering (Special Training provided)

Court will provide current Chart of Accounts and bank account information and JTI will load this information.

Court to provide a list of the cashiers and collection personnel, if appropriate, and JTI to create tills

Court to review and approve the accounting reports and some processes, including the deposit slips and reports that summarize/detail the entries to support the case general ledger, etc.

Other Processes

Seal cases and documents

Court to provide seal-type information.

JTI to configure.

Warrants and Subpoenas

Court to provide warrant and subpoena processes, including modifications, forms, etc.

JTI to configure.

Archive

Court to determine process to archive cases.

JTI to configure archive processes. (Also part of workflow.)

Interfaces using the API

Court will provide the requirements for the information exchange, i.e., the conditions that trigger it, what information will be transferred, the format of the information exchange, the manner of the exchange (real time or batch), required controls (such as header and trailer records), etc.

JTI will configure and unit test the API and provide test entries, and the Court will determine go-live readiness.

Data Conversion

Court confirms data to convert and transfers the legacy data to a common database system from which JTI will insert it into eCourt.

(Court to do data cleaning or scrubbing in the legacy database after the iterations, if necessary JTI to transfer the data from the common databases to eCourt.

Court and JTI determine go-live readiness.

Testing

Acceptance Testing

JTI and Court to develop acceptance plans centered around Conference Room Pilots and test cases.

JTI to certify that eCourt is ready for acceptance testing.

Court to test eCourt per the acceptance test plan and note any defects.

Training

Court to assign in-house help desk personnel early in the project. They should participate in all stages.

JTI to train IT personnel and administrative users, including help desk personnel, from day one with the training to continue throughout the project.

JTI to directly train the accounting personnel.

Court and JTI to develop end user training plans.

Implementation

JTI to prepare eCourt for implementation.

Court Administrative users and super-users to train end users.

JTI and Court to migrate data from legacy information systems.

Court to conduct implementation testing over weekend prior to implementation.

Court and JTI to conduct "go / no go" review.

eCourt to be implemented in production.

(Although eCourtPublic will be implemented, the Court may not wish to immediately expose this site to the public pending any post-implementation data clean-up activities that may be required.)

Technical Environment

JTI to setup a configurable system in Los Angeles and to provide the Court's implementation staff with access.

JTI to provide hardware, software and system network specifications

JTI to train the IT personnel for the system installation, if needed

Court IT to setup Production system, including the Public Portal, Testing, Training, Staging system and provide JTI with VPN credentials.

Court and JTI to verify that all systems are ready to go-live

eProsecutor

Facilities/Organization/Personnel/Case, Hearing, Event and Other Types

JTI to demonstrate and train the agency personnel responsible for the following information so that they assist and make future changes.

Facilities

Agency to provide its facilities data to the extent desired (locations, floors, Agency rooms, capacity, handicap access, equipment, etc.)

JTI to configure and load facility data.

Organization

Agency to provide its organizational structure (divisions, departments, etc.)

JTI to configure and load organizational data.

Personnel

Agency to supply list of personnel for both Agency and non-Agency.

JTI to configure and load personnel data.

Agency will keep the Directory current.

Roles

Agency to provide roles (not individual job titles) for both Agency and non-Agency personnel serving the Agency and ancillary data requirements for each role, such as bar number, badge number, former law firms, classes attended, bond companies, etc.

JTI to configure and load role data.

Case Types

Agency to supply case types, sub case types.

JTI to configure and load these types.

Hearing, event and other types and case phases

Agency to supply list of hearings, events and other types by case type/sub case type.

JTI to configure and load these types.

Information Updates

Agency to provide any changes to facilities, organization, case, hearing, event and other types to JTI which will maintain the tables until the go-live.

Calendars and Scheduling

Holidays and other Calendar Information

Agency to supply Agency holidays, standard working hours and any special types of Agency business and off time.

JTI to enter holidays and standard working hours and configure Agency business and off time types.

Calendaring and Scheduling (Configured and will only need to be updated)

Agency to determine which roles/individuals/Agency rooms are to have calendars.

Agency to provide scheduling procedures when hearing assignments are made on a daily basis rather than on a case assignment basis, if applicable.

Agency to determine if they want to use calendar time slots for any events.

Agency to determine configurable information on the individual Daily, Weekly and Monthly Agency Calendars.

JTI to create assignment procedures and configure the calendars.

Agency to maintain/modify the Calendars if requirements change.

JTI to demonstrate using Conference Room Pilot.

Case Initiation and Navigation (Some cases could be received electronically.)

Case Initiation (Configured and will only need to be updated.)

Agency to provide case initiation and update screen shots and lookup lists of the current system. (workbook)

Agency to provide the information/format received from other agencies that also initiate cases.

Agency to provide rules for case numbering and the processing procedures for cases that have not yet been filed with the Court, for example, an agency-initiated investigation or a grand jury investigation.

Agency to supply any additional data elements, including person data elements, required for case initiation screens, along with required fields and which fields are confidential.

Agency and JTI to determine case initiation validation rules and error messages.

JTI will configure case initiation and update screens and lookup lists.

Navigation and Other Screens (Configured and will only need to be updated.)

Agency to provide information to be modified on the Case Header, including the composition of the case name for internal purposes, alerts, and any case information not currently included.

Agency to provide information to be modified on the Case Summary screens.

Agency to provide a list of Alerts (minor, requires interpreter, possible bond forfeiture, high risk, Brady list, drugs, etc.) for the case header and for pop-up messages.

JTI to configure Navigation and other screens.

JTI to demonstrate using Conference Room Pilot.

Agency Business Process Review and Workflow for each case type

Agency to have available any existing workflow diagrams, notices, reports, minutes, etc. for each case process.

JTI to facilitate discussions with Agency to review its processes, identify potential process improvement opportunities and determine the processes to be automated using workflow. (Many workflow processes have been configured, and they will be updated to accommodate the Agency's requirements.)

JTI and Agency to review the procedures and processes to determine Time Standards. (For example, automatically schedule a hearing 14 days after an event.)

Agency to provide the case assignment process, weighted case assignment rules, caseload balancing policies and conflict rules.

JTI to build assignment business rules.

JTI to build workflows and time standards.

JTI to demonstrate using Conference Room Pilot.

Notices and Documents

Agency to review notices/documents to consolidate as appropriate.

Agency to provide current notices/documents used for internal and external communications and any regularly created documents. This includes the library of standard motions that will be included in My Notes Library or the Agency's Library for all to use.

Agency to provide Word documents for each notice/document and Agency.

JTI to map variables to the database and set up Document Templates.

JTI and Agency to determine business rules for generating notices/documents and relationship to workflows

Minutes (if utilized)

Agency will provide samples of meetings and suggest additions.

JTI will create Minutes for each type of hearings/meetings and Agency and JTI will create MS Word documents to reflect the decisions.

JTI to demonstrate using Conference Room Pilot.

Dashboard (Internal and Public Portal) − Configured and will only need to be updated

Agency to determine the dashboard views, including internal views and Public Portal, which then can be selected by each individual to tailor their personal dashboard.

Agency to decide to put any other case/calendar-type information on the Public Portal.

Agency to determine if they will accept electronic documents via the Public Portal directly from lawyers.

JTI to configure the Public Portal, and the Agency to provide a link from its existing website.

Searches and Reports

Searches can be used to eliminate the need for some existing reports.

Agency to provide copy and categorize reports by consumer (outside Agency, internal use), by case type and frequency.

Agency to review and consolidate as appropriate with JTI's guidance.

Agency and JTI to review existing Searches and Reports.

Agency and JTI create Search and Report configuration list.

JTI and Agency to create the searches and reports.

Statutes, Dispositions, Bail Schedules and Assessment Distributions (Special Training provided)

Agency will supply statutes, disposition types, bail schedules and distributions of fines and fees using our import worksheet

JTI will load information

Agency will approve the accounting for each fine and fee.

Accounting/Cashiering-if needed. (Special Training provided)

Agency will provide current Chart of Accounts and bank account information and JTI will load this information.

Agency to provide a list of the cashiers and collection personnel, if appropriate, and JTI to create tills

Agency to review and approve the accounting reports and some processes, including the deposit slips and reports that summarize/detail the entries to support the case general ledger, etc.

Other Processes

Seal cases and documents

Agency to provide seal-type information.

JTI to configure.

Warrants and Subpoenas

Agency to provide warrant and subpoena processes, including modifications, forms, service tracking, etc.

JTI to configure.

Archive

Agency to determine process to archive cases.

JTI to configure archive processes. (Also part of workflow.)

Data Conversion

Agency confirms data to convert and transfers the legacy data to a common database system from which JTI will insert it into eProsecutor.

(Agency to do data cleaning or scrubbing in the legacy database after the iterations, if necessary JTI to transfer the data from the common databases to eProsecutor.

Agency and JTI determine go-live readiness.

Testing

Acceptance Testing

JTI and Agency to develop acceptance plans centered on Conference Room Pilots and test cases.

JTI to certify that eProsecutor is ready for acceptance testing.

Agency to test eProsecutor per the acceptance test plan and note any defects.

Training

Agency to assign in-house help desk personnel early in the project. They should participate in all stages.

JTI to train IT personnel and administrative users, including help desk personnel, from day one with the training to continue throughout the project.

JTI to directly train the accounting personnel.

Agency and JTI to develop end user training plans.

Implementation

JTI to prepare eProsecutor for implementation.

Agency Administrative users and super-users to train end users.

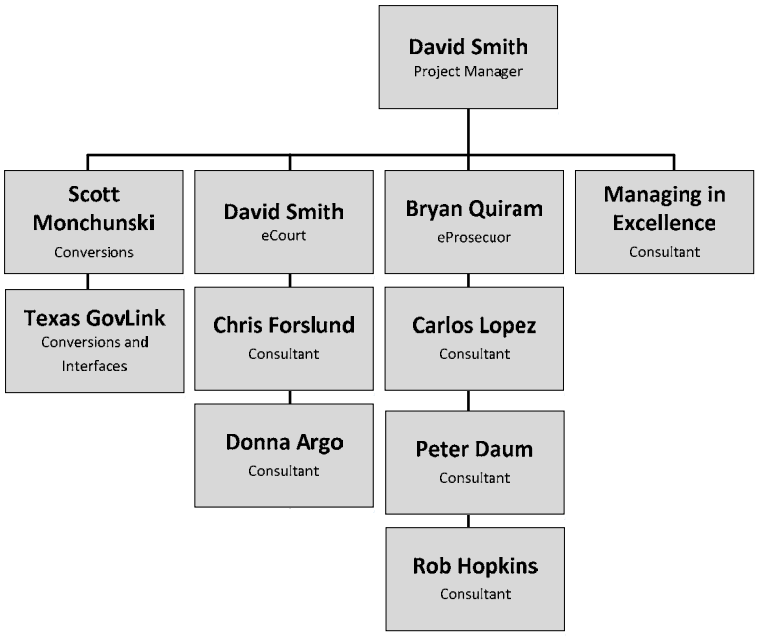
JTI and Agency to migrate data from legacy information systems.

Agency to conduct implementation testing over weekend prior to implementation.
Agency and JTI to conduct “go / no go” review.
eProsecutor to be implemented in production.
(Although the Public Portal will be implemented, the Agency may not wish to immediately expose this site to the public pending any post-implementation data clean-up activities that may be required.)

Technical Environment
JTI to setup a configurable system in Los Angeles and to provide the Agency’s implementation staff with access.
JTI to provide hardware, software and system network specifications
JTI to train the IT personnel for the system installation, if needed
Agency IT to setup Production system, including the Public Portal, Testing, Training, Staging system and provide JTI with VPN credentials.
Agency and JTI to verify that all systems are ready to go-live

Staffing

Journal Technologies has about 175 professional employees and full-time independent contractors primarily located in California, Utah and Denver. Shawn Moser is the account executive and the key staff follows:



David Smith eCourt Senior Project Manager

Experience Summary

David has over 25 years' experience in the private and public sectors focusing on *criminal justice, information technology, and newspaper industries*. His career has been recently focused on helping courts effectively utilize technology to solve business problems through process analysis and requirements definition, as well as coordinating teams to analyze processes and configure packaged software in support of new systems installations, including data conversion and interfaces. He manages the eCourt implementation team for Journal Technologies.

Employment History

Journal Technologies **Jan 1999 - Present**

Senior Project Manager

Responsibilities include managing the eCourt implementation team of 35+ consultants who deploy the eCourt solution to courts worldwide. He reviews and updates implementation best practices; establishes processes; coordinates with JTI staff to ensure progress as they work through the implementation phases with customers; communicates status and coordinates engagement with customers' executive-level personnel; assists with demonstrations and proposals; configures the system as needed to meet deadlines; and trains customers and staff in the eCourt solution. He and his team have responsibility for active projects in Alberta, California, Connecticut, Georgia, Nevada, Oregon, South Carolina, Texas, and Washington.

Highlighted eCourt Implementations:

Implementation Consultant for Oregon State Office of Administrative Hearings

This project built upon our knowledge of case processing from the Washington, D.C. OAH, and included unemployment insurance, ui-tax, health/human services, and in addition included child support and DMV processing. Responsibilities included coordinating project plans and deliverables with OAH project team and stakeholders; gathering and documenting requirements; configuring eCourt case folder views, initiation, insert and update forms; time standards; workflow processes; preparing design requirements for data interfaces, coordinating with development, and testing the interfaces; QA testing; technical documentation; trainer training and support; and go-live prep and support.

Implementation Consultant for Saskatchewan Court of Appeal

This is the highest court in Saskatchewan. Responsibilities included coordinating project plan and deliverables with Court of Appeal project team and stakeholders; gathering and documenting requirements; configuring eCourt case initiation, insert and update forms; QA testing; end user documentation; end user training and support; go-live prep and support.

Implementation Consultant for Washington, D.C. Office of Administrative Hearings

District-wide jurisdiction for appeals related to unemployment insurance, ui-tax, health/human services, rental housing, DCRA, Metro PD, and other agencies. Responsibilities included coordinating project plan and deliverables with DC OAH project team and stakeholders; gathering and documenting requirements; configuring eCourt case initiation, insert and update

forms; configuring workflow processes; QA testing; end user documentation; end user training and support; go-live prep and support; and ongoing support.

Project manager for Journal Technologies product installations in California trial courts.
12 trial courts of general jurisdiction in California – all case types including civil, criminal, traffic, and juvenile. Responsibilities included oversight and coordination of teams to analyze processes and gather requirements for Justice Edition product configuration, build, test and training deliverables. Management of teams providing analysis, requirements, build, test, delivery for data conversion from 18 legacy systems to the new product, and for 14 interagency interfaces.

Project teams included about 20 full time Journal Technologies consultants, as well as up to six third-party service providers. Responsibilities included requirements analysis, development of project plans, budgets and statements of work; and communication with sponsors, core team, and stakeholders.

Daily Journal Corporation **Jun 1989 – Jan 1999**

Newspaper Publisher: Published five newspapers of general circulation located in four states. Responsibilities included sales and marketing; print and production processes; change management; and reengineering of processes to maximize profit.

New Sales Department: Merged two departments and created and led a sales team to sell and market a variety of products to vertical customer markets.

Reengineering – Production Process: Reengineered a manual production process to take advantage of computerized inkjet and bundling equipment. The project resulted in department resource savings, reduction in workload requirements and improvement in product and service delivery.

User Training and Team Leader – Newspaper Circulation Operation: Developed and executed a training plan and documentation to implement a new subscription management system. Scope of training included processes for billing; accounts receivables; delivery standards; and inbound and outbound telemarketing. Responsibilities included regular interaction with programming team to develop requirements for additional system development to achieve specific process goals.

Data Conversion – Newspaper Circulation Operation: Planned and directed migration of data for fifteen daily, weekly and monthly publications into a new subscription management system. Total value approximately $15 million.

Insurance Industry

Data Analysis and Correction – Insurance: Analyzed and corrected data discrepancies against agent profiles and customer files for multibillion dollar insurance company. Identified gaps in training and created a training manual and program to eliminate data discrepancies from initial data entry.

Education and Training

B.A. from UCLA CC - Toastmasters

Christopher Forslund eCourt Project Manager

Experience Summary

Chris has more than 20 years of experience in the public sector focusing on *criminal justice and information technology*. His career has been focused on front-line and supervisory law enforcement, including the creation of drug eradication programs and national interagency training for multiagency/multistate counterdrug operations. He utilized his experience in law enforcement to analyze and implement business processes using packaged software systems for a Sheriff, District Attorney and Court. He recently served as implementation consultant for eleven court case management projects throughout California, and also serves as the technical services director for Journal Technologies.

Employment History

Journal Technologies **Present**

- Implementation Consultant installing and supporting case management applications in over ten courts. Participated in requirements gathering and design sessions, built specifications for custom configuration projects. Coordinated development, change management, testing and implementation of customizations at customer sites. Troubleshoot hardware and software issues at customer sites. Provided training to client technical staff.
- Manage Development Services team. Provide direction and set priorities for enhancement requests. Test enhancements and revisions. Serve as lead technical consultant for implementation projects. Help set direction for product and project implementations.

Trinity County Sheriff's Department − California

- Correctional Officer / Reserve Deputy Sheriff assigned to Corrections, Communications, Court Bailiff and later Patrol Division.
- Deputy Sheriff - Assigned to Patrol Division. Responsible for answering calls for service from the public. Assigned to the Narcotics Division as an investigator. Qualified expert witness in the field of controlled substances and the possession of controlled substances for sale.
- Corporal - Assigned as a mid- level supervisor in Narcotics Unit. Later assigned as night shift patrol supervisor.
- Sergeant - Supervised Patrol Division for eight months. Assigned as Narcotics Task Force Commander. Other duties included Field Training Program Coordinator; Search and Rescue Team Coordinator; Dive Rescue Team Coordinator; Computer System Administrator; and Project Manager for narcotics grants.

Trinity County IT Department − California

- Installation and maintenance of a countywide computer network, PC support and repair, computer systems and software integration.
- Implementation of integrated criminal justice system. This included business process analysis for the Trinity Sheriff, District Attorney and Court; configuration of a packaged software solution to fulfill the requirements; coordination of Sheriff, District Attorney and Court data exchange discussions and requirements; software testing and training; and go-live and support activities.

Education and Training

Instructor for the National Interagency Counterdrug Institute at Camp San Luis Obispo, a federally funded field operating activity of the National Guard Bureau, which provides training and research on interagency operations and programs that receive military support. Primary focus on interagency multijurisdiction (federal, state, local), multistate counterdrug operations. Taught how to mobilize processes for communities to reduce illegal substance abuse in their neighborhoods and provide critical life-saving assistance after a natural or man-made disaster.

Certified Search Manager through the California Office of Emergency Services.

Attended various Novell Netware courses; Citrix Certified Administration courses (Certified Citrix Administrator in 2003); and Administration Courses. Attended Shasta College and College of the Redwoods Police Academy. Received Intermediate Certificate from the California Peace Office of Standards in Training; additional law enforcement training courses since 1988; and supervision training courses.

Scott Monchunski Consultant

Employment History

Journal Technologies **2005 – Present**

Solutions Architect

- Design and Develop eCourt Case Management business rules and workflow to support Civil and Criminal Case Management configurations and interfaces. Heavy usage of XML and SQL to support development, data migration and conversion activities from legacy systems into eCourt.
- Design and Develop SUSTAIN Justice Edition interfaces based on Microsoft C# and .NET technologies and Microsoft SQL server. Heavy usage of XML and XSLT to support development, data migration and conversion activities.
- Project Management responsibilities to support software development and implementation requirements.

Lead Developer of development for the following interfaces:

- SUSTAIN Web Services - Building on the broad acceptance of XML, SUSTAIN Web Services (SWS) are applications that use standard transports, encodings and protocols to exchange information. The SUSTAIN Web Services enable external computer systems on any platform to communicate over the Internet with support for end-to-end security, reliable messaging, and more. The SUSTAIN Web Services expose SJE functionality in a simple to use format by wrapping the complexities of the SJE Application Interface (API).
- DA Star - The purpose of the DA Star interface is to maintain Star (the case management system for the District Attorney's office) data from court actions pertaining to DA-Initiated and relevant Direct File cases. All case detail is updated in a bi-directional format, supporting updates from both systems.
- Courtroom Session - This interface downloads and uploads case information into Courtroom Session. A COBOL application that runs as a standalone session on a desktop computer in each courtroom, to capture courtroom events for criminal court cases, update court case management information, and produce printed Minutes/Minute Orders for immediate distribution in the courtroom.
- Jail - The outbound, SJE to Jail CMS+, interface shares arrest, booking and release information, charge information and pending court appearance dates.
- CLEWs - This is an interface that pulls warrant and probation information from SJE and exports it to external systems.

3t Systems **2002 – 2005**

Principal Consultant

- Direct all phases of software development and implementation lifecycle for multiple projects simultaneously, leading teams of 4 to 30+ and managing budgets of up to $3M.

Liaise closely with clients throughout development and implementation process, managing client's expectations and building strong relationships. Determine project scope, create detailed implementation plans, and coordinate team functions to ensure timely completion. Procure appropriate resources project needs. Conduct risk management and mitigation sessions in order to determine and proactively resolve any potential issues.

- Interface with internal/client management and department heads to develop strategic business plans and deliver project progress/budget updates. Conference with management and project teams in resolving complex issues and ensuring quality deliverables. Conducted on site and virtual meetings with clients, conveying complex technical concepts in terms easily understood by non-technical business audiences. Build relationships with vendors in order to provide custom solutions for clients.

Logistics Manager

- Charged with managing environments for all development and subsequent client environments for Mortgage Cadence. Actively designed, implemented, and supported 50+ internal environments and environments for 10 external 3T customers. Acted as main point-of-contact for all clients, vendors, and internal management for all internal development efforts. Also provided client support personnel with systems training, support and troubleshooting.

SUSTAIN Technologies 2001 – 2002

Development Lead

Developer lead on SUSTAIN XAP, a highly configurable n-tier application based on the Microsoft DNA Architecture. The application layer utilized Windows 2000 Advanced Server with IIS fulfilling the web server role and MTS providing the management of system transactions. The XAP engine utilized VB/COM to provide the application core functionality. The system was designed to be database agnostic with ADO used to provide database connectivity. XML was used extensively throughout the application both for configuration and transfer of data. The XAP engine performed data transformations, business rule validations, and generation of SQL by heavily utilizing XSLT on the XML based messages.

Interlink Group, Inc. 2000 – 2001

Senior Developer

- Senior contract consultant developing and implementing Microsoft based solutions using: Windows 2000 Server, Visual Basic 6.0, SQL 7.0, COM+, MSMQ, XML, and IIS. Responsible for project management of the contract and provided key client communication as well.
- Technical Team Lead for SUSTAIN Case Management System, with emphasis on Time Standards, DMV, DOJ and JBSIS interfaces.

Technical Competencies

- Microsoft: SQL Server, Project, Project Server, Visio, Access, Word, Excel, PowerPoint, .NET, C#
- Microsoft Windows XP, 7, Server 2003, Server 2008
- XML, XSL, XSD, XSLT
- Pervasive Btrieve Database

Education and Training

Bachelors of Science in Information Systems from Arizona State University

Bryan William Quiram — Project Manager

Experience Summary

Bryan has 30 years of experience in the justice systems. He began this run in the Boulder County District Attorney's office in 1984. This intimate knowledge of how DA offices work allows him to successfully judge what will and what will not work for our DA customers and similar agencies.

Employment History

Journal Technologies **June 2010-Present**

Consultant

Responsible for the management of software implementations for court, state bar associations, prosecutor, and probation departments. Currently engaged in providing subject matter expertise and Product Development assistance to the eDefender and eProsecutor products.

Adams County District Attorney's Office **June 2009 - March 2010**

Implementation and Project Management consultant, Customer implementation lead for the District Attorney's Office.

Boulder County District Attorney, Boulder Colorado **1984-2009**

Prosecutor, Division Chief for Operations, Felony Trial, Investigations and Misdemeanor Trial.

Education and Training

B.A. from Colorado State University with a minor in Economics
JD, University of Colorado School of Law
Trial Advocacy instructor, University of Colorado School of Law for approximately 10 years.

Carlos Lopez Consultant

Experience Summary

Over eighteen years of highly diversified system analyst and technical support services. Extensive knowledge of advanced computerized models and extrapolation of data patterns. Demonstrated expertise in automating data collection and reporting systems, including a unique capacity for program troubleshooting and validating system security measures. Recognized ability to gain knowledge of then apply industry-specific procedural standards and regulations to work product. Experience with preliminary work scope research, design, and implementation of relevant studies and surveys. Principled, organized, concise, and innovative with proven project management skills.

Employment History

Journal Technologies **2012-Present**

Implementation Consultant

- Analyze the current business processes to determine a client's configuration needs as part of eCourt's implementation team.
- Work with clients to determine data conversion needs.
- Map current CMS database objects to eCourt SQL database objects. Write SQL scripts to ensure all necessary data goes into eCourt's database.
- Configure eCourt's business modules to ensure eCourt correctly handles business rules, including incoming and outgoing interfaces.
- Design test scripts to help clients validate new configurations.

Nestle USA **2006-2012**

Systems Analyst

- Use **SQL Query Analyzer** to query SQL 2008 and SQL 2005 databases to validate data integrity received from SAP.
- Reviewed over 70 reports for the new WCC payroll system over an 8 week period to ensure they provide accurate results. For reports that were not accurate, reviewed queries to determine the source of inaccurate data then reconciled conflicts. The updated reports are now used by the newly formed Direct Store Delivery payroll division.
- Analyze sales data coming from external databases to ensure the Web Commission Calculator (WCC) works correctly. Provide business analysts with data they then use to recommend system enhancements.
- Assist in creating test scenarios and sample data used during system enhancement testing. Analyze test results and prepare detailed reports for project managers.
- Assist the Legal Division with legal expenditure data analysis. Created MS Access based application that loads data from SAP and provides the Legal Division reports on external expenditures. The reports are used to audit data received from their third party matter management system (Lawtrac) as well as accurately report legal trends to executive management.
- Create ad hoc reports using **TSQL** queries for multiple applications. Write complex SQL queries joining several tables.
- Collect, organize and analyze data as requested by management. Use Excel data pivot

tables to create charts based on data obtained from database queries.

- Manage numerous business-priority assignments simultaneously within a fast-paced, high volume work environment.
- Manage Training Software Upgrade Project to Plateau 5.8.
- Provide in-house technical support for Plateau 5.8. Work with DBAs to analyze learner data stored in Oracle 10G databases.
- Work with internal clients to understand user requirements for new projects, recommend possible solutions, provide pre-deployment testing, and ensure projects are successfully implemented, and then provide periodic updates as requested.
- Develop web applications using VB.Net.
- Provide **customer support** to more than 40 thousand HR Connection users (Company's HR Portal) across all Operating Companies in the U.S. (Nestlé USA, Nestlé Purina PetCare Company, Nestlé Waters North America, and Nestlé Nutrition).
- Provide technical support to company's HR portal and 40 eHR related applications.
- Use ticket system to track issues and log problem resolution. Ensure tickets are closed on or before established time frame.
- Provide **customer support** to more than 40 thousand HR Connection users (Company's HR Portal) across all Operating Companies in the U.S. (Nestlé USA, Nestlé Purina PetCare Company, Nestlé Waters North America, and Nestlé Nutrition).
- Provide technical support to company's HR portal and 40 eHR related applications.
- Use ticket system to track issues and log problem resolution. Ensure tickets are closed on or before established time frame.
- Develop integration solutions for **Single Sign On** with vendor sites (SAML 2).
- Assist the Benefit and Payroll teams in automating data analysis. Automation resulted in cutting data processing time for the Benefits team from 4 weeks to 5 hours.
- Currently evaluating existing eHR applications to explore the feasibility of moving them to SharePoint 2010.

County of Los Angeles **2001-2005**

Computer Systems Support Analyst II

- SQL 2000 Database Administrator. **Maintain Departmental SQL 2000 databases**. Assist in the design of new databases to ensure data integrity and optimal database performance.
- **Oracle 8i Database Administrator.** Design and maintain Oracle databases until migration to MS SQL 2000 was completed.
- Migrated Oracle 8i databases to MS SQL 2000. Update and test applications' source code to ensure code compatibility with MS SQL databases.
- **Level 3 Help Desk support analyst.** Provide Production Support on various departmental applications whenever Help Desk level 1 and 2 analysts require additional expertise in solving user problems.
- **Help Desk Support** MS Office XP, Outlook 2000 and 2003, Windows XP. Phone and face-to-face hardware and software computer support.
- Analyze and troubleshoot applications' performance issues. Work closely with users and development teams to identify the source of any problems and design a best solution.
- **Network Administrator** Windows NT and Windows 2000 servers. Maintain XX file and

application servers. Create and maintain over 40 thousand user accounts.

- Internet Information Server Administrator. Manage Intranet and Internet web pages.
- Exchange 2000 Administrator assistant. Create and maintain user accounts for all employee and contract personnel. Assist in the ongoing maintenance and upgrade of Exchange servers.

Education and Training

UNIVERISITY OF CALIFORNIA, LOS ANGELES

Bachelor of Arts in Sociology

Rob Hopkins Consultant

Employment History

Journal Technologies **2008-Present**

Project Manager

- Lead a PMO team managing and consulting with customers on their software implementation projects, from initiation to final closure.
- Develop project plans, including plans for change management, risk management, timelines, workflow management, and key milestones.
- Manage and mentor team members in providing contracted services and deliverables to meet customer needs and expectations.
- Primary contact for customers, overseeing all communications including regular project meetings, onsite work sessions, and application training.

Significant Projects at Journal Technologies:

- Spokane Municipal Probation, Public Defenders, and Prosecutors, Spokane, Washington—This project involved configuring 3 JustWare systems (defender, prosecutor, and probation). Rob automated all JustWare Document Automation (JDA) templates, created custom Microsoft SRS (SQL Reporting Services) reports, and provided end user and administrator training.
- Grand Junction, Colorado Municipal Court— Led the implementation of JustWare in this municipal court.
- Linn County, Oregon, District Attorney's Office— Rob led the implementation of JustWare and JusticeWeb Public Portal in the Linn County District Attorney's Office, a project involving 30 users. This project involved converting data from Linn County's legacy system into JustWare and also creating a JusticeBroker data exchange.

Spillman Technologies 2005 - 2006

Account Manager

- Managed large portfolios and high-profile projects with every company I have worked for and each position I have held
- Always esteemed a key member of project and service delivery teams, setting the bar for other employees in performance standards.
- Been a part of most profitable years in company history at multiple companies, and been a key cog improving profitability at others.

SKILLS AND EXPERTISE

Agile Methodologies
Requirements Analysis
Software Project Management

XML
PMP
Business Analysis
Scrum
Project Portfolio Management
Team Leadership
Software Documentation
Visual Studio
Team Building
Software Development
SQL
Project Management
Project Planning

Peter Daum Consultant

Experience Summary

Information technology executive with a proven record of success in growth-oriented businesses in a variety of industries. Has managed operations and information services departments and developed and implemented long-term business plans. Extensive experience in new product development and the design, implementation, and project management of new applications.

Employment History

Journal Technologies
2009-Present

Project Manager/Implementation Consultant

Gathers user requirements and configures screens, business rules, and work flows for court case management system. Develops web-based portal and electronic filing applications. Currently engaged in providing subject matter expertise and Product Development assistance to the eDefender and eProsecutor products.

Daily Journal Corporation
2002-2009

Director of Information Services

Leads software development and network management teams by planning, designing, and deploying new software and network solutions. Implements security and disaster recovery solutions and controls for Sarbanes-Oxley compliance. Replaced legacy client-server applications with web-based application service provider solutions, including primary production software for editorial and advertising departments. Designed and deployed custom document imaging solution resulting in significant increase in productivity and reduction in consumables and maintenance costs. Upgraded aging corporate wide area network infrastructure, servers, workstations, and productivity applications. Managed the construction of new office building and data center.

Journal Technologies
1999-2002

Software Project Manager

Managed software teams to develop electronic filing, electronic data interchange, cash management, and universal fine calculation modules. Developed user requirements, created project plans, managed project timelines and budgets, and provided leadership to keep projects on track and within scope throughout the software development life-cycle.

Millennium Health Card, Jacksonville, FL
1997-1999

Vice President of Operations

Directed operations and customer service departments for start-up membership discount program focusing on health care market segment. Managed provider network and member directory publication. Managed operations activities to enable new product launch in just over one year. Designed customer service management system and operational processes necessary to support transactions and settlement over VISA network. Analyzed direct marketing responses to create fulfillment and customer service staffing plans.

Ideon Group, Jacksonville, FL
1994-1997

Vice President and General Manager

Responsible for planning, development, and launch of two new consumer services for a $200 million direct marketing company with over 13 million customers. Managed $20 million marketing budget and 100 employees. Developed business cases, customer service strategy, and negotiated technology and vendor contracts. Directed the creation and execution of marketing and customer acquisition programs. Established national network of product service providers.

AT&T Universal Card Services, Jacksonville, FL
1990-1994

Information Services Manager

Developed information technology business and financial plans and internal controls for start-up credit card issuer, supporting growth to 16 million customers and 3,000 employees. Established performance metrics and quality standards for Information Services Group. As member of cross-functional rapid prototype team, developed and tested new products. Directed reengineering and quality assurance efforts utilizing statistical process control, benchmarking and process improvement methods to improve the effectiveness of technology and marketing initiatives.

Education and Training

Bachelor of Science in Business Administration (Finance), California State University

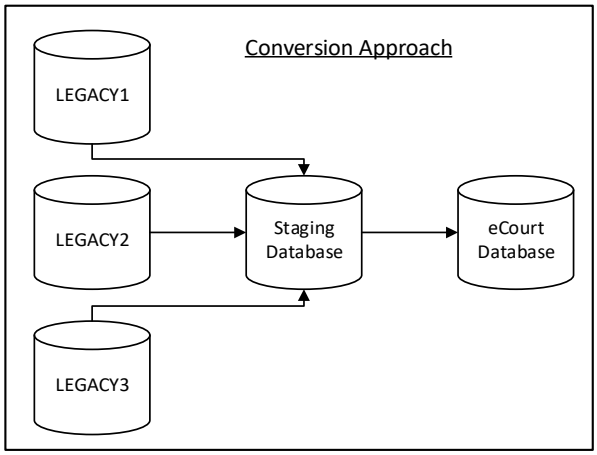
City Staffing

See Summary Project Work Plans for the needed City's resources.

Data Conversion

Our data conversion methodology has been successfully used for a number of clients and will be the basis for migrating data from the court's legacy systems to eCourt. We have used this approach when converting to Journal Technologies from over 50 systems. This approach is based on the following:

- The data will be brought from the various legacy systems to a staging database provided by the agency and then moved from the staging database to eCourt.



- For each legacy data source, we anticipate that there will be three rounds of conversion and testing before each go-live. All testing will be done based on previously identified test cases and testing criteria.

The initial review of the structure and quality of the existing databases will somewhat determine the conversions processes, but generally it will follow the steps outlined below.

Prepare Environment for Source Data Analysis
To perform data analysis on legacy data, we will need an instance/copy of the production data for each of the agency legacy systems.

Create Data Description Document for Source Data
To understand the legacy system and its data structure, the agency needs to provide the legacy system data description document for each of the legacy systems, which will include:

- technical environment (operating system and database platform)
- database type (relational or hierarchical)
- data elements
- data formats and standards
- data volume
- vendor or other relevant contact information

- data dictionaries (ERD Diagrams);
- Screen/Field Mapping specification. Each screen of the legacy system will be listed and each data element on the screen will be mapped to the corresponding field in the database
- future disposition of the legacy system (whether it will be decommissioned or maintained)

Create Conversion Testing Specifications

The testing specification describes how the agency will test converted data and report issues. It will include:

- A sample of the test cases from each legacy database to test conversion against. Each conversion iteration will only be tested for this sample.
- The most critical data elements to look for in the conversion
- Data quality assurance criteria for concluding testing
- Any reports that need to match for conversion testing.

Analyze Source Data

We will jointly analyze the source data, assess the quality of the data and identify risks that may affect data conversion activities and outcomes. While the agency is responsible for any scrubbing of the source data, we will assist, if needed. We will jointly prepare the Data Quality Assessment Report that includes the Risk Analysis and identify at the minimum:

- Data integrity issues
- Data cleansing effort required
- Recommendations for the extent of inclusion of data source/data element in the conversion
- Identify and document issues, risks and barriers that may interfere with the data conversion work stream
- Propose recommendations and options for mitigating the identified risks

Create Data Conversion Specifications

The conversion testing specification and the data conversion specification will control the conversions. The conversion scripts will be written based on these specifications. We will jointly prepare a document which will include:

- Data integrity analysis and cleansing methodology
- Data validation methodology
- Timing, sequencing and coordination of the data conversion tasks
- Amount of data (i.e., how far in the past data will be converted)
- The data mapping between each of the source databases and the staging database
- The data mapping between the staging database and eCourt
- All transformations that need to be done between the source database and staging and between staging and eCourt
- Source data filtering rules, including data elements to filter out

- Source data attributes used to identify duplicate data from multiple data sources
- Strategy to merge duplicate data from multiple data sources
- Source data load sequence and dependencies
- Storage requirements for data to be converted
- Conversion procedures

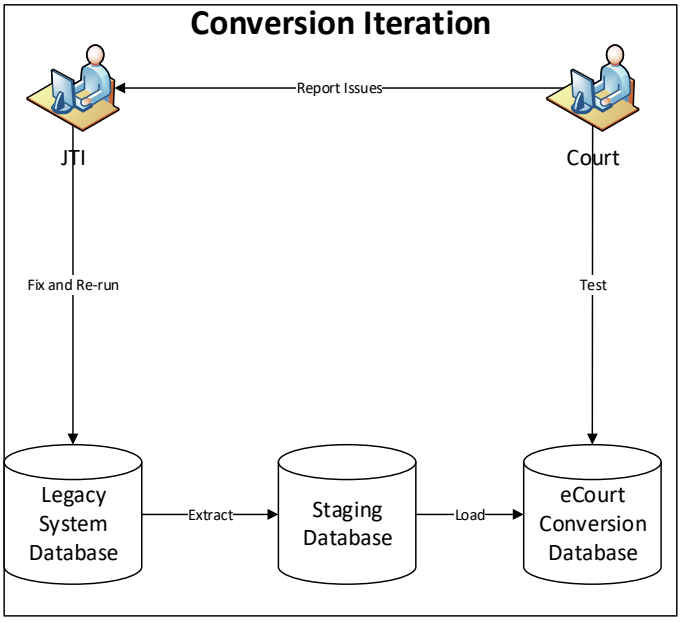
Update Project Work Plan and Schedule

Data conversions are typically difficult to estimate given the volumes of data involved and the fact that significant aspects of the conversion, such as historical data type changes and old legacy conversions exacerbate the problems faced by the conversion team. At this stage we will have a better idea of the amount and quality of the data we are dealing with, hence it would be appropriate to revisit the project schedule and make necessary adjustments to set realistic expectations.

Conversion Scripts

After consulting with the agency, we will develop automated scripts for each of the source databases to:

- Extract source data
- Validate the completeness of extracted data
- Transform, cleanse, filter out, and merge source data
- Map source data to the staging database
- Load source data into the staging database
- Validating converted data



Data Migration Statistics:

We have completed data migrations over the last several years from a number of legacy systems including Sustain Justice Edition, Sustain CMS, Jalan, CJIS, CRIMES, and a number of homegrown county mainframe systems. We have converted from Alpha 4, Pervasive.SQL, bTrieve, EBCIDIC, MS SQL, Excel, and comma delimited extracts. We completed the majority of these conversions using our tools and methodology. We have six legacy system conversions currently underway. As a general rule, the ratio of our time to a customer's time spent on data conversion is at least one to one.

To provide an idea of the scale of the conversions, attached are the record counts for one of our larger conversion efforts. (Note, this was limited to tables with more than 50,000 records). This particular conversion was for 20 different case types, each with complex logic in the source system.

Table Name	Records	Table Name	Records
[ecourt].[tDocument]	13,336,695	[ecourt].[tProbationStatus54]	256,957
[ecourt].[tAccessLog]	9,664,932	[ecourt].[tDocumentKeyword]	254,351
[ecourt].[tCaseNote]	6,953,765	[ecourt].[tPersonAKA]	237,221
[ecourt].[tIdentification]	6,671,895	[ecourt].[tArrestChargeInfo54]	220,263
[ecourt].[tGLSubsidiary]	5,206,651	[ecourt].[tWMAssignment]	217,560
[ecourt].[tPerson]	4,809,342	[ecourt].[tExhibit]	215,082
[ecourt].[tRuleLog]	4,129,797	[ecourt].[tPersonEligibility]	210,218
[ecourt].[tScreenLog]	4,127,581	[ecourt].[tInstallment]	202,329
[ecourt].[tSecurityLog]	4,003,214	[ecourt].[tCustody]	180,084
[ecourt].[tCaseCrossReference]	2,930,182	[ecourt].[tCaseJoinder]	178,224
[ecourt].[tCaseAssignment]	2,852,139	[ecourt].[tCaseTrack]	164,279
[ecourt].[tAuditLog]	2,594,823	[ecourt].[tProbation]	164,271
[ecourt].[tPersonIdentifier]	2,268,236	[ecourt].[tAmendedCharge54]	160,544
[ecourt].[tAddress]	2,243,836	[ecourt].[tObligation]	148,359
[ecourt].[tParty]	2,098,051	[ecourt].[tReportLog]	132,299
[ecourt].[tCharge]	1,945,831	[ecourt].[tJudgmentAwardParty]	127,140
[ecourt].[tSpecialStatus]	1,704,916	[ecourt].[tJudgment]	122,023
[ecourt].[tFileTracking54]	1,667,479	[ecourt].[tJudgmentAward]	121,401
[ecourt].[tSearchLog]	1,657,853	[ecourt].[tReceipt]	105,808
[ecourt].[tROAMessage]	1,496,597	[ecourt].[tPayment]	105,133
[ecourt].[tSubCase]	1,325,961	[ecourt].[tMonInstrument]	94,157
[ecourt].[tCase]	1,243,429	[ecourt].[tAmendedProbation54]	92,708
[ecourt].[tROATransactionGroup]	1,076,494	[ecourt].[tBailStatus]	88,793
[ecourt].[tCaseDisposition]	1,057,899	[ecourt].[tTimeStandard]	73,900
[ecourt].[tPersonProfile]	972,617	[ecourt].[tWMProcessInst]	64,067
[ecourt].[tSentence]	912,174	[ecourt].[tWMWorkItemInst]	58,297
[ecourt].[tTelephone]	875,955	[ecourt].[tCaseContact]	50,426
[ecourt].[tTracking]	804,329		

[ecourt].[tSubCaseDisposition]	788,929		
[ecourt].[tCaseCategory54]	734,051		
[ecourt].[tWMWorkflowAuditLog]	639,977		
[ecourt].[tDocumentTracking]	557,553		
[ecourt].[tProbationCondition]	470,288		
[ecourt].[tWarrant]	428,982		
[ecourt].[tPartyStatus54]	420,135		
[ecourt].[tExhibitTracking]	385,403		
[ecourt].[tNotification]	368,562		
[ecourt].[tCaseJoinedItem]	356,310		
[ecourt].[tBail]	311,422		
[ecourt].[tArrestBookingInfo54]	270,838		

From Project Work Plan - Data Conversion

Task Name	Category	Resource Names
Provide Data Conversion Approach and Strategy	Conv	JTI
Approve Data Conversion Plan	Conv	Court
Prepare Environment for Source Data Analysis	Conv	Court
Create Data Description Document For Source Data	Conv	Court
Template for Source Data	Conv	Court
Technical environment (operating system and database platform)	Conv	Court
Database type (relational or hierarchical)	Conv	Court
Data elements	Conv	Court
Data formats and standards	Conv	Court
Data volume	Conv	Court
Vendor or other relevant contact information	Conv	Court
Data dictionaries (ERD Diagrams);	Conv	Court
Screen/Field Mapping specification. Each screen of the legacy system will be listed and each data element on the screen will be mapped to the corresponding field in the database	Conv	Court
Future disposition of the legacy system (whether it will be decommissioned or maintained)	Conv	Court
Analyze Data Sources	Conv	JTI / Court
Steps for Analysis	Conv	JTI / Court
JTI and the Court will analyze the source data, assess the quality of the data and identify risks that may affect data conversion activities/outcomes. Any scrubbing/cleansing of data will need to be performed at the source database level by the agency.	Conv	JTI / Court
Data integrity issues	Conv	JTI / Court

Recommendations for the extent of inclusion of data source/data element in the conversion	Conv	JTI / Court
Identify and document issues, risks and barriers that may interfere with the data conversion work stream	Conv	JTI / Court
Propose recommendations and options for mitigating the identified risks	Conv	JTI / Court
Create and Approve Data Conversion Strategy Document	Conv	JTI / Court
Create Conversion Testing Specification Document	Conv	Court
Content of Document	Conv	Court
Data integrity analysis and cleansing methodology	Conv	Court
Data validation methodology	Conv	Court
Timing, sequencing and coordination of the data conversion tasks	Conv	Court
Amount of data (i.e., how far in the past data will be converted)	Conv	Court
The data mapping between each of the source databases and the staging database	Conv	Court
The data mapping between the staging database and eCourt	Conv	Court
All transformations that need to be done between the source database and staging and between staging and eCourt	Conv	Court
Source data filtering rules, including data elements to filter out	Conv	Court
Source data attributes used to identify duplicate data from multiple data sources	Conv	Court
Strategy to merge duplicate data from multiple data sources	Conv	Court
Source data load sequence and dependencies	Conv	Court
Storage requirements for data to be converted	Conv	Court
Conversion procedures	Conv	Court
Prepare Data Conversion Environment	Conv	Court
Create and Approve Data Conversion Specification Document	Conv	JTI / Court
Approve the Data Conversion Specification Document	Conv	Court
Update Project Work Plan and Schedule	Conv	JTI / Court
First Conversion	Conv	JTI
Create Conversion Scripts	Conv	JTI
Steps for Scripts	Conv	JTI
Extract source data	Conv	JTI
Validate the completeness of extracted data	Conv	JTI
Transform, cleanse, filter out, and merge source data	Conv	JTI
Map source data to the staging database	Conv	JTI
Load source data into the staging database	Conv	JTI
Validating converted data	Conv	JTI
Run First Full Conversion	Conv	JTI / Court

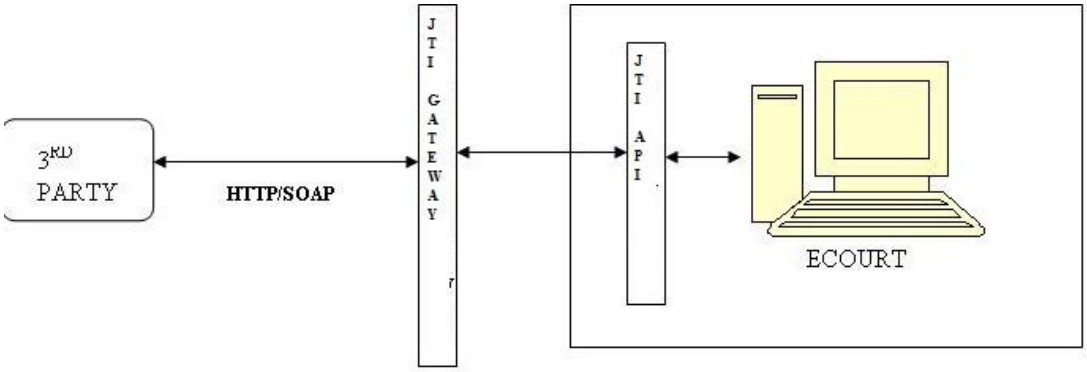
Test Conversion and Report deficiencies that are not in compliance with the testing specification document	Conv	Court
Review Conversion Issues	Conv	JTI / Court
Second Conversion	Conv	JTI
Make fixes to Conversion Scripts	Conv	JTI
Run Second Full Conversion	Conv	JTI / Court
Test Conversion and Report deficiencies that are not in compliance with the testing specification document	Conv	Court
Review Conversion Issues	Conv	JTI / Court
Final Conversion	Conv	JTI
Make fixes to Conversion Scripts	Conv	JTI
Run Third Full Conversion	Conv	JTI / Court
Test Conversion and Report deficiencies that are not in compliance with the testing specification document	Conv	Court
Approve Data Quality Assessment Reports, including risks	Conv	Court
AFTER COURT APPROVAL, CONVERSIONS READY TO GO-LIVE	Conv	Court/JTI

Interfaces

eCourt provides robust tools in its API and Business Rule and Workflow engines to configure data exchange interfaces to and from any entity. The business rule and workflow engine are used to configure asynchronous/batch data exchanges between agencies in any file format over FTP.

Overview
All the functionalities in the eCourt system need to be accessible for consumption by a 3rd party system. The purpose of this document is to present an overview of the API component whose job is to expose the eCourt functionality to the outside world.

API Overview



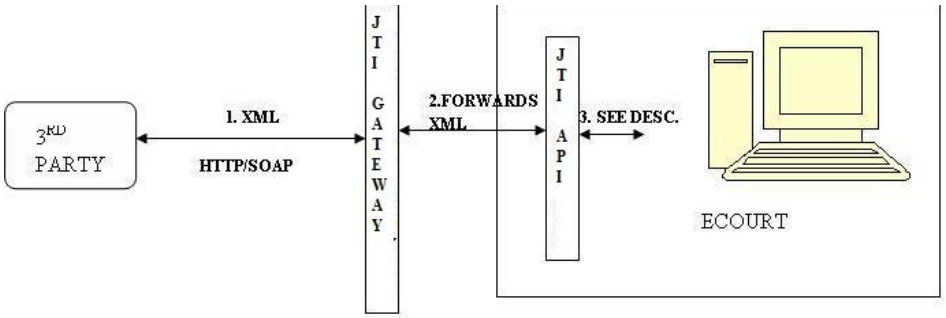
The above diagram illustrates the high level interaction between eCourt and any 3rd party. The Journal Technologies API is a part of the eCourt system. The Journal Technologies API is divided into three primary parts:

1. **eCourt system** - The eCourt system, of course has all the functionality that of the **CMS** system. This part is self-explanatory.

2. **Journal Technologies API** - The Journal Technologies API is the component which contains public and private functions which deal with eCourt Objects as well as XML Data. This component contains the business logic of which methods in the eCourt Managers to forward the appropriate request to, get the response, structure the response into a schema defined response/java objects, and return the response back to the calling party. This component provides multiple support to both external Web Service calls from 3rd parties, as well as can be used internally by the eCourt components. The only difference being that internally, the eCourt components can use exposed functions without creating addition overload of SOAP request/response. This will ensure that any functionality exposed as an API function will be exposed externally and internally.

3. **Journal Technologies Gateway** - This is the component through which the eCourt system communicates with the outside world, and the outside world communicates with eCourt. Here is where we actually define what gets exposed to the outside world. The difference between the Journal Technologies API and the Gateway is that the Gateway strictly deals with SOAP Requests and Response, whereas the API has knowledge of manipulating both XML Objects as well as Java Objects (for internal consumption). **3rd Party** – This can be another Court information system directly exchanging information with eCourt or a message broker acting as an intermediary for multiple Court information systems. The information exchange transactions can be based on NIEM (National Information Exchange Model) IEPs (Information Exchange Packages), on other standards, or be defined locally. eCourt's configurability permits users to define and maintain support for a variety of information exchanges.

Operational Narrative



This section will illustrate how the entire web service communication works. The section has been broken down into three parts.

1. **REQUEST** - Any 3rd party that wants to consume the **Journal Technologies' API** needs to do so using SOAP through HTTP. eCourt will expose selected functions through the API which will be available through web services. So far in eCourt any **configurable insert, update and search forms** are available through the API. The web service request contains an **XML String**. The structure of the XML String is defined in a **Schema Definition (XSD).** These XSDs are defined by eCourt and will be available as a part of the system. The request and response XSDs have been attached at the bottom of this page. For request the main file is **susapi_header.xsd** and for response the main file is **susapiresponse_header.xsd.** These XSDs will define the message structure for the web service exposed

2. **FORWARDING -** When the Journal Technologies Gateway receives the request, it then forwards the request to the Journal Technologies API.

3. **PROCESSING -** The Journal Technologies API receives the XML from the gateway.

   The advantage the eCourt API offers is that, any configuration which is made in the eCourt system, is available through the API. For e.g. in eCourt we allow users to create their own insert, update and search screens with user-defined parameters. This exact configuration is available through the API. The advantage this offers the users is that any configurable rules created on the configurable screens, for e.g. while inserting a warrant, the issued date needs to be before today, this rule is immediately available through the API. In this manner all the validations and conditional data handling can be configured in one place, and immediately be used through the API without having to rewrite/reconfigure in multiple places.

   The eCourt API Services is capable of handling **push** and **pull** mechanism. Instead of having a 3rd party initiate a call to the eCourt API, the eCourt system can on a timed basis push information to a 3rd party system, or output defined data into a file system, either in XML or in a format specified by the 3rd party system.

From the Project Work Plan - Interfaces

Task Name	Category	Resource Names
Interfaces		
Provide a list of interfaces	Interface	Court
For each interface establish implementation approach	Interface	JTI/Court
Design, build and test interfaces	Interface	JTI/Court
Provide documentation for host system interfaces that includes:	Interface	Court
Business purpose of the interface	Interface	Court
All the data elements provided by the interface	Interface	Court
The communication protocol(s) the interface supports	Interface	Court
Any security needs/requirements for communicating with the interface	Interface	Court
Identify any other technical risks associated with implementing the interface	Interface	Court
The projected volume of data to be transmitted	Interface	Court
Create the Interface Specification Document that includes:	Interface	Court/JTI
The data element mappings between the two systems and other requirements such as filtering, throttling, queuing, retention period, and resending/republishing of messages	Interface	Court/JTI
The frequency/trigger at which the interface needs to run	Interface	Court/JTI
Specifications of the data and transport mechanisms required for the Interface transaction such as:	Interface	Court/JTI
TCP/IP addresses;	Interface	Court/JTI

Host and other DNS names;	Interface	Court/JTI
Ports and firewall rules; and	Interface	Court/JTI
Secure networking requirements (e.g., SSL certifications, VPN, etc.).	Interface	Court/JTI
Specifications for monitoring the traffic through the Interface, and reporting requirements	Interface	Court/JTI
If any middleware that needs to be used to manage the interface transactions	Interface	Court/JTI
The data flow diagram	Interface	Court/JTI
Requirements for identification of exception types and exception processing of transactions	Interface	Court/JTI
Specifications for downtime and recovery strategy	Interface	Court/JTI
System administrator account provisioning requirements for Interface access and control	Interface	Court/JTI
Bandwidth requirements based on transaction volumes	Interface	Court/JTI
Develop Interface Test Plan that includes:	Interface	Court/JTI
The testing tools used to test the interface	Interface	Court/JTI
Identification and documentation of relevant test scenarios for the Interface	Interface	Court/JTI
Test scripts (including test script for reviewing historical data where applicable) for the Interface	Interface	Court/JTI
The test conclusion criteria	Interface	Court/JTI
Develop Interface based on the Interface Specification Document that includes all development/configuration changes in the Application	Interface	JTI
Test Interface based on the test scenarios and other conditions specified in the Interface Test Plan document.	Interface	Court
After any changes required, retest and finalize	Interface	JTI/Court
AFTER COURT APPROVAL, INTERFACES READY TO GO-LIVE	Interface	Court

Quality Assurance to include Stress and Load Testing

We will work with the agencies to provide a testing plan which will allow for complete end -to-end system testing. We will conduct all the unit testing, integration testing, functionality testing and performance testing related to the system and the code.

Since eCourt is a configurable system and a lot of functionality will be configured specifically for each agency, we will support the agency in the development and execution of a plan to cover system testing, integration testing, performance testing, security testing, UAT, load testing and benchmark testing. We will configure the system for the agency, however the end to end system testing and development of use cases for user acceptance will be the responsibility of the agency. We will however support the development of these user/test scenarios.

We will work with the agency to provide a testing plan which will allow for complete end -to-end system testing. We will conduct all the unit testing, Integration testing, functionality testing and performance testing related to the system and the code.

The detailed testing plan will be developed after the configuration has been completed; you have to have the configurable screens and workflows before you determine how to test the new processes.

Our quality assurance and testing practices combine an adherence to industry standards along with a comprehension of the flexibility necessary to successfully implement and upgrade clients with unique business requirements.

Whenever we deploy a new version of our software, professional QA department with staff run typical quality assurance tests such as:

- Black box testing based on requirements and functionality.
- White box testing based on knowledge of the internal logic of the code.
- Unit testing to test particular eCourt functions or code modules.
- Integration testing of combined parts of eCourt (workflow, calendar, etc) to determine if they function together correctly.
- Integration testing of external interfaces.
- Performance testing to ensure eCourt performs under stress.
- User acceptance testing to determining if eCourt is satisfactory to an end-user.

Performance Testing for the software

We consider performance testing to be a “catch all” phrase that generally refers to a set of tests that involve measuring various types of system performance while the system is under load, stress, high volume, etc. conditions. The relevant performance testing methodologies used in the development of eCourt are as follows:

Internally, eCourt uses LoadRunner and Grinder to simulate clients and conduct performance tests. This is an iterative process and the goal is to achieve as high a CPU utilization as possible. If the CPU utilization doesn't increase (and hasn't yet peaked) with the addition of more users, we stop

and look for bottlenecks (in the database or the application). We are looking into using JProbe to identify many of these hot spots. Ideally, the CPU utilization (at steady state) is usually in the 90-95% range. Although throughput won't increase with the addition of more load, response times will increase as more clients are added. The throughput at this point determines the capacity of the hardware.

Journal Technologies engaged an independent testing organization, SysTest Labs, in Denver to conduct an evaluation of eCourt to:

- Determine how many users can be added to system before system failure.
- Provide a profile of transaction response times at various concurrent user levels to determine the point when transaction response times exceed acceptable levels.
- Identify performance and/or operational bottlenecks and recommend performance improvement measures.
- Pinpoint defects that may surface under load conditions.

The testing was conducted in five phases with increasing numbers of users logged-in to eCourt and increasing numbers of active, concurrent users, culminating with 5,000 users logged-in with 1,200 of them actively performing work (the simulated user activities included case creation, case update, case and person searches, and the processing of cash receipts) at the same time and the database loaded with 10,000,000 cases.

SLI's analysis confirmed that during the heaviest load on the application:

- There were no errors and eCourt did not experience a system failure (SLI recommended that higher user loads would be needed to stress the system to failure.

All web pages had average page times of 0.43 seconds or less. Overall Average Page Time was 0.08 seconds on the last cycle of testing.

Since eCourt is a configurable system and a lot of functionality will be configured specifically for the agency, we will support the agency in the development and execution of a plan to cover system testing, integration testing, performance testing, security testing, UAT, load testing and benchmark testing. We will configure the system for the agency, however the end to end system testing and development of use cases for user acceptance will be the responsibility of the agency. We will however support the development of these user/test scenarios.

During User Acceptance Testing (UAT), we will work closely with you to ensure the configuration and related interfaces are rigorously tested prior to acceptance and production cutover. We propose some of the following approaches, processes, tools and methodologies in support of UAT:

Strategy and Planning
The testing strategy will be considered early in the engagement to remain consistent with the overall project plan and ensure sufficient resources from the client will be available to participate in the testing effort. The test plan, developed with the client to ensure input and agreement, will include sections such as scope, schedule, test scripts, script execution and

defect resolution processes, testing tools, resources and responsibilities, reports, and acceptance criteria.

Script Development
Test scripts will be developed with the client to ensure the product goes through a balanced testing program that includes end-to-end business processes as well as targeted testing for interrelated features such as security and interfaces. The scripts will be loaded into a central test management tool to facilitate script updates. Functional requirements will be mapped to test scripts to ensure complete coverage during the test execution phase. We will also work with the client to determine and load any test data needed in the system prior to execution of specific test scenarios.

Execution and Defect Resolution
Wide client participation during the test execution phase is an opportunity to identify obscure issues as well as encourage system adoption. Regular communication with participants, including an orientation on test management tools and testing processes, will be provided to client resources who will serve as testers during this phase. Testers will execute assigned scripts and log defects in defined cycles, and then retest the fixed defects in subsequent cycles. Regression testing will also be conducted to ensure the product remains stable after each build.

Testing Reports
Standard testing reports will be produced for the project team to track progress, status, and highlight any issues requiring management attention.

Operational Readiness Testing
A detailed cutover plan will be developed in conjunction with the overall engagement plan, but our proposed process for Operation Readiness Testing is to begin in parallel with UAT. While UAT is conducted in the training environment, we can begin addressing certain requirements in the production environment that are not dependent on the final configuration from UAT, such as connectivity to scanners and printers; connectivity to DMS; connectivity to 3rd party interfaces; loading users and their security profiles; and performing realistic load, performance and failover tests on the application, network and hardware. Once UAT is complete, the configuration from the testing environment will be migrated to the production server where 3rd party interfaces, connectivity to peripherals, and the go-live configuration will be retested to ensure the entire application is functioning as expected. Final cutover activities will occur the weekend before the go-live date, when the client can make a go/no go decision.

User Acceptance Entry and Exit Criteria
We propose the entrance criteria for a specific test cycles should include a stable system, the appropriate test data has been pre-loaded into the database, and communication to client staff has been delivered to discuss the schedule and objectives of the test cycle and script assignments. Exit criteria for the cycle should include the complete execution of assigned scripts. The client should expect a small pause between cycles to refresh the data (if needed) and remediate issues found during the previous cycle, thereby becoming entrance criterion

for the next cycle. Final acceptance criteria should include at least one execution of the defined test scripts and the resolution of all issues found during testing deemed critical for go-live.

From Project Work Plan – Testing

Task Name	Category	Resource Names
Testing		
Develop Testing Plan	Test	JTI
After Court Plan updates, approve Testing Plan	Test	Court
Provide System Validation training	Test	JTI
Identify all the Application Requirements on Server and Desktops	Test	JTI
Identify correct Java version installed	Test	JTI
Identify all Network Printers correctly attached	Test	JTI
Identify all EMAIL settings correctly setup	Test	JTI
Identify Active Directory setting correctly setup	Test	JTI
Provide use cases to test for eCourt setup correctly	Test	JTI
Provide use cases to test for printing	Test	JTI
Provide use cases to test for email messages	Test	JTI
Provide use cases to test for Active Directory integration	Test	JTI
Provide training for developing automated test scripts	Test	JTI
Provide resources for Selenium Script Development	Test	Court
Provide training on utilization of Selenium Script within eCourt	Test	JTI
Conduct System Validation using the test scripts and test scenarios and identify any defects	Test	Court
Correct testing defects	Test	JTI
Approve system validation testing	Test	Court
Prepare for User Acceptance Testing including set up of all environments	Test	Court
Identify use cases to test for eCourt Functionality related to, but not limited to	Test	Court
Case Initiation	Test	Court
Case Updates	Test	Court
Case Processing	Test	Court
Directory	Test	Court
Calendar	Test	Court
Workflow	Test	Court
Minutes	Test	Court
Documents	Test	Court
Financials	Test	Court
Searches / Reports	Test	Court

Perform User Acceptance Testing and identify any defects	Test	JTI
Correct User Acceptance Testing defects	Test	JTI
Perform Integration Testing and identify any defects	Test	Court
Correct Integration Testing defects	Test	JTI
Perform Regression Testing(after every upgrade)	Test	Court
Regression tests are done to identify all the basic functionality of the system works after every upgrade	Test	Court
Identify use cases to identify basic functionality to test eCourt upgrade	Test	Court
Where possible, develop automated Selenium Scripts to do regression test	Test	Court
Run Regression Tests	Test	Court
Identify Load testing scenarios	Test	Court
Develop Load testing scripts	Test	JTI
Develop automated to scripts based on Load testing scenarios to simulate concurrent users performing different functions I the system	Test	JTI
Perform Load Testing	Test	JTI/Court
APPROVE TESTING	Test	Court
Continue testing that utilizes test scripts developed by the Court and JTI.	Test	Court/JTI

Production System Roll-Out and Training

We provide direct training for those with specialties, including accounting personnel, and train-the-trainer for others. Training will be integrated into all facets of configuration and implementation. Training begins day one. The more you do, the more you learn…and that is the basic training! Then you will be able to configure eCourt when your business processes change and moreover support the system from day one. We have an unlimited budget for implementation training; we will train until you want no more.

The training program and documentation will be tailored to your configured screens, processes and procedures for each agency and case type or group of case types. We need to train what was configured. The agency's staff will be deeply involved in the configuration and workflow processes, and from these sessions will come a jointly developed training program.

Training and online "help" share the three components of the online documentation. All of the help functions can also accommodate both audio and video.

1. The universal view provides the complete eCourt documentation; its Table of Contents can be sorted by role to parallel training courses and facilitate the focus during "refresher" reviews.
2. Most screens have "help" that is brought to the user's open screen when you click on the "?" at the top of the screen. Consequently, the user continues to see what they are working on while they view the help information.
3. Every element on the screens can also have tailored help. Just insert a "?", for example, next to a dropdown, and then click on it to see a note explaining the dropdown while the screen remains open.

We work to minimize future dependency on us through knowledge transfer and the development of a client Help Desk that is staffed by experienced individuals who have worked on the project and thus have both a firm grasp of eCourt and how it was implemented. As a result, they are able to effectively triage problem reports with hardware, network, and user errors being handled locally in an expeditious manner with us standing by to provide support or to handle problems related to software defects or functionality deficiencies.

System administrators will be involved (trained) from the start and will include configuration, workflow and the associated business rules, notice mapping, form generating, document scanning, etc. A major part of the training will be on-site.

From Project Work Plan – Training Technical and Non-Technical Personnel

Task Name	Category	Resource Names
TRAINING FOR TECHNICAL PERSONNEL		
Actual learning takes place by doing; thus, the technical staff will be involved in all stages of the implementation	Train	JTI
Focus -	Train	JTI

Metadata/database structure and dropdowns - an understanding of the eCourt database elements	Train	JTI
Entities	Train	JTI
Viewing entity definitions	Train	JTI
Viewing entity field details	Train	JTI
Modifying an entity field	Train	JTI
Adding a new entity field	Train	JTI
Deleting an entity field	Train	JTI
Using forms	Train	JTI
Using validations	Train	JTI
Using rules	Train	JTI
Adding a new entity	Train	JTI
Exporting all entity definitions	Train	JTI
Exporting the data dictionary	Train	JTI
Archives	Train	JTI
Viewing metadata archives	Train	JTI
Searching for a metadata archive	Train	JTI
Archiving metadata	Train	JTI
Restoring archived metadata	Train	JTI
Deleting an archive entry	Train	JTI
Comparing metadata archives	Train	JTI
Working with Lookup Lists	Train	JTI
Viewing the lookup list screen	Train	JTI
Viewing the lookup list items	Train	JTI
Searching for a lookup list	Train	JTI
Using lookup lists	Train	JTI
Lookup Items	Train	JTI
Create lookup list relationships	Train	JTI
Displaying metadata usages	Train	JTI
Adding a new lookup list	Train	JTI
Deleting a lookup list	Train	JTI
Exporting a lookup list	Train	JTI
Importing a lookup list	Train	JTI
Forms - The form builder provides the toolkit used to consume the eCourt metadata.	Train	JTI
Introduction - what is a web form?	Train	JTI
Types of forms	Train	JTI
Case initiation	Train	JTI
Header	Train	JTI
Folder views	Train	JTI
Add	Train	JTI
Update	Train	JTI

Search	Train	JTI
General form features	Train	JTI
Panels	Train	JTI
Lookup	Train	JTI
Auto complete	Train	JTI
Zip code lookup	Train	JTI
Date/time picker	Train	JTI
Cascading drop-downs	Train	JTI
Show if	Train	JTI
Help messages	Train	JTI
Forms footer icons	Train	JTI
Data integrity check features	Train	JTI
Required fields	Train	JTI
Hidden form items with default values	Train	JTI
Data validations	Train	JTI
Business rules	Train	JTI
Using the form builder	Train	JTI
Forms list screens	Train	JTI
Form general options	Train	JTI
Form items	Train	JTI
Add data fields	Train	JTI
Add panel	Train	JTI
Add static text	Train	JTI
Add XREF (Cross Reference)	Train	JTI
Form panel	Train	JTI
Zip code module - Zip code search	Train	JTI
Importing/exporting forms	Train	JTI
Case initiation forms	Train	JTI
Creating a case initiation form	Train	JTI
Running a case initiation form	Train	JTI
Case initiation from the navigation bar	Train	JTI
Header forms	Train	JTI
Creating a header form	Train	JTI
Displaying a header form	Train	JTI
Folder views	Train	JTI
Creating a folder view	Train	JTI
Displaying a folder view	Train	JTI
Add forms	Train	JTI
Creating an add form	Train	JTI
Displaying an add form	Train	JTI
Saving an update form as an add form	Train	JTI
Update forms	Train	JTI

Creating an update form	Train	JTI
Displaying an update form	Train	JTI
Saving an add form as an update form	Train	JTI
Search forms	Train	JTI
Creating a search form	Train	JTI
Search form items table	Train	JTI
Search criteria specific field properties	Train	JTI
Sub-query field property	Train	JTI
Pivot table searches	Train	JTI
Mass forms	Train	JTI
Mass add forms	Train	JTI
Mass update forms	Train	JTI
Navigation menus	Train	JTI
Creating a top navigation menu	Train	JTI
Creating a left navigation menu	Train	JTI
Creating a case navigation menu	Train	JTI
Menu Items	Train	JTI
Calendar - Calendar functions, as well as eCourt's time slot and scheduling features.	Train	JTI
Working with the Calendar view	Train	JTI
Displaying events by month	Train	JTI
Displaying events by week	Train	JTI
Displaying events by day	Train	JTI
Searching events in the Calendar view	Train	JTI
Using the search bar	Train	JTI
Woring with saved searches	Train	JTI
Scheduled events in the Calendar view	Train	JTI
Using the schedule event screen	Train	JTI
Using the calendar assistant widget	Train	JTI
Using bulk schedule from a search	Train	JTI
Rescheduling an event	Train	JTI
Removing a scheduled event	Train	JTI
Working with time slot templates	Train	JTI
Searching for a time slot template	Train	JTI
Viewing a time slot template	Train	JTI
Creating a time slot template	Train	JTI
Removing a time slot template	Train	JTI
Working with time slots	Train	JTI
Viewing time slots	Train	JTI
Modifying a time slot	Train	JTI
Adding additional time slots	Train	JTI
Removing a time slot	Train	JTI

Configuring holidays	Train	JTI
Adding a new holiday	Train	JTI
Deleting a holiday	Train	JTI
Holiday schedule	Train	JTI
Configuring location off-time	Train	JTI
Adding a location off-time	Train	JTI
Deleting a location off-time	Train	JTI
Configuring person off-time	Train	JTI
Adding a location off-time	Train	JTI
Deleting a location off-time	Train	JTI
Documents - Learn how to create document templates using Microsoft Word and the eCourt template builder.	Train	JTI
Create a new document definition	Train	JTI
Create document templates	Train	JTI
Document template fields	Train	JTI
Document template root	Train	JTI
Document template fields	Train	JTI
Create document template in Word	Train	JTI
Install document mapping macro	Train	JTI
Use document mapping macro	Train	JTI
Assign the template to document definition - document root configuration	Train	JTI
Document generation	Train	JTI
Frequently asked questions	Train	JTI
Install the eCourt Document MacroEnable or Trusting the Macro	Train	JTI
Directory - Learn to setup Directory with the agency's personnel list, as well as lists of people and organizations with with the agency regularly interacts.	Train	JTI
Organizational directory	Train	JTI
Adding a new organization	Train	JTI
Using organization information	Train	JTI
Searching for an organization	Train	JTI
Deleting an organization	Train	JTI
Importing multiple organizations	Train	JTI
Person directory	Train	JTI
Adding a new person	Train	JTI
Using person information	Train	JTI
Searching for a person	Train	JTI
Deleting a person	Train	JTI
Importing multiple people	Train	JTI
Assigning person security	Train	JTI

System properties	Train	JTI
Business processes - foundation to build business process workflows.	Train	JTI
Process group	Train	JTI
Process	Train	JTI
Process general	Train	JTI
Process triggers	Train	JTI
Work queue	Train	JTI
Manual work queue	Train	JTI
Automatic work queue	Train	JTI
Process graph	Train	JTI
Workflow monitor	Train	JTI
Checklists - Learn how to create configurable checklists that can be automatically added to cases based on predefined criteria.	Train	JTI
Using the checklist screen	Train	JTI
Update a checklist item	Train	JTI
Additional checklist item	Train	JTI
Notes - features allow users to create case notes and to store and categorize important content for later user.	Train	JTI
My notes	Train	JTI
Custom note templates	Train	JTI
Shared notes	Train	JTI
Case notes	Train	JTI
Search and filter case notes	Train	JTI
Additional case notes	Train	JTI
Security - Tools to setup, restrict views and actions.	Train	JTI
Groups tab	Train	JTI
Creating a group	Train	JTI
Deleting a group	Train	JTI
Security permissions summary	Train	JTI
Users tab	Train	JTI
Creating a new user	Train	JTI
Removing a user	Train	JTI
Searching/filtering users	Train	JTI
Applying a group to a single user	Train	JTI
Applying a group to multiple users	Train	JTI
Authorities tab	Train	JTI
Creating authorities	Train	JTI
Access level permissions	Train	JTI
Deleting authorities	Train	JTI
URLS tab	Train	JTI

Creating a URL pattern	Train	JTI
Removing a URL pattern	Train	JTI
URL pattern types	Train	JTI
Entity/Case type tab	Train	JTI
Creating entity/case type permissions	Train	JTI
Removing entity case type permissions	Train	JTI
Tasks tab	Train	JTI
Editing task permissions	Train	JTI
Task definitions	Train	JTI
Forms tab - editing form security	Train	JTI
Reports tab	Train	JTI
Rules tab	Train	JTI
Creating rules	Train	JTI
Removing a rule	Train	JTI
ACLS tab	Train	JTI
Logs tab	Train	JTI
Reports/Searches - JTI will provide entity relationship training in support of the agency's report/search building needs.	Train	JTI
Report screen tab	Train	JTI
Common report screen icons	Train	JTI
Report search criteria	Train	JTI
Input parameters for archived reports only	Train	JTI
Run report form buttons	Train	JTI
Public Portal - How to setup and maintain	Train	JTI
Download the eCourtPublic installation package	Train	JTI
Install MySQL	Train	JTI
Install MySQL Client Tools	Train	JTI
Setup the Database	Train	JTI
Setup the Application User	Train	JTI
Grant the Application User	Train	JTI
Install PHP	Train	JTI
Install PEARInstall eCourtPublic Application	Train	JTI
Review Configurations -	Train	JTI
Screens	Train	JTI
Advanced screen conditions	Train	JTI
Workflows	Train	JTI
Time standards	Train	JTI
Notice mapping	Train	JTI
Searches and reports	Train	JTI
Minutes	Train	JTI
Dispositions	Train	JTI
Accounting including fines, fees, etc.	Train	JTI

WORKGROUP FOR TRAINING NON-TECHNICAL PERSONNEL		
The Court's subject matter experts and in-house help desk personnel will be trained at each step of the implementation. The in-house Help Desk personnel must be ready to provide help during the roll-out and help train new personnel	Train	Court
The Court's train-the-trainers will take charge after the configuration is completed. (They have to train the users on the configured system.)	Train	Court
Provide basic user documentation -	Train	JTI
Log-in	Train	JTI
Navigation	Train	JTI
Directory	Train	JTI
Contact Groups	Train	JTI
Calendar and scheduling events	Train	JTI
Case views	Train	JTI
Case initiation	Train	JTI
Joinders	Train	JTI
Notes Library and Case Notes	Train	JTI
Docket, Minutes and disposing changes	Train	JTI
Checklists	Train	JTI
Workflow and time standards	Train	JTI
Accounting	Train	JTI
Prepare for end-user training	Train	Court
On-screen help -	Train	Court
The universal view provides the complete eCourt documentation; its Table of Contents can be sorted by role to parallel training courses and facilitate the focus during "refresher" reviews	Train	Court
Most screens have "help" that is brought to the user's open screen when you click on the "?" at the top of the screen. Consequently, the user continues to see what they are working on while they view the help information	Train	Court
Every element on the screens can also have tailored help. Just insert a "?", for example, next to a dropdown, and then click on it to see a note explaining the dropdown while the screen remains open	Train	Court
Video -		Court
Incorporate video instructions from supervisors for each screen or task, for example, filing a document	Train	Court
Create course curriculum for each role using the configured screens and workflows. Typically, this includes a basic user training course that covers the subjects listed as documents above and a specific business area course	Train	Court/JTI

Prepare the training schedule, arrange for the facilities and notify the end users	Train	Court
Train the users	Train	Court

SAMPLE USER AND TRAINING GUIDE

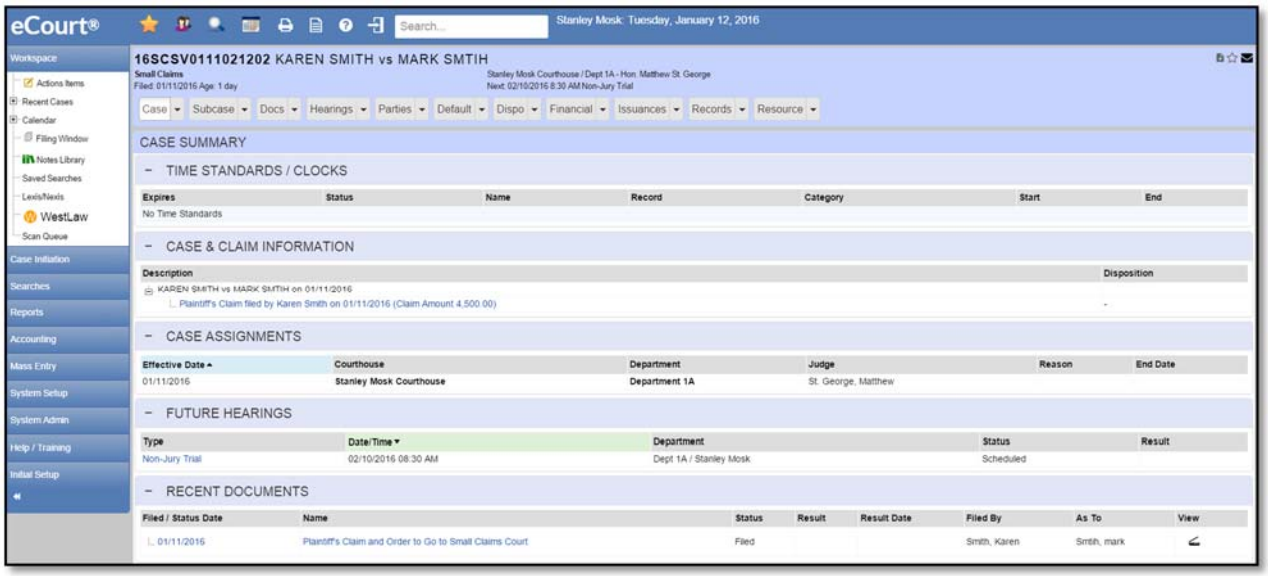
Contents

WHAT IS ECOURT? 141
WELCOME SCREEN 142
DASHBOARD AREA 144
LEFT NAVIGATION 145
TOP NAVIGATION 154
CASE INFORMATION 159
ACCESSING CASE INFORMATION 159
VIEWING CASE INFORMATION 160
FOLDER VIEWS 164
Case Summary 164
Subcase 165
Documents 165
Hearings 167
Parties 168
Dispo 168
Financial 169
Issuances 169
Records 170
Resources 170
ADDING INFORMATION TO A CASE 171
CALENDAR 173
Daily 173
Weekly 173
Monthly 173
Docket 174
Calendar Search 175
SEARCHES 176
SEARCH RESULTS 176
SEARCH SCREENS 179
CASE LIST 180
MY CASES 180

DIRECTORY **182**
SEARCHING THE DIRECTORY 183
PERSON DIRECTORY 184
DASHBOARD GADGETS **186**
GADGET TYPES 187
USING THE MINUTES SESSION 191
Entering a Command Line Item 193
Using Line Numbered Items 195
Editing the Courtroom Personnel from the Minutes Session 197
Using the Check In Option 198
VIEWING AND PRINTING THE MINUTES ORDER DOCUMENT 199
AMENDING A MINUTES SESSION 200

What is eCourt?

Configurable, powerful, and dynamic, eCourt is a completely Web-based case processing system. It was developed from over 25 years of delivering successful case management systems to large and small courts and justice agencies in two provinces, eleven states and three countries.



Screenshot: eCourt Case Management System.

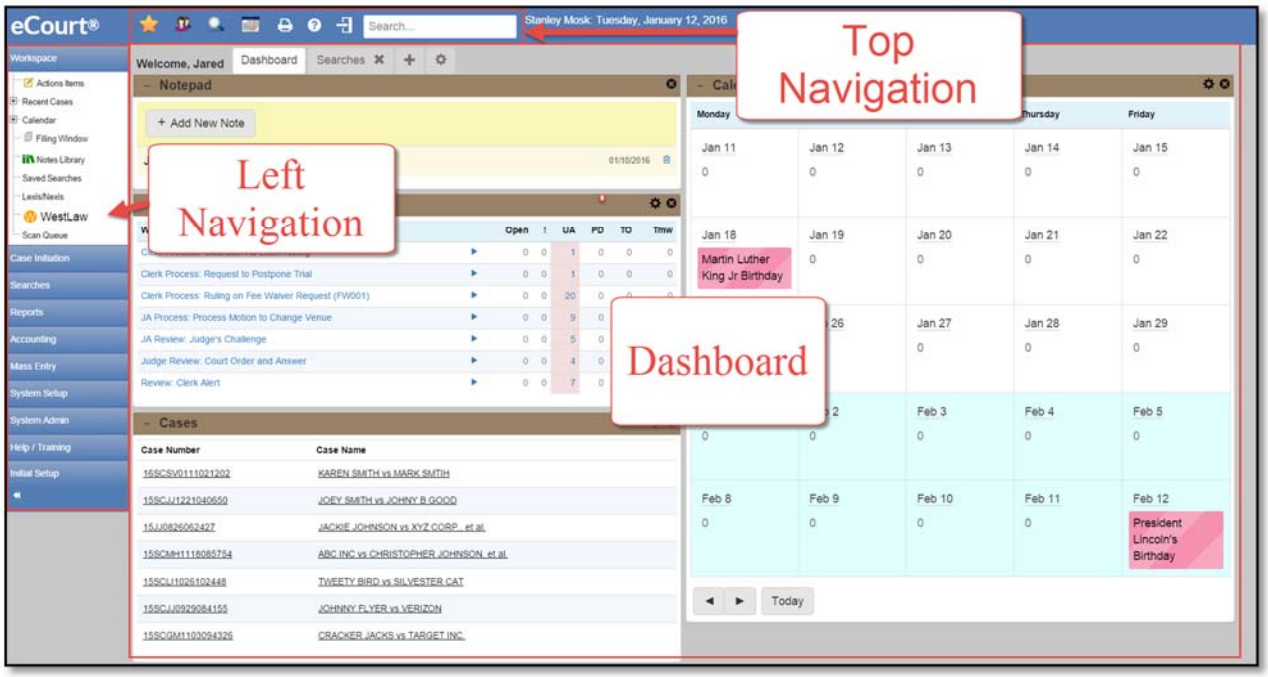
The system is ideal for prosecutors' offices, appellant courts, assessment review boards, or configured to meet specific requirements. It can handle all case types because its screens, data elements, business rules, work queues, searches, alerts, and so forth, are user-friendly and highly configurable.

eCourt's configurable workflow and business rule engine can automate and streamline processes that would normally be tedious manual tasks. This will allow the staff to focus on serving the community. The overall UI and database configurability, combined with workflows, allows the system to easily accommodate different approaches to solving problems.

This document will be presenting the **eCourt Case Management System**, from a court perspective; illustrating its configurability.

Welcome Screen

When a user logs into the system the **Welcome Screen** it will contain several different navigation options. It is a highly configurable central landing page that can display a wide range of information and can be configured differently for each individual user.



Screenshot: Dashboard screen.

The main screen is divided into three sections: the **Left Navigation** menu, which contains categories and links to screens and components available to the user; the **Top Navigation** menu, which like the left navigation menu, also contains quick links to different areas of the system; and the **Dashboard Area**, which can be configured to display quick useful information.

When a user logs into the system, security permissions can restrict specific menu items as well as access to areas of the system.

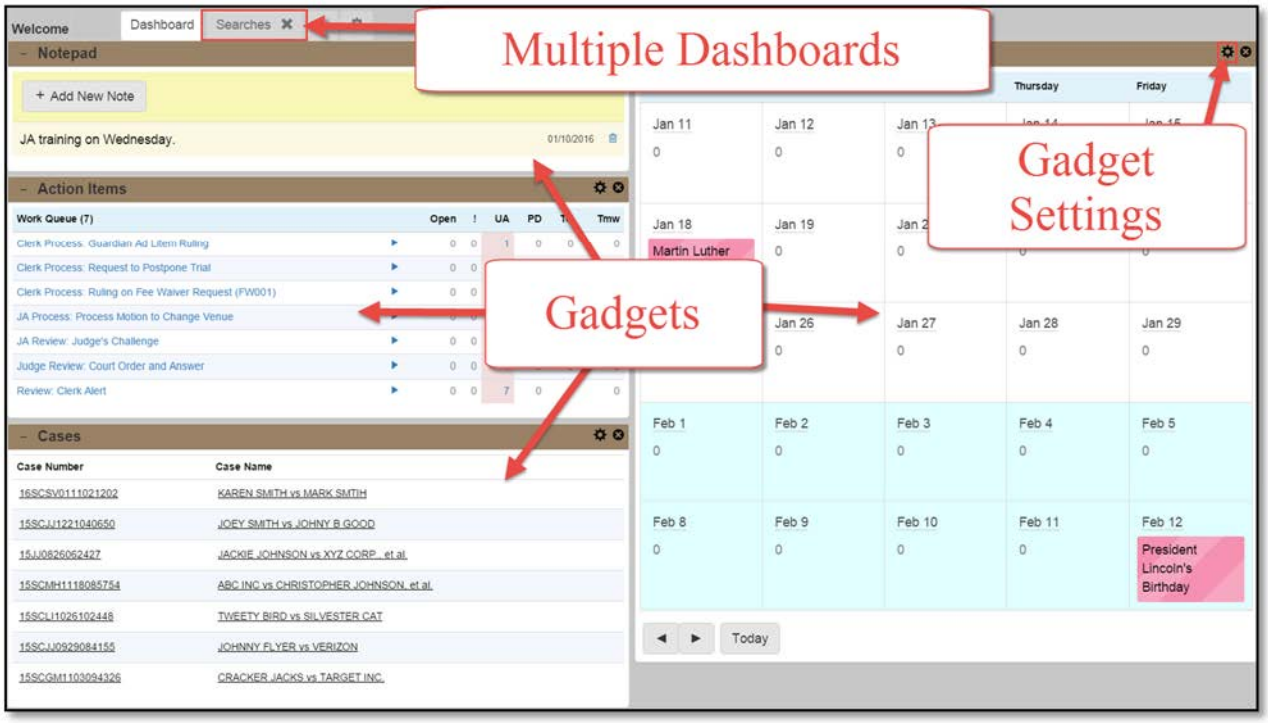
For example, an admin/power user might have very little restriction, where as a judge or clerk might only have a few components available to them.

Screenshot: Different navigation visibility settings.

Dashboard Area

The **Dashboard Area** uses **Gadgets** that quickly display information that is useful. Using a drag and drop technique, a gadget can snap into any position within the layout. Some gadgets allow for individual customization and can display more specific information.

For example, you could display a list of the most recent cases, assignments, or just have a simple news section to inform users of upcoming events and information.

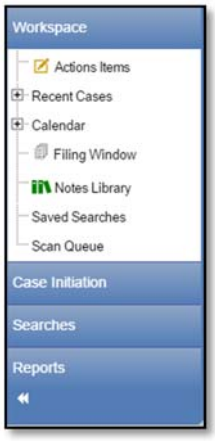


Screenshot: Dashboard area.

Multiple Dashboard page tabs can be created and configured to hold more gadgets.

Left Navigation

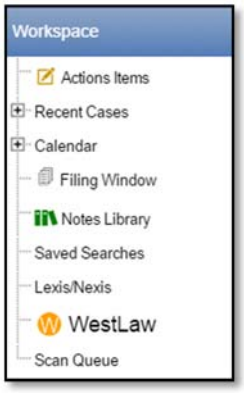
The **Left Navigation** menu is one of two menus that will be displayed to the user regardless of where they are in the system. It will display items based on the users security settings.



Screenshot: Left Navigation menu.

My Workspace

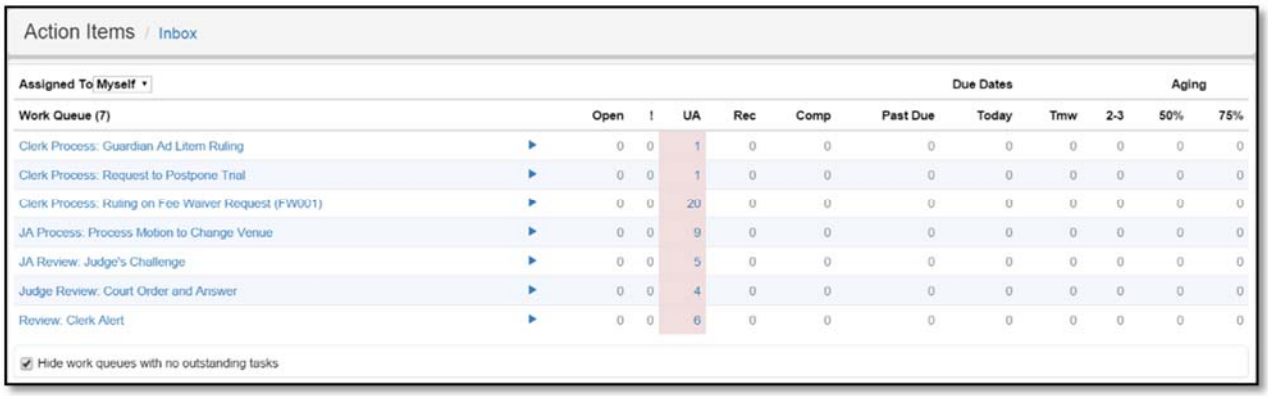
The **My Workspace** category will display items specific to the user that is logged in.



Screenshot: My Workspace items.

Action Items

The **Action Items**, when clicked, will display a list of the assignments that have been allocated to the user. There is a built-in workflow system which allows work to be routed to the appropriate persons for review or decision making and takes care of a lot of automation.



Action Items / Inbox

Assigned To Myself

Work Queue (7)	Open	!	UA	Rec	Comp	Due Dates: Past Due	Today	Tmw	2-3	Aging: 50%	75%
Clerk Process: Guardian Ad Litem Ruling	0	0	1	0	0	0	0	0	0	0	0
Clerk Process: Request to Postpone Trial	0	0	1	0	0	0	0	0	0	0	0
Clerk Process: Ruling on Fee Waiver Request (FW001)	0	0	20	0	0	0	0	0	0	0	0
JA Process: Process Motion to Change Venue	0	0	9	0	0	0	0	0	0	0	0
JA Review: Judge's Challenge	0	0	5	0	0	0	0	0	0	0	0
Judge Review: Court Order and Answer	0	0	4	0	0	0	0	0	0	0	0
Review: Clerk Alert	0	0	6	0	0	0	0	0	0	0	0

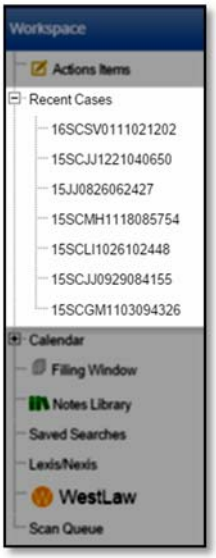
☑ Hide work queues with no outstanding tasks

Screenshot: Action Items screen.

Action Items display the name of the Work Queue, the number of Open tasks, the number of tasks that are High Priority, if any tasks are Unassigned, if any have been Received, and the number of tasks that have been Completed.

Recent Cases

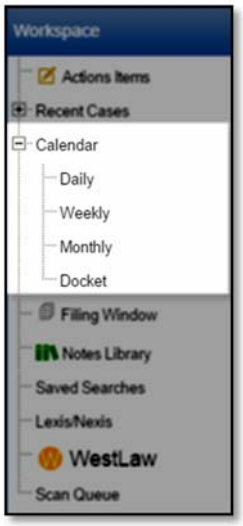
The **Recent Cases** option can be expanded or collapsed to display the most recent cases that the user has accessed or looked at. By clicking a case link it will automatically display the case information view.



Screenshot: Recent Cases list.

Calendar

The Calendar option can be expanded or collapsed, and contains quick links to the following calendar items:

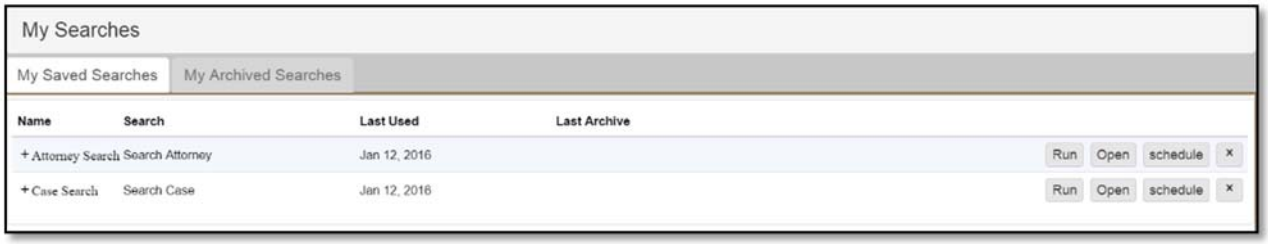


Screenshot: Calendar option.

Option	Allows You to
Daily	The **Daily Calendar** link will display all daily events that have either been assigned to or involve the user and can be filter by location.
Docket	The **Docket** link will display all daily events based on location that have either been assigned to or involve the user.
Weekly	The **Weekly Calendar** link will display all weekly events that have either been assigned to or involve the user and can be filter by location.
Monthly	The **Monthly Calendar** link will display all monthly events that have either been assigned to or involve the user and can be filter by location.

Searches

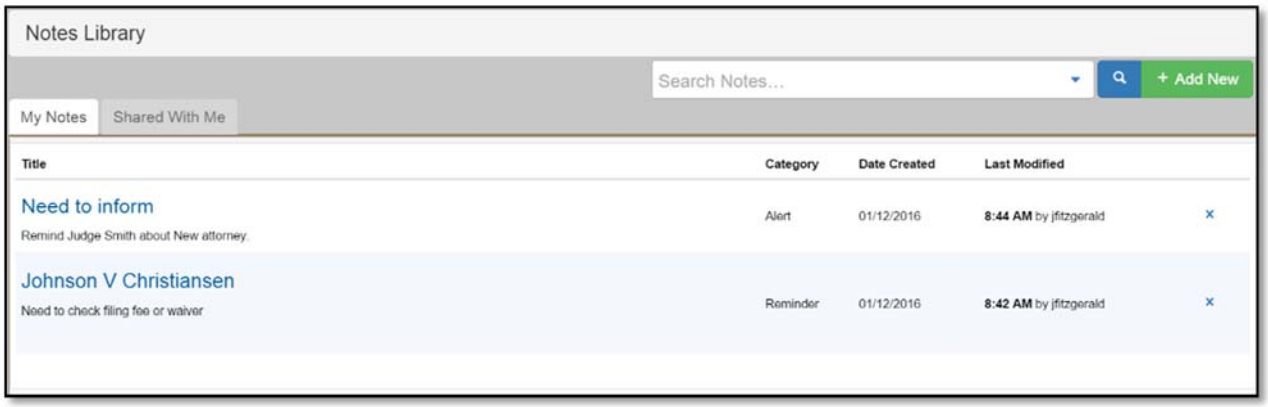
The **Searches** option will display the **My Searches** screen.



Screenshot: My Searches screen.

Notes Library

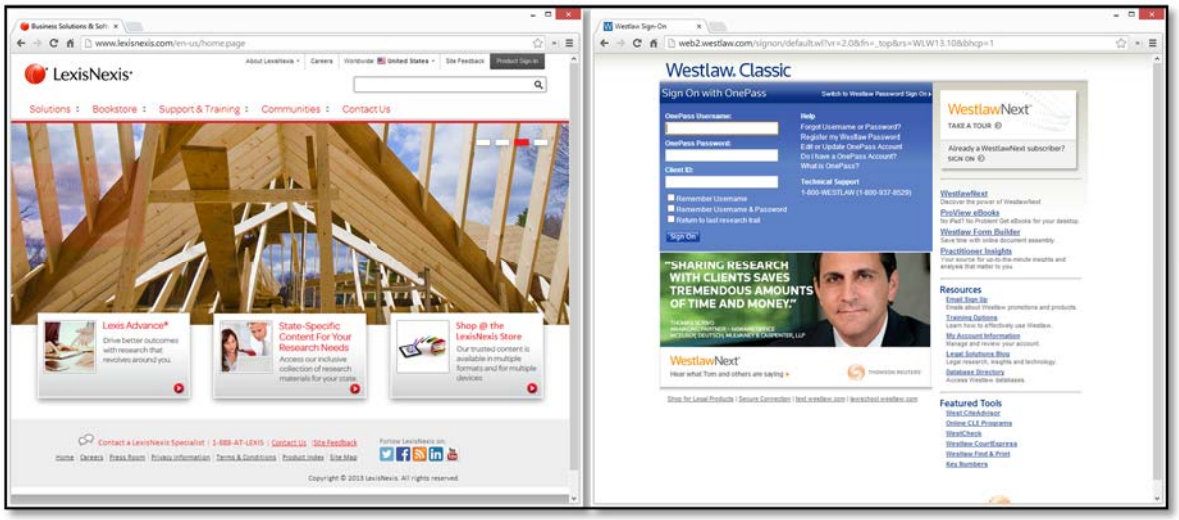
The **Notes Library** option will display notes that can be attached to cases in the Case Notes area of the Case View.



Screenshot: Notes Library.

Lexis/Nexis and Westlaw

The Lexis/Nexis and Westlaw options are external links to additional programs or web based software. These links allow the user to access external information.



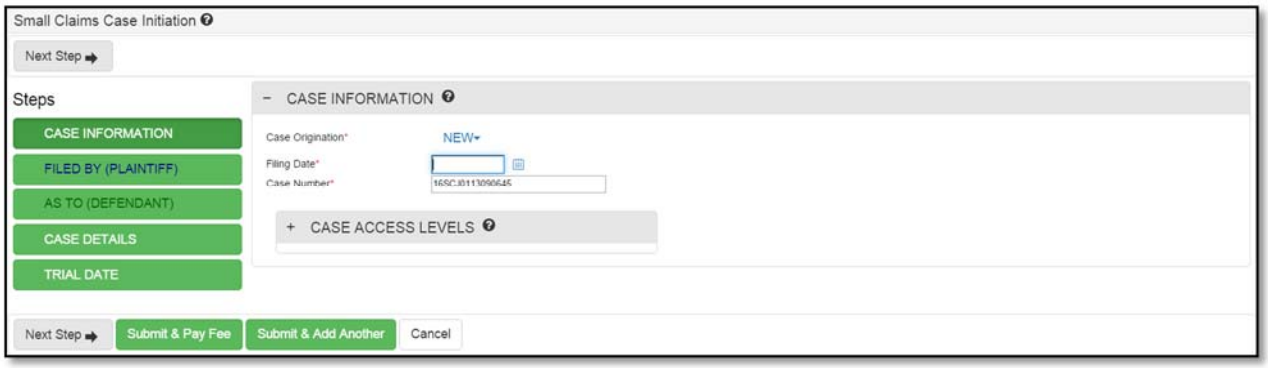
Screenshot: Example links to external web portals.

Case Initiation

The **Case Initiation** category will display links to the case generation forms. eCourt can handle multiple types of cases within the system.

Screenshot: Case Initiation category.

When a case needs to be added to the system, the information is first entered into a case initiation form.



Screenshot: Civil Case Initiation form screen.

Once the information has been added to the system, a case file is created and can then be viewed or modified using Case Views.

Screenshot: Case View screen.

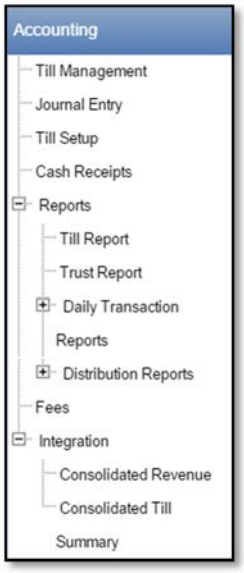
Searches

The **Searches** category will display links to various highly configurable searches within the system. These dynamic searches are not replacements for reports. However, often times users need to view, export, archive, or access information quickly.

Screenshot: Searches Category.

Accounting

The **Accounting** category will display links to Cash Receipts, Till & Reports, and Agency screens. eCourt comes with a built-in Accounting and Financial module which allows the captioning of fines and fees, moneys within trust funds, and draw down accounts.



Screenshot: Accounting category.

Top Navigation

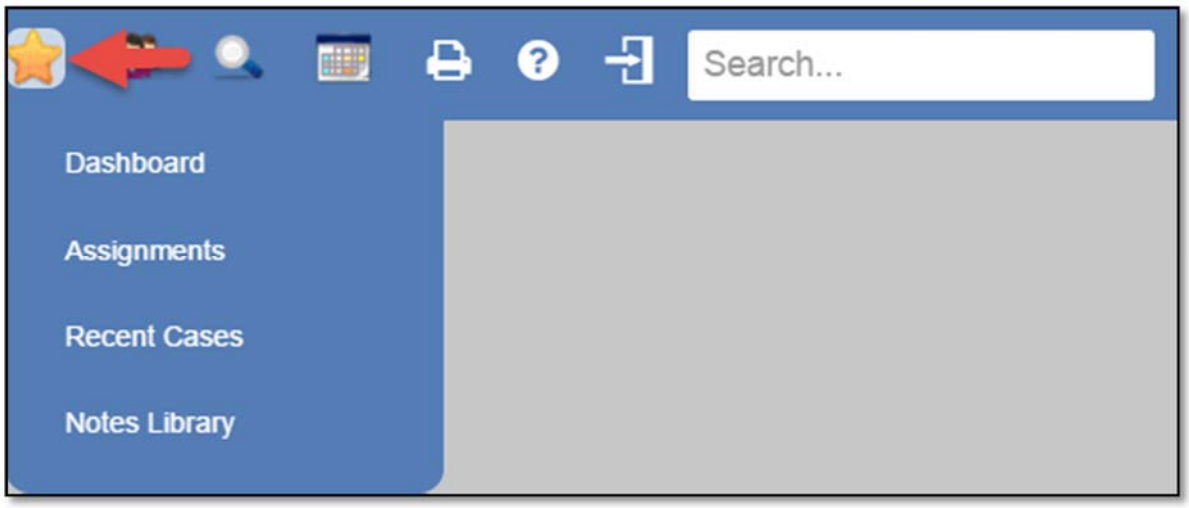
The **Top Navigation** menu is the second of the two menus that will always be displayed to the user regardless of where they are in the system. Like the Left Navigation menu, it will display items based on the users security settings.

Screenshot: Top Navigation menu.

The menu will consist of the following categories:

Star

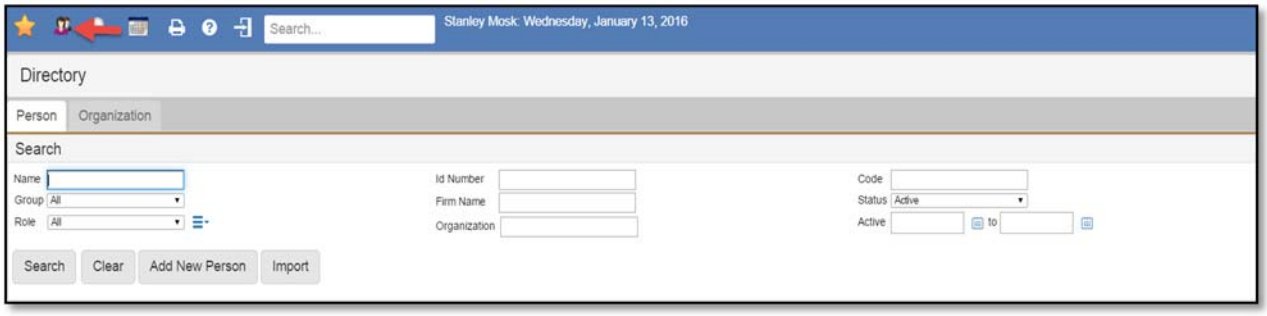
The **Star** icon works like a favorites list. It will allow quick access to common components, like the Dashboard, Assignments, Recent Cases, Calendar, Searches, and the Notes Library.



Screenshot: Star Top Navigation icon.

Directory

The **People** icon is a link to the Person/Organization **Directory**. The Directory is eCourt's repository of persons and organizations, such as but not limited to, judges, staff, law enforcement officers/agencies, law firms and attorneys, bail bond companies, and other personnel and partners who are regularly involved in the business.



Screenshot: Directory Top Navigation icon.

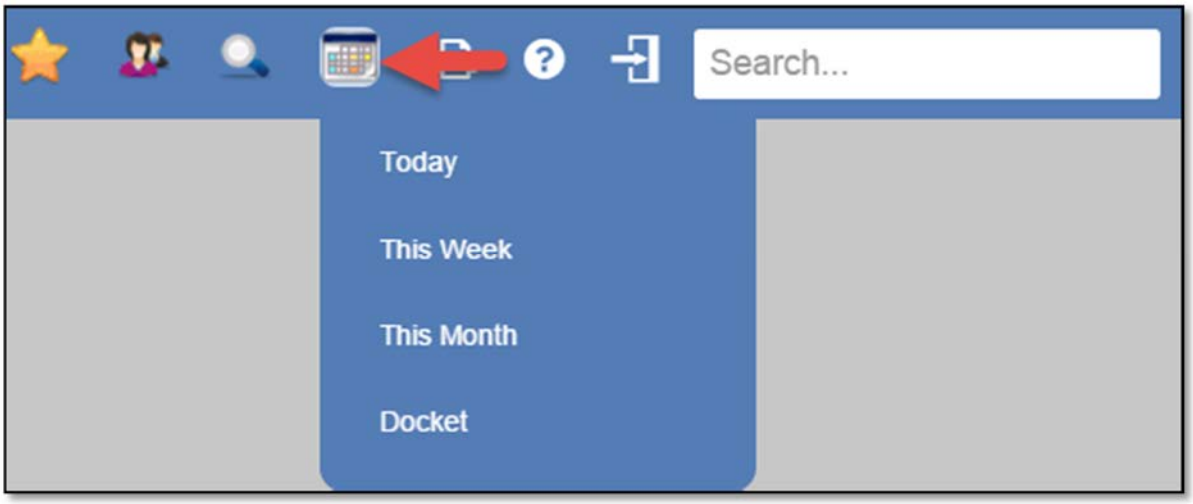
Search

The **Magnifying Glass** icon will display important search forms such as Party, Warrant, Case, Charge, etc.

Screenshot: Searches Top Navigation icon.

Calendar

The **Calendar** icon will display links to the different calendar views such as the Daily Calendar, Docket, Weekly, Monthly, etc.



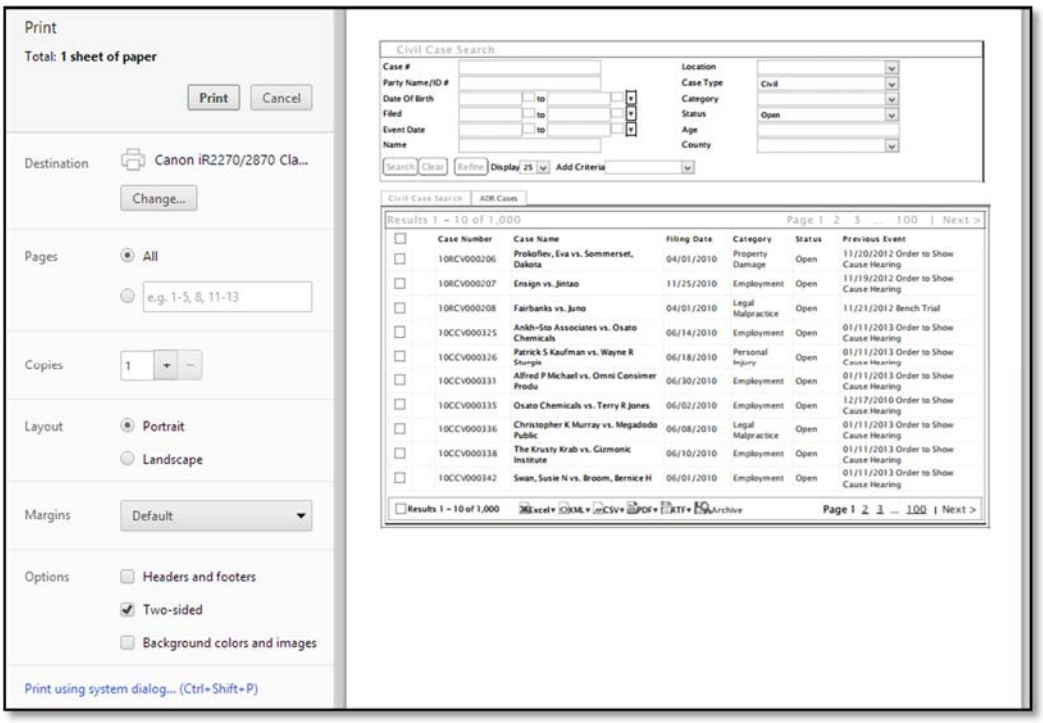
Screenshot: Calendar Top Navigation icon.

Print

The **Print** icon will allow the user to **Print** the screen without the Left of Top Navigation menu visible.

Screenshot: Print Top Navigation Icon.

Information will be set to fit within the page, although options are available, in the **Print Preview** screen, to set how the page will be printer.

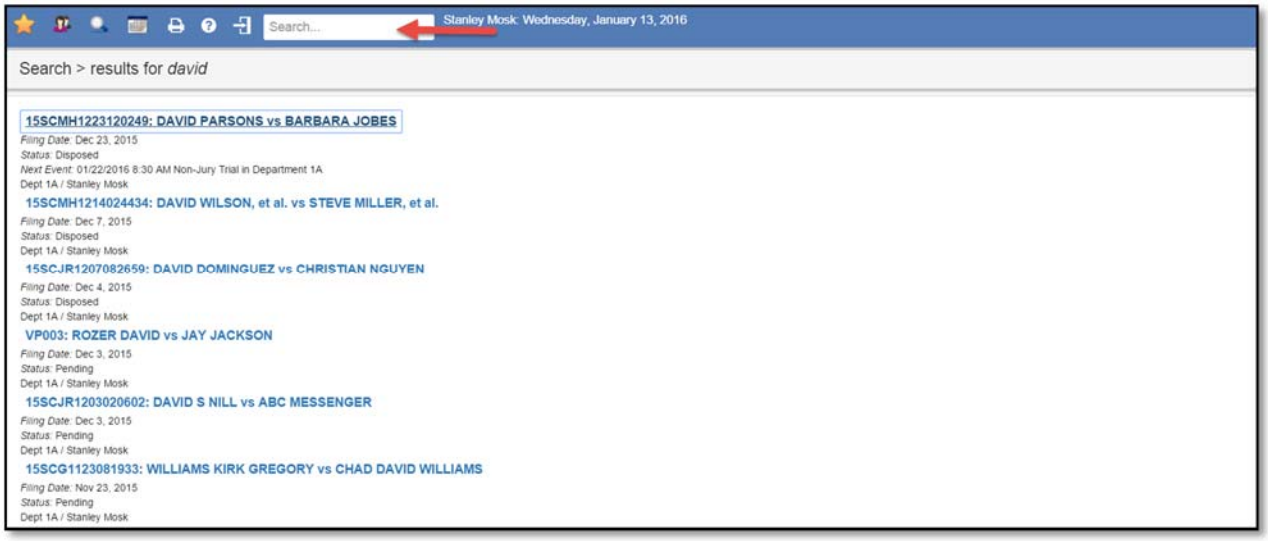


Screenshot: Print Preview screen.

Case Search

The **Case Search** field allows the user to quickly search thru case information and return the results.

The field will search thru the Case Number, the Last Name of the case party person, and the Last Name of the case assignment person.

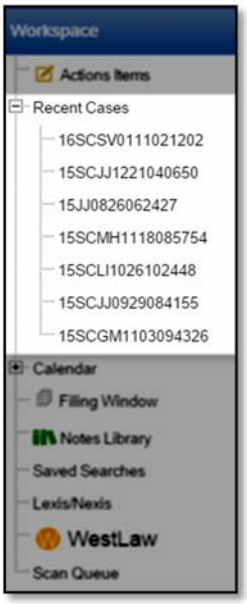


Screenshot: Case Search field.

Case Information

Accessing Case Information

Case information can be accessed thru a variety of different ways: The user could search for a case, a case could be chosen from the one of the navigation menus, etc. The most common place to access case information is thru the My Workspaces, Recent Cases navigation link.

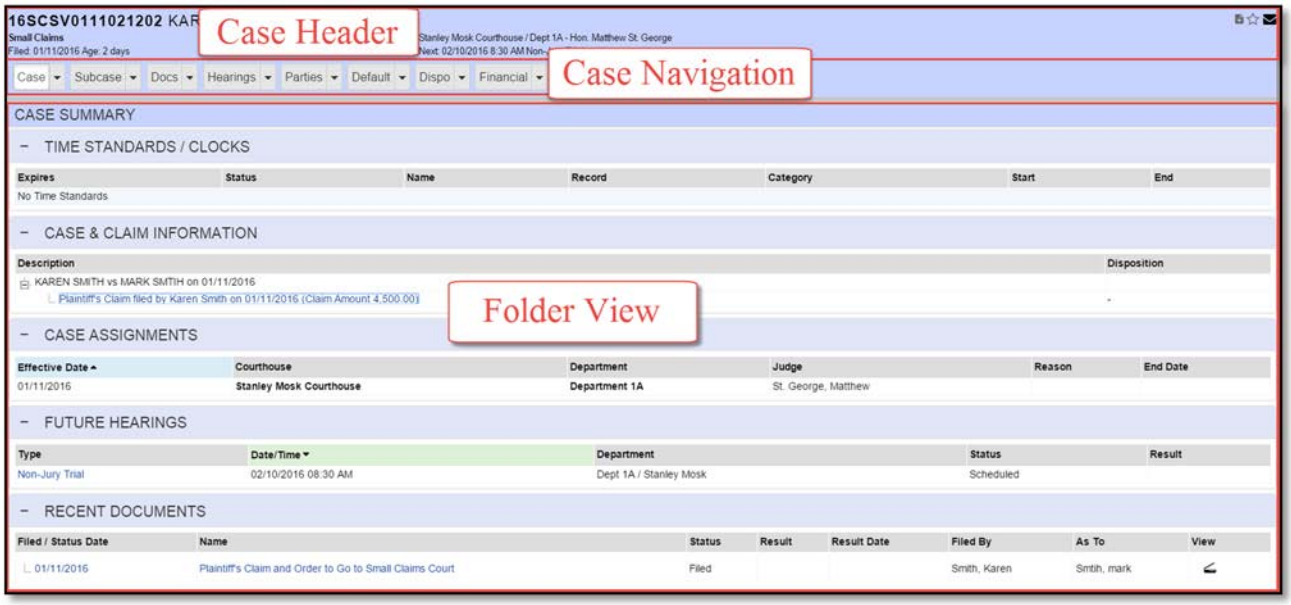


Screenshot: Recent Cases list.

Viewing Case Information

Regardless of how the user accesses the case information, the **Case View** screen is one of the most important screens because it can be used to navigate and display case information. The user could also add or update information from the case view screen as needed.

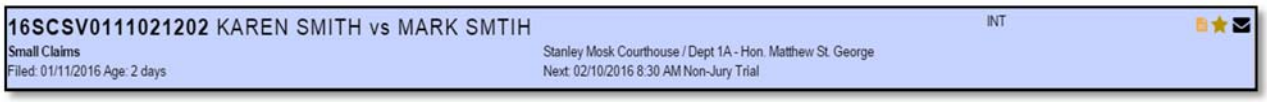
The Case View screen is divided into three areas: The **Case Header** area, which displays important information; the **Case Navigation** area, that allows the user to switch between different folder views or jump to additional system components; and the **Folder Views**, which can display important case information such as a summary/case overview, list of the parties involved, financial information, etc.



Screenshot: Case View areas.

Case Header

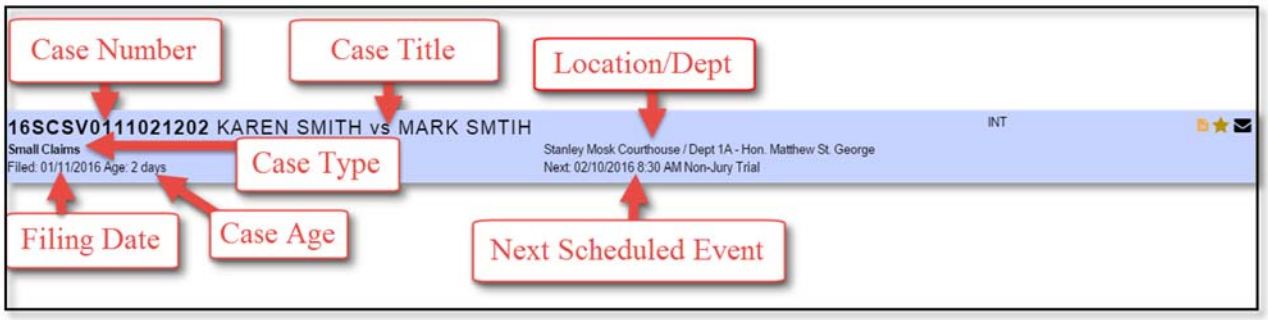
The **Case Header** appears at the top of the screen and can display any quick important case information, such as, but not limited to: Case Fields, Icon Widgets, and Alerts.



Screenshot: Case Header.

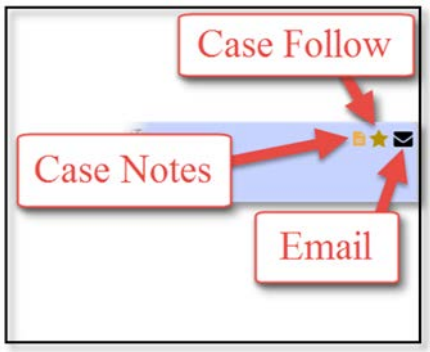
Case Fields

The majority of the case header is configured to display **Case Fields** from the case. Some of the most commonly displayed fields are: Case Number, Case Type, Case Title, the Age of the case, the Filing Date, and the Next Scheduled Event for the case.



Icon Widgets

The right corner can be configured to displays **Icon Widgets**. These are just a few that have been configured:



Screenshot: Icon Widgets.

Case Notes

The **Case Notes** icon will allow the user to view, add, and modify all case notes attached to the case.

Screenshot: Case Notes screen.

Watched

The **Watched** case icon will mark the case as a favorite or watched case.

Alerts

Below the Icon Widgets, the system can display **Alerts**, which will be specific to the case.

A few examples of case alerts can be: If the case person has an outstanding Bench Warrant, needs Special Treatment, is Unruly, needs an Interpreter, paid with a bad check and has an outstanding NSF (Non-Sufficient Funds), and any fines and fees that need to be paid on the case.

Case Navigation

The **Case Navigation** is a menu that displays tabs that allow the user to navigate the different folder views and display specific information about the case.

Each tab will display a different folder view with information, such as: the Case Summary, Parties, Financials, etc. It can also be configured to provide links to components within the system.

Screenshot: Case Navigation menu.

Sub-Menus

The Case Navigation menu can also display Sub-Menu drop-down lists if the case topic needs further organization.

For example, the Parties drop-down list will display a list of actions for the party.

Screenshot: Parties drop-down list.

Folder Views

A **Folder View** is an area that can display specific case information.

Case Summary

The **Case Summary** folder view is a snapshot of the important case information.

Screenshot: Case Summary folder view.

Such as:

Time Standards / Clocks, which display any time standards that are active on the case.

The **Case & Complaint** information.

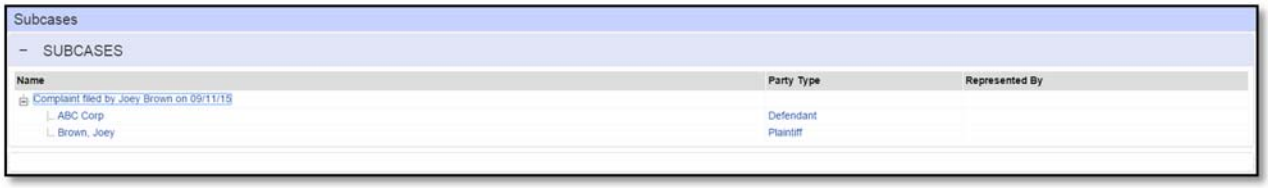
The **Events** that have been scheduled for the case.

The **Assignments** that have been issued.

The **Recent Documents** related to the case.

Subcase

The **Subcase** folder view displays a list of all defendant claims with filing dates, parties, party type, and representation.



Screenshot: Subcase folder view.

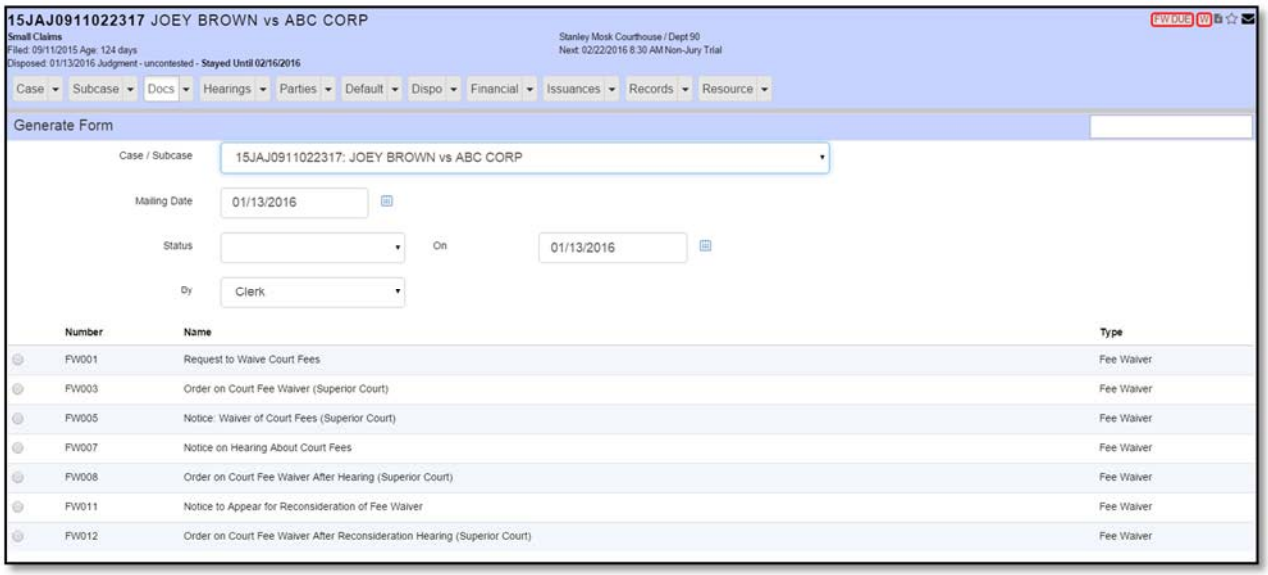
Documents

The **Documents** folder view displays documents, their filing dates, statuses, as well as which party they are associated with. Clicking on the filing date or document name will take you to the update documents

Screenshot: Documents folder view.

Generate Notice

The **Generate Notice** option, in the documents tab dropdown. It will display predefined and configured templates using Microsoft Word, or Adobe Acrobat which will embed data from the system into the document.



Screenshot: Generate document panel

.

For example, if the Notice Entry of Judgment was selected, it automatically finds all the case information that is needed to generate the document.

Screenshot: Order to Show Cause document generation form.

Upon previewing or pressing the Next button the document will automatically be generated and display the document with all the data from the system.

CENTRAL DISTRICT
Stanley Mosk Courthouse
111 North Hill Street
Los Angeles CA 90012

SMALL CLAIMS CASE NO: 15JAJ0911022317

– NOTICE TO ALL PLAINTIFFS AND DEFENDANTS –

Your small claims case has been decided. If you lost the case, and the court ordered you to pay money, your wages, money, and property may be taken without further warning from the court. Read the back of this sheet for important information about your rights.

– AVISO A TODOS LOS DEMANDANTES Y DEMANDADOS –

Su caso ha sido resuelto por la corte para reclamos judiciales menores. Si la corte ha decidido en su contra y ha ordenado que usted pague dinero, le pueden quitar su salario, su dinero, y otras cosas de su propiedad, sin aviso adicional por parte de esta corte. Lea el reverso de este formulario para obtener informacion de importancia acerca de sus derechos.

PLAINTIFF/DEMANDANTE

Joey Brown
123 main
Los Angeles
CA 90017

DEFENDANT/DEMANDADO

ABC Corp

DRAFT

NOTICE OF ENTRY OF JUDGMENT

JUDGMENT WAS ENTERED AS STATED BELOW ON (DATE): 01/13/2016

Judgment entered for Plaintiff Joey Brown against Defendant ABC Corp on the Complaint filed by Joey Brown on 09/11/15 for the principal amount of $1,500.00 and costs of $500.00 for a total of $2,000.00.
Waived fees and costs in the amount of $100.00, including those incurred after judgment, must be paid directly to the court by Defendant ABC Corp. A full or partial satisfaction of judgment will not be entered unless waived fees are paid per Government Code section 6103.5. An Administrative fee of $25.00 must be assessed if the collection process is initiated to collect unpaid fees per Government Code section 68638.

Enforcement of the judgment is automatically postponed for 30 days or, if an appeal is filed, until the appeal is decided. EXHIBITS, IF ANY, WILL BE DESTROYED AT THE END OF 60 DAYS FROM EXPIRATION OF APPEAL TIME.

CLERK'S CERTIFICATE OF MAILING - I certify that I am not a party to this action. This *Notice of Entry of Judgment* was mailed first class, postage prepaid, in a sealed envelope to the parties at the addresses shown above. The mailing and this certification occurred at the place and on the date shown below.

Place of mailing: Los Angeles CA 90012
Date of mailing: 01/14/2016

SHERRI R. CARTER, EXECUTIVE OFFICER/CLERK
clerk by_, Deputy

- The county provides small claims advisor services free of charge. Read the information sheet on the reverse.

SC-130 (Rev. 7/1/10) NOTICE OF ENTRY OF JUDGMENT (Small Claims) Page 1 of 2

Screenshot: Notice of Entry of Judgment document.

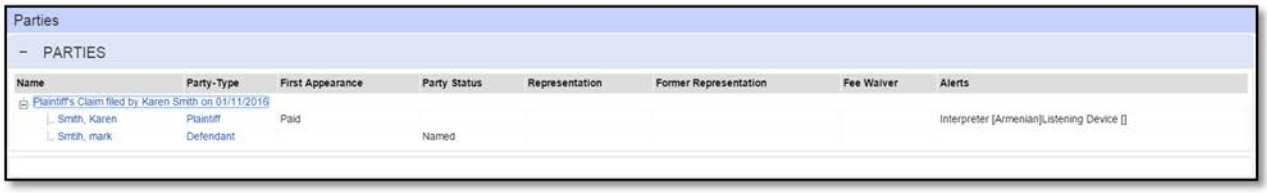
Hearings

The **Hearings** folder view displays information in two different panels. The first showing **future hearings**, their dates, locations and ex-parte status. The second panel listing **all events** pertaining to the case. Information is displayed in the same format as future hearings.

Screenshot: Hearings folder view.

Parties

The **Parties** folder displays all the case related party member information and their role in the case. This view also shows any special, party specific, information in the **Alerts** area



Screenshot: Parties folder view.

Dispo

The **Dispo** folder view provides an at a glance view of **Dispositions** and judgments. It will show which party the judgment is for or against, as well as any dismissals on the case.

Screenshot: Dispo folder view.

Financial

The **Financial** folder view displays the financial data in a case ledger.

Case Ledger

The **Case Ledger** screen will display all financial information that has happened on the case. It will display all fines and fees that have been assessed, as well as payments that have been made.

Screenshot: Case Ledger screen.

Viewing Individual Transaction Detail

By clicking the plus symbol next to the transaction date you can view the receipt, by clicking on the number, or print the receipt by clicking on the print icon.

Screenshot: Viewing Individual Transaction detail.

Issuances

The **Issuances** folder view displays any warrants issued, it's status, type, party involved, and dates when the warrant was issued and ordered.

Screenshot: Issuances folder view.

Records

The **Records** folder view list all exhibits with a description, exhibit type, number, submitting party, and status of the exhibit.

Exhibits

− EXHIBITS

Exhibit Number	Exhibit Type	Description	Status	Status Date	As To
1	Paper/Documents	Multiple written letters	Admitted	01/13/2016	Joey Brown (Plaintiff)
2	Guns and Ammunition	Rocket launcher	Marked for Identification	01/13/2016	Joey Brown (Plaintiff)
3	Highly Valuable Exhibits	82 carat diamond	Destroyed	01/13/2016	ABC Corp (Defendant)

Screenshot: Records folder view.

Resources

The **Resources** folder view is a list of court resources assigned to case such as an interpreter or recorder.

RESOURCES

− RESOURCE ASSIGNMENTS

Date	Role	Name	End Reason	End Date
⊞ 01/13/2016	Court Reporter	Avila, Veronica		04/12/2016
⊞ 01/14/2016	Interpreter	Bianchi de Pisterman, Susana B.		

Screenshot: Resources folder view.

Adding Information to a Case

Adding Information to a Case can be done multiple ways. Either by clicking on any of the blue hyper linked fields or selecting from the appropriate drop down lists found in the case navigation tabs.

Screenshot: Case Action Bar.

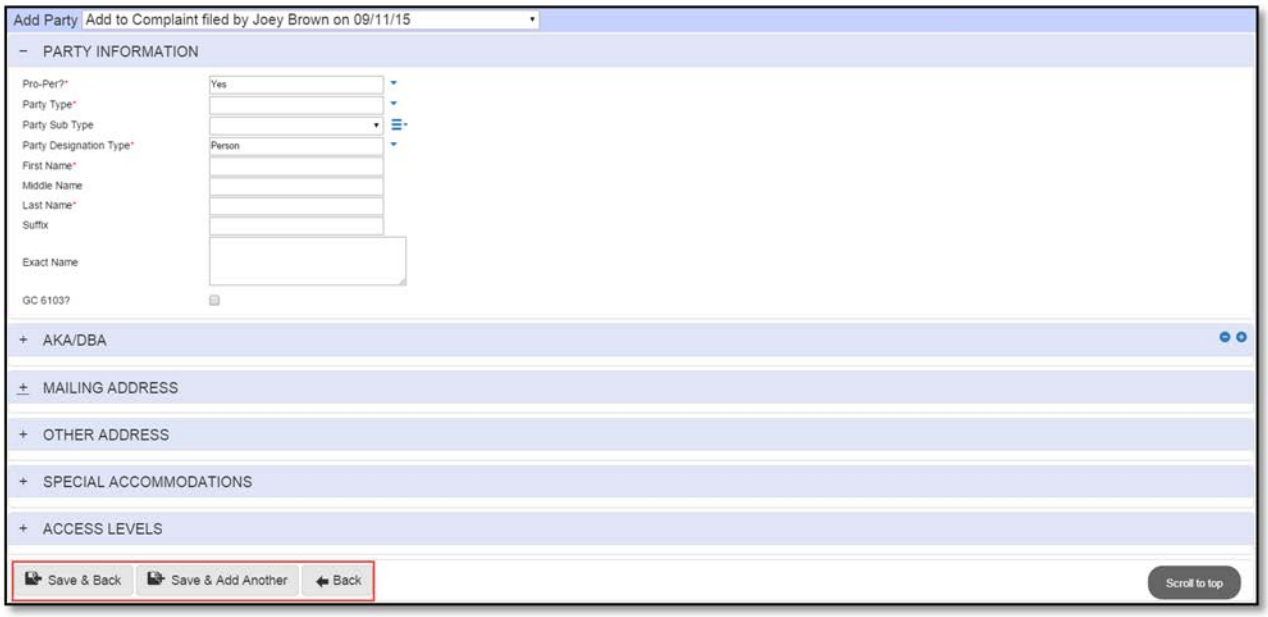
Add Screens for a Case

Whether the user clicks on any of the blue hyperlinked fields, or on a field in the appropriate case navigation tab dropdown list, the user will be taken to an **Add** of **Update Screen**.

Screenshot: hyperlink hover

.

When a user hovers their cursor over any of the blue hyperlinked fields, it will show which update or add screen they will be routed to.



Screenshot: Add screen Action Bar.

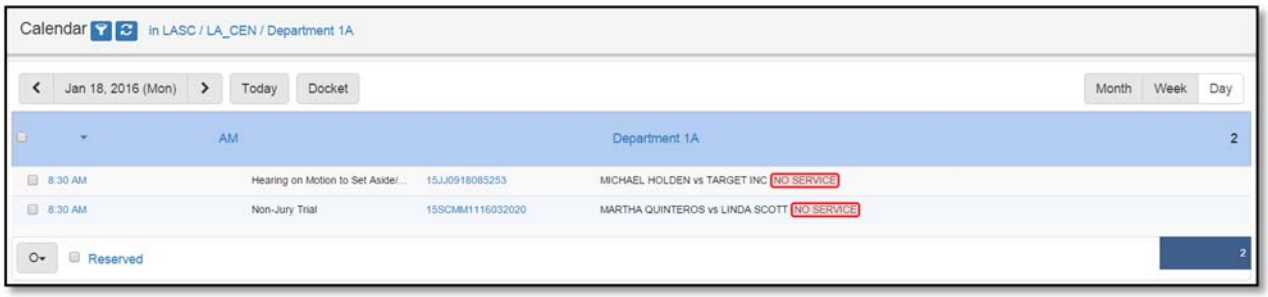
The options will allow the user to:

Option	Allows You to
Save & Back	The **Save & Back** button will save the entry and take the user back to the previous page.
Save & Add Another	The **Save & Add Another** button will save the entry and display the exact same add screen.
Back	The **Back** button cancels the entry and takes the user back to the previous page.

Calendar

Daily

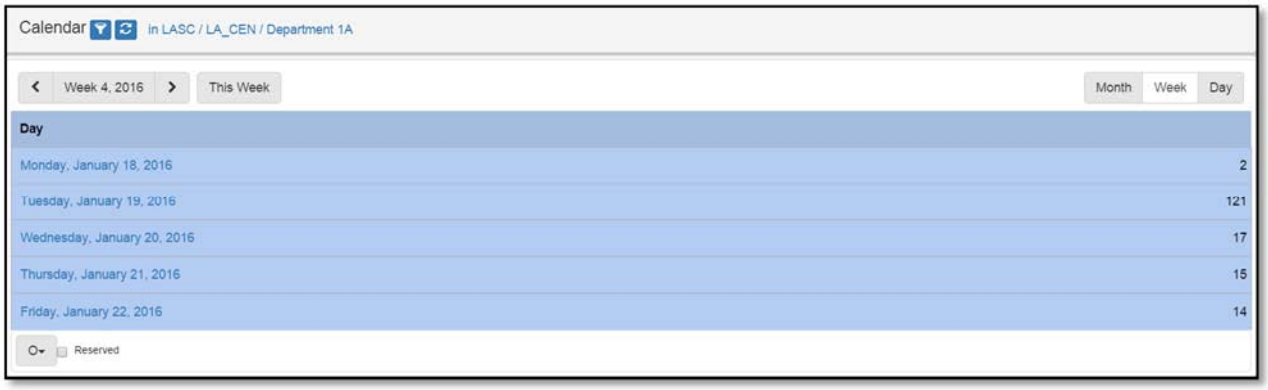
The **Daily Calendar** screen will display all daily events that have either been assigned to or involve the user and can be filter by location.



Screenshot: My Daily Calendar screen.

Weekly

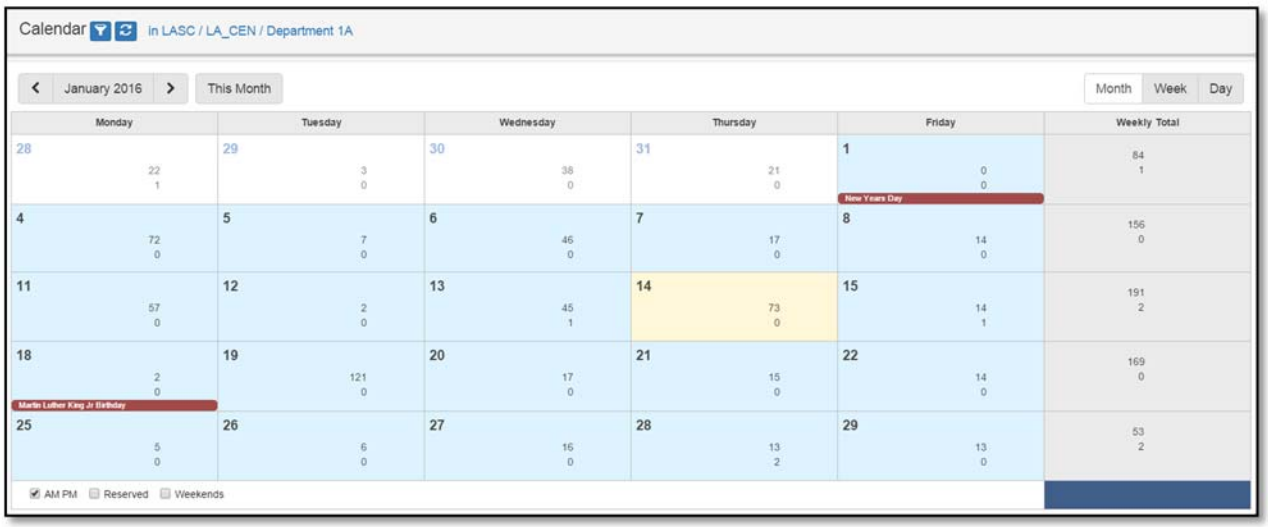
The **Weekly Calendar** screen will display all weekly events that have either been assigned to or involve the user and can be filter by location.



Screenshot: My Weekly Calendar screen.

Monthly

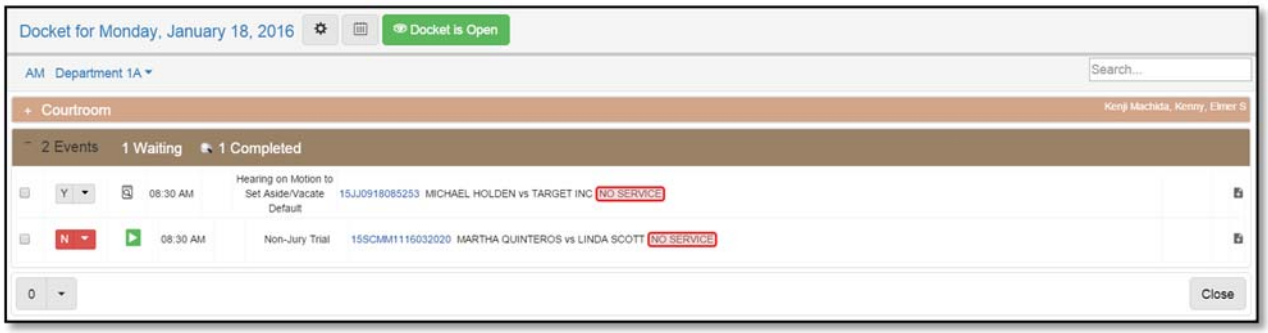
The **Monthly Calendar** screen will display all monthly events that have either been assigned to or involve the user and can be filter by location.



Screenshot: My Monthly Calendar screen.

Docket

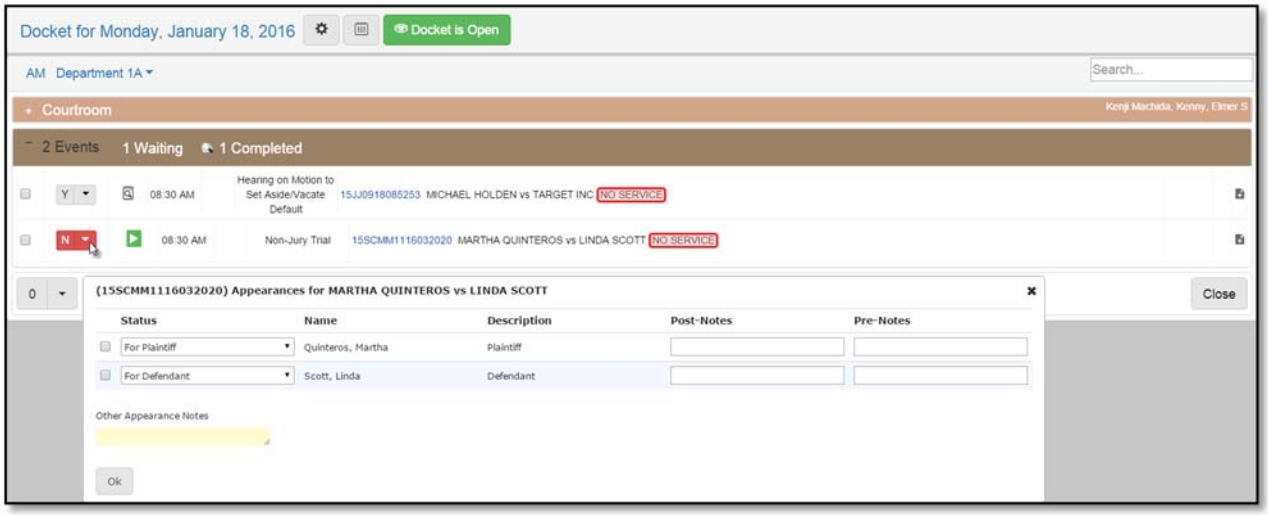
The **My Docket** screen will display all daily events based on location that have either been assigned to or involve the user.



Screenshot: My Docket screen.

Checking Party Members In

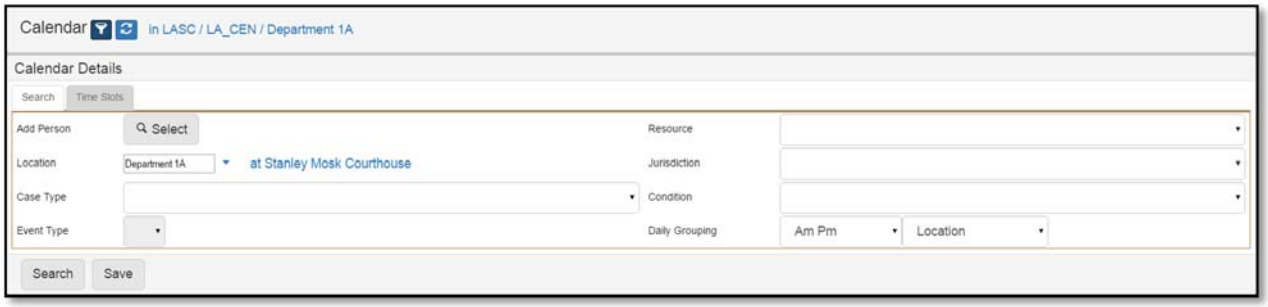
From the My Docket screen, users can check in the party members as they arrive.



Screenshot: Checking party members in.

Calendar Search

The **Calendar Search** screen allow you to search and find all events based on specific criteria.



Screenshot: Calendar Search screen.

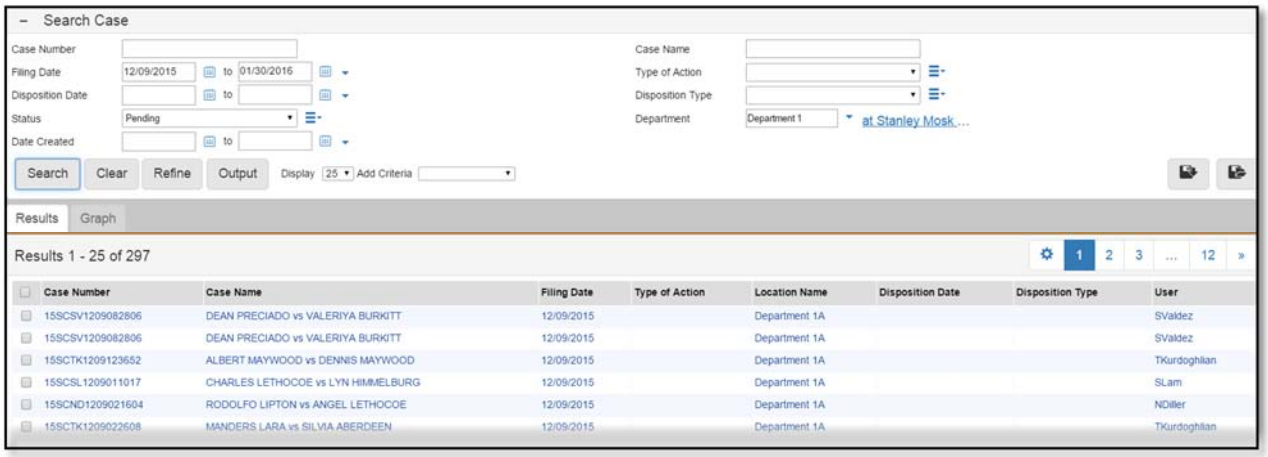
Searches

Searches are highly configurable lists of information within the system, and can usually be found from the Searches category on the Left Navigation menu. These dynamic searches are not replacements for reports. However, often times users need to view, export, archive, or access information quickly.

Screenshot: Searches Category.

Search Results

Any of the configured search options will display a search form. A user can enter the criteria, such as the Case Type, Filing date, etc, and display the resulting records.



Screenshot: Civil Case Search form.

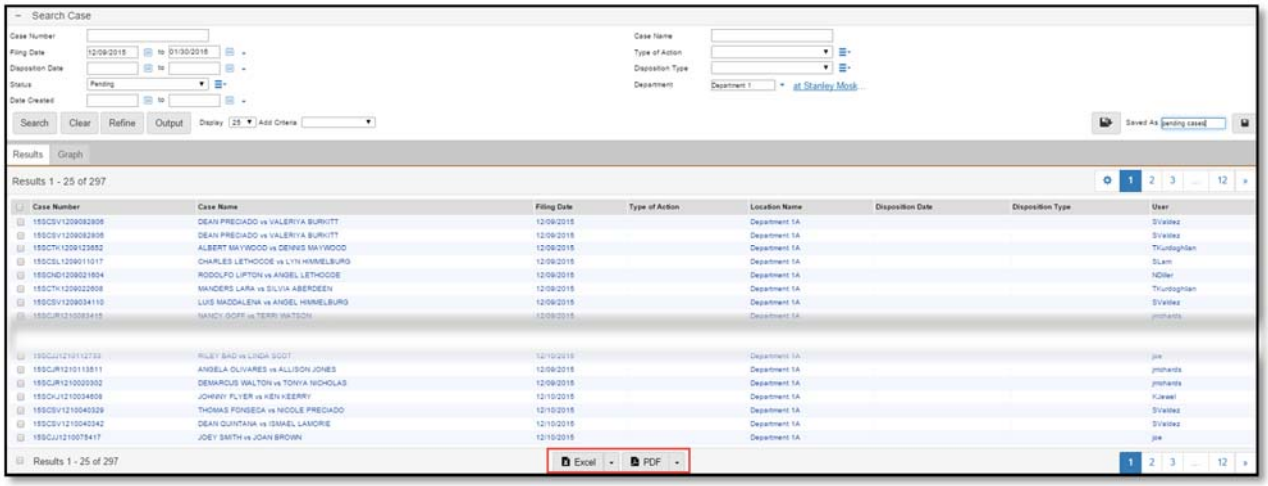
Saved Searches

The search results can be saved and accessed later. The search results can be given a name and the result will be displayed from the My Searches screen.

Screenshot: Save Search option.

Exporting Search Results

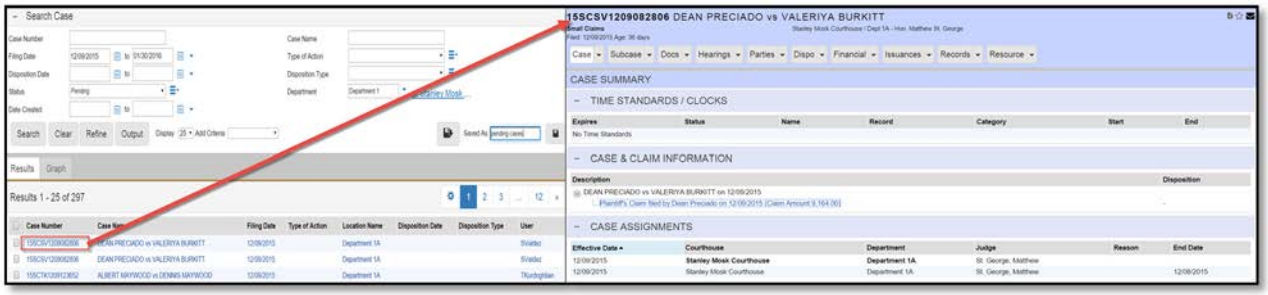
At the bottom of the search results are the export options. The user can choose to export the search results as a Microsoft Excel, XML, CSV, PDF, or RTF file. The search can also be archived and the snapshot can be viewed at a later date.



Screenshot: Exporting search results.

Accessing Case Information from a Search

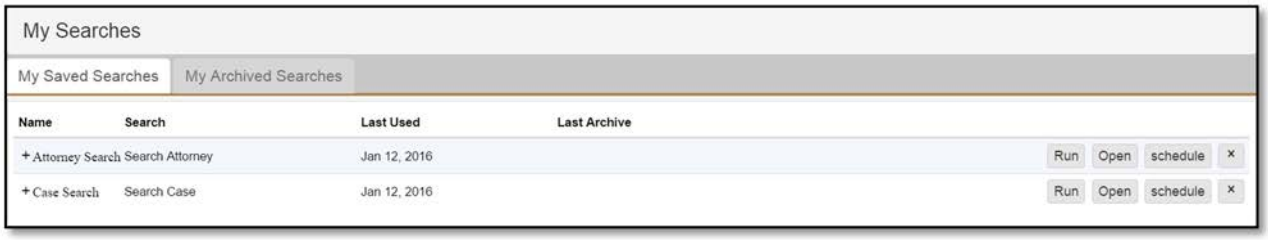
Searches are an easy way to locate and display case information. Once the results of a search are displayed, the links will automatically display the case using the appropriate case view.



Screenshot: Accessing case information from a search.

Search Screens

The Searches option, usually found from the My Workspace category on the Left Navigation, will display the **Searches** screen with two tabs: My Saved Searches and My Archived Searches.



Screenshot: My Searches screen.

My Saved Searches

The **My Saved Searches** tab will display searches that have been saved. These saved searches can be run, opened, or scheduled. Running a search will display results using the saved parameters. Opening a search will allow you to enter new parameters before running the search. And scheduling a search will allow you to enter parameters that will be run at another given time or date.

My Archived Searches

The **My Archived Searches** tab will display searches that have been archived.

Case List

My Cases

The Recent Cases link will display the **My Cases** screen. At the top of the screen are six tabs: Recent, Watches, Tasks, Events, Assigned, and Activity.

Screenshot: My Cases tab screen.

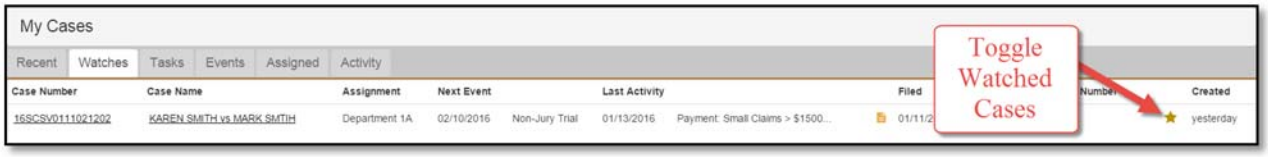
Recent Tab

The **Recent tab** will display more detailed case information. It also displays the recent cases that the user has accessed or looked at.

It displays the case number, the case name, if officials have been assigned, when the next event is (such as a hearing), the last activity, and when it was filed.

Watches Tab

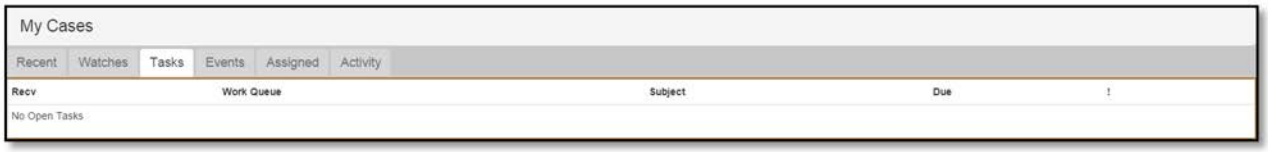
The **Watches tab** screen will *ONLY* display the list of cases that have been marked as Watched. You can toggle a watched case by clicking the Star icon whenever it appears on a case.



Screenshot: Case marked as Watched.

Tasks Tab

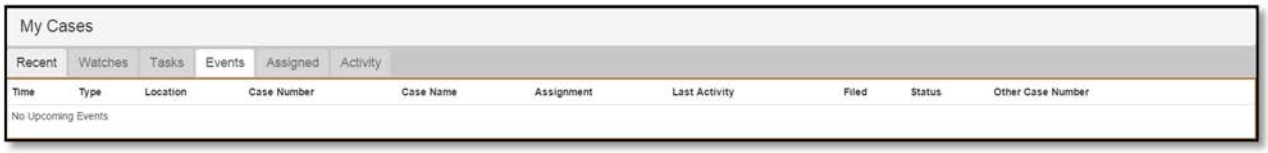
The **Tasks** tab screen will display a list of tasks that have been assigned via the work queue.



Screenshot: Tasks tab screen.

Events Tab

The **Events** tab screen will display a list of events that pertain to the cases that have either been assigned to or involve the user.



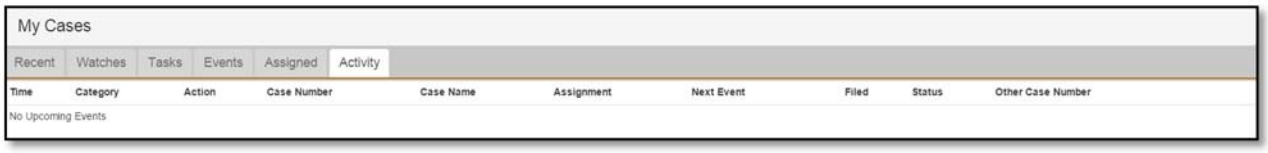
Screenshot: Events tab screen.

Assigned Tab

The **Assigned** tab screen will display a list of the cases that have been assigned to the user.

Activity Tab

The **Activity** tab screen will display a list of all activity concerning cases that are either assigned to or involve the user.



Screenshot: Activity tab screen.

Directory

The **Directory** is eCourt's repository of persons and organizations, such as but not limited to, judges, staff, law enforcement officers/agencies, law firms and attorneys, bail bond companies, and other personnel and partners who are regularly involved in the business.

Screenshot: Directory screen.

The Directory module is broken into the two sections organized into tabs: Person and Organization. Each of these directories hold important information about either court personnel or an organization.

Searching the Directory

The Directory can also be used as a person or organization information locator. The directory allows the user to search for either a specific person or organization, or they can enter a few basic criteria fields and display any matches the system finds.

Searching for a Person

To search for someone in the directory, enter as much information as you have in the search fields provided: such as name, group, or role. When you click Search, eCourt will return a list of persons in the directory with information matching the search criteria you entered. Each entry in the directory, displays a blue clickable link, which displays the record entry for that person.

Searching for an Organization

A user can also search organization directory records just like person directory. Enter as much criteria information: such as name, group, or resources and the system will return the appropriate matches.

When you click Search, eCourt will return a list of organization in the directory with information matching the search criteria you entered. Each entry in the directory, displays a blue clickable link, which displays the record entry for that organization.

Some organizations have sub-items, like floors, divisions, or departments, grouped underneath its heading. Click the + (plus symbol) button to the left of the name to expand the sub-items and display the information. Each of the sub-items also have a link that will display specific information.

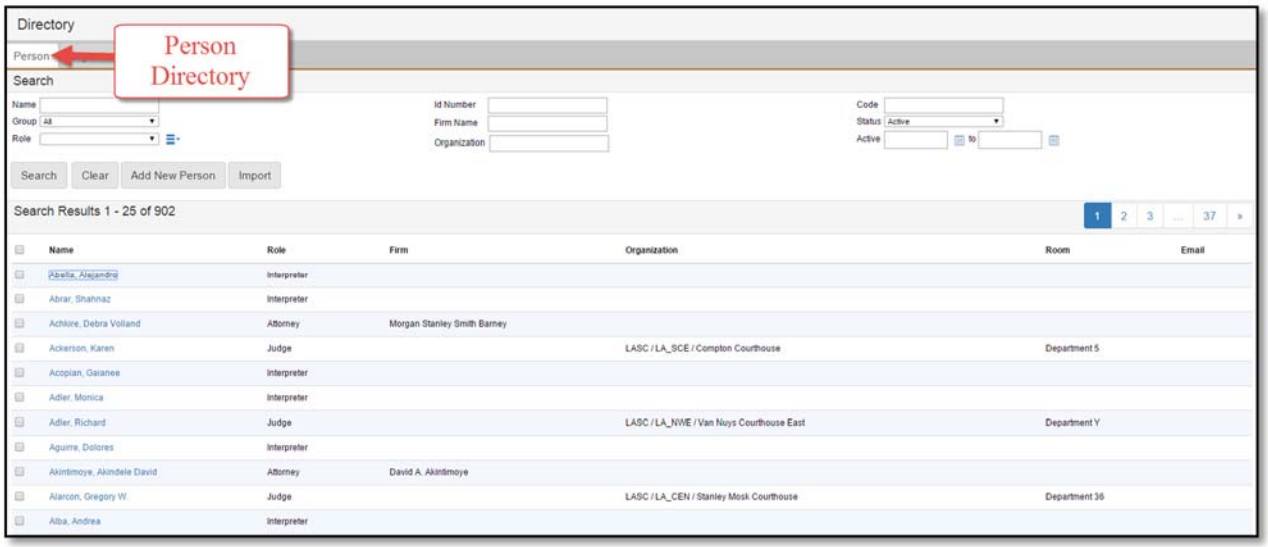
Anywhere Superior Court	Court	Los Angeles	91700
Main Courthouse	Building	Los Angeles	91700
1st Floor	Floor	Los Angeles	91700
Civil Division	Division	Los Angeles	91700
Probate Division	Division	Los Angeles	91700
2nd Floor	Floor	Los Angeles	91700
Ciminal Division	Division	Los Angeles	91700
Juvenile Division	Division	Los Angeles	91700
Traffic Court	Building	Los Angeles	91700
Citation Division	Division	Los Angeles	91700

Screenshot:

Organization breakdown sub-items.

Person Directory

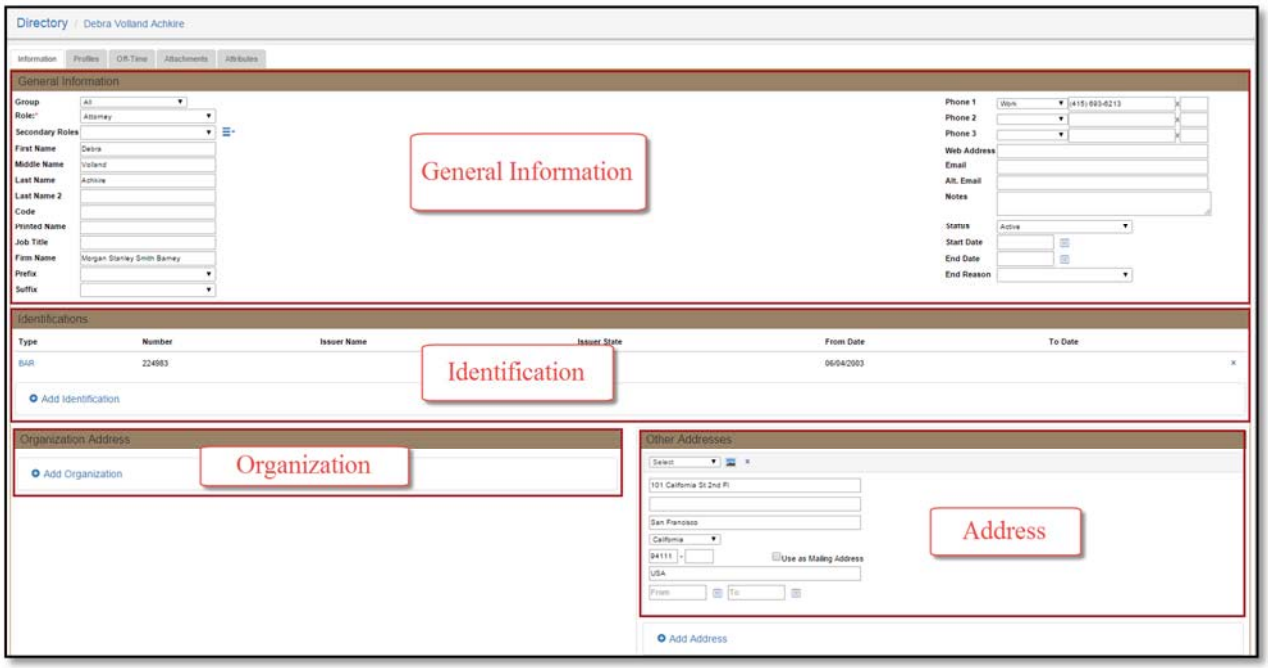
The **Person Directory** stores and displays all individual person information. The Person tab can be found next to the Organization directory tab.



Screenshot: Person Directory.

Displaying Person Information

When a directory link is clicked, the first screen is the **Person Information** tab screen. This screen is divided into 4 sections: General Information, Identifications, Organizations, and Addresses.



Screenshot: Information tab screen.

Dashboard Gadgets

From the Dashboard Settings menu, **Gadgets** can be added to the Dashboard Area.

Screenshot: Gadgets can be set from the Dashboard tab.

Below is a brief explanation of the gadgets available:

Gadget Types

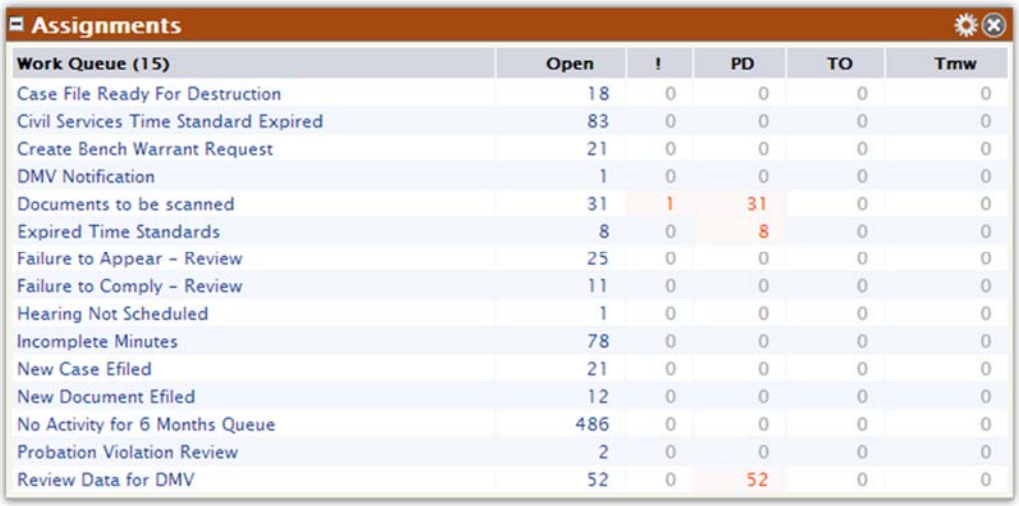
Archived Searches

The **Archived Searches** gadget, will allow the user to view their latest archived searches.

Screenshot: Archived Searches.

Assignments

The **Assignments** gadget will display the current workflow assignments issued to the user. The table will show and link to each of the work queues, show a total for the tasks that are open or important within those queues, etc.



Assignments

Work Queue (15)	Open	!	PD	TO	Tmw
Case File Ready For Destruction	18	0	0	0	0
Civil Services Time Standard Expired	83	0	0	0	0
Create Bench Warrant Request	21	0	0	0	0
DMV Notification	1	0	0	0	0
Documents to be scanned	31	1	31	0	0
Expired Time Standards	8	0	8	0	0
Failure to Appear - Review	25	0	0	0	0
Failure to Comply - Review	11	0	0	0	0
Hearing Not Scheduled	1	0	0	0	0
Incomplete Minutes	78	0	0	0	0
New Case Efiled	21	0	0	0	0
New Document Efiled	12	0	0	0	0
No Activity for 6 Months Queue	486	0	0	0	0
Probation Violation Review	2	0	0	0	0
Review Data for DMV	52	0	52	0	0

Screenshot: Assignments gadget.

Cases

The **Cases** gadget will display the ten recently viewed or accessed cases by the user. It can display recent cases, watched cases, assigned cases, etc. and which column information will be displayed such as Case Number, Case Name, Case Notes, etc.

Cases

Case Number	Case Name	
10SFL000347	Moran, Brenda L vs. Sanchez, Juan C	
11PPN000013	Harold Ford	
10PPN000001	Sanchez, Juan C	
10CCV000345	Roxxon vs. Sheila J Brewer	

Screenshot: Cases gadget.

Collector Summary

The **Collector Summary** gadget will display a summary of collected information.

Screenshot: Collector Summary gadget.

Directory Search

The **Directory Search** gadget will allow the user to quickly search thru the Directory for court personnel such as judges, attorneys, etc.

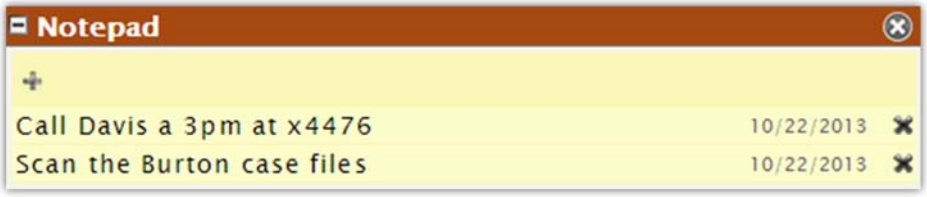
Screenshot: Directory Search gadget.

News

The **News** gadget can be used to view court news, important information, or anything that might be important for court personnel.

Notepad

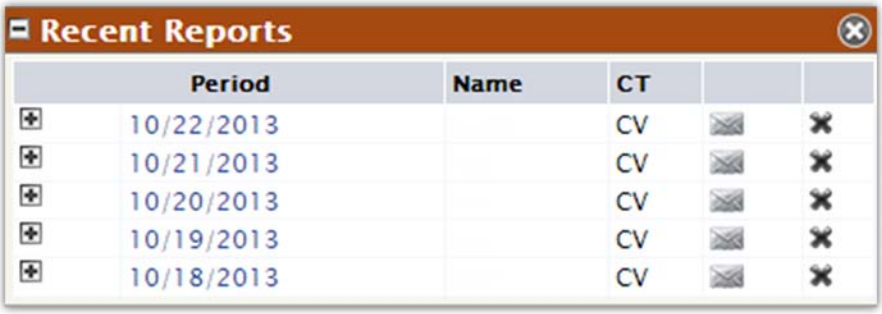
The **Notepad** gadget can be used by the user for personal reminders or post-it style notes.



Screenshot: Notepad gadget.

Recent Reports

The **Recent Reports** gadget will display recent generated reports.



Screenshot: Recent Reports gadget.

Saved Search Results

The **Saved Search Results** gadget will display the latest saved search results.

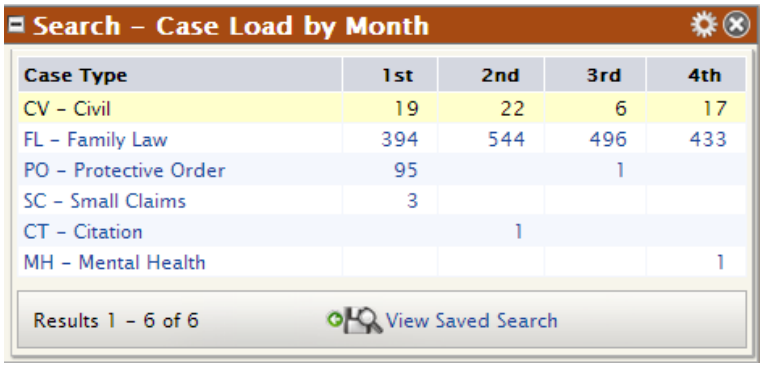
Saved Searches

Name	Search	Last Used	
Active Warrants	Search Wa...	Jun 4, 2010	run | open
Case Load by Month	Search Ca...	Mar 14, 2011	run | open
Citation 12/5/2012	Criminal ...	Dec 6, 2012	run | open
Civil cases	Civil Cas...	Jan 6, 2012	run | open
Closed Cases in Riverdale	Search Ca...	Jan 8, 2013	run | open
Cloverdale Citations Last...	Criminal ...	Nov 30, 2012	run | open
CV Event 14 Days Out	Search Ev...	Sep 22, 2010	run | open
Dynamic Search	Civil Cas...	Oct 4, 2011	run | open
Last Week's Cases	Criminal ...	Dec 10, 2012	run | open
March	Civil Cas...	Mar 9, 2011	run | open

Screenshot: Saved Searches gadget.

Saved Searches

The **Saved Search** gadget will display saved searches. For example, displaying Case Load by Month.



Search – Case Load by Month

Case Type	1st	2nd	3rd	4th
CV – Civil	19	22	6	17
FL – Family Law	394	544	496	433
PO – Protective Order	95		1	
SC – Small Claims	3			
CT – Citation		1		
MH – Mental Health				1

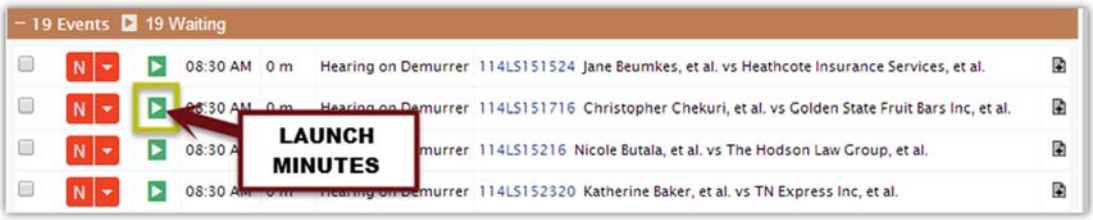
Results 1 – 6 of 6 View Saved Search

Screenshot: Saved Search gadget.

Using the Minutes Session

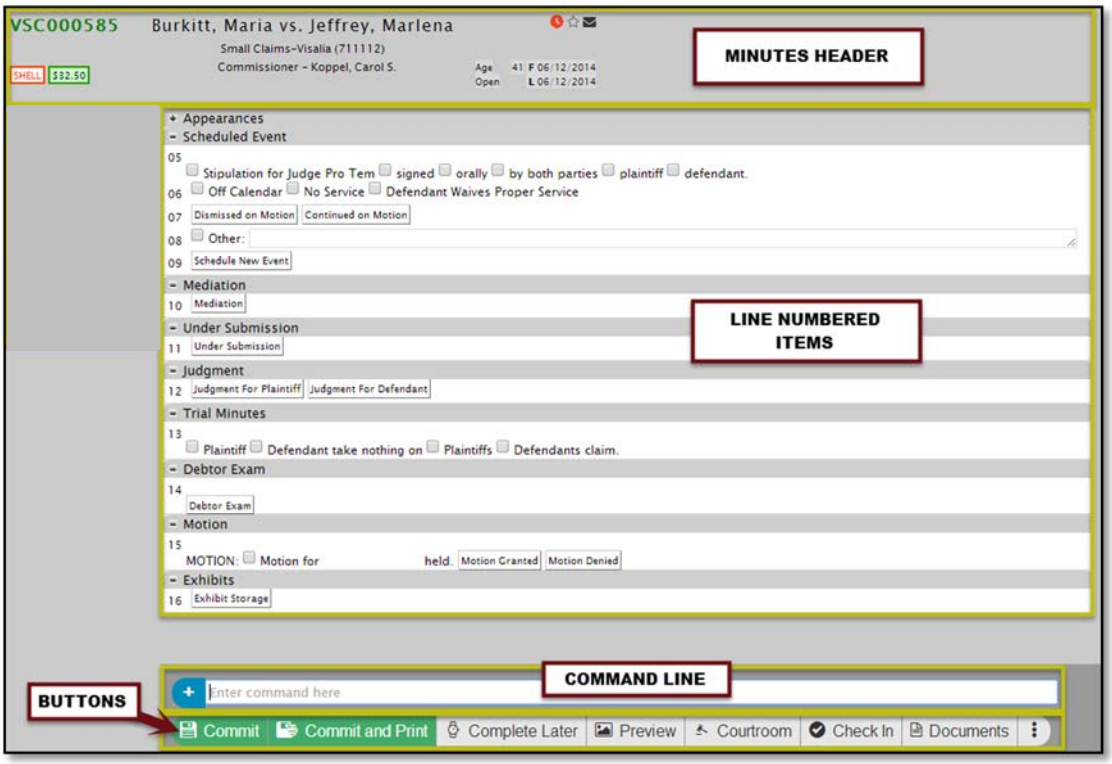
From the Docket screen, you can use the **Launch Minutes** button to start a Minutes session.

Screen 1: Launch Minutes button.



The Minutes Console screen will appear. The console screen will consist of five areas: The Minutes Header, Quick Codes, Line Numbered Items, Command Line, and buttons.

Screen 2: Minutes Console screen.



The **Minutes Header** function similar to the Case Header. It can display information about the case or specific to the Minutes session.

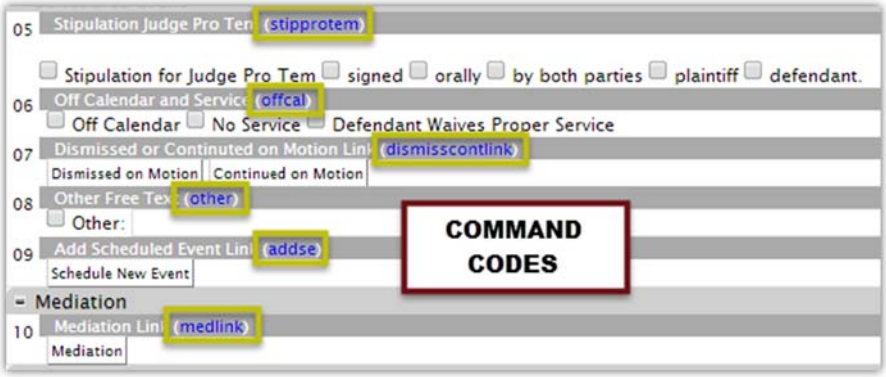
The **Line Numbered Items** is a list of the minutes session proceedings. Each item can be rearranged, modified, and configured.

> See the ***Using Line Number Items*** topic for more information

The **Command Line** allows you to enter codes that will add text and information to the Line Number Items area.

> See the ***Entering a Command Line Item*** topic for more information.

The buttons area allows you to do the following:

Button	Description
Commit	The **Commit** button allows you to commit and close the Minutes session. Once the session has been committed you can only amend the session.
Commit and Print	The **Commit and Print** button allows to the commit the minutes session, just like the previous option, and then print the Minutes Order Document.
Complete Later	The **Complete Later** button will allow you to save the session and later on you can resume the session.
Preview	The **Preview** button will allow you to preview the Minutes Order Document. The button will automatically generate and allow you to view the document from the Minutes console. Alternatively, you could Preview and Print the Minutes Order Document from the Docket screen.
Courtroom	The **Courtroom** button will display the Courtroom Personnel window and allow you to display, modify, add, and delete current courtroom members.
Check In	The **Check In** button will display the Parties and Personnel Status window, and allow you to update the status of the parties and personnel that are present or not for the session. Alternatively, you could change the statuses from the Docket screen.
Documents	The **Documents** button will display a list of attached documents that are available to this session. The Minute Order Documents will also be available from this option.
Toggle Option	The **Toggle Option** will display two options: The **Toggle Code** Info option will display the Command Codes in each of the Line Numbered items. ***Screen 3: Toggle Command Codes option.***  The **Toggle Featured** option will hide or display the Quick Codes area.

Entering a Command Line Item

The **Command Line** allows you to enter preconfigured codes that will insert text blocks, run macros, display insert and update forms, etc. that will quickly allow you to enter the minute session proceedings.

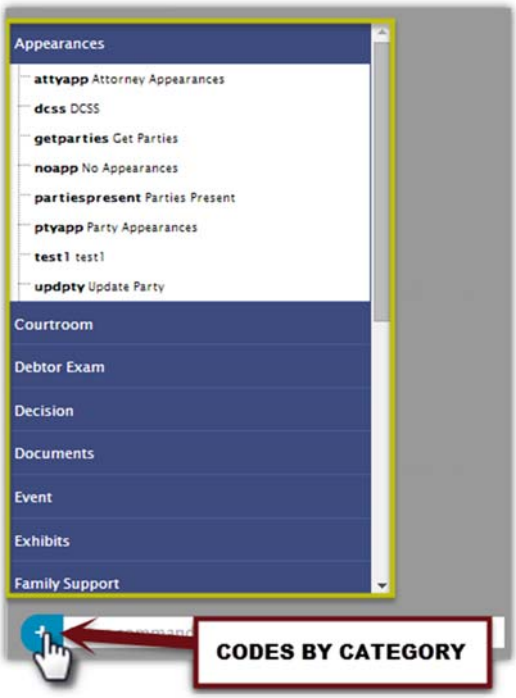
Screen 4: Command Line code examples.

By entering the code and pressing Enter on the keyboard the preconfigured block of text or information will be added as a line in the Line Numbered Items area.

Along with the preconfigured codes are a series of system codes that are built into the system and begin with a forward slash (/) character.

By clicking the Codes by Category button, a list of configured codes will be displayed organized according to category. Clicking a code will automatically enter the preconfigured block of text or information as if the code was entered manually.

Screen 5: Codes by Category button.



The Command Line can be configured to be displayed docked at the bottom of the screen or floating attached to the selected Line Numbered Item.

Using Line Numbered Items

Rearranging a Line Numbered Item

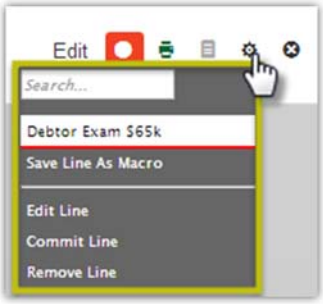
A Line Item can rearranged but dragging and dropping the line number. When you release the item the numbers will be automatically recalculated.

Screen 6: Rearrange Line Items.

Editing a Line Numbered Item

When you select a Line Numbered Item, several options will become available for that line:

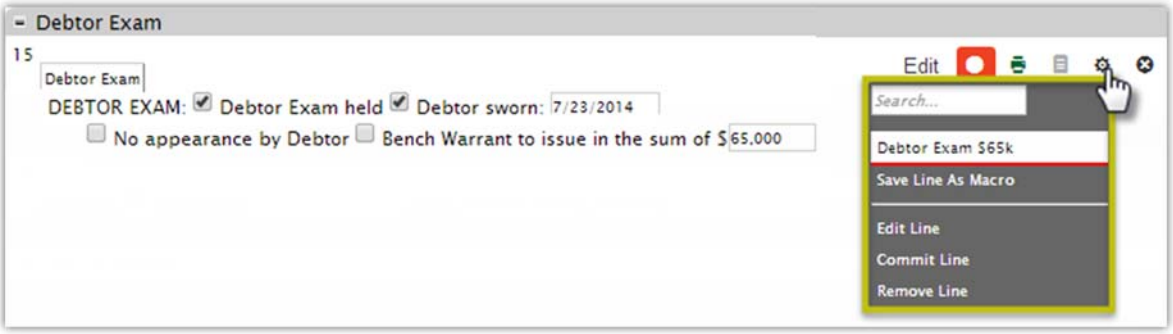
Screen 7: Editing a Line Number Item.

Button	Description
Edit	The **Edit** button allows you edit the line text.
Toggle Print	The **Toggle Print** button will either include or exclude this line from the Minute Order Document.
Toggle ROA	The **Toggle ROA** button will either include or exclude this line from the ROA (Register of Actions).
Menu	The **Menu** button will allow you to choose the following: ***Screen 8: Menu button options.***  The **Save Line as Macro** option will allow you to save all the field values of the line item and reuse it again on another line item. Macros that have been saved will appear directly above the Save Line Macro option. For example, the *Debtor Exam $65k* is a saved macro. See the ***Using a Line Item Macro*** topic for more information. The **Edit Line** button, like the previous Edit button, allows you edit the line text. The **Commit Line** button will finalize the line and not allow any further modifications to it. Although you can't make any changes to the line, you can still delete or remove the line. The **Remove Line** button, like the Delete button, will delete or remove the line item from the list.
Delete	The **Delete** button will delete or remove the line item from the list.

Saving and Using a Line Macro

Once you have filled out the fields in a Line Numbered Item, you can save the information as a Line Item Macro and then reuse the information again when data entry would be repetitive.

Screen 9: Line as Macro option.



To do this, first enter the information into the fields. Then click the Menu button and choose Save Line Item Macro. Enter the name for the line macro. Now whenever you want to reuse the typed information, you can click the Menu button and choose the Line Item Macro name you used.

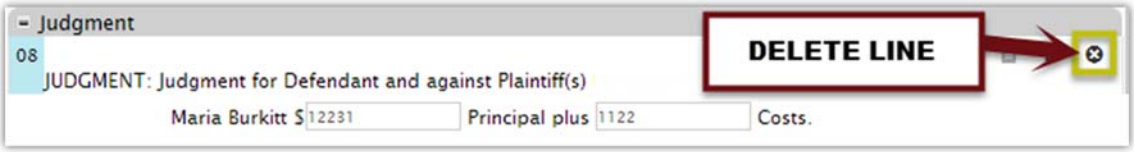
For example, the *Debtor Exam $65k* is a saved macro.

Saved Line Macros will only appear on lines that match with the saved content.

Deleting a Line Numbered Item

You can delete or remove a Line Numbered item from the list by first selecting the line, and then clicking the Delete button.

Screen 10: Deleting a Line Numbered item.



Editing the Courtroom Personnel from the Minutes Session

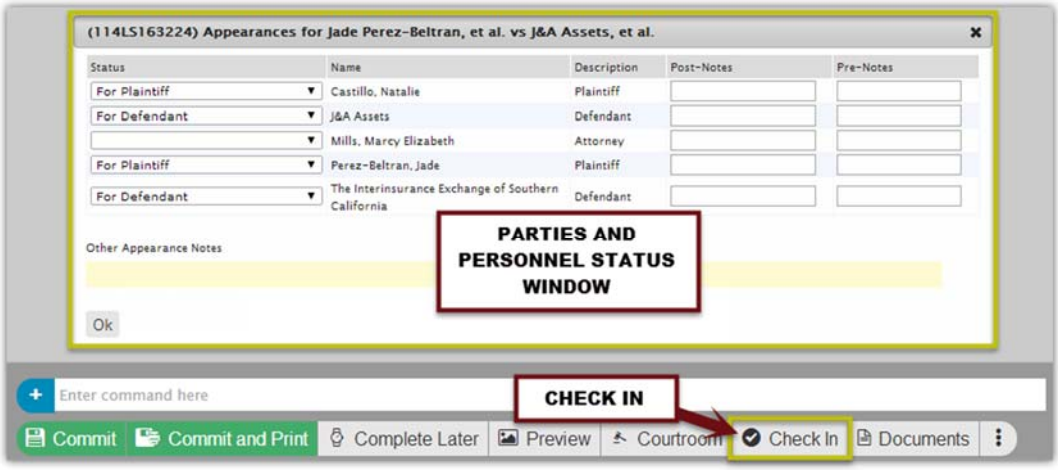
You can add, delete, or modify the Courtroom Personnel from within the Minutes session by using the Courtroom button. The Courtroom button will display the Court Room Personnel window and allow you to make modifications.

Screen 11: Courtroom Option.

Using the Check In Option

By clicking the **Check In** button, the Parties and Personnel Status window appears.

Screen 12: Check In option.



From the Parties and Personnel Status window, you can set the status using the Status column drop-down list. You can also add additional notes and information in the Post-Notes and Pre-Notes columns; and Other Appearance Notes field.

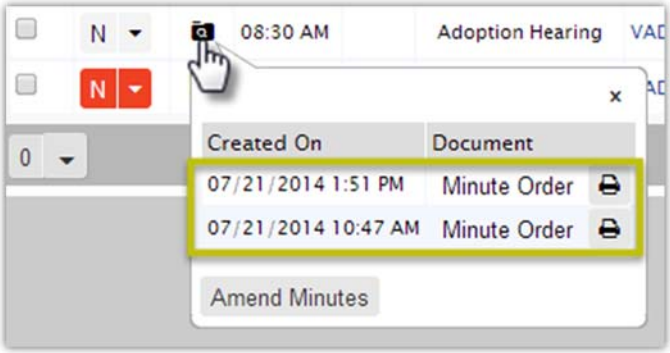
You can configure the Status column drop-down list using the **CHECK_IN_STATUS** Lookup List.

> For more information view the ***Lookup List*** documentation.

Viewing and Printing the Minutes Order Document

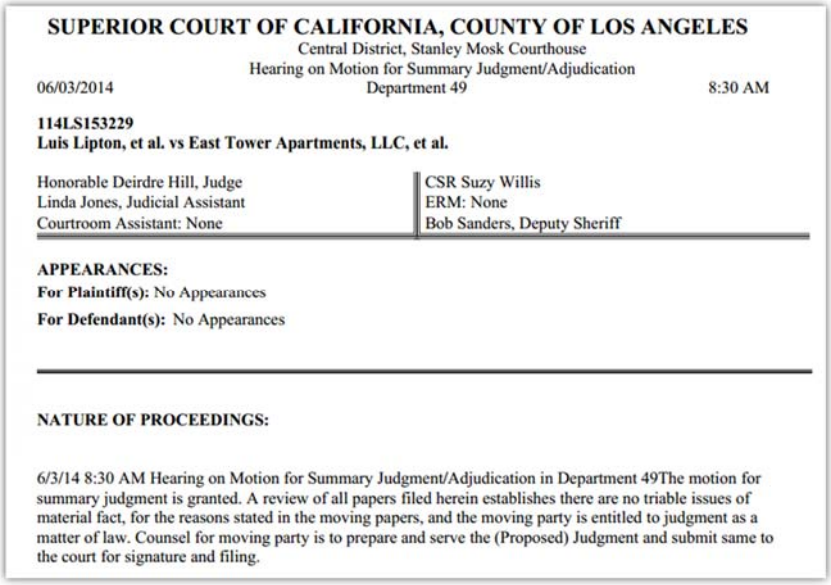
After a Minutes session has been committed the Launch Minutes button icon will allow you to print Minute Order Documents.

Screen 13: View or Print Minute Order Documents.



Each amended Minutes session will appear with the date and time, the Minute Order document, and a Print button. The **Minute Order** document link, in the Document column, can be used to preview the order document.

Screen 14: Minute Order document.



SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
Central District, Stanley Mosk Courthouse
Hearing on Motion for Summary Judgment/Adjudication
06/03/2014 Department 49 8:30 AM

114LS153229
Luis Lipton, et al. vs East Tower Apartments, LLC, et al.

Honorable Deirdre Hill, Judge
Linda Jones, Judicial Assistant
Courtroom Assistant: None

CSR Suzy Willis
ERM: None
Bob Sanders, Deputy Sheriff

APPEARANCES:
For Plaintiff(s): No Appearances
For Defendant(s): No Appearances

NATURE OF PROCEEDINGS:

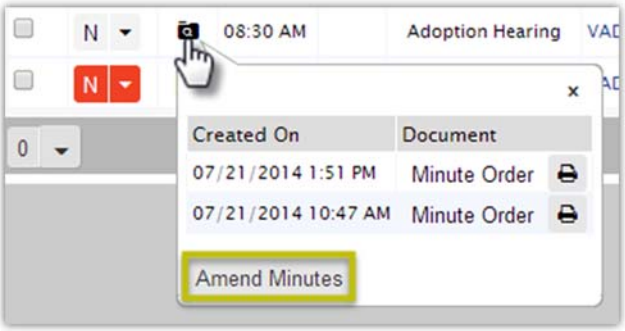
6/3/14 8:30 AM Hearing on Motion for Summary Judgment/Adjudication in Department 49The motion for summary judgment is granted. A review of all papers filed herein establishes there are no triable issues of material fact, for the reasons stated in the moving papers, and the moving party is entitled to judgment as a matter of law. Counsel for moving party is to prepare and serve the (Proposed) Judgment and submit same to the court for signature and filing.

The **Print** icon, located to the right of the Minute Order document link, will allow you to print the document without having to preview it.

Amending a Minutes Session

After a Minutes session has been committed you can't make any changes but you can Amend a Minutes session and create an additional Minutes Order Document. The Launch Minutes button icon will allow you Amend the Minutes session.

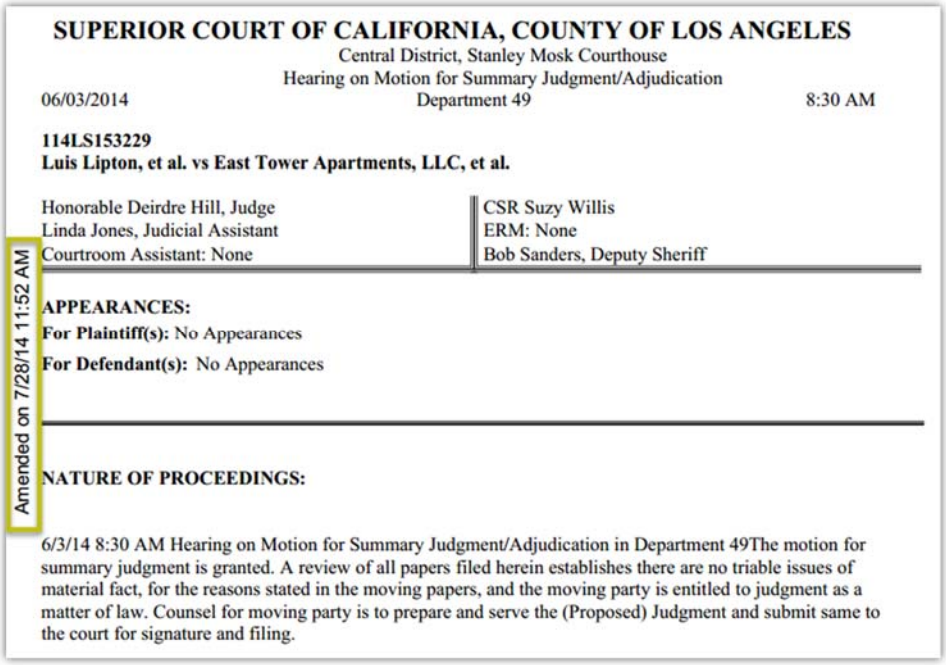
Screen 15: Amending a Minutes session.



Each amended Minutes session will appear with the date and time, the Minute Order document, and a Print button. The Minute Order document link, in the Document column, can be used to preview the order document.

Documents that have been amended will display the date and time along the left side of the document.

Screen 16: Amended Minutes Order Document.



SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
Central District, Stanley Mosk Courthouse
Hearing on Motion for Summary Judgment/Adjudication
06/03/2014 Department 49 8:30 AM

114LS153229
Luis Lipton, et al. vs East Tower Apartments, LLC, et al.

Honorable Deirdre Hill, Judge
Linda Jones, Judicial Assistant
Courtroom Assistant: None

CSR Suzy Willis
ERM: None
Bob Sanders, Deputy Sheriff

Amended on 7/28/14 11:52 AM

APPEARANCES:
For Plaintiff(s): No Appearances
For Defendant(s): No Appearances

NATURE OF PROCEEDINGS:

6/3/14 8:30 AM Hearing on Motion for Summary Judgment/Adjudication in Department 49The motion for summary judgment is granted. A review of all papers filed herein establishes there are no triable issues of material fact, for the reasons stated in the moving papers, and the moving party is entitled to judgment as a matter of law. Counsel for moving party is to prepare and serve the (Proposed) Judgment and submit same to the court for signature and filing.

Warranty and Customer Service Practices

eCourt/eProsecutor are under continuous warranty.

The annual license and maintenance fees include licenses, updates, upgrades and routine support. Non-routine projects, will be done pursuant to a Statement of Work using an agreed upon hourly rate and expenses. However, because eCourt is configurable, the IT department and power users will be able to make most changes.

Your administrators and in-house Help Desk personnel should be the front line of support for your end users. They can access our support staff via toll-free phone, email and online chat, during business hours, Monday through Friday. We are also available to respond to emergency issues at other times.

All support issues are logged into our internal database and assigned a case ID. Every case has a history of notes, correspondence, involved parties, and solution information. This centralized database ensures that our staff has all the information they need to resolve your issues.

We have remote access for all of our clients, and we will adapt to the agency's remote access methods.

We provide quarterly service level releases which consist of patches and bug fixes and an annual release of a new version. The upgrades in versions are deployed as "war" files, which contain upgraded java code for new features or fixes that have been released. Also included in the upgrade file are upgrade scripts for databases, which will refactor or change any database changes that have been made in the product. All these upgrades apply only to the core features of eCourt and do not affect any custom changes made for a particular client, so any configuration made by you will remain intact. Your IT staff will be trained to do the upgrades.

We will use all reasonable diligence in correcting verifiable and reproducible errors reported by you. We will, after verifying that such an error is present, initiate work in a diligent manner toward development of a solution. If the error is categorized as "Critical" (meaning an error for which there is no workaround and which causes data loss, affects a mission critical task or poses a possible security risk that could compromise the system), we will provide a solution through a service release as soon as possible. We will not be responsible for correcting errors in any version of the Licensed Software other than the current version, with the exception of Critical errors, for which a service release will be provided for the most recent previous version as well. We will not be responsible for errors caused by hardware limitations or failures, network infrastructure, operating system problems, operator errors or any errors related to processes, interfaces or other software.

Reference Number	Business Requirement	Vendor's Written Response	The Requirement will be met without customization? Yes or No	The Requirement will be met through changes to tables and rules without modification to the source code? Yes or No	The Requirement will include custom code developed to perform specific functions or validations outside the standard code? Yes or No	The Requirement will be met by a third-party software package and is included in this offer. Yes or No	The Requirement is Available in the Vendor's Test Environment Yes or No	The Requirement is Available in the Vendor's Beta Code Yes or No	Requirement or service will not be met by Respondent
1	General								
1.1	Ability for system administrators to establish configurable tables.		Yes						
1.2	Ability for system administrators to establish criteria with one or multiple "if" "then" statements within a configurable table.		Yes						
1.3	Ability for system administrators to tie automated transactions with established business rules.		Yes						
1.4	Ability for system administrators to establish business rules for processing of multiple transactions.		Yes						
1.5	Ability for system administrators to schedule routine jobs and nightly process routines.		Yes						
1.6	Ability to establish criteria for exception record work queues.	Workflow drives cases to work queues including an exceptions work queue to be reviewed.	Yes						
1.7	Ability to allow internal users to review, correct and/or remove cases from the exception queues that do not meet established criteria in automated scheduled jobs and interfaces.	perform actions in mass on all/multiple/single cases from within the work queue list. Can also go into each case if needed and performs actions there.	Yes						
1.8	Ability to provide descriptive pop-up messages in layman terms to users when transactional data has not been entered such as, business rules or mandatory fields (checks and balances).	All fields can be set as required and or meet certain criteria. User will be given clear message of what is required in order to save changes.	Yes						
1.9	Ability to provide descriptive pop-up messages in layman terms to users if data entered was not done so in the required format.	Fields can be defined as multiple format types and user promted if the correct format is not entered.	Yes						
1.10	Ability to validate data entry fields designated in a set-up table with defined checks and balances (i.e to prevent letters being entered into a number field).	All fields can be defined with data types such as alpha, numeric, alpha-numeric, set length with hypens or other characters.	Yes						
1.11	Ability to validate data entry fields designated in a set-up table, with defined checks and balances (i.e to prevent free form text from being entered in a date field and letters entered into a numeric field).	All fields can be defined with data types such as alpha, numeric, alpha-numeric, set length with hypens or other characters.	Yes						
1.12	Ability for a data field to accept both alpha/numeric characters, alpha only, and numeric only.	numeric, etc.. Can also be defined length with hypens or other characters.	Yes						
1.13	Ability to provide spell-check functionality for free form text fields.	Because eCourt is a browser based application this functionality is natively available.	Yes						
1.14	Ability to capture data elements in real time, for report generation.		Yes						
1.15	Ability to route reports to identified user or established user roles.		Yes						
1.16	Ability to apply signatures as required for named users in reports.		Yes						
1.17	Ability to be indexed or configured to efficiently process routine manual and automated transactions.		Yes						
1.18	Ability for open cases migrated from the legacy system to be processed with similar functionality as cases created in the CMS. During test migration, the vendor will identify caes that require a business decision to meet this requirement. The vendor must run scripts to correct data as requested by the Court prior to system implementation.		Yes						
1.19	Ability to create a person record (PID) for someone who may or may not have case record(s) associated with the PID in the case management system (CMS).		Yes						
1.20	Ability to display all actions and updates in English words and statements rather than code, including actions updated via a nightly process, an interface, an automated system process, or a manual update.		Yes						
1.21	Ability for configurable table settings to be made available either to the application, to the web portal and/or to both the application and the web portal.	Tables and fields can be made available as described	Yes						
1.22	Ability to record and audit all changes to data fields and reports, including administrative tables by update, user name, date and time.		Yes						
1.23	Ability to generate external customer forms and documents in English or Spanish, based on the language associated with the defendant.	We would create two templates, one for english and one for spanish, then the correct template would be generated based on language field value.	Yes						
1.24	Ability to default to English if language preference is null.	This is standard functionality	Yes						
1.25	Ability to establish multiple levels of access for system administrator roles in the CMS.	Roles and individuals can be given access or blocked access to all options.	Yes						

1.26	Ability for nightly process or other automated system updates and interface updates to log where internal user updates are logged.		Yes						
1.27	Ability for updates to be distinguished by the user id name of the nightly process or other process name.	All updates are recorded in the audit log and include the person or process that performed the update.	Yes						
1.28	Ability for updates to be distinguished with the name of the interface or other process name.		Yes						
1.29	stamp. For example, if an automated process increases a fine from early to standard, an English statement description will log to the case proceedings as "Fine increase to Standard Fine" User ID: Nightly Process xx/xx/xxxx date at 12:03am."		Yes						
1.30	Ability to affix an electronic watermark to filed documents that include court symbol.		Yes						
1.31	Ability for electronic watermark to include date and time filed and user name receiving documents.		Yes						
1.32	Ability for a timestamp to be affixed at the time documents are uploaded or scanned, and appear when document is viewed or printed.		Yes						
1.33	Ability to provide the total number of Cases in a Queue when a User is viewing a Queue screen.	All queues show the total number of cases, number of cases past due, due today, due tomorrow and others as desired.	Yes						
1.34	Ability to establish user-defined action of tasks, in a configurable table needing to occur on a case (at the time established criteria has been met).	When criteria is met tasks can be put in a checklist with user assignments and due dates or just be a plain task list to check off as completed.	Yes						
1.35	Ability for an action to group tasks needing to happen on a case.	An action can cause one or more tasks which can be grouped in queues or create checklists of tasks.	Yes						
1.36	Ability for an action to order group tasks on a case in the order which they need to occur.	Time standards	Yes						
1.37	Ability for court process functions to execute "if" "then" statements that run specified steps depending on a defined condition.	This can be done using workflows and business rules that can be triggered off any condition.	Yes						
1.38	Ability to incorporate manual capabilities of court processes to be user defined.	It will be important to get more detail for this requirement.	Yes						
1.39	Ability for actions to run quickly and seamlessly.	Actions including workflows and business rules are real time and do not wait for dayend to run.	Yes						
1.40	Ability to incorporate manual capabilities of court processes.	Manual capabilities can always be done on a case if allowed but can also be put in work queues andtime a manual process is required.	Yes						
1.41	Ability to determine the order of tasks in an action.		Yes						
1.42	Ability to edit and insert court process tasks between other tasks.		Yes						
1.43	Ability to select criteria or filters for the selection of cases in a queue.		Yes						
1.44	Ability within a work queue to sort by any column on the screen.	Any column with sortable data can be clicked on to resort the queue	Yes						
1.45	Ability within a work queue, for resulting lists to be exported to Excel.	This can be done with a business rule.	Yes						
1.46	Ability to cache the entire queue, which may be as many as 5,000 items or more.	but it may not be necessary as the end user has the ability to mass select results in a queue.	Yes						
1.47	Ability to provide drop down menu for users to select, view and generate customer based forms and documents.	be configured to only show certain documents based on case type, user, or other criteria.	Yes						
1.48	Ability for an internal users to select one or more cases for the same or different Defendants in a work queue.	Users can select all tasks in a queue with one button, or individually select tasks including those for same defendant and perform a mass action to the selected cases.	Yes						
1.49	Ability to create a new document from a Case with an existing template.		Yes						
1.50	Ability for an instance of a document to be created using a selected template.		Yes						
1.51	Ability to save a new document and attach it to the associated case, upon exit.		Yes						
1.52	Ability for the system to present a list of document templates.	be configured to only show certain documents based on case type, user, or other criteria.	Yes						
1.53	Ability to execute and employ "if, then" and "if, then, unless" business rule conditional statements.	There is no limit to the number of business rules that can execute based on these conditional statements.	Yes						
2	Financials - General Accounting								

2.1	Ability for double-entry accounting system that separates revenue and trust accounting.		Yes						
2.2	Ability to meet relevant account GAAP standards.		Yes						
2.3	Ability to maintain a chart of accounts in general ledger.		Yes						
2.4	Ability to maintain a journal that reflects credit and debits in chronological order.		Yes						
2.5	Ability to allow manual entry adjustments for users with the proper credentials.		Yes						
2.6	Ability to accommodate up to a minimum of 35 characters for the financial account numbers.		Yes						
2.7	Ability to associate the fine, fee, or cost with more than one account number, when applicable.		Yes						
2.8	Ability to distinguish between general ledger and special revenue accounts.		Yes						
2.9	Ability to automatically associate a default bail/bond amount upon case creation.	is a charge when the case is created then the assocaited bail/bond would be created.	Yes						
2.10	Ability for the system to require standardized updates.		Yes						
2.11	Ability for posted funds not allocated correctly, to be voided by the user.		Yes						
2.12	Ability for user to reprocess a funds transaction, as needed.		Yes						
2.13	Ability to not allow deletions to financial items.		Yes						
2.14	Ability for errors made during financial sentencing to be corrected via a revised transaction.		Yes						
3	**Financials-Fines/Cost/ Fees**								
3.1	Ability to provide configurable table for a system administrator to define the fines, costs and fees.	This is a standard part of the configuration during implementation but can also be updated by system administrator at any time.	Yes						
3.2	Ability for a system administrator to associate fines, costs and fees with a General Ledger account.	This is a standard part of the configuration during implementation but can also be updated by system administrator at any time.	Yes						
3.3	Ability for a system administrator to associate the fine, fee, or cost with more than one account number, when applicable.		Yes						
3.4	Ability for a system administrator to associate fines, costs and fees with an effective date range.	Many fields in eCourt, including fines and fees, have an effective date range so there can be new fines and fees entered and scheduled to go into effect when the current ones expire.	Yes						
3.5	Ability for general ledger account to have up to 35 characters.	All fields can be defined to have a limitation of characters	Yes						
3.6	Ability for general ledger account to be a credit or debit account.		Yes						
3.7	Ability for a system administrator to associate the fine, cost or fee with more than one account.		Yes						
3.8	Ability to define what portion of a fine, fee or cost (as a dollar amount or percentage or combination) must be all allocated to each account.		Yes						
3.9	Ability for system administrator to define a dollar amount or percentage or combination of both, to one or more accounts.		Yes						
3.10	Ability to consider effective date range when allocating funds to accounts.		Yes						
3.11	Ability to accurately auto associate fines, fees and cost to a case based whose offense date pre-dates the effective date expiration.		Yes						
3.12	Ability to automatically disperse or allocate money according to the set-up and offense date of a case.		Yes						
3.13	Ability to create a unique fine code when a fine needs to be split.		Yes						
3.14	Ability to retain fines, fees, and cost amounts, for earlier effective dates in the configurable table.		Yes						
3.15	Ability to retain account numbers in the configurable table.		Yes						
3.16	Ability to retain allocation references in the configurable table.		Yes						
3.17	Ability to allocate money according to the set-up table and the offense date of a Case, whenever money is disbursed.		Yes						

3.18	Ability for the system to create a new fine, fee or cost with an associated effective date. NOTE: End dates for new fines, fees or costs may not be associated at the time of fine, fee or cost creation.		Yes						
3.19	Ability for the system to provide monthly, quarterly and yearly calculations of the fines, costs and fees that are assessed, collected, adjusted and payable to outside departments and agencies.		Yes						
3.20	Ability for a user with proper credentials, to query calculations when selecting one, multiple, or all fines, costs and fees for a specified date or date range.		Yes						
3.21	Ability for the system to calculate and distribute payments to designated accounting codes.		Yes						
3.22	Ability to export query results to Excel.		Yes						
3.23	Ability to view query results data on a defined report template.		Yes						
3.24	Ability to associate the retired general ledger account number reference when the general ledger account number reference is modified.		Yes						
3.25	Ability to automatically associate a modified general ledger reference number with a new number.		Yes						
3.26	Ability for reports and queries to regenerate details and summary totals from financial information, for a specified date range.		Yes						
3.27	Ability for an administrator to associate how and when fines, deferral, DSC amounts, court costs and fees are automatically associated with a case.		Yes						
3.28	Ability for criteria or triggers that are applied, to include the violation name/code and group the violation is associated with.		Yes						
3.29	Ability for criteria or triggers that are applied to include timeframes, case status and specific criteria.		Yes						
3.30	Ability for a configurable setting, based on defined business rules, to calculate fines related to speeding using each mile over the speed limit as a measure.		Yes						
3.31	Ability to round up to the nearest dollar amount for the automated speeding fine calculation without exceeding the maximum fine.		Yes						
3.32	Ability for an internal user to enter the speed limit and speed traveled on a case.		Yes						
3.33	Ability to automatically compute the difference between the speed limit and speed traveled when applying the appropriate fine to a case.		Yes						
3.34	Ability to align fines by charge and effective date.		Yes						
3.35	Ability to retain previous fine effective dates ("to" and "from" dates, as applicable) in the configurable table.		Yes						
3.36	Ability to provide a configurable data table to establish criteria that automatically increases or decreases fine amounts for case records.		Yes						
3.37	Ability for a system administrator to establish criteria for fine increases / decreases based on the number of days lapsed post violation or filing date.		Yes						
3.38	Ability for a system administrator to establish criteria for fine increases/decreases based on one or more business rules.		Yes						
3.39	Ability for a system administrator to establish criteria for fine increases/decreases based on the existence or non-existence of a plea.		Yes						
3.40	increases/decreases based on the existence or non-existence of a Disposition.		Yes						
3.41	increases/decreases based on the existence or non-existence of a manual hold.		Yes						
3.42	Ability for a system administrator to associate a rule with one or more of the other rules in the table.		Yes						
3.43	Ability to evaluate, through a nightly process, cases that meet the defined criteria to perform the defined fine increase/decrease.		Yes						
3.44	Ability for a system administrator to define days and times the process runs and cancel or modify a scheduled process.		Yes						
3.45	Ability for a system administrator to associate a court cost or fee to a specified charge or violation.		Yes						
3.46	Ability to log a reference, as an English statement, of the increase/decrease to each case record on the main summary screen and record the update as a nightly process generated update.		Yes						
3.47	Ability to assoiate a driver safety course to an associated violation code.		Yes						
3.48	Ability to associate a deferral fee to an associated violation code.		Yes						

3.49	Ability to display driver safety course or deferral amount associated with the violation as currently due.		Yes						
3.50	Ability for users with the proper credentials to edit default amounts based on a judicial order.		Yes						
3.51	Ability to establish criteria to automatically revert back to the original fine amount for the violation when a defendant does not comply with the terms of the driver safety course or deferral.		Yes						
4	**Financials-Fines/Cost Fees and Trust /Liability Accounts**								
4.1	Ability for a system administrator to define within a configurable table, fines, costs and fees.		Yes						
4.2	Ability for a system administrator to designate whether a fine, fee or cost is a cash liability.		Yes						
4.3	Ability to apply a monetary payment with account logic for cash liabilities.		Yes						
4.4	Ability to apply a non-monetary payment with account logic for cash liabilities.		Yes						
4.5	Ability to apply the full or a portion of an amount received, in the form of a cash liability to the appropriate fine, cost or fee for a case.		Yes						
5	**Financials-Restitution**								
5.1	Ability for a a configurable table setting for the imposition of a restitution amount on a case record.		Yes						
5.2	Ability to associate a restitution amount with a case record.		Yes						
5.3	Ability to associate to whom a restitution amount is payable to with a case record.		Yes						
5.4	Ability to allocate collected restitution amounts to the required party.		Yes						
5.5	Ability to associate collected restitution amounts to a trust or liability account until it is allocated to the required party.		Yes						
6	**Financials-Payment Plans**								
About Financials - Payment Plans	The system must provides a configurable table to establish business rules for payment plans. The system administrator will establish required payment plan minimums by Case or by plan. The ability to activate a setting to recalculate minimum payment due amounts when additional costs or fees are incurred on one or more Cases (so that all payments are made by the final due date), to extend the payment plan dates, set criteria to automatically cancel an established payment plan and establish the order for which Cases are paid for plans with one or more Cases is required. A an internal user sets up a payment plan and associates it with a person and one or more Cases. When an additional cost is added to at least one of the Cases associated with the payment plan and/or additional Cases are added to an existing payment plan, the system automatically recalculates payment plan based on the new amount. Any changes made are associated with the identified receipts, documents and reports and are visible to the customer via the web portal. When a plan is changed or cancelled, the system maintains a record of the previous state of the plan.								
6.1	Ability to provide a configurable table based on established business rules for payment plans.		Yes						
6.2	Ability for an internal user to set up a payment plan associated with a PID for one or more cases.		Yes						
6.3	Ability to automatically recalculate the payment plan whenever an additional cost is added to a case, or one of the cases (based on defined business rules in a configurable data table).		Yes						
6.4	Ability for a system administrator to set criteria to extend payment plan dates.		Yes						
6.5	Ability for a system administrator to set criteria to automatically cancel an established payment plan.		Yes						
6.6	Ability for a System Administrator to establish the order cases are on a plan are paid.		Yes						
6.7	Ability for a System Administrator to define criteria to automatically cancel a payment plan.		Yes						
6.8	Ability to maintain a record of a payment plan when it is changed or cancelled.		Yes						
6.9	Ability for internal user to set up a payment plan against one or more pases.		Yes						
6.10	Ability to notify the defendant whenever a payment plan is changed using the preferred notification method.		Yes						

6.11	Ability to automatically recalculate payment plan with the new amount when an additional cost is added to at least one of the cases.		Yes						
6.12	Ability to flag and display the number of times the defendant has defaulted on a payment plan at the case level.		Yes						
6.13	Ability to associate payment plan with receipts, documents and reports.		Yes						
6.14	Ability to notify the defendant when a payment plan becomes delinquent, using the preferred notification method.		Yes						
6.15	Ability for customers to view payment plan information (receipts, documentation and reports), via the web portal.		Yes						
6.16	Ability to maintain a record history whenever changes or cancellation occurs to a payment plan.		Yes						
6.17	Ability to perform checks and balances on the status of payment plans.		Yes						
6.18	Ability to alert an internal user whenever timeframe and required document criteria has not been met to establish a payment plan.		Yes						
6.19	Ability to automatically continue cases on a payment plan when the minimum amount due is received in the established time frame.		Yes						
7	**Financials-Electronic Fund Transfers**								
7.1	Ability to associate established electronic fund transfers to identified case records.		Yes						
8	**Financials-Non Monetary Payments**								
8.1	Ability to establish non-monetary payment types in a configurable setting.		Yes						
8.2	Ability for non-monetary payment to be imposed by a user for a case record balance.		Yes						
8.3	Ability for non-monetary payments to be applied according to established payment hierarchy rules.		Yes						
8.4	Ability to establish configurable rules for default non-monetary credit amounts per unit (i.e. 1 hour of community service defaults to $xx.xx/ 1 day of jail credit defaults to $xx.xx).		Yes						
8.5	Ability to allow users with the proper credentials, to override default non-monetary credit amounts.		Yes						
8.6	Ability to generate detail and summary data for the type and dollar value of non-monetary credits, in a specified time frame.		Yes						
8.7	Ability to automatically recalculate the collection fee when non-monetary credits are applied to a case in third party collections.		Yes						
8.8	Ability to log a statement to a case record (in English), indicating a collection fee was reduced from $xxx.xx to $xxx.xx, as a result of non-monetary credit.		Yes						
8.9	Ability to retain the originally imposed fee and the adjusted value of the collection fee when a non-monetary credit is applied.		Yes						
8.10	Ability to electronically communicate a reduction in the collection fee amount when a non-monetary payment is applied via interface.		Yes						
8.11	Ability for an internal user to apply a non-monetary payment type to a case record balance.		Yes						
8.12	Ability to apply non-monetary credits in accordance with the established payment hierarchy.		Yes						
8.13	Ability to recalculate the remaining balance due when non-monetary credits are applied.		Yes						
9	**Financials-Reconciliation**								
9.1	Ability to perform daily and monthly balancing processes for each cash drawer.		Yes						
9.2	Ability to generate daily and monthly summary reports for each cash drawer.		Yes						
9.3	Ability to perform daily and monthly balancing processes for each court location.		Yes						
9.4	Ability to generate daily and monthly summary reports for each court location.		Yes						
9.5	Ability to perform daily and monthly balancing processes for each cashier.		Yes						
9.6	Ability to generate daily and monthly summary reports for each cashier.		Yes						

9.7	Ability to journal and post cash receipts transactions to general ledger.		Yes						
9.8	Ability for users with the proper credentials to conduct a random audit during a shift, to balance a drawer against transactions.		Yes						
9.9	Ability for automated reconciliation of online electronic transactions.		Yes						
9.10	Ability for automated reconciliation of credit card transactions.		Yes						
9.11	Ability for automated reconciliation of e-citation transactions.		Yes						
9.12	Ability for automated reconciliation of bail/bond transactions.		Yes						
9.13	Ability for automated reconciliation of non-monetary transactions.		Yes						
9.14	Ability for automated reconciliation of cash transactions.		Yes						
9.15	Ability for automated reconciliation of electronic check transactions.		Yes						
9.16	Ability for automated reconciliation of all transactions with accounts receivable, at the time of close out.		Yes						
9.17	Ability to generate electonic exception logs of mismatches for inspection and reconciliation.		Yes						
9.18	daily batch, in the event a web payment service provider is in a different time zone.		Yes						
9.19	Ability to combine multiple drawers/batches for a cashier into a single daily deposit.		Yes						
9.20	Ability to suspend cashier operations without balancing, to allow for lunch and other breaks.		Yes						
9.21	Ability to prepare deposit information to accompany deposit receipts, when a batch is closed.		Yes						
9.22	Ability to record currency by denomination type, check, or money order.		Yes						
9.23	Ability to credit totals and generate a print-out for deposit.		Yes						
9.24	Ability to retain values entered to be associated to an electronic ledger.		Yes						
9.25	Ability to establish tresholds for cash transactions.		Yes						
9.26	Ability to establish and generate a "drop" or "pick up" notification once a dollar amount equal to or in excess of the established threshold is reached.		Yes						
9.27	Ability to include the amount of a drop in the daily close out amount by user.		Yes						
9.28	Ability to include the amount of a drop in the user's daily deposit.		Yes						
10	**Financial-Customer Financial Views and Receipts**								
About Financial-Customer Financial Views and Receipts	An internal user or web user, with the proper credentials, accesses a case or PID and can view case balance due amounts that are a summary total. The web user sees the summary total for all active cases or for a selected Case and has the option to select a case to view or generate a full report of costs, fees, and fines. The an internal user has the option of clicking on any case summary total to view imposed, modified, paid and balance due with a detailed breakdown by case to include fine, cost and fee amounts. The an internal user or web user has the ability to print a report of the fines, fees and costs detail. Payment receipts must include total imposed, modified paid and due by case. All payment information must be available for view from a single screen or pop up. Total imposed, modified, paid and balance due amounts for active cases must display on primary PID and Case specific screens within the application. Paid amount detail must include monies and credits by type (i.e. credit card payment of $40.00 on								
10.1	Ability for an internal user with proper credentials, to access a case or PID.		Yes						
10.2	Ability for a web user with proper credentials, to access a case or PID.		Yes						
10.3	Ability for an internal user with proper credentials, to view case balance due amounts.		Yes						
10.4	Ability for a web user with proper credentials, to view case balance due amounts.		Yes						

10.5	Ability for the system to show case balance due amounts in a summary total.		Yes						
10.6	Ability for a web user with proper credentials, to view a summary total for a single case or all active cases.		Yes						
10.7	Ability for web user with proper credentials to generate a full report of costs, fees and fines.		Yes						
10.8	Ability for an internal user to view a detailed breakdown for case costs by fine, cost and fee amounts and total.		Yes						
10.9	Ability for case summary totals to include imposed, modified, paid and balances due.		Yes						
10.10	Ability for internal or web user to print a report of the fines, fees and costs detail.		Yes						
10.11	Ability for payment information to be viewed from a single screen or pop up.		Yes						
10.12	Ability to display total imposed amounts for active cases on the primary PID and case screens.		Yes						
10.13	Ability to display total modified amounts for active cases on the primary PID and case screens.		Yes						
10.14	Ability to display total paid amounts for active cases on the primary PID and case screens.		Yes						
10.15	Ability to display total balance due amounts for active cases on the primary PID and case screens.		Yes						
10.16	Ability to show paid amount detail to include monies and credits by type (credit card payment of $40.00 on on xx/xx/xxxx, 10 hours of community service applied on xx/xx/xxxx, jail credit of x amount on xx/xx/xxxx).		Yes						
10.17	Ability to show paid amount detail on payment receipts to include monies and credits by type (credit card payment of $40.00 on on xx/xx/xxxx, 10 hours of community service applied on xx/xx/xxxx, jail credit of x amount on xx/xx/xxxx).		Yes						
10.18	Ability for receipts to include negative balance amounts listed by case, when a refund is due to a customer.		Yes						
10.19	Ability to compute all debits and credits on a case in chronological sequence. This includes fees, which may not be imposed until there is a conviction or guilty plea on a case.		Yes						
10.20	Ability to display all fees and costs associated with all cases for one PID.		Yes						
10.21	Ability to generate a duplicate receipt with the original receipt number.		Yes						
10.22	Ability to store payment receipts as a PDF document, on all transactions.		Yes						
10.23	Ability to provide monetary and non-monetary details by case number on payment receipts history reports.		Yes						
10.24	Ability to provide monetary and non-monetary details by case number on defendant payment history reports.		Yes						
10.25	Ability to log a receipt number reference against the applicable case records.		Yes						
10.26	Ability to invoke a receipt number as a hyper link to view receipt detail.		Yes						
10.27	Ability to automatically log a single payment transaction applying funds to multiple cases.		Yes						
10.28	Ability for payment receipt number to automatically log against all case numbers.		Yes						
10.29	Ability to establish configurable rules that automatically generate a receipt when payment is received by an internal user group/location.		Yes						
10.30	Ability to generate a Bill of Costthat displays line item fine, costs, fees imposed, individual non-monetary and monetary credits applied, including waive amounts, in a chronological date sequence.		Yes						
10.31	Ability to display a Bill of Cost that shows line item fine, costs, fees imposed, individual non-monetary and monetary credits applied, including waive amounts, in a chronological date sequence, for a web user with proper credentials.		Yes						
10.32	Ability to manually generate a duplicate receipt.		Yes						

11.00	**Financials - Voids**								
About Financials - Voids	An internal user, with the proper credentials, logs into the system and locates the payment receipt. The user locates a payment (monies or non monetary credit) and selects the void payment option. The system prompts the user to enter a reason for the void. The user selects a reason from a defined drop down box. The system logs the user, date, time, and reason for processing the void. The system reverses the disbursement. The system logs an English statement to the applicable case records stating that a payment and transaction reference number was voided. The system records the payment as reversed. If the payment was done by credit card, the system will send the credit referencing the transaction ID to the merchant service processor. Voided payments appear on all payment screens, payment receipt summaries, detail screen, and documents.								
11.1	Ability for an internal user with the proper credentials, to locate a payment receipt.		Yes						
11.2	Ability for an internal user with the proper credentials, to select a void payment transaction option.		Yes						
11.3	Ability for an internal user to void a non-monetary credit.		Yes						
11.4	Ability to have a drop down box with predefined selections including "other" that allows a free form description for voiding a payment.		Yes						
11.5	Ability to prompt a user to enter a reason for voided payment.		Yes						
11.6	Ability for system to log name of user who created a void payment transaction.		Yes						
11.7	Ability for system to log the date of voided payments.		Yes						
11.8	Ability for system to log the time for voided payments.		Yes						
11.9	Ability to reverse all disbursements against voided payments for affected cases.		Yes						
11.10	Ability to log all disbursements against voided payments for affected cases.		Yes						
11.11	Ability to reverse each line item payment for a void in the order originally applied.		Yes						
11.12	Ability to log an English statement to the applicable records indicating payment transaction was reversed with the details for a payment that was voided.		Yes						
11.13	Ability to record the payment as reversed.		Yes						
11.14	Ability to allow payment and balance history to be viewed in the application and the Public Portal.		Yes						
11.15	Ability to allow voided payments to be viewable via the web portable to users with proper credentials.		Yes						
11.16	Ability to credit a voided amount to the credit card merchant processor (currently Authorize.net).		Yes						
11.17	Ability to refund partial credit card payment amounts.		Yes						
12	**Financials- Judicial Waiver of Imposed Fines/Costs/Fees**								
12.1	remainder of imposed line item balances (fine/costs/fees) upon order of a judge.		Yes						
12.2	Ability for users with the proper credentials, to waive all of the remainder of imposed line item balances (fine/costs/fees) upon order of a judge.		Yes						
12.3	Ability to record the waiver of individual line item balances against each case record in English and automatically adjust line item balances.		Yes						
12.4	Ability to generate detail and summary reports for all waived amounts in a specified date range.		Yes						
13	**Financials-Transfers**								
About Financials - Transfers	The system must provide functionality to allow an internal user to transfer monies applied to a case to another case for the same defendant with a balance due. The system prompts the user to choose the destination Case and amount to transfer. The an internal user makes the selection. The system prompts the an internal user to enter a reason. The an internal user enters a reason. The system logs the user, date, time, and reason. The system reverses the disbursements of the transferred money in the reverse order it was originally applied. The system records the transfer on the Case losing the money. The system adds an Action to the Case stating that a payment was transferred. The system adds the appropriate payment to the destination Case and disburses the money in the order monies are configured to be disbursed. An internal receipt is generated within the								

13.1	Ability for an internal user to select a transfer payment option against a case.		Yes						
13.2	Ability to prompt the user to choose a destination case.		Yes						
13.3	Ability to prompt the user to choose an amount to transfer.		Yes						
13.4	Ability to prompt the user to enter a transfer reason.		Yes						
13.5	Ability to reverse disbursements of transferred money in the reverse order it was originally applied.		Yes						
13.6	Ability to record the transfer from which the case money was transferred.		Yes						
13.7	Ability to create an action to the case stating a payment was transferred.		Yes						
13.8	Ability to add the appropriate payment to the destination case.		Yes						
13.9	Ability to disburse money in the order monies are configured to be disbursed.		Yes						
13.10	Ability to generate a receipt at the time a transfer action is completed.		Yes						
14	**Financials-Negative Balances**								
14.1	Ability to apply a negative balance on a case record to a selected case(s) for the same defendant record.	in a different way. We assume this has to do with processing an overpayment, and transfer from there.	Yes						
14.2	Ability to provide the user a list of cases for the same defendant with an imposed balance due.		Yes						
14.3	Ability for a user to select the case(s) for which the negative balance will be applied.		Yes						
14.4	Ability for a user to associate a dollar amount to be transferred to selected case(s).		Yes						
14.5	Ability to automatically apply designated dollar amounts to selected case.		Yes						
14.6	Ability to log an English statement receiving funds indicating the case number the funds were transferred from and the dollar amount transferred.		Yes						
14.7	Ability to log an English statement to the case with the negative balance indicating the case receiving the funds and the dollar amount transferred.		Yes						
14.8	Ability to create internal receipts for negative balance transfer transactions.		Yes						
14.9	Ability to generate customer receipts that list detail of negative transfer actions on applicable case records.		Yes						
15	**Financials -Payment Hierarchy**								
15.1	Ability to provide a configurable table to manage fines, costs and fees on a case.		Yes						
15.2	Ability to establish the order for which fines, costs and fees are paid within and outside (i.e. oldest first) of a case record.		Yes						
15.3	Ability to automatically apply payment in accordance with the established hierarchy defined for fines, costs and fees.		Yes						
15.4	within a selected case record, for payment application (override hierarchy).		Yes						
16	**Miscellaneous Payments**								
16.1	Ability to provide a configurable setting for miscellaneous payment categories, including a generic "other" category.		Yes						
16.2	Ability for a user to associate a miscellaneous payment with a case record.		Yes						
16.3	Ability for a user to associate a miscellaneous payment with a person (PID) record.		Yes						
16.4	Ability for a user to enter a fee for the miscellaneous payment.		Yes						
16.5	Ability to generate a receipt against a received miscellaneous payment for which a fee has been associated.		Yes						
17	**structure)**								
About Financials-Imposed/ Modified/ Paid/ Balance	non financial components of a case sentence that includes the original imposed amount, the deferral or suspended sentence amount, the ability to modify an imposed amount and retain a record and view of the original and modified amount, the total paid against an imposed order, and the balance due. A modified sentence is not a correction or reflection of a non monetary payment and occurs when a judge modifies the original sentencing order.								

17.1	Ability to process financial and non-financial components of a case sentence including the original imposed amount.		Yes						
17.2	Ability to process and update financial and non-financial components of a case sentence including deferral or suspended sentence amount while retaining the originally imposed amount.		Yes						
17.3	Ability to process and update financial and non-financial components of a case sentence including the ability to modify an imposed amount while retaining the originally imposed amount and a reference of previously imposed deferral/suspended sentence amount.		Yes						
17.4	modified amount. (A modified sentence is not a correction or reflection of a non monetary payment and occurs when a judge modifies the original sentencing order).		Yes						
17.5	Ability to view the total paid against an imposed order.		Yes						
17.6	Ability to view the balance due on an imposed order.		Yes						
17.7	Ability to generate summary reports to audit modified financial line item.		Yes						
17.8	Ability to generate detail reports to audit modified financial line items.		Yes						
17.9	Ability to generate a case based summary view consisting of total imposed/modified/paid and due amounts.		Yes						
17.10	Ability to allow a defendant to view the case based summary.		Yes						
17.11	Ability for an internal user to impose the original sentencing order when a defendant does not comply with the terms of the suspended sentence (comonly referred to as a deferral or driver safety course sentence).		Yes						
17.12	Ability for balance due amounts to automatically be recalculated anytime a suspended sentence is imposed to the original sentence.		Yes						
17.13	Ability for an internal user to enter a judgement amount on a case.		Yes						
17.14	Ability to automatically calculate fines, fees, and costs to equal the judgement amount.		Yes						
17.15	Ability to retain any costs and fees previously incurred on a case record (warrant or collection fees).		Yes						
17.16	Ability to automatically adjust costs and fees, based on business rules, whenever a fine penalty is reduced.		Yes						
18	**Financials-Bad Check Logic/Flag**								
18.1	Ability for a user with the proper credentials to set and remove "bad check" flag against a defendant record (PID).		Yes						
18.2	Ability to not allow a user to post a payment type of check on any cases associated with the defendant record, once a bad check flag has been set.		Yes						
18.3	Ability to provide a pop-up/advisory message when a user attempts to process a payment by check anytime the "bad check" flag has been set.		Yes						
19	**Financials-Refund Processing**								
19.1	Ability for users with the proper credentials to process refunds via an electronic means through the City's financial system.		Yes						
19.2	Ability for the refund workflow to utilize negative balance transfer functions before proceeding with a refund process.		Yes						
19.3	Ability for refund workflow to provide the user with a view of the fund poster name and address, when the poster is not the defendant.		Yes						
19.4	Ability for refund workflow to provide the user with a view of defendant name, address, case number, negative balance amount, and the fund type (cash, credit card, check or money order).		Yes						
19.5	Ability to allow a user to enter a refund for a previous credit card transaction, due to court order or user error.		Yes						
20	**Financials-Convenience Fee**								
About Financials - Convenience Fee	fee for customers paying by certain methods (for example, with a credit card or via the web). A customer pays using one of these methods. The system adds the convenience fee of a pre-determined amount to the total being paid at that time. The customer receives a receipt that includes this charge. The system tracks the charge and payment, but does not include it in the fees for any particular Case.								

20.1	Ability to provide a configurable setting to impose a convenience fee for customers paying by certain methods such as by credit card or via the web.		Yes						
20.2	The ability to add a convenience fee of a pre-determined amount, to the total, at the time of payment.		Yes						
20.3	The ability to generate a receipt that includes a convenience fee.		Yes						
20.4	The ability to track charges and payments on a case, without including convenience fees.		Yes						
20.5	Ability for an administrator to create fees (associated with a unique account number), that are not case costs.		Yes						
20.6	Ability to allow a convenience fee to be established but not associated as a case cost, and imposed as a transaction fee that may cross multiple case records.		Yes						
20.7	Ability for transaction fee to be visible on the receipt for customers paying by credit card.		Yes						
20.8	Ability to save a reference of the convenience fee paid in the person record (PID) and make it available to the applicable receipt record.		Yes						
21	Financials-Payment Processing								
About Financials - Payment Processing	The system must provide the ability for an internal user to invoke a payment screen, enter the tender type and dollar amount received by the customer and the system will automatically apply the received payment to the appropriate case line items and cases according to the established payment hierarchy without requiring the an internal user to select specific line items or cases in a single transaction.								
21.1	Ability for an internal user to invoke a payment screen for processing received payments.		Yes						
21.2	Ability for an internal user to enter tender type and dollar amount received as payment for a case.		Yes						
21.3	Ability to automatically apply a received payment to the appropriate line items of case(s), (according to established payment hierarchy) without requiring a user to select specific line items or cases in a single transaction.		Yes						
21.4	Ability for internal users with the proper credentials, to select specific cases to apply a payment against (override hierarchy function).		Yes						
21.5	Ability for internal users with the proper credentials, to select specific line items to apply a payment against within a case (override hierarchy function).		Yes						
21.6	Ability for web users on the public portal to select payment function.		Yes						
21.7	Ability for web users on the public portal to enter the tender type and dollar amount.		Yes						
21.8	items of case(s), (according to established payment hierarchy). External users on the web portal will not be able to override the payment hierarchy.		Yes						
21.9	Ability to accept partial payments (less than the imposed amount or balance due on the case) posted to a case by an internal user.		Yes						
21.10	Ability to accept partial payments (less than the imposed amount or balance due on the case) posted to a case by an online customer.		Yes						
21.11	Ability for an internal user to establish a "pay today" amount against a case record.		Yes						
21.12	Ability to alert users of the "pay today" amount when processing a payment.		Yes						
21.13	Ability to create an English statement entry on the case if no payment is received.		Yes						
21.14	Ability to create an English statement entry on the case if payment less than the ordered amount is received.		Yes						
21.15	Ability to calculate and display the correct change owed a customer, if applicable.		Yes						

21.16	Ability to calculate change for cash and/or check transactions.		Yes						
21.17	Ability for an internal user to enter amount received against a case or cases.		Yes						
21.18	Ability to connect coin dispensers to cash drawers for providing change.	Interface	Yes						
21.19	Ability to store amount of change owed a customer as a part of the transaction history record.		Yes						
21.20	Ability to allow multiple methods of payment for one transaction, e.g., partial cash and partial credit card payment (with the exception of transactions when the payee is using multiple credit cards).		Yes						
21.21	Ability for an customer to view all of their active case total amounts due to the court.		Yes						
21.22	Ability to allow a customer to make payments on any case with a balance from any Court division.		Yes						
21.23	Ability for an external user/customer to be identified via a log-in on the web portal.		Yes						
21.24	Ability for an online customer to view a list of associated cases by Court division; Austin Municipal Court, Downtown Community Court or Austin Diversion Program.		Yes						
21.25	Ability to allow customers to interact with the Case Management System via a web presence.		Yes						
21.26	Ability for a customer to access active case balances.		Yes						
21.27	Ability for a customer to proceed to payment screen.		Yes						
21.28	Ability for a customer to pay a sum total for all cases selected in one transaction (with the exception of transactions using multiple credit cards).		Yes						
21.29	Ability for a customer to pay on the web using a credit or debit card.		Yes						
21.30	Ability for a customer to indicate whether the transaction will be conducted as a debit or credit card transaction.		Yes						
21.31	Ability for a customer to conduct payment transactions via smart phone.		Yes						
21.32	Ability for customer paying via the web portal to pay using a standard bank check.	This is part of the Authorize.net service	Yes						
21.33	Ability for customer paying via the web portal to enter their routing and account number as required banking information.	This is part of the Authorize.net service	Yes						
21.34	Ability for customer paying via the web portal to be prompted to agree that funds will be withdrawn electronically.		Yes						
21.35	The system must accept payment from an online customer providing electronic check information.		Yes						
21.36	information required for electronic withdrawl. This information will not be stored in the system but passed on to the ban processor to process the transaction.		Yes						
21.37	Ability to record a credit card transaction that is returned due to a deposit error or cardholder dispute, which results in a debit to the depository bank account.		Yes						
21.38	Ability to provide a cut-off time for web-based transactions in a daily batch, in the event that the web payment service provider is in a different time zone.		Yes						
21.39	Abiltiy to block customers, via the web portal (who have used invalid or stolen credit card numbers) from paying online.		Yes						
21.40	Ability to designate in a case, customers as payment type by cash or check only.		Yes						
21.41	Ability to allow payments processed internally or via the web portal to be applied in real time without intervention from an internal user. (Manual allocation will be allowed with proper credentials but not required for routine payment processing)		Yes						
21.42	Ability to send the merchant service processor a credit referencing the transaction ID for payments received by credit card.		Yes						
22	**Financials-Bail/Bond /Escrow Logic**								
22.1	Ability for logic to configure and process default bail (established at the time of case creation), warrant bail/bond, and appeal bail/bond		Yes						

22.2	Ability for a configurable business rule setting to convert default bail/bond amount to a revenue account amount at the time the case record has a finding of guilt, liability or program order associated with the case record.		Yes						
22.3	Ability for revenue account amount to be due at the time the case record has a finding of guilt, liability or program order associated with the case record.		Yes						
22.4	Ability to set a bail bond amount against a case record.		Yes						
22.5	Ability for an internal user to process a bail bond.		Yes						
22.6	Ability to record all bail/bond/escrow related transactions and updates to an activity log.		Yes						
22.7	Ability to include user name, date/time stamp and case number recorded in all bail/bond/escrow transactions.		Yes						
22.8	Ability to prompt to allow a user to select a bond reporting feature for the following report criteria: All Open, Closed, Satisfied, Reinstated, Forfeited, No Balance, Balance Remaining, data ranges, an internal user names and locations.		Yes						
22.9	Ability to report all matching bonds on an associated case with dollar amounts.		Yes						
22.10	Ability to accept information about bonding companies and their attorneys.		Yes						
22.11	connected to multiple cases and used to record all activity related to the bond.		Yes						
22.12	Ability for civil bail bond management capability associated with surety and attorney bonds on criminal cases, but not cash bonds.		Yes						
22.13	posted in a criminal case, forfeiture of that bond in separate civil bond forfeiture cse.		Yes						
22.14	Ability for civil bail bond management capability associated with acceptance, exoneration and forfeiture.		Yes						
22.15	Ability to account for unsecured appearance bonds.		Yes						
22.16	Ability to recognize multiple kinds of surety, e.g., cash, property.		Yes						
22.17	Ability to track the history, status, and effective date of a posted bond such as, satisfied, exonerated, reinstated, forfeited, or transferred to another court.		Yes						
22.18	Ability to enter and maintain bail amount and type of bond.		Yes						
22.19	Ability to post personal information for the person who posted a bond, such as, surety name, payer address, payer social security number, set date and posted date.		Yes						
22.20	Ability for an internal user to initiate the posting of a Bond or Escrow.		Yes						
22.21	Ability to prompt an internal user to select the case(s) with which to associate the bond and its type (cash, personal, surety) or escrow.		Yes						
22.22	Ability to provide a dedicated bond screen.		Yes						
22.23	Ability to provide a dedicated escrow screen.		Yes						
22.24	Ability to auto-fill the values in the bond screen.		Yes						
22.25	Ability for an internal user to make necessary adjustments to modify the auto-populated amount in the bond Screen.		Yes						
22.26	Ability for an internal user to enter name, address and contact information on the person posting the bond or escrow.		Yes						
22.27	Ability for an internal user to record a cash bail as "Satisfied".		Yes						
22.28	Ability to add an action on the case indicating the cash bail as "Satisfied".		Yes						
22.29	Ability for an internal user to record a surety bond as "Satisfied".		Yes						
22.30	Ability to reflect updates to the associated cases.		Yes						
22.31	Ability to prompt internal users to scan and attach the bond documents to the appropriate case(s).		Yes						
22.32	Ability for internal users to query for a desired cash bail(s).		Yes						
22.33	Ability for internal users to query for desired surety bonds.		Yes						
22.34	Ability to add an action on the case indicating the surety bond has been "Satisfied".		Yes						
22.35	Ability to automatically initiate a civil bond forfeiture case (NISI) case based on defined criteria associated with the underlying criminal case.		Yes						

22.36	Ability to automatically generate designed NISI documents upon creation of a NISI case.		Yes						
22.37	Ability to transfer a surety bond from the criminal case to the NISI case.		Yes						
22.38	Ability to maintain a reference of the criminal case.		Yes						
22.39	Ability to display a list of eligible cases with balances due and the associated balances.		Yes						
22.40	Ability to identify eligibility based on configurable business rules.		Yes						
22.41	Ability for an internal user to identify the amount to be applied to a selected case associated with the PID.		Yes						
22.42	Ability for an internal user to identify the amount to be transferred to an eligible case(s) associated with the PID.		Yes						
22.43	Ability for an internal user to identify the amount to be refunded.		Yes						
22.44	Ability to apply money as payment, to the chosen case(s).		Yes						
22.45	Ability for an internal user to apply an entire cash bail or escrow.		Yes						
22.46	Ability for an internal user to apply portions of a cash bail or escrow.		Yes						
22.47	Ability for an internal user to transfer an entire cash bail or escrow.		Yes						
22.48	Ability for an internal user to transfer portions of a cash bail or escrow.		Yes						
22.49	Ability for an internal user to refund and entire cash bail or escrow.		Yes						
22.50	Ability for an internal user to refund portions of a cash bail or escrow.		Yes						
22.51	Ability to add an action on a case indicating the cash, bail or escrow money was either applied, refunded or transferred.		Yes						
22.52	Ability to add an action on the case from which money was transferred.		Yes						
22.53	Ability to not allow Surety or personal bonds to be applied.		Yes						
22.54	Ability to not allow Surety or personal bonds to be transferred.		Yes						
22.55	Ability to not allow Surety or personal bonds to be refunded.		Yes						
22.56	Ability for an internal user to void a payment that has been applied from a cash, bail or escrow, restoring an active cash, bail or escrow status on a case.		Yes						
22.57	Ability for an internal user to apply cash, bail or escrow to a case that had been reversed from another case.		Yes						
22.58	Ability to add actions identifying all bond/escrow transactions on a case.		Yes						
22.59	Ability for an internal user to query a cash bail.		Yes						
22.60	Ability for an internal user to add an action to forfeit the cash bail on a NISI case.		Yes						
22.61	Ability for an internal user to apply the cash bail amount to the NISI case.		Yes						
22.62	Ability to display a list of open cases with balances due, if the NISI case is dismissed.		Yes						
22.63	Ability to display a list of cases with associated balances, if the NISI case is dismissed.		Yes						
22.64	Ability to prompt an internal user to identify the case(s) to which the cash bail will be applied against other open cases.		Yes						
22.65	Ability to apply money to a chosen case(s) as payment, once the internal user identifies the amount to be applied.		Yes						
22.66	Ability to add an action on the case(s) indicating the cash bail money is applied.		Yes						
22.67	Ability to add actions on the affected case(s) where cash bail is applied.		Yes						
22.68	Ability to record an action on a surety bond case of "Pending Forfeiture".		Yes						
22.69	Ability for an internal user to select the bond from the bond screen.		Yes						

22.70	Ability to add a bond forfeiture civil case as part of a batch process whenever a warrant for failure to appear has been issued by the court. (The action of forfeiture cannot be applied to a bond that does not have an associated civil bond forfeiture case).		Yes						
22.71	Ability to add a bond forfeiture civil case as part of a batch process whenever the statutory time for beginning forfeiture proceedings has elapsed. (The action of forfeiture cannot be applied to a bond that does not have an associated civil bond forfeiture case).		Yes						
22.72	Ability to generate associated documents as part of a batch process.		Yes						
22.73	Ability to place an alert on a criminal case with a pending civil bond forfeiture case.		Yes						
22.74	Ability to automatically flag (in the case state) a civil bond forfeiture case for dismissal when defendant appears in court, shows compliance, or otherwise resolves the underlying criminal case.		Yes						
22.75	Ability for a configurable table to automatically calculate the pending forfeiture court date for surety bond (NISI) cases with a failure to appear action.		Yes						
22.76	Ability to create a financial obligation whenever a bond is ordered to be forfeited.		Yes						
22.77	Ability to produce a report of forfeited bonds.		Yes						
22.78	Ability for an internal user to select the surety bond from the bond screen for reinstatement.		Yes						
22.79	Ability for an internal user to add an action of reinstatement on a forfeited surety Bond.		Yes						
22.80	Ability to create third party financial obligation on the associated surety bond forfeiture case, when reinstated.		Yes						
22.81	Ability to reverse surety bond transactions that occurred in error on a case. A reverse transaction will return the surety bond to the previous state.		Yes						
22.82	forfeiture case and re-associate the bond with the associated criminal case.		Yes						
22.83	Ability to designate a bond is to be returned, releasing the defendant from bond conditions.		Yes						
22.84	Ability to designate payees (and their addresses) that are different than the named parties in cases.		Yes						
22.85	Ability to escheat unclaimed bail amounts to the state as unclaimed property.		Yes						
22.86	Ability to produce a report showing non-cashed checks more than 120 days old.		Yes						
23	**Person Identification (PID)and Case Search Management**								
23.1	Ability to default to a defendant based view at the time a person or a case is queried in the system		Yes						
23.2	Ability to provide an algorithm to automatically link newly created/filed cases to an existing person id (PID).		Yes						
23.3	Ability to create a new PID to associate the case to when a match is not found.		Yes						
23.4	Ability to associate case specific variances to PID information such as date of birth, gender, race/ethnicity, state id (SID), driver's license country/state/number, address, city, state, zip code, phone number(s), email address and other forms of identification.		Yes						
23.5	Ability to view all demographic and contact information associated with a PID.		Yes						
23.6	Ability to store multiple addresses and phone numbers; i.e., home, work, and mailing, cell, home, work, for a PID.		Yes						
23.7	Ability to flag an address associated with a PID record as current.		Yes						
23.8	Ability to flag an address associated with a PID as bad.		Yes						
23.9	Ability to flag a phone number associated with a PID as current.		Yes						
23.10	Ability to flag a phone number associated with a PID as bad.		Yes						
23.11	Ability to flag an email address as current.		Yes						
23.12	Ability to flag an email address as bad.		Yes						
23.13	Ability to provide ability to audit updates user or automated system processes (i.e interface processes) that updated or modified PID related information, including changes to flags.		Yes						

23.14	Ability to utilize contact information and flags for interface activity such as physical notice generation, auto dialer calls, auto text and auto email		Yes						
23.15	Ability to reassign one or more cases from one PID to another.		Yes						
23.16	Ability to log an English statement to the effected case history from which case(s) were reassigned to and the case(s) the PID was taken from.		Yes						
23.17	Ability to re-assign one or more cases from one PID to a new PID.		Yes						
23.18	Ability to merge an entire PID record to another existing PID.		Yes						
23.19	Ability to conduct a PID search with any or all of the following information: Partial First Name, Partial Last Name, First Name, Last Name, Email Address, Alias, Street Address, Case Number, Citation Number , Driver's License Number, partial driver's license number, License Plate Number, Date of Birth, Telephone No., Vehicle Identification Number (VIN), partial VIN, State ID Number (SID) , PID number.		Yes						
23.20	Ability to display information for all PIDS when a query reveals multiple PIDs for a person.		Yes						
23.21	Ability to generate a list of possible matches for a query.		Yes						
23.22	Ability for the lookup system to be probability based, placing the highest probability matches at the top of the search list.		Yes						
23.23	Ability for an internal user to select a matching person from a returned query list.		Yes						
23.24	Ability to search data using wild card characters and boolean operators (e.g., and, or, not).		Yes						
23.25	Ability to support phonetic (Soundex) and other complex (multi-field) algorithms for matching identities.		Yes						
23.26	Ability to swipe a driver's license or other form of ID in a magnetic/barcode reader.		Yes						
23.27	Ability to display a matching PID record from a swiped driver's license.		Yes						
23.28	Ability to utilitize driver name, license number and birthdate as criteria to matching a PID record from a driver's license.		Yes						
23.29	Ability to generate "driver's license number not found" message when driver's license number/state is not associated with a PID.		Yes						
23.30	Ability to create a PID with information captured from the driver's license.		Yes						
23.31	Ability to view open and closed cases electronically by: Defense Attorney Name or Bar Number, Prosecutor Name, Charge/Violation Code, Issuing Agency, Issuing Officer Name or ID#, Violation Location, Witness Name.		Yes						
23.32	Ability to query open and closed cases by Defense Attorney Name or Bar Number, Prosecutor Name, Charge/Violation Code, Issuing Agency, Issuing Officer Name or ID#, Violation Location and Witness Name.		Yes						
23.33	Ability to select type of search results to display, e.g., case type, open cases, all cases, warrants, protection orders.		Yes						
23.34	Ability for an internal user to enter person as current or prior owner on a vehicle cited in a parking case.		Yes						
23.35	Ability for an internal user to enter information for multiple owners with their respective information.		Yes						
23.36	Ability to add owners in the order that appears on the title.		Yes						
23.37	Ability to maintain ownership history.		Yes						
23.38	Ability to distinguish current vehicle owners from previous vehicle owners.		Yes						
23.39	Ability to associate the proper owner of vehicle with the case, based on date of offense.		Yes						

23.40	Ability to allow an internal user to enter contact information for a prior owner, consisting of dates of ownership, address, phone number and email address.		Yes						
23.41	Ability to record all numbers used by external organizations, such as prosecutor, law enforcement, and code compliance.		Yes						
23.42	Ability to retrieve cases using numbers of external organizations.		Yes						
24	**Case Creation/Ticket Entry**								
24.1	Ability to interface between the CMS and electronic ticket writing software.		Yes						
24.2	Ability to automatically download an electronic citation with police report documents to the case, at the time of case creation.		Yes						
24.3	Ability to review citations missing required data elements before cases are created in the CMS.		Yes						
24.4	Ability to correct missing elements in the electronic exception log allowing the case to be created in the CMS.		Yes						
24.5	Ability to remove records from the electronic case log when missing elements are not correctable.		Yes						
24.6	Ability to prevent duplicate cases from being created manually or electronically.		Yes						
24.7	Ability to configure ticket entry screens to mimic the layout of the physical ticket.		Yes						
24.8	Ability for internal users to query and view ticket entry data in the format it was originally entered at time of creation.		Yes						
24.9	Ability for an internal user to edit case entry data.		Yes						
24.10	Ability for changes to be recorded by data field changed, user name, date and time.		Yes						
24.11	Ability for all modified data to be available to an audit function.		Yes						
24.12	Ability to configure mandatory fields for case creation by charge group; i.e., traffic, parking, civil, criminal misdemeanor, camera at red light, and city ordinance.		Yes						
24.13	Ability to maintain information for default values until the values are changed (citations with multiple offenses per defendant).		Yes						
24.14	Ability for a data field in the ticket entry screen, for recording direction of travel for a vehicle, e.g., N, E, W, NE, SE, NW, or SW.		Yes						
24.15	Ability to automatically calculate the age of the defendant at the time the citation was issued and store the age in the ticket entry screen.		Yes						
24.16	Ability to automatically file a case to the specified court division.		Yes						
24.17	Ability to schedule cases, at the time of case creation, to specified dockets.		Yes						
24.18	Ability to generate court appearance and related notices via mail, email, and/or text.		Yes						
24.19	Ability to configure holiday and non-judicial days to prevent scheduling specific types of court appearances.		Yes						
24.20	Ability to automatically create a case from a filed complaint.		Yes						
24.21	Ability to automatically calculate how many times a PID has incurred a specified violation in a specified time frame and display the information on specified screens.		Yes						
25	**Case Balancing by User Name or Role**								
25.1	Ability to establish case load balancing for specified user roles.		Yes						
25.2	Ability to establish case load assignments by a percentage that may differ by users belonging to the same user group (i.e.. For judge assignment at the time of case creation).		Yes						
26	**Docket Management**								
26.1	Ability to schedule docket days and times.		Yes						
26.2	Ability to not allow users to schedule events for dockets that are not scheduled.		Yes						

26.3	Ability to establish docket event types, including non judicial hearings and court classes.		Yes						
26.4	Ability to set parameters for case eligibility on a specified docket event.		Yes						
26.5	Ability to associate location and courtroom room numbers (alpha/numeric) for a specific docket.		Yes						
26.6	Ability to include or exclude specific days/dates for a specific docket.		Yes						
26.7	Ability to define the number of future court dates presented to an internal user or web user when scheduling a court appearance.		Yes						
26.8	Ability to set minimum and maximum defendants and/ or cases in a specified docket.		Yes						
26.9	Ability to establish range of occurrence for a docket event, such as 3rd Thursday of every month, and an ability to establish holiday and other exceptions.		Yes						
26.10	Ability to establish holiday and other exceptions for docket scheduling.		Yes						
26.11	Ability to maintain contact information for court judges.		Yes						
26.12	Ability to establish work schedules for court judges.		Yes						
26.13	Ability to allow users to schedule judges based strictly on their availability.		Yes						
26.14	Ability to block administrative time for judges for meetings, conferences and other work related activities.		Yes						
26.15	Ability to modify established docket parameters such as, recurrence, limits, locations, inclusions and exclusions.		Yes						
26.16	Ability for a docket to be viewed, modified or removed.		Yes						
26.17	Ability for reassign defendants to another docket and generate notices via mail, email or text.		Yes						
26.18	Ability for users with proper credentials to manually override established maximum defendant/case settings for a docket.		Yes						
26.19	Ability to override established maximums to group defendants cases on the same docket, when applicable.		Yes						
26.20	Ability to automatically group cases for a mandatory appearance when a citation is filed requiring one of the cases to have a mandatory appearance.		Yes						
26.21	Ability to locate and vacate a scheduled docket for the same or future date.		Yes						
26.22	Ability for a user to automatically reset cases for a vacated docket and generate notices via mail, email or text.		Yes						
26.23	Ability to schedule certain events automatically, based on user-defined parameters.		Yes						
26.24	Ability for docket scheduling to have established parameters such as; type of hearings, attorney cases, interpreter needed, accident cases, attorney blocks, officer blocks, and maximum number of cases allowed.		Yes						
26.25	Ability to schedule older cases first to fill established court sessions according to established parameters.		Yes						
26.26	Ability to show the number of cases waiting on docket scheduling for each hearing type.		Yes						
26.27	Ability to show the number of cases waiting on docket scheduling by the oldest case.		Yes						
26.28	Ability to automatically offer vacated docket spots to users selecting court dates whenever a scheduled case is removed from a session.		Yes						

26.29	Ability to propose dates to users that equalize the number of hearings across all time slots.		Yes						
26.30	Ability for default settings for docket scheduling to offer users no more than XXX days out.		Yes						
26.31	Ability to consider witness and officer availability for scheduling court appearances.		Yes						
26.32	Ability to consider witness and officer availability when presenting a user with a list of court dates/times for manual selection.		Yes						
26.33	Ability to notify all parties involved in a court appearance through email, text or voicemail message.		Yes						
26.34	Ability for an internal user to select one or multiple cases to schedule for the same docket date/time in one transaction.		Yes						
26.35	Ability to search one or all future dockets by defendant, officer, defense attorney and/or witness name.		Yes						
26.36	Ability to retain past dockets electronically in the CMS.		Yes						
26.37	Ability for users with proper credentials to download calendar items into other standard calendar programs.		Yes						
26.38	Ability for predisposition and post-disposition jurisdiction time standards for precedence in court scheduling.		Yes						
26.39	Ability to display the status of a case with respect to its time standards (pre-disposition and post-disposition).		Yes						
26.40	Ability to alert a user if a scheduled event date exceeds the mandated time standard.		Yes						
26.41	Ability to mark a calendar event as closed.		Yes						
26.42	Ability to alert a user when a selected calendar item has been closed.		Yes						
26.43	Ability to schedule an event over multiple days.		Yes						
26.44	Ability to select cases ready for pretrial conference scheduling and generate a list for review and approval by presiding judge.		Yes						
26.45	Ability to print notices with signature affixed on approved pretrial conference list.		Yes						
26.46	Ability to notify participants and resources they are no longer needed when a case is removed from the calendar.		Yes						
26.47	Ability to update each case selected with the new docket date and time.		Yes						
26.48	Ability for users to cancel or reschedule a hearing.		Yes						
26.49	Ability to generate the appropriate notices when a hearing has been cancelled or rescheduled.		Yes						
26.50	Ability to reassign a group of pending events from one judicial officer, courtroom, or date to another.		Yes						
26.51	Ability to perform mass reassignment of attorney caseload by updating the attorney of record in a single transaction.		Yes						
26.52	Ability to perform mass reassignment of attorney caseload by assigning cases to a Prosecutor, in a single transaction.		Yes						
26.53	Ability to schedule judges and prosecutors to a future docket.		Yes						
26.54	Ability to modify scheduled judges and prosecutors on a docket.		Yes						
26.55	Ability to retain the assigned judge and prosecutor associated with a docket appearance.		Yes						
27	**Legal Options**								

About Legal Options	as a Legal Option, the system automatically determines the Defendant's deferral options and presents the options to the internal user in CMS or online Defendant through the Web Presence interface. The system uses a customizable rules-based engine to present Deferral Options based on the Division in the Court the case is filed in , Attributes of the Case or of defendant's other Case files. The system provides a complete description of what each Deferral Option means to the Defendant (online) or via a signature pad at the Court if an internal user is assisting the defendant in person. The user or Defendant selects a Deferral Option. The system prompts the Defendant to enter needed data (online only). The system records the deferral option chosen and needed data in the Case file. When the Deferral Option requires Deferral Documentation, the system provides a means for the Defendant to submit Deferral Documentation through the Web Presence where it's attached to the relevant Case File. The system provides a means for the Defendant to agree to the terms of the deferral/DSC. The system updates the Case financials to reflect the deferral. . The system presents an option (if enabled by system administrator) to have extra time to pay some or the entire deferral amount. After Defendant completes the transaction, the Case goes to a Queue for review by an internal user .When the Defendant selects to establish a compliance dismissal request, the system automatically determines the authorized methods of compliance. Based on approved customizable rules engine, the system determines various methods of compliance based on Case attributes. Once an option is selected, the selection is stored with the relevant Case File. When Compliance Documentation is required, the system provides the ability for the Defendant to upload through Web Presence the required Compliance Documentation and store with the Case File. When additional Compliance Information is required, this information is collected using a Web Presence form and stored with the Case File. The system updates the Case financials to reflect the dismissal. When fees are required, the system indicates the Remittance required for the Case and provides the ability to pay using an approved Electronic Financial Service - acknowledgment of payment is stored with the Case File. After Defendant completes the transaction, the Case goes to a Queue for review by clerk. If requirements for dismissal are not met, the clerk returns the financials to their								
27.1	Ability for legal option functionality to be defined in configurable table settings.		Yes						
27.2	Ability for legal option settings to be available to internal users for specific case types.		Yes						
27.3	Ability for a system administrator to push legal option configurations/settings to the web portal.		Yes						
27.4	Ability for internal users to manually impose sentence requirements as ordered by a judge.		Yes						
27.5	Ability to provide a legally binding form of identification to be persistent throughout the CMS, as well as during a web session.		Yes						
27.6	Ability to provide configurable settings to establish criteria, based on case attributes and the division the case is filed in, for legal options.		Yes						
27.7	Ability to provide a configurable business rules engine associated with the options provided to the internal user, within the application or an external user via the web portal		Yes						
27.8	Ability to store any established legal options with creation, modification and end dates.		Yes						
27.9	Ability to prompt an internet user to log-in.		Yes						
27.10	Ability to prompt an internet user to create a new account.		Yes						
27.11	Ability to provide a list of cases associated to the PID.		Yes						
27.12	Ability to allow an internet user to select a specific case.		Yes						
27.13	Ability to provide all legal options applicable to a selected case.		Yes						
27.14	Ability for the business rules engine to provide options for non-selectable items that are grayed out.		Yes						
27.15	Ability for the business rules engine to indicate why a legal option is not selectable.		Yes						
27.16	Ability to confirm the legal option selected, and its implication to respondent or defendant, before storing it with the case file.		Yes						
27.17	Ability to store descriptions for each legal option.		Yes						
27.18	Ability to provide a complete description of what each legal option means to a defendant.		Yes						
27.19	Ability to allow an internal user to select a legal option.		Yes						
27.20	Ability to allow an online defendant to select a legal option.		Yes						

27.21	Ability to prompt internal users to enter required data.		Yes						
27.22	Ability to prompt an online defendant to enter required data.		Yes						
27.23	Ability to record the legal option chosen and update the case file.		Yes						
27.24	Ability to allow an internal user to upload legal option documentation.		Yes						
27.25	Ability to allow an online defendant to upload legal option documentation.		Yes						
27.26	Ability to attach legal option documentation to the case file.		Yes						
27.27	Ability to provide a means for the defendant to agree to the terms of the selected or chosen legal option.		Yes						
27.28	Ability to update the case financials to reflect legal options selected.		Yes						
27.29	Ability to electronically submit the remittance on a case file.		Yes						
27.30	Ability to present an option for extra time to pay the entire deferral amount.		Yes						
27.31	Ability to require a user selecting the option to have extra time to pay to complete an application.		Yes						
27.32	Ability to provide an application with predefined fields for the online user to complete.		Yes						
27.33	Ability to allow an administrator to enable the option to have extra time to pay some or all of the deferral amount.		Yes						
27.34	Ability to provide a customizable rules engine that is not hard coded into the system.		Yes						
27.35	Ability to display outstanding legal option requirements via the public portal.		Yes						
27.36	Ability to update case financials to reflect a dismissal.		Yes						
27.37	Ability to indicate a remittance when fees are required for a case.		Yes						
27.38	Ability to provide the ability for an online defendant to pay using an electronic check, credit or debit card.		Yes						
27.39	Ability to store acknowledgement of payment with the case file.		Yes						
27.40	Ability to designate which transactions, upon completion from the public portal, should be logged in a queue.		Yes						
27.41	Ability to allow an internal user to return the financials to their previous state when requirements for compliance or dismissal are not met.		Yes						
27.42	Ability to allow functionality, as it relates to the presentation of options and logging of selections needs, to exist so that an internal user is presented options in a similar manner.		Yes						
27.43	Ability to automatically determine the authorized method of compliance whenever a defendant selects to establish a compliance dismissal request.		Yes						
27.44	Ability to provide a customizable business rules engine for determination of compliance options.		Yes						
27.45	Ability to determine various methods of compliance based on the type of case file and legal option selection.		Yes						
27.46	Ability to store the selected option with the relevant case file.		Yes						
27.47	Ability to provide the ability for a defendant to upload the required compliance documentation and store with the case file.		Yes						
27.48	Ability to collect compliance information using a web form.		Yes						
27.49	Ability to store all collected compliance information with the case file.		Yes						
27.50	Ability to indicate to the defendant, when fees are required for the case.		Yes						
27.51	Ability to provide acknowledgement of payment, which is stored in the case file.		Yes						
27.52	Ability to allow a defendant or attorney with proper credentials, to locate their Case.		Yes						
27.53	Ability to allow a defendant or attorney, via the Public Portal, to enter a not guilty plea in their case file.		Yes						
27.54	Ability to recognize an associated attorney as the attorney of record who can enter a not guilty plea on the public portal.		Yes						
27.55	Ability to present the defendant or attorney with the legal option of Not Guilty when a Case is open and not disposed.		Yes						

27.56	Ability to inform the defendant and/or attorney if a plea already exists.		Yes						
27.57	Ability to provide a defendant or attorney the ability to indicate a disability and an associated text box for special accommodations required.		Yes						
27.58	Ability to provide a defendant or attorney the ability to indicate an interpreter is required and to select a language for interpretation.		Yes						
27.59	Ability to move cases with an associated accommodation or interpreter request, to a queue for review.		Yes						
27.60	Ability to allow a defendant or attorney the selection to waive the appearance docket.		Yes						
27.61	Ability to allow a defendant or attorney the selection to waive a jury trial.		Yes						
27.62	Ability to allow an administrator to configure the rules for options that are presented to defendants and/or attorneys, based on a plea.		Yes						
27.63	Ability to not accept a plea if the case requires mandatory appearance.		Yes						
27.64	Ability for a defendant or respondent to process multiple case files during any persistent identity web presence session.		Yes						
27.65	Ability for a defendant or respondent to save and return to any given session until completion.		Yes						
27.66	Ability for limit ability to save and return to any given session until completion, to select users by a system administrator.		Yes						
27.67	Ability to allow a defendant or respondent to process multiple case files during an online session.		Yes						
27.68	Ability to save and return to any given internet session until completion.		Yes						
27.69	Ability for an administrator to disable online access (login with credentials) for select users.		Yes						
27.70	Ability for a respondent to select the legal option to submit an affidavit via the internet.		Yes						
27.71	Ability to provide an option for filing representation on a specific case.		Yes						
27.72	Ability to provide two options to attorneys accessing the system via the public portal; "New Attorney" and "Sign In".		Yes						
27.73	Ability for attorneys with a password, to "Sign In".		Yes						
27.74	Ability to assign an attorney to a case, if the attorney is already qualified in the system.		Yes						
27.75	Ability to assign an attorney only when an attorney is not already assigned to the case.		Yes						
27.76	Ability to assign an attorney to a case when there is no disposition on the case.		Yes						
27.77	Ability to generate a letter of representation document and move to a queue for review.		Yes						
27.78	Ability for an internal user to accept or reject a letter of representation. If rejected, a notification is sent with an explanation of rejection. If accepted, a court date notification letter is provided based on the preferred notification.		Yes						
27.79	Ability to assign an attorney to the case as a case party when the internal user accepts the letter of representation.		Yes						
27.80	Ability for users to log into the web portal.		Yes						
27.81	Ability to locate the user's defendant file based on verification of user account information.		Yes						
27.82	Ability to allow a user to select a specific case.		Yes						
27.83	Ability to provide a configurable table to associate legal options with a charge or a group of charges including charges/case status that this functionality is available to.		Yes						
27.84	Ability to allow a user to select a plea.		Yes						
27.85	Ability to allow a user to process an extension to pay.		Yes						

27.86	specific Case(s), they are offered legal options, which may include "File for Motion". In response to a "File for Motion" the system will prompt the user to identify the motion type from a preset list. The system presents an option to upload a motion or create a motion. For the upload option, the user selects an electronic document on the user's system for upload. For the create option, the system will present the appropriate online form. Once the user has made a choice, the system requires the user to confirm the choice. The user completes the form or uploads the document and provides the appropriate electronic signature. Upon completion, the system places the Motion in a queue for an internal user to review and logs an Action of "Motion Filed" to the applicable Case record(s). The ability to initiate a process and or workflow from the queue is required. The Judge will grant the motion, deny the motion, or put the motion on hold pending action by the defendant. Motions granted or denied will log to the applicable Case record automatically and the motion filed record will automatically be removed from the queue. An email is sent to the online user who filed the Motion, indicating the Case, and the Motion they requested, and the Judge's ruling on this judgment. Email notifications for pending actions must include the notation created by the judge. When an internal user is excepting a Motion, the system prompts the user to select		Yes						
27.87	Ability for a user to complete the upload process with electronic signature.		Yes						
27.88	Ability for motions granted or denied to log to the applicable case record automatically removing the motion filed record from the queue.		Yes						
27.89	Ability to initiate a process and or workflow from the queue.		Yes						
27.90	Ability to send a user an email indicating the status of the judge's ruling for the motion they requested.		Yes						
27.91	Ability to allow a judge to grant the motion.		Yes						
27.92	Ability to prompt a user to identify the motion type from a preset list.		Yes						
27.93	Ability to present an option to upload a motion by allowing the user to select an electronic document on the user's system.		Yes						
27.94	Ability to present an option to create a motion by allowing the system to present the appropriate online form.		Yes						
27.95	Ability to prompt an internal user to select the type of motion being filed from a preset list when the user is accepting a motion.		Yes						
27.96	Ability for a judge to deny the motion.		Yes						
27.97	Ability for a judge to put the motion on hold (pending action by the defendant). Email notifications for pending actions must include the notation created by the judge.		Yes						
27.98	Ability for an authorized user to select the option to submit documents via the public portal to a specified case(s).		Yes						
27.99	Ability for a user to select a document type for submission.		Yes						
27.100	Ability to provide a predefined list of document types, including other, to be selected for a user to submit.		Yes						
27.101	Ability to present fillable forms based on the type of document the user selects for submission.		Yes						
27.102	Ability for a user to upload a document for submission.		Yes						
27.103	Ability to follow internal processing measures based on existing functionality.		Yes						
27.104	Ability for an internal user to accept or reject (as an unacceptable submission) submitted documents.		Yes						
27.105	Ability to save all submitted documents, i.e., image files, video recordings, audio recordings, and office documents, using industry standard formats.		Yes						
27.106	Ability to provide notification of receipt to the document submitter.		Yes						
27.107	Ability to provide notification of acceptance or rejection status to the Document Submitter.		Yes						
27.108	Ability to send notification of the state of a case following the judge's determination, to the document submitter and/or appropriate contactee. (Compliance Dismissal for Deferrals and DSCs and Proof for dismissal)		Yes						
27.109	Ability to provide designated agency access to file affidavits with the court.		Yes						
27.110	Ability for an agency to file a complaint or affidavit via the public portal.		Yes						

27.111	Ability for predefined data fields for users to create an affidavit.		Yes						
27.112	Ability for data fields to be designated as mandatory and not mandatory.		Yes						
27.113	Ability for a user to save entered information for review.		Yes						
27.114	Ability for a user to modify information before creating the affidavit.		Yes						
27.115	Ability for a user to create an affidavit.		Yes						
27.116	Ability for users to upload supporting documents via the public portal.		Yes						
27.117	Ability to move a completed affidavit to a queue for review.		Yes						
27.118	Ability to move uploaded documents to a queue for review.		Yes						
27.119	Ability to load data from the predefined data fields into a case entry screen when an internal user accepts the affidavit.		Yes						
27.120	Ability to send status notification to the affidavit filer when the affidavit is accepted or rejected.		Yes						
27.121	Ability to include the reason for rejection of an affidavit.		Yes						
27.122	Ability to save accepted and rejected affidavits, using industry standard formats.		Yes						
27.123	Ability to automatically assign a reference number to an affidavit.		Yes						
27.124	indicate that they require language assistance or other types of accommodation (usually for a disability or for audio visual needs for a trial). The language field and request for an interpreter field and request for accommodation must be distinct. The language and interpreter fields draw from a configurable setting that are available for the internal or an external web user to selects from. The special accommodations field is a free form text field where either a clerk or an external web user can enter the specified accommodations needed. If an interpreter is requested for a language other than Spanish or an accommodation is requested, the information is sent to a work queue in the CMS for processing. Association of a language other than English or an interpreter for any language other than English sets a case based flag that is viewable where flags display throughout the CMS.		Yes						
27.125	Ability to record, store and display a defendant's language preference on a case and at the PID level.		Yes						
27.126	Ability to record, store and display a defendant's need for an interpreter for court hearings and trials.		Yes						
27.127	Ability for a data field to indicate special accommodations are needed for a customer.		Yes						
27.128	Ability to have a configurable table for language types.		Yes						
27.129	Ability for a user to select a language needed from a list of available languages.		Yes						
27.130	Ability for a free form text field to capture special accommodations needed.		Yes						
27.131	Ability to move an interpreter request (if any thing other than Spanish) and/or accommodation requirement to a queue in the CMS.		Yes						
27.132	The defendant or Attorney with single or multiple Cases, establishes access with credentials to reach their Cases via the web presence. If specified criteria are met, as defined in a configurable table, the defendant or attorney may request a court appearance .The defendant or attorney requests that one or more Cases be set on a docket. The system evaluates the Cases against the docket and, if needed, officer schedules. The system schedules the Cases and will override docket limits to ensure all like Cases are set on the same docket. The system presents the docket times to the defendant or attorney. The defendant or attorney has the option of rejecting one or more of the scheduled dockets. The system repeats the process, schedules new times, and presents the new times. The defendant		Yes						
27.133	Ability to require credential access by defendants and/or assigned attorneys via the public portal, to put a case on a docket.		Yes						
27.134	Ability for a defendant to request one or more cases be set on a docket.		Yes						
27.135	Ability for an attorney to request one or more cases be set on a docket.		Yes						

27.136	Ability to override docket maximum limits to ensure all eligible cases are set on the same docket.		Yes						
27.137	Ability to provide a configurable table based on defined business rules, to set eligibility criteria for docket schedules.		Yes						
27.138	Ability to present docket times to the defendant and/or attorney.		Yes						
27.139	Ability to provide a configurable table based on defined business rules, for proposed docket dates and times.		Yes						
27.140	Ability to display new docket times when a user rejects proposed docket schedules.		Yes						
27.141	Ability to not allow a defendant or attorney to reject docket schedules after a second rescheduling request.		Yes						
28	**Officer Scheduling**								
28.1	Ability for a docket scheduler that coordinates officer schedules and docket availability. If this function cannot be automated, the system must provide an Officer Group set-up screen for scheduling.		Yes						
28.2	Ability to configure Officer Groups by agency (Legal, Police, Code Enforcement, Fire, Animal Control, Parking, Ground Transportation, Health, Development and Review, Water, Solid Waste, Park Rangers), unit within agency, region (4) and shift (two day shifts, three evening shifts, and two night shifts).		Yes						
28.3	Ability to provide options to change an officer group name by a designated user.		Yes						
28.4	Ability for all associated screens with officer group codes, to be updated when the officer group name is changed.		Yes						
28.5	Ability for the entire group settings and officers to remain the same unless altered by a designated user.		Yes						
28.6	Ability for a designated user to block a specific time period from an officer's schedule to accommodate vacation, military leave, etc.		Yes						
28.7	Ability to not schedule a bench or jury trial when an officer, as a witness to the case, is not available for scheduling.		Yes						
28.8	Ability for configurable settings that allow scheduling of officers, working outside daytime court hours, to be confined to a single day per month.		Yes						
28.9	Ability for scheduling functionality to provide information about the number of cases pending for each officer.		Yes						
28.10	Ability to process officer ID's of various agencies regardless of number of digits or leading zeros.		Yes						
28.11	Ability for scheduling functionality to include officer pairings.		Yes						
28.12	Ability for trials to be scheduled in the same court sessions whenever two officers are assigned to work together.		Yes						
28.13	Ability to recalculate officer schedule availability, reflecting days that have been blocked.		Yes						
28.14	Ability to notify a user with a pop-up message, whenever an officer's blocked dates have cases already scheduled.		Yes						
28.15	Ability for an officer group to associate an additional person as part of the officer group.		Yes						
28.16	Ability to display a pop-up message with conflicting case number, docket types, dates and times.		Yes						
28.17	Ability to schedule a hearing in an open case where the officer witness is retired or terminated.		Yes						
28.18	Ability to generate an email with docket information in the body of the email for case parties regarding a change in the docket.		Yes						
28.19	Ability to save the email with an associated action, to the referenced case.		Yes						
28.20	Ability to generate an Outlook calendar event for date and time of scheduled court event.	System includes an Outlook sync feature	Yes						
28.21	Ability for an officer to access the Officer Court Appearance Availability Calendar.		Yes						
28.22	Ability for an officer to select dates and times they can appear in court.		Yes						
28.23	Abiliy to store the dates and times selected by the officer.		Yes						
28.24	Ability for a system the administrator to disable the Officer Court Appearance Availability Calendar.		Yes						

28.25	Ability for a system the administrator to disable the Officer Court Appearance Availability Calendar from access by specific internal or external users.		Yes						
28.26	Ability to record user name, date and time, to changes made to officer scheduling.		Yes						
28.27	Ability for a designated user to change an officer's availability in the docket.		Yes						
29	**Community Service Plans**								
About Community Service Plans	The Community Service Plan Module uses the PID associated with the Defendant to Search for an existing Community Service Plan. If none exists, a list of Cases associated with the PID is presented. The Community Service Plan Module will add a completely new Community Service Plan, modify the specifics of a plan (reorder the payoff order of Cases, change completion dates, or close out a plan), add unassigned Cases to an existing plan, remove Cases from a plan, or cancel a Community Service Plan altogether. If Community Service Plan exists, it will be presented, indicating the Cases associated with the plan and the payoff order of the Cases, as well as a list of unassigned Cases belonging to the Defendant. If Multiple Community Service Plans Exist for the PID, each will be displayed with their associated Cases, as well as a list of unassigned Cases belonging to the Defendant. If Adding to a Community Service Plan, the Community Service Plan Module selects the Cases to be included in the plan, and assigns hours per the Judge's order, as well as the order in which the Cases will be credited. The system must provide a configurable table setting to establish the payment hierarchy for which Cases are paid off, however the system allows the internal user to reorder the Cases if required. Included in the plan creation are the following attributes: start date, end date, weekly amount required, monthly amount required, biweekly amount required, and daily amount required. The system must provide a configurable table to store work site names, work site contact information, work site location (address, city, state, zip, work site hours of operation, and comments that may be imposed at the Community Service Plan or Case level and associated with documents. Each time a plan is modified; it is stored for retrieval and attached to each affected Case. The system allows for the assignment of community hours across multiple Cases, as well as individual Cases. The system will calculate the hourly rate by considering total balance due, against community hours assigned. An hourly rate will be calculated and tracked by Case. The plan can be								
29.1	Ability to use the Personal Identification (PID) associated with the defendant to search for an existing Community Service Plan.		Yes						
29.2	Ability to generate a new Community Service Plan for a defendant.		Yes						
29.3	Ability to generate a list of cases associated with the PID.		Yes						
29.4	Ability for a user to reorder the payoff order of cases in a Community Service Plan.		Yes						
29.5	Ability for a user to change completion dates in a Community Service Plan.		Yes						
29.6	Ability for a user to close out a Community Service Plan.		Yes						
29.7	Ability for a user to add unassigned cases to an existing Community Service Plan.		Yes						
29.8	Ability for a user to remove cases from a Community Service Plan.		Yes						
29.9	Ability for a user to cancel a Community Service Plan.		Yes						
29.10	Ability to indicate existing Community Service Plans associated with a defendant.		Yes						
29.11	Ability to display existing Community Service Plans with associated cases and the payoff order.		Yes						
29.12	Ability to display a list of cases which are not associated with the defendant's community service plan(s).		Yes						
29.13	Ability to display multiple Community Service Plans for the PID.		Yes						
29.14	Ability to display all Community Service Plans and cases associated with each plan.		Yes						
29.15	Ability for a user to select cases to be included in a Community Service Plan.		Yes						
29.16	Ability for a user to assign hours per the Judge's order to a Community Service Plan.		Yes						
29.17	Ability for a configurable table setting to assign the payoff order in which cases in a Community Service Plan will be credited.		Yes						

29.18	Ability for a user to reorder the payoff order.		Yes						
29.19	Ability for the following data fields in the Community Service Plan Module; Start Date, End Date, Weekly Amount Required, Monthly Amount Required, Biweekly Amount Required, Modified Field and Date Column, and Daily Amount Required.		Yes						
29.20	Ability to generate a Community Service Plan document at the time the plan is created or modified.		Yes						
29.21	Ability to attach the Community Service Plan document to all affected cases, whenever a Community Service Plan is modified.		Yes						
29.22	Ability to store the Community Service Plan document, for retrieval.		Yes						
29.23	Ability for a user to associate a worksite at the Community Service Plan or case level.		Yes						
29.24	Ability for the assignment of community hours across multiple cases, as well as individual cases.		Yes						
29.25	Ability for a configurable table that stores approved work site name, work site schedule and comments that are associated with a Community Service requirement and documents.		Yes						
29.26	Ability to calculate the hourly rate by considering total balance due, against community hours assigned.		Yes						
29.27	Ability to calculate a Community Service Plan's hourly rate and tracked by case.		Yes						
29.28	Ability for Community Service Plans to allow each case to have its own rate or a new rate calculated for all cases against the defendant.		Yes						
30	**Community Service-Application of Hours Worked**								
About Community Service-Application of Hours Worked	The internal user locates the PID's community service plan and enters the number of hours worked from the defendant's time sheet. The system applies the hours according to the rules laid out above. The internal user has the ability to override the hierarchy (preferential pay order) and apply the hours manually. The hours are applied as a credit against existing financial obligations and the credit reduces the balance due. If the external collection flag is set on a case for which community service is applied, the system automatically recalculates the collection fee and sends the information to the external collection vendor via interface. A description of the transaction with the number of hours applied is logged to the Action log. The system must provide the ability for a user to scan a timesheet to the plan. The scanned timesheet will be automatically linked to the selected plan and all Cases to which the hours were applied. The clerk may view/generate a receipt from the plan or Case level within the application. A defendant with the proper credentials may view/generate a receipt via the public portal from the plan or Case level. Once the balance on a Case reaches zero the system closes the Case, unless the Case has								
30.1	Ability for an internal user to enter the number of hours worked in the PID's Community Service Plan.		Yes						
30.2	Ability to automatically apply, based on defined business rules, the hours a defendant worked to the total calculated and tracked by the case.		Yes						
30.3	Ability for an internal user to override the hierarchy (preferential pay order) and apply the hours manually.		Yes						
30.4	Ability to automatically apply a credit against existing financial obligations, allowing the credit to reduce balances due.		Yes						
30.5	to the external collection vendor (via interface) whenever the external collection flag has been set on a case for which community service is applied.		Yes						
30.6	Ability to produce a description of the transaction with the number of hours applied and tracked to the case action logs.		Yes						
30.7	Ability to attach a scanned timesheet document to the Community Service Plan.		Yes						
30.8	Ability to attach a scanned timesheet document to the cases for which hours were applied.		Yes						
30.9	Ability for a user to generate a receipt within the application.		Yes						
30.10	Ability to save a receipt against the Community Service Plan and associated case files.		Yes						
30.11	Ability for a user to access the receipt from an affected case file(s).		Yes						
30.12	Ability to create a link from the saved Community Service Plan Receipts in the case files associated with the transaction.		Yes						
30.13	Ability for a defendant to generate a Community Service receipt via the public portal.		Yes						

30.14	Ability for an internal user to view a receipt within the application.		Yes						
30.15	Ability for a defendant to view a receipt via the public portal.		Yes						
30.16	Ability to close a case once the service hours balance reach zero, unless the case has remaining sentencing items due.		Yes						
31	**Community Service Time -Accounting**								
About Community Service Time-Accounting	Community Service hours. The internal user locates the Community Service Plan, and applies the hours reported to the Community Service Plan. The internal user attaches the Community Service document to the Community Service Plan. The upload creates a unique reference number for tracking the receipt. The receipt to be generated is the same receipt used for monetary payments. The System offers the clerk the option to either print, text or email the Receipt to the Defendant/Attorney/etc., and attaches a Receipt to the Community Service Plan and associated credited Case, for future printing. The system updates each Case affected with a Case specific credit for the associated Community Service and records the associated reference document number of the scanned Community Service hours. Both Dollars and Hour totals are reflected at the Case level. The system adjusts the balances against the plan, and generates a receipt for the Defendant. The Community Service Plan update is added to the work queue for later confirmation. Within the queue, the system allows a user to email posted timesheets to Community Service providers for verification and automatically place received responses against the record in the queue. The ability to associate and modify a status of the verification (pending verification, verified, not verified) is required. The system provides the option to allow designated internal/external worksites								
31.1	Ability to text a receipt to be texted to the defendant and/or attorney of record.	This can be done with an interface with a SMS server/system	Yes						
31.2	Ability to update each case affected with case specific credit in dollars and hours, for the associated community service.		Yes						
31.3	Ability to record the associated reference document number of the scanned community service hours.		Yes						
31.4	Ability to adjust balances against a Community Service Plan and affected cases.		Yes						
31.5	Ability to route posted Community Service Plan time sheets to a work queue.		Yes						
31.6	Ability for the internal user to email posted time sheets to the Community Service provider for verification.		Yes						
31.7	Ability to attach email response from a Community Service provider to the appropriate Service Plan.		Yes						
31.8	Ability to associate a status of the verification with pending verification, verified and not verified.		Yes						
31.9	Ability for an internal user to modify a status of the verification.		Yes						
31.10	Ability to place a received email response from Community Service providers into its' original work queue.		Yes						
32	**Community Service Plan - Defendant Requirement Document**								
About Community Service Plan	present a pdf summary of plan. Page summarizes division for defendant information when presenting list of Cases applicable to defendant and associated community service, as well as deferred community service plans. Top half of page lists defendant information and summarizes community service plans against disposed Cases as appropriate. Second half of page summarizes deferred disposition community service plans against appropriate Cases.								
32.1	Ability to produce an Adobe PDF document of the Community Service Plan summary.		Yes						
32.2	Ability to generate a document that is formatted as follows: top portion contains defendant information and summarizes existing Community Service Plans for disposed cases. The bottom portion summarizes existing Community Service Plans for active case balances.		Yes						
33	**Structure to Perform Updates on Multiple Cases with a Single Transaction**								

About Structure to Perform Updates on Multiple Cases with a Single Transaction	The system must provide a structure to allow an internal user the ability to select multiple cases for a single defendant and perform the same update on selected cases in one transaction as defined by business rules. Similarly, the ability to scan or upload a document to multiple cases at the time of an update or as a separate update in a single transaction is required. Examples include associating multiple cases for the same defendant with a defense attorney and associating the letter of representation in a single transaction, selecting multiple cases for the same defendant and calendaring the cases for the same docket date and time, receiving payment and applying payment to multiple cases in a single transaction, accepting payment and canceling warrants for multiple cases for the same defendant in the same transaction, applying a note to multiple cases for								
33.1	Ability for an internal user to select multiple defendant case records.		Yes						
33.2	Ability for an internal user to perform the same update for all selected records in a single transaction. Examples include: ordering a warrant for multiple defendant cases post docket for those defendants who failed to appear, selecting multiple defendant cases in a docket for a new court date in the future, and selecting multiple defendant records in a class to apply a class no show or completion update.		Yes						
34	**Processes**								
34.1	Ability for consistent updates through configurable settings, mandatory field population within processes, drop down menus and system checks and balances.		Yes						
34.2	Ability for update errors to be handled through a correction process that logs to applicable case records.		Yes						
34.3	Ability for corrrected transanctions to be transparent to external customers.		Yes						
34.4	Ability for users to not delete or backdate updates.		Yes						
34.5	Ability for data fields within the front and backend of the application to be labeled in English.		Yes						
34.6	Ability for data fields to be labeled to match operational processes and legel requirements.		Yes						
34.7	Ability for data fields on the back end of the application to be labeled to mimic the front end data field labels and/or distinguishes like data fields. For example, if the application has multiple address fields for a defendant's street address, attorney street address, Community Work site street address, the system must clearly label those fields with qualifiers for queries so that report development is intuitive.		Yes						
35	**System ICONs and Visual Cues**								
35.1	Ability for icons to have a single, consistent meaning throughout the system.		Yes						
35.2	Ability for an icon image to be representative of the function referenced in the icon. The Court will work with the vendor to approve icon images.		Yes						
35.3	Ability for icons to be available in the screen headers or as pop ups contained within a screen to minimize navigation for commonly used functions on a particular screen.		Yes						
35.4	Ability for users to hover over an icon and view the English description of the icon.		Yes						
35.5	Ability to provide consistent visual indicators (aka "flags") to identify specific case/defendant attributes, such as NISI, Payment Plan, Warrant, Juvenile, Urgent Note, Payment Plan, Community Service Plans, Tiered frequent offenders, Boot & Tow orders, etc.		Yes						
35.6	Ability for visual cues to be present on case/defendant associated screens where attributes are considered.		Yes						
35.7	Ability to distinguish between manually and automatically set flags.		Yes						
35.8	Ability to remove case and defendant based visual indicators or flags.		Yes						
35.9	Ability for an automated process to set or remove a visual indicator.		Yes						

35.10	Ability for a user to invoke context sensitive help in the form of court developed documents (HTML or PDF) and/or videos (Flash format).		Yes						
35.11	Ability for users to access HELP for icon definitions and locations.		Yes						
35.12	Ability to invoke context sensitive help in the form of HTML or PDF documents from designated screen(s).		Yes						
35.13	Ability to invoke context sensitive help in the form of Flash format videos from designated screens.		Yes						
35.14	Ability for a system administrator to attach court developed help documents to any field and/or screen.		Yes						
36	**Case and Defendant Based Notes**								
36.1	Ability to associate notes on a defendant or case based level.		Yes						
36.2	Ability to provide security tokens to establish users and user roles.		Yes						
36.3	Ability for security approved roles to add, view, modify and remove notes or associated documents to notes by type and content.		Yes						
36.4	Ability to view all notes from a single location in the CMS.		Yes						
36.5	Ability to filter and sort notes from a single location in the CMS.		Yes						
36.6	Ability to flag a note on a PID or case, as urgent.		Yes						
36.7	Ability for an urgent flag to display the note upon a PID or case number query resulting in a record match.		Yes						
36.8	Ability for a user to remove flag on a PID or case.		Yes						
36.9	Ability for an internal user to add a note to all cases or selected case(s) (open and/or closed).		Yes						
36.10	Ability for a user to receive and store documents or scanned images as part of the case notes.		Yes						
36.11	Ability for users with the proper credentials to generate a print out of notes associated with a case.		Yes						
36.12	Ability to categorize a note as HIPPA protected.		Yes						
37	**Exchange Data/ Documents with Justice Partners (General Interfaces)**								
37.1	Ability for interfaces that are not real-time to run on a scheduler.		Yes						
37.2	Ability for interfaces to email an administrator once a job has completed or failed.		Yes						
37.3	Ability for interfaces to produce an electronic report of its completion listing any and all errors including detail to address the errors with minimum research.		Yes						
37.4	Ability for thescheduler to start a job after successful completion of a previous job.		Yes						
37.5	Ability for scheduled interfaces to be fully automated.		Yes						
37.6	Ability for interfaces to be put on a scheduler multiple times if the need exists.		Yes						
37.7	Ability for a scheduled interface's executables to be easily identifiable from the server so that each is distinguishable from other interfaces running.		Yes						
37.8	Ability for interfaces that process a set of cases, for the court to specify a list of cases without using the select logic for that interface.		Yes						
37.9	Ability for interfaces that process a set of cases, for the court to specify a list of cases that will be included/excluded for that interface, regardless of interface parameters.		Yes						
37.10	Ability for all interfaces to possess the ability to recover automatically from a failed run, regardless of reason.		Yes						
37.11	Ability for an interface process to fail 'gracefully' whenever there is an interruption during file processing.		Yes						
37.12	Ability for an interface process to report the exception with relevant information required to resolve the error.		Yes						
37.13	Ability for a failed process to restart the interface where the error occurred.		Yes						

37.14	Ability for an error report to be generated that identifies the specific error and recovery procedures.		Yes						
37.15	Ability for all interfaces to be developed using the City's Enterprise Service Bus (ESB) specification.		Yes						
37.16	Ability for all interfaces to make performance and timeframe a high priority.		Yes						
37.17	Ability to email documents using the user's default local email client.		Yes						
37.18	Ability to interact with a secure FTP site keeping backward compatibility to non-secure FTP sites as appropriate.		Yes						
37.19	Ability for any updates to State related interfaces due to legislation or law changes to be made at no cost to AMC.		Yes						
38	**Collection Agency Interface**								
About Collection Agency Interface	The system allows data to be exchanged between the database and the Collection Agency. The interface maintains cases reported to any collection agency. Over time, the status of records will change, until the balance due is collected, or the case is withdrawn from collections. The system tracks these changes, sending amounts paid, changes in the amount to collect, and case status changes								
38.1	Ability for data to be exchanged between the collection agency and the CMS.		Yes						
38.2	Ability for the interface to maintain cases reported to any collection agency.		Yes						
38.3	Ability to track changes over time, sending amounts paid, changes in the amount to collect and case status changes.		Yes						
38.4	Ability to interface via internet in real time with third party collection vendor(s).		Yes						
38.5	Ability for the interface to recalculate collection fees based on added, reduced or removed fines.		Yes						
38.6	Ability for the interface to report collection fees as fines are added, reduced, or removed.		Yes						
38.7	Ability to recalculate the collection fee (required by law) as partial jail time credit or community service which is applied to a case in third party collections.		Yes						
38.8	Ability to log a statement indicating a collection fee was added, reduced or removed.		Yes						
38.9	Ability to log a reduced collection fee amount with date and time.		Yes						
38.10	Ability to maintain a reference of the original collection fee amount.		Yes						
38.11	Ability for the interface to process all payments received by the collection agency to cases.		Yes						
38.12	Ability to interface with multiple collection vendors.		Yes						
38.13	Ability for the Interface to track the Collection Agency for which a case is assigned.		Yes						
38.14	Ability to track all interface related communication between Austin Municipal Court and the collection vendor(s).		Yes						
38.15	Ability to send email notification when an update is made to a case that doesn't exist at the collection agency.		Yes						
38.16	Ability to generate an exception report of Collection Agency Interface errors that occurred in the previous 24 hours.		Yes						
38.17	Ability for the Interface to sync data between Austin Municipal Court and the collection vendor(s).		Yes						
38.18	Ability to store data between Austin Municipal Court and the Collection Agency, anytime communication fails, and data is resent with the connection is restored.		Yes						
38.19	Ability to utilize real-time interface in place of a batch process for Collection Vendors.		Yes						
38.20	Ability to apply real-time updates to the Collection Vendor when payments are taken.		Yes						
38.21	Ability to take the appropriate action (such as close a case), when payments are made through the Collection Vendor.		Yes						
38.22	Ability to update the Collection Vendor in real-time when actions put a hold on collection efforts.		Yes						
38.23	adjustments, restarts, status change, reversal (bad checks) and withdrawals.		Yes						

38.24	Ability to manually mark cases to be sent to collection agencies.		Yes						
38.25	Ability to manually mark cases to not send to Collection Agencies.		Yes						
38.26	Ability for the interface to create a monthly invoice of monetary fees due to the vendor.		Yes						
38.27	job on demand to ensure data is in sync with the court and collection agency.		Yes						
39	**Camera At Red Light (CARL) Interface**								
About Camera At Red Light Interface	The CARL download is an interface that creates cases in the system from a text file that is downloaded from the red light vendor's ftp site. The checks must be made before any cases are created. Cases are created and images of the red light violation are attached to the new case. It also does checks to make sure the number of images matches the number in the text file and also makes sure that all officer codes exist in the system.								
39.1	Ability for a CARL interface to create cases from a text file that is downloaded from the red light vendor's ftp site.		Yes						
39.2	Ability to attach images of a red light violation to the new case.		Yes						
39.3	Ability to verify the number of images match the number in the text file.		Yes						
39.4	Ability to verify all officer codes exist in the system.		Yes						
39.5	Ability to prevent start of interface if verification is not passed and send notice to administrator of failure status.		Yes						
39.6	Ability for batch jobs to self recover if they fail.		Yes						
40	**Notices Interface**								
About Notices Interface	The system must interface with a notice vendor to create multiple notices such as Delinquent notices, Warrant notices, Red Light Camera Notices, etc. These Notices are mailed out to the defendant. The vendor runs the list againts the National Change of Address database and sends any changes back to the court for updated addresses.		Yes						
40.1	notices, such as delinquent notices, warrant notices, red light camera notices, etc.		Yes						
40.2	Ability for the notices interface to build an electronic file with predefined case information for multiple notices.		Yes						
40.3	Ability for data files to include a barcode used to process return mail.		Yes						
40.4	Ability to connect to a vendor FTP site to download .CSV and PDF files.		Yes						
40.5	Ability to log a successful mailing to the case record.		Yes						
40.6	Ability to download an image of the mailed notice in a .PDF format and attach to the case.		Yes						
40.7	Ability to process daily, a text file that is downloaded from a vendor FTP site.		Yes						
40.8	Ability to update associated PID records, with bad addresses and change of addresses contained in the text file.		Yes						
40.9	Ability to generate a list of exceptions with the records that contain a bad address flags.		Yes						
40.10	Ability to move a list of exceptions to a queue for an internal user to process.		Yes						
40.11	Ability to automatically download the vendor's Notice of Change of Address file daily.		Yes						
40.12	Ability to use the vendor's NCOA download file to update defendant's addresses.		Yes						
40.13	Ability to provide a daily and/or monthly reconcile of notices sent for invoicing purposes.		Yes						
41	**Omnibase Interface**								

About Omnibase	The Omnibase interface sends cases that "Failed to Appear" to Omnibase Services in order to initiate a Driver's License renewal denial with the Department of Public Safety (DPS). It also sends clearance records once cases are paid in the system in order to clear the hold so driver's license renewals can resume for the defendant.								
41.1	Ability for the interface to sync data and disposition status between records sent to and from OMNIBASE.		Yes						
41.2	Ability for the OMNIBASE interface to be a scheduled sync interface, if not in real time.		Yes						
41.3	Ability to send updates for a defendant identifying information such as name, DOB, DL# in order to keep the data correct and in sync with DPS.		Yes						
41.4	Ability to send a clearance on a case when the OMNIBASE fee has been paid in full, regardless of any other status on the case.		Yes						
41.5	Ability to allow a manual clearance option for errors or purged data.		Yes						
41.6	Ability to move cases to a review queue when rejected by OMNIBASE.		Yes						
42	**Texas Department Of Motor Vehicles Interface**								
About Texas DMV	The Texas Department of Moter Vehicles Interface sends a data file request for Vehicle owners on cases which the court only has license plate information. The DMV processes this request and sends back a response file. The response file has the owner information for the license plate that was sent. The system then associates that owner information with the case.								
42.1	Ability to interface with Texas DMV to obtain vehicle owner information by sending License Plate information.		Yes						
42.2	Ability to send required information in a format defined by Texas DMV for information requests.		Yes						
42.3	Ability to apply information received from DMV (in their defined format), to case and person records.		Yes						
42.4	Ability for a configurable setting to create the data set for the DMV interface.		Yes						
42.5	Ability for the interface to provide selection criteria parameters such as; cases filed with no defendant case party (only have a license plate) and X number of days after filing.		Yes						
42.6	Ability for interface to associate updates with defined criteria.		Yes						
42.7	Ability to associate case records with defined criteria.		Yes						
43	**Department of Public Safety (DPS) Conviction Interface**								
About DPS Convictions	Safety for specified charges. Once a case is closed out with a reportable guility disposition conviction, that information is transferred to the Department of Public Safety.								
43.1	The DPS Conviction Interface must comply with DPS requirements.		Yes						
43.2	Ability to output case information to an electronic file to send to DPS/DMV notifying them of dispositions on cases.		Yes						
43.3	Ability for a job to exclude records where required data fields are missing or incorrect and create an electronic file.		Yes						
43.4	Abiity for incorrect information to be presented in a report and sent via email.		Yes						
43.5	Ability to establish criteria to report cases to DPS.		Yes						
43.6	Ability to generate a correction document when a change made to a case makes it ineligible to report to DPS.		Yes						
43.7	Ability for an administrator to define an attribute for each disposition code as being reportable or not reportable to DPS.		Yes						
43.8	Ability for a user, with the proper credentials, to change a case's reportable disposition code manually.		Yes						
43.9	Ability for the system to check if the disposition of the case has been previously reported to DPS.		Yes						
43.10	Ability to generate and print a DPS Correction Document, when a case has been reported and not corrected to DPS.		Yes						

43.11	Ability to review electronically, when a case has been reported and not corrected to DPS.		Yes						
44	**Skip Tracing Interface**								
About Skip Tracing Interface	When the defendant on the case is marked as unreachable the system interfaces with a skip tracing vendor to provide alternative contact information.								
44.1	Ability to interface with a skip trace vendor (currently "CLEAR").		Yes						
44.2	Ability to establish criteria in a configurable table for flagging cases.		Yes						
44.3	Ability to flag cases eligible for processing with the Skip Tracing interface.		Yes						
44.4	Ability for configurable settings.		Yes						
44.5	address information automatically updates the PID or is placed in a queue for review.		Yes						
44.6	Ability to update last known contact information (address, phone, email) for the PID record from the Skip Trace vendor		Yes						
44.7	Ability to mark cases as having been updated by the Skip Trace vendor.		Yes						
44.8	Ability to flag cases that require updated notices via the Notices interface, when new address information is received and the case is still eligible for that notice.		Yes						
44.9	Ability to capture updated address user ID, as the name of the skip trace vendor against the associated PID record. (i.e. user name would be auto skip tracing)		Yes						
45	**E-Citations Interface**								
About the Ecitation Interface	The system must interface with an electronic ticket writer vendor (currently "Brazos"). The interface must accept e-citations from the vendor in an xml format and attach associated citation documents to cases that are created. The citation data for a day is zipped and transferred via SFTP. The system must be able to process zip files separately for Municipal Court and Downtown Austin Community Court. Juveniles from each zip file must be transferred to a specialty court agency for Juveniles.								
45.1	Ability to recover 'gracefully' following a failure in the import process.		Yes						
45.2	Ability for a failed process to roll back to the last good case initiated, and pick up where it left off in the process.		Yes						
45.3	Ability to recognize youth citations and queue them for prosecutor review.		Yes						
45.4	Ability to download a .PDF ticket image, jpeg, .wav file, and attach it to the case.		Yes						
45.5	Ability to upload tickets to the various Agencies, e.g., Municipal Court, Community Court, Prosecutor (Youth Diversion Program).		Yes						
45.6	Ability for a configurable table that establishes criteria to designate which division (AMC, DACC or Youth Services) in the CMS an E-Citation should be filed in. This will work in conjunction with criteria defined in the interface.		Yes						
45.7	Ability to define criteria in a configurable required information table.		Yes						
45.8	Ability to place a case record in a queue for further research when missing required information.		Yes						
45.9	Ability for a user to correct or edit missing information from cases placed in a research queue.		Yes						
45.10	Ability to accurately match existing PID (person identifier) with cases that are downloaded.		Yes						
45.11	Ability to create a new person when a PID is not matched with a case.		Yes						
45.12	Ability to not initiate duplicate cases.		Yes						

45.13	Ability to not initiate a case when there is not a corresponding image file of the citation.		Yes						
45.14	Ability to generate a list of exceptions based on cases without an image file.		Yes						
45.15	Ability for the Exception Report to be emailed to designated system administrators.		Yes						
45.16	Ability for the E-Citations interface to be a scheduled job.		Yes						
45.17	Ability to send ecitation flagged charge information to Brazos via SFTP, when new charges are added or modified within the system.		Yes						
45.18	Ability to generate a different charge list for each Agency, as marked in the charge setup (AFD will see only fire code violations, Transportation will only see Parking code violations).		Yes						
45.19	Ability to generate a .XML formatted boot/tow list (based on delinquent parking) to be sent daily to the vendor, via sftp.		Yes						
45.20	Ability to incorporate SID state identifier into the system for tracking defendants without ID.		Yes						
45.21	Ability for the E-Citation job to unzip the file to begin processing.		Yes						
45.22	Ability for the E-Citation job to check for juveniles.		Yes						
45.23	Ability to delete the zip files from the SFTP at the completion of each job.		Yes						
45.24	Ability to process files without restrictions to file name.		Yes						
45.25	Ability to match count of received tickets to received file of tickets sent and if not matched alert administrator.		Yes						
46	**Credit Card/ Debit/ Electronic Check Payment Interface**								
46.1	Ability to interface with a credit card processor. (Currently Authorize.net)		Yes						
46.2	Ability to accept credit card as payment.		Yes						
46.3	Ability to accept debit card as payment.		Yes						
46.4	Ability to accept electronic check as payment.		Yes						
46.5	Ability to post payments processed via the credit card processor in real time to the associated case records.		Yes						
46.6	Ability to log to the associated case record when a payment is posted via the payment processor		Yes						
46.7	Ability to establish criteria to automatically close a record if established criteria is met.		Yes						
47	**Scofflaws Warrants Interface and Camera At Red Light (CARL)**								
About Scofflaw	The system must interface with TXDOT to provide a list of cases defined by a system administrator to put a hold on vehicle registration for cases with oustanding warrants. The system should also provide a way to send CARL cases over (which do not have warrants) that are XX days past due.								
47.1	Ability for the CMS to interface with TXDOT for outstanding warrants.		Yes						
47.2	Ability for a configurable table to define criteria for the Interface file.		Yes						
47.3	Ability to generate a list of cases with outstanding warrants.		Yes						
47.4	Ability to put a hold on vehicle registration for cases with outstanding warrants.		Yes						
47.5	Ability to be an automated two-way interface.		Yes						
47.6	Ability to automatically follow the probe/probe return/flag/flag return process, with no user intervention.		Yes						
47.7	Ability to provide a reference in each case record that is eligible for an "On Hold" notification or clearance notification in the Scofflaw interface.		Yes						
47.8	Ability to FTP transfer on a daily basis, the most recent return file from TXDOT.		Yes						
47.9	Ability to process a transferred return file.		Yes						

47.10	Ability to update records for a processed return file.		Yes						
47.11	Ability to notify the designated system administrators when a response file has not been received within 24 hours.		Yes						
47.12	Ability to recover 'gracefully', allowing the process to pick up where it left off, should a failure occur in processing.		Yes						
47.13	Ability to generate a list of CARL cases that are past due to send to TXDOT		Yes						
48	**Austin Police Department (APD) Computer Aided Dispatch (CAD) Interface**								
About APD CAD Interface	Austin Police Department Computer Aided Dispatch. The current interface allows the APD CAD system to run a query against the CMS datbase for realtime lookups.								
48.1	Ability for the APD CAD Interface to be a real-time warrant lookup Interface to Austin Police Department Computer Aided Dispatch.		Yes						
48.2	Ability to look up valid warrants in the CAD application and cross reference with information in CMS.		Yes						
48.3	Ability to define specifications for looking up valid warrants by name, date of birth, drivers license, or state Identifier (SID).		Yes						
49	**Austin Police Department (APD) Ticket Data (RMS System) Interface**								
About Ticket Data Interface	The Ticket Data interface provides a daily update of citations the court recieves to APD for reporting and analysis.		Yes						
49.1	Ability for the Ticket Data interface to provide a daily update of citations to the Austin Police Department.		Yes						
49.2	Ability to transfer a text .CSV file to APD containing all citations in the system as a flat file.		Yes						
49.3	Ability to accommodate the appropriate Interface set-up for the various agencies such as DACC, AMC, and Youth Division.		Yes						
50	**Insurance Database Interface**								
50.1	Ability to interface with the Texas Insurance Commission.		Yes						
50.2	Ability to provide defendant's insurance verifications for a specified date range.		Yes						
50.3	Ability to verify Insurance with the Texas Insurance Commission, by Name.		Yes						
50.4	Ability to verify Insurance with the Texas Insurance Commission, by License Plate.		Yes						
50.5	Ability to verify Insurance with the Texas Insurance Commission, by Vehicle Identification Number (VIN).		Yes						
50.6	Ability to validate insurance for a specified date range (i.e. from-to).		Yes						
51	**Financial Interfaces**								
51.1	Ability to interface with the City of Austin's Financial System of Record, AIMS AFS3.		Yes						
51.2	Ability to automatically disburse daily totals against cost codes identified in configurable table settings in the CMS.		Yes						
51.3	Ability to automatically roll up Daily Disbursements into a list of "BSA Revenues".		Yes						
51.4	Ability to automatically roll up BSA Revenues into a list of accounting "Funds".		Yes						
51.5	Ability to automatically take the "Funds" totals and transfer them to a "Cash Receipt" document that associates the cost code with the correct field entry list for AIMS (AFS3 - the City's Financial System of Record).		Yes						
51.6	Ability to generate an AIMS Batch file.		Yes						
51.7	Ability to appropriately allocate payments to the general ledger account in AIMS, based on configurable table settings.		Yes						
51.8	Ability to accept & record payments by electronic standards (e.g., EFT, XML).		Yes						
52	**Lobby Management Interface**								

52.1	Ability to accommodate data exchange with Lobby Management System Interface.		Yes						
52.2	Ability for customers to access their related information from the Lobby Management System.		Yes						
52.3	Ability to conduct business in the front lobby from the Lobby Management System.		Yes						
52.4	Ability to invoke a PID (Person) record when a ticket is called for service.		Yes						
52.5	Ability to locate a PID match in the case management system against a swiped driver's license.		Yes						
52.6	Ability to invoke a PID record if a customer manually enters a case number upon queue log-in.		Yes						
52.7	Ability to invoke a PID record if a customer manually enters a license plate number, or a driver's license number upon queue log-in.		Yes						
52.8	Ability to associate a lobby management system ticket number and transaction number with transactional updates by user name in the CMS.		Yes						
53	**Cash Drawer Interface**								
53.1	The ability for the cash drawer interface to allow a user to process a payment with cash.		Yes						
53.2	Ability to allow a user to process a payment with a money order.		Yes						
53.3	Ability to allow a user to enter the amount to be paid.		Yes						
53.4	Ability to allow a user to enter the amount received from the customer.		Yes						
53.5	Ability to allow a user to confirm a transaction.		Yes						
53.6	Ability to calculate the correct change owed to the customer.		Yes						
53.7	Ability to allow for override function to open a cash drawer, with the proper credentials.		Yes						
53.8	Ability to automatically open at closeout.		Yes						
53.9	Ability to open the cash drawer when processing cash transactions.		Yes						
53.10	Ability to open the cash drawer any time change from a check transaction is due to a customer.		Yes						
54	**Video Hearing Interface**								
About Video Hearing Interface	The Video Hearing Interface allows customers to remotely speak with a hearing officer through a web portal.	If the third-party video hearing system you provide has an API, we can interface eCourt with the system.							
54.1	Ability for web users to obtain a video hearing.		Yes						
54.2	Ability to provide customers with a given time and code to meet with a hearing officer.		Yes						
54.3	Ability to allow a hearing officer to view a video hearing docket.		Yes						
54.4	Ability to store allowable times for video hearings in backend setup tables. (See Public Portal Scheduling requirements).		Yes						
54.5	Ability to reference a link where an audio video file is being stored.		Yes						
54.6	Ability for an external user to access the file via the Public Portal.		Yes						
54.7	Ability for the Public Portal interface to provide setup tables to define where video is stored.	They would be stored in the video hearing system's repository and a link to the file stored on the case in eCourt.	Yes						
54.8	Ability to automatically save completed audio visual files to the appropriate case file, when the recording is completed.		Yes						
55	**Address Verification Interface**								
About Address Verification	They system allows a customer address to be verified when added to the system. The court currently uses Experian QAS pro to verify.								
55.1	Ability to populate the case record address with the matched street number, apartment number (if applicable), city, state and full nine digit zip code reference if user selects the verified address.		Yes						
55.2	Ability to provide users with a notification and possible alternatives when an address is entered that is detected to not be a valid address.		Yes						

56	**Signature Interface**								
About Signature Interface	The system must interface with signature pads, used to record and display signatures with corresponding text, and associate with a document file.								
56.1	Ability for the CMS to interface with signature pads.		Yes						
56.2	Ability to support the use of signature pads for the signing of Court documents.		Yes						
56.3	Ability to associate the defendant's signatures on the corresponding Court documents in the associated case file.		Yes						
56.4	Ability for signature pads to display text for defendants and attorneys to view content they are agreeing to.		Yes						
56.5	Ability for signature pad to display text as setup in configurable tables based off the document being signed.		Yes						
56.6	Ability for signature pad to display the amount being charged when the signature is being collected for a credit card payment.		Yes						
56.7	Ability for user signatures to be stored.		Yes						
56.8	Ability for user signatures to be recalled for applying the signature of the current user for court documents.		Yes						
57	**Court Reporting Interface**								
About Court Reporting Interface	The court reporting interface allows the court to interface with a court recording vendor and gives the ability to record and provide defendants with an official court transcript.								
57.1	Ability for the court reporting interface to link a court recording to the case(s).		Yes						
57.2	Ability for a user to control the starting and stopping of a recording from the system.		Yes						
57.3	Ability to pick up where it left off in case of trial recess or stoppage.		Yes						
57.4	Ability to link the docket recording to the associated case records.		Yes						
57.5	Ability for the docket recording to be accessible from the CMS and the public portal.		Yes						
57.6	Ability to verify that the recording was saved and is accessible through the system for review.		Yes						
57.7	Ability to allow a defendant to download one or more recorded events for a defendant from the public portal.		Yes						
58	**Interactive Voice Response/Call Software**								
About Voice Response/ Call Software	The system must interface with an IVR system to provide general information, specific case information, the ability to look up warrant on a defendants case, and the ability to make payments								
58.1	Ability for the CMS to include an Interactive Voice Response (IVR) system that works with the Court's current phone system.	eCourt does not include an IVR system, but can interface with the system of your choice provided it has a compatible API.			Yes				X
58.2	Ability for an IVR system to provide general information.				Yes				
58.3	Ability for an IVR system to provide specific case information such as, warrant status and docketed events.				Yes				
58.4	Ability for an IVR system to make payments.				Yes				
58.5	Ability for the IVR to say "speak" the number for the option or option phrase when prompted for response.				Yes				
58.6	Ability for the IVR to transfer a customer to a court employee at any time during established business hours, without tying up two lines.				Yes				
58.7	Ability for the IVR to accept payments on cases.				Yes				
58.8	Ability for the IVR to apply payments in the CMS according to established hierarchy rules.				Yes				
58.9	Ability for the IVR to look up information on a person, such as the next docket date, cases, warrant status and other outstanding requirements.				Yes				

58.10	Ability for the IVR system to interface with the court's Electronic Payment interface, including debit and electronic checks.				Yes				
58.11	Ability for the IVR voice to sound human.				Yes				
58.12	Ability for the IVR to respond to voice or numeric commands.				Yes				
58.13	The IVR must automatically invoke a PID record in the CMS when a match to a record exists in CMS on a user's(phone operator) computer when answering calls that have been transferred from the IVR.				Yes				
58.14	The IVR must display the PID record on a user's computer when answering calls that have been transferred from the IVR.				Yes				
58.15	Ability for the IVR to allow a customer to select English or Spanish and process the call in the language selected.				Yes				
58.16	Ability for configurable table settings to establish rules and criteria for IVR functions and reporting.				Yes				
58.17	Ability for configurable settings to allow a system administrator to adjust business hours (for transfers).				Yes				
58.18	Ability for configurable settings to allow a system administrator to add special messages (i.e. for early closures, delayed openings) from any location.				Yes				
58.19	Ability for a system administrator to define informational messages (i.e. court locations, parking, hours of operation, jury service).				Yes				
58.20	Ability for a system administrator to define emergency messages that play at the beginning of the call.				Yes				
58.21	Ability for a user, with the proper credentials, to monitor live calls for quality assurance purposes.				Yes				
58.22	Ability to track, monitor and report call volume by call type.				Yes				
58.23	Ability to track, monitor and report call volume by Service wait times for both IVR and Operator.				Yes				
58.24	Ability to track, monitor and report call volume by service talk time by Operator.				Yes				
58.25	Ability to track, monitor and report call volume by Operator auxillary time and dropped calls.				Yes				
58.26	Ability to query call statistics for specified time frames, selected operator(s) and by all operators.				Yes				
59	**Dialer Capabilities/Out bound Calling/Messaging**								
About Dialer/ Out Bound Calling/ Messaging	For the outbound capabilities of the IVR system: The Case Management System administrator defines selection attributes to identify people id(PID) records of Cases matching those attributes and the message to be communicated. The criteria include but are not limited to Case type, Action/Event type, Action/Event dates, plea, disposition, balance, charge, and juvenile flag. The Case Management System administrator also sets the parameters of the job. The parameters include time of day, frequency, start date, and end date. When the system executes the calls, the system communicates Case-specific attributes such as Name, Case number, Docket date and time, Case Balance, Warrant Status, Payment Due Date, Deferral Reminders, etc. to be included in the outbound message. If the PID record indicates the preference for communication is text messaging, a text message is sent with the outbound message. If the PID record indicates the preference for communication is voice, the IVR makes outbound calls to each of these records communicating the message. IVR locates Cases in Case Management System eligible for a type of auto dialer campaign (call or text). The IVR provides the ability for the recipient to make payments toward the Case referenced in the call. The system records the message transmission as well as the call disposition on the Case referenced in the	We will interface eCourt with the IVR system of your choice.							
59.1	Ability to provide outbound call, text and email capabilities.				Yes				
59.2	Ability for an Administrator to define selection attributes for outbound notifications.				Yes				
59.3	Ability for an Administrator to create and select the message to be communicated based off the matching of attributes against PID record of				Yes				
59.4	Ability to consider the following criteria when matching attributes against PID record of cases; case type, action type, action dates, plea, disposition, balance, charge, and/or flags.				Yes				
59.5	Ability to establish inclusions and exclusions for scheduled campaigns. For example; Time of Day, Frequency, Start Date and End Date. An example of an exclusion is to exclude holidays.				Yes				
59.6	Ability to communicate case-specific attributes when executing calls.				Yes				

59.7	Ability to identify what case-specific attributes will be included in the outbound message.				Yes				
59.8	Ability to send a text message with the outbound campaign when a PID record indicates the preference for communication is text messaging.				Yes				
59.9	Ability to make outbound calls with a message to all PID records who have chosen to be notified via voice.				Yes				
59.10	Ability to send an email to all PID records who have chosen to be notified via email.				Yes				
59.11	Ability to allow the recipient to make payments on the case referenced in the call by allowing a transfer to the IVR system.				Yes				
59.12	Ability to log an attempted notification for text, email or call for associated cases.				Yes				
59.13	Ability to log the call results on the case referenced in the call.				Yes				
59.14	Ability to provide outbound dialing in English and Spanish, for up to 500,000 calls a year and for one minute per call.				Yes				
59.15	Ability to mark the case file notifying a user that the system has attempted a call and log the outbound dialer type (i.e. warrant call, docket reminder				Yes				
59.16	Ability to schedule call campaigns.				Yes				
59.17	Ability for configurable table settings to establish criteria by call campaign type, i.e., query the database to generate eligible records for the scheduled campaign. The ability to modify and remove established campaigns in a configurable table is required.				Yes				
59.18	Ability to include the person's name and phone number and other associated case information in each document generated from queries.				Yes				
59.19	Ability for the outbound IVR to be handle through an IVR internal to the system or by an external vendor through an interface.				Yes				
60	**Public Portal Chat Interface/ Provide Instant Message Chat**								
About Public Portal Chat Interface / Instant Message Chat	A customer visiting the Court's web portal needs help and chooses an option to request an internet instant message (IM) chat. A login is not required to access an IM chat option. An IM chat session begins and a chat window opens for the customer. A clerk logged into Case Management System, assigned to respond to instant messages, is alerted a new chat session has begun. The customer and clerk exchange messages. When the chat is completed, Case Management System prompts the clerk to save the text of the conversation to one or more Case files of their choosing, or to attach the conversation text directly to a PID (Person ID), if applicable. When no clerk is available to respond to the chat request, a message is delivered to the customer indicating no one is available to chat/the business hours chat is available. The system must be able to be scheduled manually or automatically scheduled, as needed. If outside of available IM hours, the customer is not offered IM as an option. All chat text, whether attached to a Case/PID or not is available for review by the staff with the proper credentials. Chat framework to include audio and visual components in the future. The Case Management System administrator through system administration assigns and re-assigns users as part of the chat group throughout the workday. A user with the proper credentials monitors the current clerks using instant message chat and monitors the queue levels. A system administrator has the ability to designate	We will interface eCourt with the chat software vendor of your choice.							
60.1	Ability to track IP browser variables for incoming chat users.				Yes				
60.2	Ability to provide an Instant Message chat service via the internet to exchange messages with internet users.				Yes				
60.3	Ability for internet users to use Instant Message without requiring a log-in.				Yes				
60.4	Abilty to alert a user when a new chat session has been requested.				Yes				
60.5	Ability to require a user name and phone number for a requested chat session.				Yes				
60.6	Ability for an administrator to disable the user name and phone number required to initiate chat sessions.				Yes				
60.7	Ability for an administrator to designate users/roles configured for performing IM Chat.				Yes				
60.8	Ability to save text from the IM conversation, with the option to attach the text to a case.				Yes				
60.9	Ability to allow a query of IM by date, time, case, PID or internal user name.				Yes				
60.10	Ability to provide a message informing internet users that the IM Chat is currently not available.				Yes				
60.11	Ability for an administrator to disable IM Chat functionality.				Yes				

60.12	Ability for a user with proper credentials to terminate a Chat session.				Yes				
60.13	Ability to provide a message to an internet user when IM Chat is unavailable.				Yes				
60.14	Ability to provide a message to a internet user with business hours of IM Chat availability.				Yes				
60.15	Ability to disable IM Chat outside of standard business hours.				Yes				
60.16	Ability for a user with proper credentials, to view chat text.				Yes				
60.17	Ability for an IM Chat Framework to include audio and visual components for future use.				Yes				
60.18	Ability for a system administrator to assign a role of IM Chat to a system user.				Yes				
60.19	Ability for a user to be unavailable to the IM Chat sessions.				Yes				
60.20	Ability for a user with the proper credentials, to monitor queue levels in IM Chat Group.				Yes				
60.21	Ability to interface with a Public Portal.				Yes				
60.22	Ability for the Public Portal to provide real time chat capability for customers (via a set of standards).				Yes				
60.23	Ability for the court to configure business rules to generate an estimated response time during peak load periods, to web users.				Yes				
60.24	Ability for the court to configure business rules to offer an option for a call back during exceptionally heavy usage.				Yes				
60.25	Ability for the IM Chat Public Portal interface to allow for video chat.				Yes				
60.26	Ability for the Public Portal interface to provide setup tables to define where video is stored.	The portal setup allows for a location to be specified where all electronic files can be stored. However only one location can be provided.			Yes				
60.27	Ability to provide a user defined file structure in one directory for videos.				Yes				
60.28	Ability for the public portal functionality to allow the court to configure business rules enabling a customer to log in at a scheduled time.				Yes				
60.29	Ability to track metrics such as wait time, time chatting with users, service time, idle time, abandonment rate, time spent unavailable and averages by date and/or date range.				Yes				
61	**Process Public Information Requests**								
61.1	Ability for the Public Portal to allow a user to complete a form that is submitted via email, to the court for public information requests.		Yes						
61.2	display, for a date range, the public records requests received showing the following information; 1. Records Request Reference Number; 2. Date of Request; 3. Date of Initial Response; 4. Type of Response (Dropdown: Acknowledged, Denied, Under Review); 5. Requester Choice for Receipt (Dropdown: Pick-up, Delivery, Transmission); 6. Name of Requester; 7. Requester Address; 8. Requester Phone; 9. Requester Email Address; 10. Type of Records Requested; 11. Cost; 12. Date Notified Requester of Records Availability; 13. Date of Actual Delivery.		Yes						
61.3	Ability to record the status of Information requests for cases and participants: Requested, Pending, Completed.		Yes						
61.4	Ability to track the deadline to respond to public records requests.		Yes						
62	**Monitor and Report Court Performance**								
About Monitor and Report Court Performance	administrator selects the criteria for the report and designates output fields and formats. The tool supports standard SQL grammar and provides a layout mechanism for headers, body and footers. The user saves the report definition to a report library for use in the future. The user may schedule the report to run on demand, in conjunction with a defined process or on a regular schedule. The report output can be saved as a Word document, .PDF, .CSV, or HTML. The destination of the report can be an email address or a directory location.								
62.1	Ability for queries to be conducted and displayed within the application or via Crystal reporting.		Yes						
62.2	Ability to provide screens with filters to allow users to select criteria to generate reports.		Yes						
62.3	Ability for a user to export the query results to Word, Excel, PDF, HTML file formats.		Yes						

62.4	Ability for job scheduling of reports.		Yes						
62.5	Ability for the destination of reports or a message to be directed to an email address whenever a scheduled run failed to complete.		Yes						
62.6	Ability for the destination of reports to be directed to a directory location.		Yes						
62.7	Ability for the destination of reports to be directed to a printer location.		Yes						
62.8	Ability to store the report output of scheduled reports.		Yes						
62.9	Ability to regenerate a report for data that was valid for a specified timeframe.		Yes						
62.10	Ability to interface with a performance reporting tool, i.e., Microstrategy.		Yes						
62.11	Ability for an administrator to define parameter slot performance measures in a configurable table. *Parameters may require calculations such as, a+b+c/Y-z.		Yes						
62.12	Ability for a user to electronically sign forms and reports.		Yes						
62.13	Ability to auto fax a report via Rightfax, to an internal or external agency such as the Department of Public Safety.	Interface	Yes						
63	**Audio/Visual - Video Remote Court Party**								
About Audio/ Visual - Video Remote Court Party	docket time, the defendant, attorney, or officer logs into the web portal and verifies their identity. The defendant, attorney, or officer video conferences into the docket and they do not have to come to the court in person. If audio/ video is recorded, it will be stored in a non-flat file structure specified in setup tables. The system must provide the ability to concurrently record the remote audio/visual testimony of the defendant, attorney, or officer and the court user.								
63.1	Ability for a Defendant to log-in via the Public Portal.			Yes					
63.2	Ability for an Attorney to log-in via the Public Portal.			Yes					
63.3	Ability for an Officer to log-in via the Public Portal.				Yes				
63.4	Ability for a user to verify their identify.	This can be currently achieved through linking of emails and pin code by the organization.		Yes					
63.5	Ability to record audio visual testimony of a court user simultaneously with a remote user.				Yes				
63.6	Ability to store audio visual recordings in an Industry standard format.		Yes						
64	**Court Testimony and Evidence**								
About Court Testimony and Evidence	Case associated with the trial/hearing, then launches a drawing utility for use by the witness on the stand. The witness uses the Windows tablet to draw a picture that may be displayed on televised monitors in the courtroom and will be saved with a Case. The picture can be drawn from scratch or drawn over an existing picture. The system must provide the ability to project drawings on screens/monitors in the courtroom. The resulting image file is created on the Case Management System file system and linked to the Case.								
64.1	Ability for a user to log into the application via a Tablet.		Yes						
64.2	Ability for a user to locate a Case associated with a trial/hearing.		Yes						
64.3	Ability for a draw tool to be used during a trial/hearing.	This would be a function of the tablet's software you want to use for this purpose.	Yes						
64.4	Ability to provide separate colors for Defendant, Officer and Prosecution, contributing to a drawing.	This would be a function of the tablet's software you want to use for this purpose.	Yes						X
64.5	Ability for drawings to be projected on screens in the courtroom.	This would require that the tablet be networked to the screens.	Yes						X
64.6	Ability to save the image file of the drawing.		Yes						
64.7	Ability to attach images to the case file.		Yes						
64.8	Ability to accept electronic evidence, such as PowerPoint slides, engineering diagrams, etc.		Yes						
64.9	Ability to offer exhibits in the register of exhibits, including exhibit description/document title and offering party.		Yes						
64.10	Ability to generate numbers and tags for exhibits, relating them to specific cases and calendar events.		Yes						

64.11	Ability to mark which exhibits are admitted into evidence.		Yes						
64.12	Ability to allow entry of the movement and chain of custody of exhibits in the Register of Actions.		Yes						
64.13	Ability to generate notice to exhibit owners that exhibits are eligible for return in closed cases, within the established timeframe according to law.		Yes						
65	**Audio/Visual - General**								
65.1	Ability to automatically save completed audio visual files to the appropriate case file, whenever a recording is completed (hearings, court testimony, video chat).		Yes						
66	**Audio/Visual Video Civil Hearing**								
About Audio/ Visual - Video Civil Hearing	For Civil Parking and CARL Cases: The system provides a similar workflow to include the ability to video teleconference with the Respondent and Judge for Case Determination. Video conferences in the wait queue are indicated by the Case File Queue to the Judge. The system electronically notifies the Respondent in the form of a reminder (email or text message) when the video conference is expected to begin and provides a link to quickly and efficiently enter the video conference session.	We will interface eCourt with the Video system of your choice.							
66.1	Ability to place scheduled cases following the Civil Appeal transaction from the Public Portal, in the appropriate work queue.				Yes				
66.2	Ability for the Public Port to send a text message to the Respondent prior to the start of scheduled hearing, based on configurable business rules.			Yes					
66.3	Ability to hold video conferences in a wait queue indicated by the Case File Queue.				Yes				
66.4	Ability for the Public Portal to provide a link via email or text to the Respondent to enter the video conference session.		Yes						
66.5	Ability for a Respondent to decline the proposed scheduled time once only.		Yes						
66.6	Ability to send confirmation to the Respondent via text message, with date and time of scheduled hearing.		Yes						
66.7	Ability for the Public Portal to allow a Respondent to Appeal a Civil Hearing decision.		Yes						
66.8	Ability for the Pubic Portal to present an Appeal Form when the Respondent selects the legal option to Appeal the Case File.		Yes						
66.9	Ability for the Respondent to complete the Appeal Form via the Public Portal.		Yes						
66.10	Ability to prompt the Defendant with the option to post Bond at the initial fine amount.		Yes						
66.11	Ability to prompt the Respondent for payment of the appeal fee.		Yes						
66.12	Ability to accept payment by Electronic Financial transaction.		Yes						
66.13	Ability to present a list of dates and times for acceptance by the Respondent when payment is received and Appeal Form is submitted.		Yes						
66.14	Ability to reflect payments and docket/case updates associated with the case file.		Yes						
66.15	The system must attach completed Appeal Forms to the case File.		Yes						
66.16	Ability to generate a receipt of all transactions associated with the case file.		Yes						
67	**Batch Processing**								
67.1	Ability for users to perform batch processing.		Yes						
67.2	Ability for a user to specify a batch job for processing.		Yes						
67.3	Ability for multiple inputs from a spreadsheet file to be selected for a batch job.		Yes						
67.4	Ability for multiple inputs from a comma-separated file to be selected for a batch job.		Yes						
67.5	Ability to produce batch processes from imported data.		Yes						
67.6	Ability for system users simultaneously, at any time, to invoke jobs in the background, allowing further use of system prior to job completion.		Yes						
67.7	Ability for a user to have multiple jobs running in the background simultaneously.		Yes						
68	**Scheduler**								

About the Scheduler	A system administrator accesses a configurable "Scheduler" feature. The system administrator schedules a one-time or periodic execution of a specified Court Process on Cases that meet defined criteria, such as Cases in a specified Queue or Cases that match defined parameters . At the scheduled time, the system runs the selected Court Process on Cases that match defined criteria. At the end of the run, the system must produce a list of exceptions with an explanation for those Cases for which the established criteria was not met.								
68.1	Ability for a "Scheduler" feature for batch processing.		Yes						
68.2	Ability for an Administrator to schedule one-time or periodic execution of specified Court processes on cases that meet a defined criteria.		Yes						
68.3	Ability to allow an Administrator to schedule one-time or periodic execution of Court processes on cases in a specified queue.		Yes						
68.4	criteria.		Yes						
68.5	Ability to generate exceptions with explanation if unable to run a process against a particular case(s).		Yes						
68.6	Ability for job scheduling of system activities including: running reports, data extraction and file transfers, data uploads, as well as the invocation of external executables as part of the scheduled sequence of events.		Yes						
68.7	Ability to allow for job scheduling of data extraction.		Yes						
68.8	Ability for job scheduling of file transfers.		Yes						
68.9	Ability for job scheduling of data uploads/downloads.		Yes						
68.10	The system must allow for job scheduling of the invocation of external executables as part of the scheduled sequence of events.		Yes						
69	**Alerts**								
69.1	Ability for a system administrator to configure email addresses and/or phone numbers for email and text messaging, in the event of various state script/job conditions (job completion and job failure).		Yes						
69.2	Ability for a configurable setting to notify designated email and/or phone numbers when a scheduled job is completed or fails to complete.		Yes						
70	**Record Retention Purge Program**								
70.1	Ability for a configurable table to establish criteria to purge closed cases based on retention setups for case types and charge types.		Yes						
70.2	Ability to purge closed cases based on retention setups for finalized dates of closed cases.		Yes						
70.3	Ability to stop at any time during the purge process and pick up where it left off without issues.		Yes						
70.4	Ability for the Purge Program to export a file of all closed cases that have been deleted individually.		Yes						
70.5	Ability for the Purge Program to export a file of all closed cases that have been deleted by case purge.		Yes						
70.6	Ability for the Purge Program to track all cases that have been deleted individually.		Yes						
70.7	Ability for the Purge Program to remove any stored files including any reference of them in the database tables.		Yes						
70.8	Ability for the Purge Program to remove any identity data associated with the purged case, such as scanned documents.		Yes						
71	**Corrections/Deletions**								
71.1	The ability to delete all or portions of record will be limited and designated by a system administrator.		Yes						
71.2	Ability for an update to be processed as a reversal/correction that retains the original update and logs the correction to audit errors and be transparent to the customer, once an update is made to a case.		Yes						
72	**System Performance**								
72.1	Ability to apply all activities on the Public Portal, immediately to the main application.		Yes						
72.2	Ability to identify and track computer resource usage by individual user.		Yes						
72.3	Ability to include an automated fail-over capability in which a standby system or database engages in the event of failure.		Yes						

72.4	Ability to respond within 1 to 2 second response times for routine business transactions.		Yes						
72.5	Ability to provide a status bar available to system administrators to view the status of all jobs (scheduled, running in background).		Yes						
72.6	Ability for a status bar For Administrators to monitor the status of scheduled jobs.		Yes						
72.7	Ability for a status bar to indicate percentage of completion for job.		Yes						
72.8	Ability for a status bar to indicate estimated time for completion per job.		Yes						
72.9	Ability to provide a status bar that indicates job initiator.		Yes						
72.10	Ability to provide a status bar that indicates start time of job.		Yes						
72.11	The system must provide a status bar that indicates completion time of job.		Yes						
72.12	The system must complete nightly batch processes within four hours.		Yes						
73	**Technical Requirements**								
73.1	Ability to use W3C Open Protocol Standards for the internal interface.		Yes						
74	**System Security**								
About System Security	details/updates/documents/actions/forms/notes/reports/attachments) chooses the visibility level for these items. The system allows for configuration of various types of visibility for case items. One level might be for customers, another level for administrators, another for specific named users. Any user, such as a defendant, viewing a Case file sees only the items aligned with their visibility privileges. An option onscreen allows the system user to filter items as desired based on their defined privileges. An administrator also has the ability to suppress the appearance of any item at the Case level.								
74.1	Ability to provide security for case items by assigning items access to specified groups.		Yes						
74.2	Ability for groups to include external users such as defendants and attorneys with accounts, as well a the general public browsing the public		Yes						
74.3	Ability for case item access to be granted to user groups based on the type of case item.		Yes						
74.4	Ability for a user to grant access to a specific case item.		Yes						
74.5	Ability for configuration of the various types of visibility for case items, such as; customers, named users and Administrators.		Yes						
74.6	Ability for users to view only the case items that are aligned with their visibility privileges.		Yes						
74.7	Ability for an Administrator to suppress the appearance of any case item at the case or PID level.		Yes						
74.8	Ability for an Administrator to define specific functions that are assigned to users and/or roles on the front and the back-end.		Yes						
74.9	Ability to prompt the user at Login to identify the Work Group which they are performing.	The user can be assigned to multiple work groups in the directory, which the workflow system will then use to route work tasks to them.	Yes						
74.10	Ability to store the user ID, along with the selected work group, computer name and date/time stamp, in a log.	computer's ip address, and date/time stamp will be stored in the audit log.	Yes						
74.11	Ability for a user to select their work group within their assigned groups.	eCourt's work queue system won't require that a user select their work group. Intead it will provide a list of work queues they are	Yes						
74.12	Ability for a user to change their work group.	Instead of work group, the user will see work groupings of work queue tasks.	Yes						
74.13	Ability for the system to write user selections and changes to the audit log.		Yes						
74.14	Ability for the system to know the user's work group at all times.		Yes						
74.15	Ability for an Administrator to query a user's activity and associate by work group.	Administrators and supervisors can view all work queues at all times, right from their dashboard.	Yes						
74.16	Ability to establish security permissions at the field level.		Yes						
74.17	values and interface settings by system administrator user name, date and time.		Yes						
77	**Online System Security**								

About Online System Security	The Defendant accesses the web presence and uses their Citation to locate their Case. The system determines the available options associated with the Case. The Defendant chooses an option requiring them to log onto the system. Logins are in the form of last name and a security code. If the Defendant does not have a security code already registered with their PID(Person Identifier) record, the system prompts the Defendant which method they prefer to use for notification; Voice messaging or Text message. Text messaging will only be offered if a mobile phone number is on the current PID record, otherwise the system will use voice messaging, and not offer the Defendant a choice of verification method. The System notifies the Defendant of the last 4 digits of the phone number associated with the citation being used for the verification. A message states that the phone must work. The System prompts the user to enter the citation number to verify identity. If the phone of record is a mobile phone, and text messaging has been specified as the preferential verification method, a text message is sent to the mobile phone. If the phone is a home number, an automated voice message will be used to send a recorded voice with the security code information. This security code is valid for 24 hours (the amount of time the security code is valid is configurable.) Once								
77.01	Ability to provide a Defendant with notification methods of Voice Messaging or Text Message.		Yes						
77.02	Ability to offer Text Messaging if a mobile phone number is on the current PID record.		Yes						
77.03	Ability to prompt the user to enter the citation number to verify identify.		Yes						
77.04	Ability to send a text message to the user's mobile phone, if text messaging has been specified as the preferential verification method.		Yes						
77.05	Ability to send an automated voice message with security code information to a user's home phone number.		Yes						
77.06	Ability to allow a security code to be valid for 24 hours.		Yes						
77.07	Ability to allow the length of time for a security code to be configurable.		Yes						
77.08	Ability to associate the security code with the PID once the verification has been sent.		Yes						
75	**Editable Forms and Documents**								
75.1	Ability to provide a configurable table to establish which system forms are available to this function and which users have access to it.		Yes						
75.2	Ability to allow a user to select a previously saved case form that has saved as a pdf.		Yes						
75.3	Ability to allow a user to enter text to be added to a previously saved pdf document, as a document addition feature.		Yes						
75.4	Ability to append new text and signatures to the previously saved pdf document.		Yes						
75.5	Ability to store the user's signature to the previously saved pdf document.		Yes						
75.6	Ability to store a time stamp to the appended document.		Yes						
75.7	Ability to maintain the original document saved as a pdf.		Yes						
75.8	Ability to maintain the change as an additional layer to the image.		Yes						
75.9	Ability to allow all versions of the documents to be retrievable at any time.		Yes						
75.10	Ability to allow multiple additions to a single document.		Yes						
75.11	Ability to save appended pdf documents, as a new pdf document.		Yes						
76	**Social Case Management**								

About Social Case Management	User configurable tables provide the ability to designate and assign Case managers to a PID and/or specific Case(s), allows the system administrator to create a list of social service options that can be given by a Case Manager on a social Case management screen, and allows the system administrator to create screens and fields for defendant housing, income, and psycho/social assessments. Data captured in fields must be stored and made available to summary and statistical reports. Access to the Case management module is restricted to Case Managers. The Case management module also tracks when the defendant was first seen, how many times they have been seen, how many Cases the offender has had with the agency, how many re-offenses, and what Tier level is they are in along with what ranking they are by number of Cases in the Agency, etc. The social service options are tracked by date, defendant, and which Case manager entered them. When a social service option is added for a specific defendant a note is added by the Case manager to describe the reason for the social service option. Several social service options can be selected at one time requiring only one note. A probable location field is necessary to keep track of defendants getting services that do not have homes. Reports are needed to track various options monthly group by								
76.1	Ability to impose sentencing items and associate the quantity (number of sessions or hours) and or the frequency and duration (i.e. counseling 3x a week for 3 months) with a sentencing item.	Sentencing can be imposed in the system both as recommended bsaed on charges as well as manually added and/or edited.	Yes						
76.2	Ability to provide a queue for a user to invoke sentencing items by case number or PID.	Business rules can drive a case to a queue for any reason including imposing sentencing.	Yes						
76.3	Ability to associate private notes and non private notes to a sentencing item.	Notes can be kept private, shared with individuals, or made public.	Yes						
76.4	Ability for a user to update partial completions of a sentencing item. If a partial completion is entered the system must automatically calculate and display the remaining balance of the item.	community serice are entered as part of sentencing. The user logs 5 hours served on a particular date then eCourt will display 15 hours remaining.	Yes						
76.5	Ability to provide user configurable tables for designating and assigning case managers.		Yes						
76.6	Ability to provide user configurable tables for social service program options (defendant housing, income, and psycho/social assessments).		Yes						
76.7	Ability for a user with the appropriate credentials to associate requirements to a case.		Yes						
76.8	Ability for a user with the appropriate credentials to associate resources to a case.		Yes						
76.9	Ability for an administrator to create up to 7 hierarchy levels for each requirement and/or resource.		Yes						
76.10	Ability to have fillable form templates for case managers.	Form templates can be configured to merge static data fields and also prompt user for fillable fields.	Yes						
76.11	Ability to have fillable form templates to be saved to a secure file.		Yes						
76.12	Ability to have fillable form templates that are searchable by PID or Case file.		Yes						
76.13	Ability to have identified fillable form templates to be compliant with HIPPA security rule standards		Yes						
76.14	Ability to provide a screen for case managers to enter PID related demographical information.	Intake forms can be created for any data needed and can be accessed by those with password authorization	Yes						
76.15	Ability for identified demographical information to be compliant with HIPPA security rule standards		Yes						
76.16	Ability for a case manager to log and track initial and subsequent contact with a defendant and associate a contact date.	Contact can be tracked as scheduled events or as a communications log. We will work with you to determine the best way to track contacts.	Yes						
76.17	Ability to track by PID number, how many requests for services are provided.		Yes						
76.18	Ability to track total number of offenses per PID number and automatically display against the PID record.		Yes						
76.19	Ability to associate the number of offenses incurred by a PID number in a range to assign a tier.		Yes						
76.20	field, to a user with proper credentials, and be made available to statistical reports.		Yes						
76.21	Ability for one or more notes to be associated with one or more requirements or resources.		Yes						
76.22	Ability to designate a PID address as "transient" with or without a location reference.		Yes						
76.23	Ability for the case sentencing module to interact with the courtroom processing screens.		Yes						
76.24	Ability to track attendance at docket appearances.	eCourt has an easy to use docket check-in screen that allows the user to check in defendants with one click.	Yes						

76.25	Ability to track no-shows at dockets.	No shows are automatically set as FTA based on not being checked in.	Yes						
76.26	Ability to track court order requirements such as, counseling sessions, classes, statement orders, and appointments.		Yes						
76.27	Ability to associate secured case management notes with each of the requirements listed above.		Yes						
76.28	Ability to view defendant specific court imposed requirements such as; fines, costs and fees.		Yes						
76.29	Ability to view the status of court imposed requirements from a docket such as; attendance, no show and completion summary reports.		Yes						
76.30	Ability to print defendant specific court imposed requirements such as; fines, costs and fees.		Yes						
76.31	Ability to print the status of court imposed requirements from a docket, such as; attendance, no show and completion summary reports.		Yes						
76.32	Ability to make data in the sentencing modules and courtroom processing screens available to summary reports.		Yes						
76.33	Ability to make data in the sentencing modules and courtroom processing screens available to statistical reports.		Yes						
76.34	Ability for a user with the appropriate access, to navigate to the case management screen.		Yes						
76.35	Ability for a user with the appropriate credentials, to create requirements for a PID or a case.		Yes						
76.36	Ability to store user name, date and time for the user who created the resource, requirement, and/or secured note.		Yes						
76.37	Ability for a user with the appropriate credentials to associate secured notes with a requirement.		Yes						
76.38	Ability for a user with the appropriate credentials to associate resources allocated with a person.		Yes						
76.39	Ability for an Administrator to create, modify and remove requirements and resources.		Yes						
76.40	Ability for a user to query resources allocated and return a list of all persons associated with those resources.		Yes						
76.41	Ability to indicate a requirement and/or resource has been completed.		Yes						
76.42	Ability to report for a date range, for a Case Manager (or selected Case Managers), list the cases assigned to the Case Manager, Case Number, Date of Assignment, Defendant, Case Type, Lead (Most Serious) Charge, Disposition of Lead Charge, Judge, Method of Outcome (Dropdown: Plea, Trial, Dismiss), Sentence Type (Dropdown: list of values), Resentence Type (Dropdown: list of values).		Yes						
76.43	Ability to report for a date range, for one case manager or all case managers, display the staff name, and number of cases in the workload.		Yes						
76.44	Ability to schedule appointments and court appearances with a case manager: a) Store the user entered appointment data, b) Appointment duration, c) Verify that the appointment does not conflict with the case manager's calendar, d) Post the appointment to the case manager's calendar, e) Set up a tickler for the appointment, f) Generate a case note, g) Send electronic or paper notification to the defendant as set up in the case		Yes						
76.45	Ability to enable a case manager to record case notes about their interaction with defendant/ youth, the Date/ Time added, User ID, Program/Service Status (Dropdown: Referred, Received, Assigned for Assessment, Pending, Active, Inactive, Terminated, Successful, Unsuccessful), by selecting a Case Note Type (Dropdown: Meeting, Incident, Drug test, Hearing, Refer to Program, Level Achieved, Investigation, AWOL, Left the Program, Completed the Program, Surveillance Notes), with free text entry, and deleting, printing, and		Yes						
76.46	Ability to provide a configurable table setting to identify an agency as a Social Service Program Provider, Community Service Provider, Seminar Provider or Counseling Provider, with location and contact information. Captured data will be available to a social service management user to view and associate with a referral or a requirement.		Yes						

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1	**Search Parameters**								
1.1	Ability to search persons in cases using one or more parameters, including: Person Demographics (e.g., Alias Names, DOB, SSN, SID, Local ID numbers, FBI number, Height, Weight, Hair Color, Eye Color, Sex, Race/ Ethnicity), Address (including address history), Phone). Specify which parameters are available (see Court Requirement).	Configurable searches and reports can search all entities in the database.		Yes					
1.2	Ability to search persons in cases on previous dockets to see which cases were set on previous dockets.	Configurable searches and reports can search all entities in the database.		Yes					
1.3	Ability to support person and Case Type Search Parameters. Search persons in cases using one or more parameters, including: charge type (e.g., criminal, traffic, social, parking, appeal).	Configurable searches and reports can search all entities in the database.		Yes					
1.4	Ability to search persons in cases using one or more parameters, including Filing Agency.	Configurable searches and reports can search all entities in the database.	Yes						
1.5	Ability to search persons in cases using one or more parameters, including Charges (Revised Code, Charge Description), Case Type, and/or Offense Date Range Charge Applies to and specify which parameters are available.	Configurable searches and reports can search all entities in the database.	Yes						
1.6	Ability to search persons in cases using one or more parameters, including Offense Type with a dropdown list of values.	Configurable searches and reports can search all entities in the database.	Yes						
1.7	Ability to search persons in cases using one or more parameters, including: Officer Name with a dropdown list of values.	Configurable searches and reports can search all entities in the database.	Yes						
1.8	Ability to search persons in cases using one or more parameters, including: Case Status with a dropdown list that includes Open (default), Closed, Warrant, Post-Conviction (adjudicated), and All. Specify which parameters are available.	Configurable searches and reports can search all entities in the database.	Yes						
1.9	Ability to search persons in cases using one or more parameters, including Location.	Configurable searches and reports can search all entities in the database.	Yes						
1.10	Ability to search persons in cases using one or more parameters, including Defense Attorney Name.	Configurable searches and reports can search all entities in the database.	Yes						
1.11	Ability to display probability that the name searched matches names returned, based on the likelihood of valid identification displayed in a dropdown list to include fingerprints, alias match, demographics match, and mug shot available, placing the highest probability matches at the top of the search list, to avoid creation of duplicate records for individuals.	Busines rules and search capability can be configured to return probability based results.		Yes					
1.12	Ability for persons with the highest score to appear first in the list. Scoring criteria is table-based and can be changed by the system administrator to fine tune results. For example, Exact surname match – 100, Partial surname match - 30, Exact first name match – 50, Partial first name match – 15, Exact date of birth match – 60, Exact day and exact month - 10, Search data using wild card characters and Boolean operators (e.g., and, or, not).	Busines rules and search capability can be configured to return search results based on point values associated with specified criteria.		Yes					
1.13	Ability to search names on various combinations of person name, e.g., full name, last name only, part of first or last name, abbreviation of a proper name (e.g., Liz or Beth for Elizabeth), hyphenated name, "street/gang" name, or alias name and type of alias.	Configurable searches and reports can search all entities in the database.	Yes						
1.14	Ability to search data using wild card characters and Boolean operators, including and, or, not. Search using all or part of person identifiers (e.g., partial DL number).	Configurable searches and reports can search all entities in the database.	Yes						
1.15	Ability to support phonetic and other complex (multi-field) algorithms for matching identities, to avoid creation of duplicate records for individuals. *(See Court PID algorithm requirement)*	A validation business rule can be configured to avoid duplicate person records based on the court's PID algoritm.		Yes					
1.16	Ability to search for full matches, partial matches, phonetic matching, greater than, less than, between, before, and after.	Numerous search operators are available.	Yes						
1.17	Ability to search for cases using the person address field.	Configurable searches and reports can search all entities in the database.		Yes					
1.18	Ability to specify a combination of name component and physical descriptor.	Configurable searches and reports can search all entities in the database.		Yes					
1.19	Ability when a Date of Birth has been specified, to enable a user to specify that an exact match to the specified Date of Birth is to be found.	Exact match and date range are available for date searches.	Yes						
1.2	Ability when a Date of Birth has been specified, to enable a user to specify that persons having similar birth dates are to be returned (e.g., same month, same day, same year).	Searches can be configured to search on date of birth.	Yes						
1.21	Ability to perform a name search by specifying a full last name and partial first name.	Full and partial name searching is possible.	Yes						

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1.22	Ability to search based on partial information, with a dropdown to include a partial driver license, license plate, VIN number, citation number, summons number. Specify which parameters are available.	Configurable searches and reports can search all entities in the database.		Yes					
1.23	Ability to search for persons by role with a Dropdown (i.e., Victim, Witness, Officer, Interpreter).	Criteria for lookup lists is available in a dropdown.	Yes						
1.24	Ability to search organizations using one or more parameters, including, Name of Organization.	Configurable searches and reports can search all entities in the database.	Yes						
1.25	Ability to search organizations in cases using one or more parameters, including Organization Type that has a dropdown with agency, board, and corporation. Specify which parameters are available.	List items can be configured by your agency.		Yes					
1.26	Ability to search property information in case types involving property that is directly or indirectly the subject of a case, including, multiple occurrences of property information per case.	Configurable searches and reports can search all entities in the database.		Yes					
1.27	Ability to search property information in case types involving property that is directly or indirectly the subject of case, including, Property type code with a dropdown (i.e., real estate, tangible personal property, and intangible personal property).	Configurable searches and reports can search all entities in the database.		Yes					
1.28	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, estimated value of the property.	Configurable searches and reports can search all entities in the database.		Yes					
1.29	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, appraisal amount.	Configurable searches and reports can search all entities in the database.		Yes					
1.30	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, location/description of property.	Configurable searches and reports can search all entities in the database.		Yes					
1.31	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, Narrative.	Configurable searches and reports can search all entities in the database.		Yes					
1.32	Ability to display search results.	The results of searches can be displayed.	Yes						
1.33	Ability for a user to configure which columns appear for a search result and their sequence, including sorting on any column or combination of columns.	Search result columns are configurable and can be sorted on.	Yes						
1.34	Ability to show a list of potential matches for a search result ranked by closeness of match, based on configurable weights of the various search approaches (e.g., Exact surname match – 100, Partial surname match – 30, Exact first name match – 50, Partial first name match – 15, etc.	This specific methodology for ranking name matches is not configured but business rules and search functionality provides the capability to do high level name matching		Yes					
1.35	Ability to identify linked cases/matters and enable the user to view related cases as cases involving a single party (same defendant) which the judicial officer wants in court at the same time.	Cases can be linked ("joined") and the linked cases displayed within another case.	Yes						
1.36	Identify linked cases/ matters and enable the user to view associated cases as cases involving co-defendants from the same offense or incident, separate criminal cases filed for each defendant.	Cases can be linked ("joined") and the linked cases displayed within another case.	Yes						
1.37	Ability to download results of searches into csv file, Excel or other pre-defined format.	Search results can be downloaded into Excel, XML, CSV, PDF, and RTF.	Yes						
1.38	Ability to support magnetic stripe or bar code reader. *(See Court Requirement)*	Input from magnetic stripe or bar code readers can be used for data entry.	Yes						
1.39	Ability to conduct a search by swiping a driver's license or other form of ID with a magnetic stripe or bar code. *(See Court Requirement)*	Input from magnetic stripe or bar code readers can be used for data entry.	Yes						
1.40	Ability to display mug shot for a person if available (Data Exchange).	Images can be stored with person records and displayed on screens.	Yes						
2	**Case History Search**								
2.1	**Criminal History Retrieval** - Ability to specify one or more person demographic parameters (e.g., name, alias, DOB, SID) and present all Criminal History records linked to the PID returned by the Name Search function (displaying Court Cases, Citations, Warrants, and Bookings. *See court requirement. System must return defendant record (PID) upon search and match.*	eProsecutor is person-centric and persons have connections to the cases they are involved with.	Yes						

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2.2	**Criminal History Retrieval** - Ability to specify one or more parameters (Court Case Number) and present all Criminal History records linked to the specified Court Case Number. See court requirement. System must return defendant record (PID) upon search and match.	Cases can be searched on and a list of the involved parties returned.	Yes						
2.3	**Criminal History Retrieval** - Ability to specify one or more parameters (Citation Number) and present all Criminal History records linked to the specified Citation Number. *See court requirement. System must return defendant record (PID) upon search and match.*	Citation numbers can be searched on and related party information returned.	Yes						
2.4	**Criminal History Retrieval** - Ability to specify one or more parameters (Warrant Number) and present all Criminal History records linked to the specified Warrant Number. *See court requirement. System must return defendant record (PID) upon search and match.*	Warrant numbers can be searched on and related party information returned.	Yes						
2.5	**Criminal History Retrieval** - Ability to specify one or more parameters (Booking Number) and present all Criminal History records linked to the specified Booking Number. *See court requirement. System must return defendant record (PID) upon search and match.*	Booking numbers can be searched on and related party information returned.	Yes						

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3	**Search and Manage Documents**								
3.1	Ability for a Court case number to display a list of the documents attached to Court Events.	Documents related to events can be displayed.	Yes						
3.2	Ability for Prosecution Case Events in the Register of Actions (ROA) associated with a case, to provide a hyperlink to document images.	ROA messages could display links to documents but easier would be to go to the events folder view and see all the event information, including related documents, which would be more readable and user-friendly.		Yes					
3.3	Ability to search the full text of a document.	The Elastic Search component of eProsecutor allows full text searching of documents across cases.	Yes						
3.4	Ability to record the relationship between two case documents in the same case, e.g., Case Document 2 is a version of Case Document 1, supplemental, revision.	Documents can be related to each other.	Yes						
3.5	Ability for a user to attach one or more case documents to another case where they become case documents in the other case. *(See Court Requirements)*	Documents can be copied to another case.	Yes						
3.6	Ability for a "copied" case document in the recipient case to point to the original case document in the sending case. *See court requirement.*	A link from a document to the original case can be displayed.		Yes					
3.7	Ability for a Case Document to have a document type such as letter, email, report, etc.). associated with the document type are required metadata (e.g.: for a letter: date, author, recipients, title, etc.), of any format docx, xls, png, etc.	Document attributes can be required or optional.	Yes						
3.8	Ability for a document type to be associated with corresponding metadata such as for a leter; the date, author, recipients, title, for any format (docx, xls, png).	Document types can be defined for any media type.	Yes						
4	**Generate Documents**								
4.1	Ability to display a list of document templates with template name, date of last update and *version number* .	Document templates can be displayed showing name, last update and versions.	Yes						
4.2	Ability to generate documents by merging case management system data with word processing templates.	Documents can be generated using merged data from cases.	Yes						
4.3	Ability to support a document generation process that collects data based on prompted selection of variable categories, criteria, and options, and generates the appropriate document for the filing.	User selection and entry fields can be configured for documents.	Yes						
4.4	Ability to generate documents by specifying multiple cause numbers to which a document applies. *(See Court Requirements)*	Bulk generation of documents by specifying multiple case numbers is possible.		Yes					
4.5	Ability to add, modify, and otherwise maintain the templates and boilerplate language required to support the document generation capability.	Document templates can be edited using Word.	Yes						
4.6	Ability to generate a complaint from case data imported from the Court CMS.	Documents can be generated using any case data, regardless of its original source.	Yes						
4.7	Ability to generate e-mail notifications (e.g., receipt of document) according to business rules governing the process. *See court requirement.*	Automated email generation can be configured.		Yes					
4.8	Ability to generate SMS text notifications according to business rules governing the process. *See court requirement.*	SMS text notifications can be generated via business rules.		Yes					
4.9	Ability to print labels for folders on demand using case number and defendant name data from the case. *(auto populate document fields with CMS data)*	Labels can be printed.	Yes						
4.10	Ability to print envelopes on demand using address data from the case. *(auto populate document fields with CMS data)*	Envelopes can be printed.	Yes						
5	**Case Screening**								
5.1	Ability to populate the Prosecution CMS case by executing one or more data exchanges with the Court CMS. *See 8.5 Exchange Data with Justice Partners.*	Custom interfaces can be configured.		Yes					
5.2	Ability to view cases on the Prosecution queue for review and action, i.e., pleas of "Not Guilty", requests for diversion or deferral, citizen complaints.	Automated workflow can be configured to support review and action.		Yes					
5.3	Ability to enter during Case Screening: Arrest and review date/time, Police Agency (Dropdown list of values), Officer (Dropdown list of values based on Agency), and Prosecutor Name (Dropdown list of values).	Case update screens allow for adding any data to a case.		Yes					
5.4	Ability to enter during Case Screening: Results; Misdemeanor/ Traffic Charges Authorized, Charges Declined, Follow-Up Requested, Warrant Issued, Advice Given – repeated for each defendant involved.	Case update screens allow for adding any data to a case.		Yes					

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5.5	Ability to view and/or enter during Case Screening: Defendant demographic data and priors, and additional defendants.	Case update screens allow for adding any data to a case.		Yes					
5.6	Ability to enter during Case Screening: Date/Time of Offense(s), Date Range (if any), Facts, Charges Requested by Defendant, Charges Approved by Defendant, and the Declined Reason.	Case update screens allow for adding any data to a case.		Yes					
5.7	Ability to enter during Case Screening: Victim demographic information with additional narrative.	Case update screens allow for adding any data to a case.		Yes					
5.8	Ability to enter during Case Screening: Witness demographic information and witness special needs.	Case update screens allow for adding any data to a case.		Yes					
5.9	Ability to view/enter during Case Screening: Bond Conditions Needed by Defendant.	Case update screens allow for adding any data to a case.		Yes					
5.10	Ability to enter during Case Screening: Comments/ Further Information Needed.	Case update screens allow for adding any data to a case.		Yes					
5.11	Ability to associate/save screening data as a Prosecution case with the Court case number.	Case update screens allow for adding any data to a case.	Yes						
5.12	Ability to enable the user to generate a complaint populated with data from the screening. *(auto populate document fields with CMS data)*	Case update screens allow for adding any data to a case.		Yes					
5.13	Ability for a user to add or modify charges on a case for submission to the Court.	Charges can be added or modified.	Yes						
5.14	Ability to ask the user to confirm the action of add/modify charges on a case before finalizing action.	Confirmation can be set for any form.		Yes					

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6	**Prosecution Register of Actions**								
6.1	Ability for Prosecutors to access case data on tablet computers or smart phones while in court.	eProsecutor is web-based so case data can be accessed on mobile devices.	Yes						
s	Ability to display all elements of the Court ROA for a case in the Prosecution ROA, showing all events, documents filed by parties and participants, orders, and other activities, with drill-down clicking to documents and minute entries.	An interface between the court and eProsecutor system can allow viewing of Court ROA		Yes					
6.3	Ability for a date range, filterable by prosecutor, case type, category, custody status, display a list of Case Number, Defendant, Prosecutor, Case Age, Case Category.	Filters are available for viewing ROA.		Yes					
6.4	Ability to record one or more Case Events in the Prosecution ROA where an Event is something that happens or takes place, using a quick tool or drop down list, and identifying the prosecutor who participated in the case event. Examples a. Deposition scheduled, b. Diversion/ Deferral Status Granted, c. Plea offer made, d. Diversion/ Deferral Successful Completion, e. Victim Identified in Case, f. Victim Restitution Submitted to Court, g. Discovery requested), h. Trial held. Other Case Events to be determined. *To avoid conflict with data in the Court CMS, court data should read over to Prosecutor ROA. Prosecutor specific activities may be added to the ROA by the Prosecutor.*	Automatic and manual ROA entries can be added.	Yes						
6.5	Ability to configure an action to be triggered when a Prosecution case event is entered, such as a subpoena is issued to all witnesses in a case when a trial date is set.	Automated workflow can be configured to support generation of subpoenas.		Yes					
6.6	Ability to provide views/filters of entries in the Register of Actions of a case by date, type with a Dropdown that includes Events, Documents, and Financial Entries.	Filters are available for viewing ROA.	Yes						
6.7	Ability to provide screens configurable to a user role to display information about a case, such as a user may want to have all information on an individual or case on one screen, with customized blocks or tabs of information, some visible at all times and others available by selecting a tab to show the data.	Screens can be configured for specific user role.		Yes					
6.8	Ability to attach a PDF to an email and record the transmission in the Prosecution ROA.	The email log records transmission of emails sent.	Yes						
6.9	Ability to search the Court and the Prosecution Register of Actions for a particular document, documents filed on a particular date, and other elements.	ROA can be searched.		Yes					
6.10	Ability to erform a text search on minute entries within a case or across multiple cases.	Minute entries can be searched.		Yes					
6.11	Ability to track events on cases that are appealed such as, Higher Court Case Number, Date Sent (Appeal Packet), Decision, and Decision Date.	Events can be searched.	Yes						
6.12	Ability to include case age with any display of case status or adherence to legal deadlines with a dropdownfor tracking conformance to time standards.	Case age is tracked and deadlines can be configured.		Yes					
7	**Search Closed Cases**								
7.1	Ability to display closed for a defendant including the date of case closure, and the final disposition.	Case status can be set to 'Closed' and closure date and final disposition displayed.	Yes						
8	**Link Prosecution Cases**								
8.1	Ability to display cases which are related, associated or linked to other cases, whenever a case is retrieved.	Cases can be linked ("joined") and the linked cases displayed within another case.	Yes						
8.2	Ability to select multiple cases involving a single party for linking as related cases.	Multiple cases can be linked to each other.	Yes						
8.3	Ability to select multiple cases involving co-defendants from the same offense or incident for linking as associated cases.	Multiple cases can be linked to each other.	Yes						
8.4	Ability to link search warrants with Prosecution cases.	Warrant records and documents can be attached to cases.	Yes						
8.5	Ability for initial and subsequent ROA entries to be applied to each case, defendant, defendant, or participant in the linked relationship, with a single entry.	Business rules can be configured to allow ROA entries to be copied across linked cases.		Yes					
8.6	Ability for related, associated and consolidated cases to be unlinked in the Prosecution CMS on demand.	Linked cases can be unlinked.	Yes						

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9	**Prosecution Case Notes**								
9.1	Ability for each case note to be listed in chronological order (or filtered to reverse order) containing the Contact Type with a dropdown to include Witness Interview, Victim Interview, Deposition, Hearing, No-show, Email, Phone call), Date/Time Entered, Entered-by Name, Date Modified (if any), and Modified-By Person (if any). Drop down items to be managed in a configurable table.	Case notes can be displayed in different sort orders.		Yes					
9.2	Ability to create case notes, the date and time created, in a text box or by selecting a Contact Type from a dropdown that includes Witness Interview, Victim Interview, Deposition, Hearing, No-show, Email, Phone call. Drop down items to be managed in a configurable table.	Case notes can be created.		Yes					
9.3	Ability to delete, print and forward case notes.			Yes					
9.4	Ability for an author to create one or more Case File notes for a Case Event where the Case File note can be part of more than one case; e.g. linked cases. *(See Court Requirement).*			Yes					
9.5	Ability to use spell check when entering case notes. *(See Court Requirement)*	Spell checking is provided by browser.				Yes			
9.6	Ability for an author of a submitted case file note to edit it, creating a new version of the case file note.	Case notes can be edited by author.	Yes						
9.7	Ability to conduct a full text search of text boxes.	Browser provides this functionality.	Yes						
9.8	Ability to view all Case File notes in reverse chronological order.	Case notes are displayed in reverse chronological order.	Yes						
9.9	Ability to filter Case File notes on topic, author and date.	Case notes can be filtered.	Yes						

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10	**Attach Case Documents to a Case**								
10.1	Ability to attach case-related documents to the Prosecution case i.e electronic and scanned documents, audio/ video files), viewable only with permission to access Prosecution cases, with an entry on the Prosecution ROA. *(See Court Requirement)*	Access to prosecution case documents is allowed only through view permission.	Yes						
10.2	Ability for the Delete button to become active when a document has been attached to the case.	Ability to delete records (and see Delete button) is based on security authorities.		Yes					
10.3	Ability for a pop-up screen to require user confirmation whenever a document has been deleted.	Delete confirmation pops up after clicking 'Delete.'	Yes						
10.4	Ability to automatically generate a Prosecution ROA entry, indicating the user, what document was deleted and the date and time of deletion.	ROA entry is created when document is deleted.	Yes						
10.5	Ability to attach a filed document to a Prosecution Register of Actions Entry related to the document.	Documents can be related to each other. Documents are displayed in a File Cabinet folder view, not a Register of Actions.	Yes						
10.6	Ability for a user to drag and drop received documents/attachments directly to ROA entry.	Documents can be dragged in a case.	Yes						

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11	**Mark Cases with Attributes**								
11.1	Ability for a date range and one or more selected case attributes, show the cases possessing the attribute, with attribute, case number, defendant name, date of case initiation, prosecutor name.	This search can be configured.		Yes					
11.2	Ability for a user to turn one or more flags on a case when the Prosecution identifies a case as having attributes.	Multiple attributes can be added to cases.	Yes						
11.3	Ability to configure Case Attributes (i.e., Community Court, Crime against Persons, Crime against Property, *Deferral Granted, *Deferral Completed Successfully, *Deferral Terminated Unsuccessfully, Diversion Granted, *Diversion Completed Successfully, *Diversion Terminated Unsuccessfully, Plea Being Offered - Notify Victim, Prone to Violence, Simple Assault and Theft. *Victim Referral) * Note: To avoid conflict with data in the Court CMS, court data should read over to Prosecutor ROA. Prosecutor specific activities that are not part of the court record may be added to the ROA by the Prosecutor.*	Multiple attributes can be added to cases.	Yes						
12	**Identify Documents as an Attorney Work Product**								
12.1	Ability for a user to identify a document in the case/matter with a flag (default value of "Yes") as confidential work product.	Documents can be identified by default as confidential work product.		Yes					
12.2	Ability to reverse the flag setting to indicate that a document is discoverable.	Confidential work product flag can be reversed.	Yes						
12.3	Ability for the flag associated with a document to have a a default value of "Yes" when a document is added to a file, which identifies it as confidential work product.	Documents can be identified by default as confidential work product.		Yes					
12.4	Ability for the flag associated with a document to have a default value of "Yes" when a document is designated suitable for counsel-only viewing, identifying it as confidential work product and sensitive for counsel only viewing.	work product and sensitive for counse only viewing. Security settings can be configured to restrict access to documents.		Yes					
13	**Brief Bank-Case Topics and Word Searches**								
13.1	Ability to search by Case Topic list, Topic, Reference Case Number, Title and Description, Attorney Name, and Date.	Documents can be searched across cases.		Yes					
13.2	Ability for a user to add one or more Case Topics where a Topic is a category of information described by a Topic (Dropdown that includes summary judgment, injunction, excessive force), Reference Case Number, Title, Description, Attorney Name, Date.	Document keywords can be added to documents and searched on.		Yes					
13.3	Ability for Case Topics to be based on a global list of Topics based on the type of case.	Document keywords can be added to documents and searched on.		Yes					
13.4	Ability for a user to relate two Case Topics with each other where the relationship can be a parent child relationship.	Multi-level case topics could be added to document.		Yes					
13.5	Ability for a user to select a Topic and then list one or more child Topics.	Multi-level case topics could be added to document.		Yes					
13.6	Ability to select one or more Topics, when the final level of child Topics has no child Topics.	Multi-level case topics could be added to document.		Yes					
13.7	Ability for a user to save a Brief using one or more Case Topics for reference.	The specific methods of adding topics, keywords, and tags to saved documents is configured during the implementation.		Yes					
13.8	Ability for users to search a Brief by Case Topic and word searches.	The specific methods of searching topics, keywords, and tags to saved documents is configured during the implementation.		Yes					
14	**Maintain Party / Participant Data**								
14.1	Ability for a PID or Party record to display the following data fields, with the most current entry at the top of each list: a. Name (Last Name, First Name, Middle Name, Suffix); b. Address (Type Dropdown: Mail, Residence, Legal), Date Entered); c. E-mail Address (Type Dropdown: Home, Cell, Work 1, Work 2, Other), Date Entered, Primary checkbox; d. Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other), Date Entered, and Primary checkbox; e. Confidential Address Flag.	There is an extensive and extensible list of fields available for party records.	Yes						
14.2	Ability for a PID or party to display current address first, then previous addresses in address history.	Person addresses are displayed with current address first, followed by previous addresses.	Yes						
14.3	Ability for a PID or party record to display all individuals with the same address, Email address or phone number.	A search can be configured to return these results.	Yes						
14.4	Ability for a PID or party record to display all Case Numbers with the Party ID/Master Name.	Person or party record can be configured to display all cases involving the person.	Yes						

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14.5	Ability to show the following data fields for an organization, with the most current entry at the top of each list: a. Organization Name; b. Organization Type (Dropdown: corporation, partnership, DBA (individuals "doing Organization as" an unincorporated company); c. Contact Person (Last Name, First Name, Middle Name, Suffix); d. Contact Person; e. Role (Dropdown: For corporation, registered agent, officer, employee; For partnerships, partner, employee; For DBA, owner, employee); f. Address (Type Dropdown: Mail, Legal), Date Entered); g. Email Address (Dropdown: Home, Cell, Work 1, Work 2, Other), Date Entered, Primary checkbox; h. Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other), Date Entered, and Primary checkbox. Drop down items to be managed in a configurable table.	There is an extensive and extensible list of fields available for party records, whether they are persons or organizations.	Yes						
14.6	Ability to display current Address first for an Organization, then previous addresses in address history.	Organization addresses are displayed with current address first, followed by previous addresses.	Yes						
14.7	Ability to display all Organizations with the same Address, Email Address or Phone Number.	A search can be configured to return these results.	Yes						
14.8	Ability to display all Case Numbers for Organiations, with the Party ID attached.	Party record can be configured to display all cases involving the organization.	Yes						
14.9	Ability to display all parties and participants and their roles in a Case.	All parties and participants are displayed in the case along with their roles.	Yes						
14.10	Ability to display, law enforcement or other agency all officers, including Name (First, Middle, Last), Badge Number/ ID, Office Phone, Fax Number, Cell Phone, Email Address.	Law enforcement officers and agencies are displayed in cases.	Yes						
14.11	Ability for a user to update any information and add data to history of the record for a person or organization (e.g., alias, address, phone, email, gang affiliation), with date/ time of update and user ID.	User update of records is tracked in an audit log.	Yes						
14.12	Ability to identify multiple person records for the same individual. *(See Court requirement for Person ID Management)*	Duplicate person records can be identified.		Yes					
14.13	Ability to merge multiple person records for the same individual. *(See Court requirement for Person ID Management)*	Multiple person records can be merged.	Yes						
14.14	Ability to un-merge person records if an error is discovered. *(See Court requirement for Person ID Management)*							Yes	
14.15	Ability to configure entry of any number of participant roles such as, attorney, case worker, case manager, and interpreter.	Any number of participant roles can be configured.	Yes						
14.16	Ability to configure relationships such as, attorney/client, mother/child, caseworker/client, that may be assigned to participants in the case records.	Relationships between persons can be configured.	Yes						
14.17	Ability to flag an address for such persons as youths and victims with a status of confidential (e.g., permanent, designated date to expire).	Confidential addresses can be flagged.	Yes						
14.18	Ability to perform mass reassignment of attorney caseload by updating the attorney of record on a single screen or in a single transaction. *(See Court Requirement)*	Mass updates of case assignments are possible.	Yes						
14.19	Ability to send a notice for a single party to multiple addresses.	A single notice to a party can be sent to multiple addresses via a business rule.		Yes					
14.20	Ability to manually enter data that a participant needs an interpreter, and the language involved. *(See Court requirement for Interpreters)*	Primary language can be indicated for a person.	Yes						
14.21	Ability to turn on an alert with an Interpreter Needed Flag, as needed. *(See Court requirement for Interpreters)*	Case alerts can be added to cases.	Yes						
14.22	Ability to record all record numbers used by external organizations (e.g., jail, prosecutor, law enforcement) allowing cases to be retrieved with those numbers.	An unlimited number of external case numbers can be added to cases.	Yes						
14.23	Ability to block mailings to invalid addresses. *(See Court requirement for bad addresses)*	Documents can be configured to exclude invalid addresses.		Yes					
14.24	Ability to override mailings that are blocked. *(See Court requirement for bad addresses)*	Separate documents that do no exclude invalid addresses can be configured.		Yes					
14.25	Ability to associate one or more persons with an organization, enabling a party search to return the names of persons involved in the case, including the following: 1) For corporation, registered agent, officers and employees;2) For partnerships, partners and employees;3) For DBAs, owners and employees;4) For units of government, officials and employees.	Persons can be related to organizations. Searches can be configured to show persons related to an organization.		Yes					

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14.26	Ability for a user to manually update a case / person alerts.	Case and person alerts can be manually updated.	Yes						
14.27	Ability to maintain police and other agency officer data, including Name (First, Middle, Last), Badge Number, Agency, Office Phone, Fax Number, Cell Phone, Email Address.	Officer data can be maintained.	Yes						
14.28	Ability to use one address repetitively when entering persons living at same address.	Yes, data entered on a form can be carried forward for entry of another record.	Yes						
14.29	Ability to have a default value of 'off' for an English proficient participant. *(See Court Requirement for interpreter flags)*	person profile. Add and update forms can set the default value to false.		Yes					
14.30	Ability for the Interpreter flat to be updated (turned 'On') when the Prosecution determines that a participant needs an interpreter. *(See Court requirement for interpreter flags)*	Add a primary language to a person (other than English) automatically displays a language flag on the case.	Yes						
14.31	Ability to have a dropdown list of languages for the Prosecution to select the language a participant needs interpretation for. *(See Court requirement for interpreters)*	The primary language value is selected using a dropdown.	Yes						

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15	**Files Subsequent Pleadings, Motions and Proposed Orders**								
15.1	Ability to generate subsequent pleadings, motions, notices or proposed orders by merging case management system data with word processing templates. *(Auto populate document fields with CMS data)*	Documents can be autopopulated from case data.	Yes						
15.2	Ability to save Word format documents in a Prosecution case ROA entry, to enable later possible amendment.	Generated documents can be output in Word format.	Yes						
15.3	Ability to automatically route a a diversion/deferral to the work queue of the case's assigned attorney, whenever a notice is received to be terminated.	Automated workflow can be configured to support this requirement.		Yes					
15.4	Ability to turn on Petition to Revoke (PTR) Diversion/Deferral Flag when the Prosecution files a PTR.	Workflow and business rules can be configured to update case data when documents are filed.		Yes					
15.5	Ability to send notification of the hearing date to agency/case manager recommending a PTR has been filed .	Automated workflow can be configured to support this requirement.		Yes					
15.6	Ability to turn on Petition for Rule to Show Cause Filed Flag when the Prosecution files a Show-Cause Petition.	Workflow and business rules can be configured to update case data when documents are filed.		Yes					
15.7	Ability to send notification of a hearing date to the agency/case manager when Show-Cause Petition has been filed.	Automated workflow can be configured to support this requirement.		Yes					
15.8	Ability to turn on Appeal Filed Flag when the Prosecution files an appeal or receives notice of appeal on a case.	Workflow and business rules can be configured to update case data when documents are filed.		Yes					
16	**Schedule Appointments and Other Case Events**								
16.1	Ability to have a date or date range and choice of 1. Case, 2. Attorney, or 3. Defendant, display a calendar of Court and Prosecution events, showing attorneys, parties, case numbers, case type, case status.	A search can be configured to return these results.		Yes					
16.2	Ability to have schedule criteria filterable on any parameter.	A search can be configured to return these results.		Yes					
16.3	Ability to view a chronological list of Case Events.	Case events are displayed in a folder view.	Yes						
16.4	Ability to schedule a Next Appointment Date / Time, Appointment Type and Duration, add Events (Dropdown: Deadline Date), add entry to Prosecution ROA, add to Attorney's Outlook calendar, and set up tickler based on Next Appointment.	Events can be scheduled, copied to Outlook calendar, and reminder set up.		Yes					
16.5	Ability to create a future Case Event and record the scheduled start date with time, and end date with time, location and invited participants, event type and description.	Case events are displayed in a folder view.	Yes						
16.6	Ability to record whether invited Case Event participants accepted or declined the invitation to a scheduled event.	We do not have an invitation feature as it is described, but people who are assigned to events and their availability for that event can be recorded, displayed and used as a workflow trigger to send notifications.		Yes					
16.7	Ability for a user to set up a tickler when scheduling an appointment.	Users can create manual reminders.	Yes						
16.8	Ability to convert a scheduled Case Event into a Case Note by recording actual start date with time, and end date with time, location, attendees, event type and description.	In-court processing can generate docket notes for events.	Yes						
16.9	Ability to attach one or more Case Documents to a Case Event.	Documents can be related to events.	Yes						
16.10	Ability to automatically create a Case Event when a document is sent or received with the Case Event being the transmission of the Case Document.	A ROA entry can be created when a document is sent or received.	Yes						
17	**Manager Attorney and Legal Assistant (LA) Case Actions**								
17.1	Ability to display the entry date of an Attorney Action, description of the action to take, and the completion date on a Case. Print all or selected entries.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).	Yes						
17.2	Ability to display the following information on a Case, and print all or selected entries: a. Entry Date of a Legal Assistant Action, b. Description of the action to take, c. Requested By, d. Completion Date, e. Urgency Indicator Y/N, f. Discoverable Y/N, g. Companion Cases list (Case Number, Defendant, Note Applied, Note Complete),h. Entered By (login name)	Case Research Records can contain task items and additional attributes.	Yes						
17.3	Ability for an attorney to enter Attorney Action Text ("Amend charge to xyz") and automatically do the following: a. Enter the desired Completion Date, b. Create a record in the Prosecution Case ROA with ROA Text set to the Action Text and Desired Completion Date.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.4	Ability to turn on an "Attorney Action" alert (flag) on the case when an attorney enters and saves an Attorney Action.	Workflow and business rules can be configured to update case data when case research records are added or updated.		Yes					

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17.5	Ability to place a notification with the Attorney Action Text in the work queue pool of Legal Assistants associated with the attorney when the an Attorney Action is entered.	Workflow and business rules can be configured to update case data when case research records are added or updated.		Yes					
17.6	Ability to enter Legal Assistant (LA) Action Text ("Please order an in-store report"), with the following data: a. Automatically fill the Entry Date with today's date, b. Entered By, c. Required By Date, d. "Urgent" indicator, e. Completion Date (default to null), f. Related/ Associated Cases list (Case Number, Defendant).	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.7	Ability to enter a Legal Assistant (LA) Action Text ("Please order an in-store report"), with the following data: a. Automatically fill the Entry Date with today's date, b. Entered By, c. Required By Date, d. "Urgent" indicator, e. Completion Date (default to null), f. Related/ Associated Cases list (Case Number, Defendant).	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.8	Ability for a user to select the case(s) the LA Action is to be applied to.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.9	Ability to support Legal Assistant (LA) Action Details with multiple associated Case Relationships.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.10	Ability to support Legal Assistant (LA) Action Detail: When there are multiple cases having a Related or Associated Case Relationship, present the cases for selection.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.11	Ability to support Legal Assistant (LA) Action Detail: Enable a user to apply the LA Action to any cases having a Related/ Associated Case Relationship to the case being processed.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.12	Ability to support Legal Assistant (LA) Action Detail: Specify whether the Action/Update is "Discoverable".	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.13	Ability to support Legal Assistant (LA) Action Detail: Create a Prosecution ROA entry for each case selected containing the LA Action Text and the Entry Date of the action.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.14	Ability for a Legal Assistant Action to automatic fill the Entry Date with the current data, Completion Data (text), Action Complete (checkbox), Completion Data Applied to Case, and automatic filling of Entered by.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.15	Ability to turn off a "Legal Assistant Action" alert (flag) on the case when a Legal Assistant enters and saves the Action Complete date, place a completion notification in the attorney's work queue.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.16	Ability to create a record in the Prosecution Case ROA with ROA Text set to the Action Text and Completion Date.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
18	**Manage Expert Witness Resources**								
18.1	Ability to display a data range by Resource Type (Dropdown: list), all professional and specialist resources, name, phone, email address, Prosecution reference.	A search of expert witnesses is available.		Yes					
18.2	Ability to create various types of Resources, ranging from the internal Resources to various External specialists.	An unlimited number of resources can be created.		Yes					
18.3	Ability to capture availability, non-availability, and ad hoc availabilityof a resource.	All persons have availability records.		Yes					
18.4	Ability to generate Resource payment slips and send them to the Resources.	Documents can be configured to generate payment slips.		Yes					
18.5	Ability to create external Resource Dashboards in order to perform the following actions: 1. Change their personal details; 2. Update the details supplied by the Resource; 3. Update availability and non-availability which is used in scheduling; 4. Be offered work and accept or reject; 5. Be shown a list of current work; 6. Be notified of re-appointment requirements; 7. Submit an on-line re-appointment application form; 8. Enter time sheets for payment of work; 9. View time sheets submitted and their progress	The Public Portal can be used to add and transfer a variety information, but the level of interaction described in this requirement mayinvolve licensing the user. The specific context of this requirement will be needed to evaluate the use of the portal for these activities							X
18.6	Ability to attach Notes to a Resource.	Notes can be attached to person records.						Yes	
19	**Prepare for Court Sessions**								
19.1	Ability to display all of the cases set for a past or future court session (docket) for a given Date/Time and Courtroom/Branch Court, with the following case data fields: a. Defendant, b. Case Number, c. Proceeding Type, d. Offense Class, e. Related/ Associated Cases, f. Charge Info summary (with drill-down navigation to viewing Charge Details), g. Police Department, h. Local Prosecutor Case. Specify which parameters are available.	A configurable docket is available. Also, calendar searches can be configured.		Yes					

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19.2	Ability to sort and filter court session docket display on any of the columns, and print the docket.	Searches can be sorted and printed.	Yes						

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20	**Issue Subpoenas**								
20.1	Ability to select a witness name from a list of values in a Case, for entry of a new subpoena, Subpoena Status (Dropdown: Issued, other values), Event Date.	All case fields, including parties, can be included in document merges.	Yes						
20.2	Ability to identify subpoena for APD officer in a Case, and recipient(s) of the subpoena.	All case fields, including parties, can be included in document merges.	Yes						
20.3	Ability to select a non-APD witness name in a Case, for entry of a new subpoena.	All case fields, including parties, can be included in document merges.	Yes						
20.4	Ability to add Subpoena Service Data Datails in a Case, e.g., address and type of address, need-by date, and comments.	Subpoena service details can be recorded.		Yes					
20.5	Ability to select a witness name in a Case, for entry of a new subpoena, including: Court Events history with checkbox to select, Date, Time, Courtroom, Proceeding Type.	All case fields, including parties, can be included in document merges.	Yes						
20.6	Ability to print copies of the selected subpoena as needed.	Merged documents can be printed as many times as you like.	Yes						
20.7	Ability for users to fax and/or email subpoenas to police departments using the agency's fax number/email address.	If a fax server has an API that can be accessed via a network, an interface to that fax server can be created. Email can be sent via business rules.		Yes					
20.8	Ability for a given date range to display the subpoena(s) issued for the case(s), showing case number, status, defendant name, witness name, court event, date issued, date served, agency number.	A subpoena search and subpoena folder views can be configured.	Yes						
20.9	Ability for the display of Case information to be filtered by column.	Searches can be sorted and printed.	Yes						
20.10	Ability to select a subpoena from the Subpoena History Table for re-issuance with an updated court date.	Workflow and automation can be configured to allow for reissuance of subpoenas. Alternatively, subpoenas for new events can be easily generated.		Yes					
20.11	Ability to print copies of the selected subpoenas and envelopes in a batch.	Workflow and automation can be configured to batch print subopoenas and envelopes.		Yes					
21	**Track Service of Subpoenas**								
21.1	Ability to set a tickler for a deadline by which time a subpoena should be served.	Deadlines and workflow can be set for reminders about when subpoenas need to be served.		Yes					
21.2	Ability for a witness receiving a subpoena to confirm online their appearance at court.		Yes						

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22	**Cancel Subpoenas or Call off Witnesses**								
22.1	Ability for a notification to be automatically generated to the Prosecutor's Office canceling the court appearance, whenever the court updates a case to cancel, call off or reschedule a docketed event (i.e rescheduling a trial).	Workflow and automation can be configured to automatically generate cancellation notices when events are canceled.		Yes					
22.2	Ability for a notification to be automatically generated to the witness canceling the witness's court appearance, whenever the court updates a case to cancel, call off or reschedule a docketed event (i.e rescheduling a trial).	Workflow and automation can be configured to automatically generate cancellation notices when events are canceled.		Yes					
22.3	Ability to automatically update the Prosecutor ROA and the tree view whenever docketed court case event is cancelled, called off or rescheduled.	Event updates are automatically entered into the ROA.	Yes						
22.4	Ability to select a subpoena in the Subpoena History with the appropriate Court Event, edit Subpoena Details, and mark Cancel, reschedule or Call Off checkbox, automatically updating the Prosecution ROA.	ROA update based on subpoena edits can be configured.		Yes					
22.5	Ability to send electronic notification to police department Court Liaison when a Law Enforcement Witness is cancelled, rescheduled or called off.	Electronic notification can be configured based on record updates.		Yes					
23	**Witness List**								
23.1	Ability for a case to display the witnesses identified for the case, with Name, Address, DOB, Multiple Phone Numbers, Email Address, and Minor with a Y/N Flag.	Party information is displayed in Parties folder view.	Yes						
23.2	Ability for a user to edit Witness List Report/Display, filter and redact names, for disclosure.	Add, update, and folder view screens can be configured to allow for filtering of party information based on your requirements.		Yes					
23.3	Ability for a user to copy the selected witness(es) from one case to another (related) case.	Parties can be copied from once case to another.	Yes						
24	**Jury Instructions**								
24.1	Ability to draft a set of jury instructions for a case from a template of standard jury instructions and instructions specific to charges, and attach to the Prosecution ROA.	Documents can be configured to return general and specific charge instructions.	Yes						
25	**Manage Prosecutor Evidence**								
25.1	Ability to show the items of evidence in the inventory for a Case Number, with ~~b.~~ Date Received; ~~d.~~ Evidence Reference Number; ~~e.~~ Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video); ~~d.~~ Document Description (Dropdown: 1. Affidavit and Complaint; 2. Written or recorded statement(s) of defendant or co-defendant, including police summaries of such statements, including grand jury testimony by either the defendant or co-defendant; 3. Accident Report; 4. In Store Report; 5. Victim's Letter; 6. Restitution/ Bills); e. Confidential Work Product Flag; f. Counsel-Only Evidence Flag.	Folder views can be configured to show evidence-related fields.	Yes						
25.2	Ability to have the following information for each item of evidence submitted to a crime lab for forensic testing by the Prosecution: ; a. Case Number; b. Date Sent to Crime Lab; c. Crime Lab name/ location; d. Evidence Reference Number; e. Evidence Type (Dropdown: Blood, DNA, Documentary, Photo, Physical, Report, Video); f. Evidence Description (free text); g. Date Received from crime lab; h. Results of forensic testing (free text); i. Name of laboratory technician (free text); Lab report number (free text).	Lab test data can be added to a case and tracked.	Yes						
25.3	Ability to show within a date range, all cases that have been disposed and evidence remains in the case inventory, with case number, attorney assigned, and an indication that a case has related cases.	Searches can be configured to disposed cases with evidence in inventory.		Yes					
25.4	Ability to enter a new piece of evidence, update its status, or delete a piece of evidence, in the inventory, with a pop-up screen asking the user to confirm the action, entering for each item of evidence to be stored the following: a. Case Number; b. Date Received; d. Evidence Reference Number; e. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video, Audio); f. Document Description (Dropdown: 1. Affidavit and Complaint; 2. Written or recorded statement(s) of defendant or co-defendant, including police summaries of such statements, including grand jury testimony by either the defendant or co-defendant; 3. Accident Report; 4. In Store Report; 5. Victim's Letter; 6. Restitution/ Bills); g. Confidential Work Product Flag; h. Counsel-Only Evidence Flag. Specify the items available.	Evidence can be added and attributes added describing the evidence.	Yes						
25.5	Ability to enter a new piece of evidence submitted to a crime lab for forensic testing, lab technician name, update its status, or delete a piece of evidence, with a pop-up screen asking the user to confirm the action.	Evidence can be added and attributes added describing the evidence.	Yes						

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25.6	Ability to generate a receipt with the following information whenever a transfer of custody of physical evidence takes place: a. Date and time of the transfer; b. Name and position of the person receiving the item; c. Reason for the transfer; d. Location where item is stored; e. Laboratory name and address, if applicable; and f. if applicable, type of examination required.	Workflow can be configured to generate a custody receipt.		Yes					
25.7	Ability to automatically set a Tickler for Disposal of Evidence Reminder whenever a case is disposed and has evidence associated with it.	Workflow can be configured to generate a reminder when cases are disposed that still have evidence.		Yes					
26	**Manage Discovery Requested by Opposing Counsel**								
26.1	Ability to display discovery requests from opposing counsel given a date range with the following information:; a. Case Number; b. Date Requested by Opposing Counsel; c. Date Provided; d. Prosecutor Name ; e. Opposing Counsel Name; f. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video)	Folder views and searches can be configured to show discovery requests.	Yes						
26.2	Ability to generate a notification to assigned Prosecutor(s) when discovery is requested in the case.	Workflow can be configured to assign a task to the assigned prosecutor when discovery requests are received.		Yes					
26.3	Ability to notate responses for a request to release specific evidence in a case when requested by opposing counsel by selecting items of evidence in the case and indicate which of the following responses to make for each; 1) Copies are enclosed; 2) Does not exist; 3) Items are available to copy or photograph at a mutually agreeable time. Please contact this office to inspect and copy or photograph the items. ; 4) The prosecution is unaware of any evidence favorable to the defendant and material to guilt or punishment; 5) The prosecution does not anticipate eliciting expert opinion.	Specific statuses can be added to discovery requests.		Yes					
26.4	Ability for a given release of evidence in a case when requested by opposing counsel to generate a written response to opposing counsel's request to notate case log with: *Evidence Requested by Opposing Counsel Log* , enabling the user to update it in responding to the discovery request: 1) Case Number; 2) Date Requested; 3) Opposing Counsel Name; 4) Date Provided/ Refused; 5) Prosecutor Name ; 6) Discovery Response by Item (see (a) above); 7) Confidential Work Product Indicator; 8) Counsel-Only Evidence Indicator; 7) Method of Delivery: Uploaded, Hand-delivered, Faxed, Sent by ordinary mail, Left at front desk of Lake County Prosecutor's Office.	Documents can be configured to include released evidence along with request statuses and other fields.		Yes					
26.5	Ability for a given release of evidence in a case when requested by opposing counsel, to generate PDF portfolio (multiple PDFs in a single PDF file) containing the written response (see (b) above), and the items of discovery released.	Workflow and business rules can be configured to generate a single PDF document containing a response to a request for discovery along with included released discovery.		Yes					
26.6	Ability to identify the items of evidence to be provided as discovery, and change security settings in Roles and Permissions Matrix for the attorney being provided discovery.	Access to electronic discovery on the ePortal can be set by invitation to the case.	Yes						
26.7	Ability to identify the items of evidence provided as discovery, and change security settings in Roles and Permissions Matrix to terminate access for the attorney provided access.	Access to electronic discovery on the ePortal can be denied.	Yes						

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27	**Request Discovery by Opposing Counsel or Law Enforcement Agency**								
27.1	Ability to enter a date or date range to display discovery requests by the Prosecution from opposing counsel with the following information: a. Case Number; b. Date Requested; c. Date Provided; d. Prosecutor Name ; e. Opposing Counsel Name or Law Enforcement Agency; f. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video); g. Description (text); h. Date Needed By.	Folder views and searches can be configured to show discovery requests.	Yes						
27.2	Ability to generate a tickler to the Assistant Prosecution on the case involved and set as the Date Needed By when the Prosecution requests discovery in the case.	Workflow can be configured to assign a task to the assigned prosecutor when discovery requests are due.		Yes					
27.3	Ability for a given piece of evidence requested by the Prosecution from opposing counsel or law enforcement, to auto-populate information about the Prosecution's request using data in Evidence Requested by Prosecution from Opposing Counsel or Law Enforcement Log, enabling the user to update it after receiving discovery with the following information:; a. Case Number; b. Date Requested; c. Date Provided; d. Prosecutor Name ; e. Staff Assisting; f. Opposing Counsel Name or law enforcement agency; g. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video); h. Document Description (Dropdown: Affidavit, Offense Report, Complaint, Supplemental Police Report, Accident Report, Drug Lab Report, Blood Lab Report, Driving History, In Store Report, Victim's Letter, Restitution/ Bills, Other).	Documents can be configured to include released evidence along with request statuses and other fields.		Yes					
27.4	Ability for secure electronic access to discovery, both sending and receiving.	The ePortal allows for secure electronic access to discovery, both received and sent.	Yes						
27.5	Ability for a flag to be turned on indicating that the Prosecution has requested evidence in this case.	Flags can be triggered when evidence is requested.		Yes					
28	**Communicate Plea Offer**								
28.1	Ability to enter a recommendation of a sentencing order, deferral agreement of bond amount and bond conditions in a Criminal or Youth case, and automatically update the confidential Prosecution ROA and Case Notes with the offer.	Plea offers can be generated. The security status of plea offers can be configured.		Yes					

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29	**Monitor Defendant/Youth Deferral or Diversion**								
29.1	Ability to record the offer of Criminal or Youth Plea Agreement in Prosecution case ROA, and later negotiations.	Plea offers can be generated. The security status of plea offers can be configured.		Yes					
29.2	Ability to record one or more attributes – See Case Attributes (e.g., 1. Case Disposition – Dismissed, 2. Case Disposition – Diversion/Deferral Granted, 3. Case Disposition – Pled, 4. Case Disposition – Taken to trial)	An unlimited number case attributes can be added and displayed.	Yes						
29.3	Ability for a user to turn on Diversion Granted Flag.	An unlimited number case attributes can be added and displayed.	Yes						
29.4	Ability for a user to record grant of Diversion in Prosecution ROA.	Grant of Diversion can be added and displayed in folder views and register of action.		Yes					
29.5	Ability for a user to turn on Deferral Granted Flag.	An unlimited number case attributes can be added and displayed.	Yes						
29.6	Ability for a user to record grant of Deferral Status in Prosecution ROA.	Grant of Diversion status can be added and displayed in folder views and register of action.		Yes					
29.7	Ability to display Diversion/Deferral Information for a Defendant, including all cases identified as Diversion/Deferral status, with the following: 1. Diversion/Deferral Case Number; 2. Court Case Data (Arresting Agency, Booking Number, Arrest Date, Case Number, Judge, Courtroom Number, Defendant Name, DOB, Sex, Race, SID, Police Report Number, Diversion/Deferral Expiration Date); 3. Most Serious Charge; 4. Diversion/Deferral History Data; a. Diversion/Deferral Officer Assigned (list of values); b. Current Diversion/Deferral Status (Dropdown: Open, Absconder, Completed, Death, Jurisdiction, New Violation, Revoked, Vacated); c. Diversion/Deferral Begin Date (calendar pop-up); d. Diversion/Deferral End Date (calendar pop-up); e. Diversion/Deferral Type (Dropdown: Informal, Formal, Pretrial); f. Agency (list of values TBD); g. Date of Arraignment; h. Conditions set by the court. Specify which items are available.	A seach of cases for a defendant with Diversion/Deferral status can be configured.		Yes					
29.8	Ability for a given date range to list the cases on Diversion, showing Name, Case Number, Date of Diversion, and case attributes of Completed Successfully and Terminated Unsuccessfully.	A seach of cases with Diversion/Deferral status can be configured.		Yes					
29.9	Ability for a given date range to list the cases on Deferral, showing Name, Case Number, Date of Deferral, and case attributes of Completed Successfully and Terminated Unsuccessfully.	A seach of cases with Diversion/Deferral status can be configured.		Yes					
29.10	For a date range list the cases on Diversion/deferral, showing Name, Case Number, Date of Diversion/deferral, and case attributes of Completed Successfully and Terminated Unsuccessfully. *See Display Diversion/Deferral Information for a Defendant.*	A seach of cases with Diversion/Deferral status can be configured.		Yes					
29.11	Ability for 1.) a user to turn off Diversion Granted Flag and 2.) as a Prosecution Case Event to the Prosecution ROA as "Successful Completion of Diversion."	Case flags can be updated and ROA messages created.	Yes						
29.12	Ability for 1.) a user to turn off Deferral Granted Flag and 2.) as a Prosecution Case Event to the Prosecution ROA as "Successful Completion of Deferral."	Case flags can be updated and ROA messages created.	Yes						
29.13	Ability for 1.) a user to turn off Diversion/Deferral Granted Flag and 2.) as a Prosecution Case Event to the Prosecution ROA as "Successful Completion of Diversion/deferral."	Case flags can be updated and ROA messages created.	Yes						
29.14	Ability to default to Teen Court Obligation Incomplete Flag on the Person and Case records when obligations are completed. (Court Requirement)	Case flags can be added manually or automatically added by workflow.		Yes					
29.15	Ability to automatically set Teen Court Obligation Complete Flag on the Person and Case records when obligations are completed. May be manually set by a user with the proper credentials (Court Requirement).	Case flags can be added manually or automatically added by workflow.		Yes					

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30	**Closed Case Management**								
30.1	Ability to prepare a disposition letter/report informing law enforcement agencies and victims linked to the case(s) when a case is closed, showing all related, associated and consolidated cases involved in a plea agreement or trial that were disposed, and the manner of disposition (e.g., one or more cases pled or found guilty, one or more cases dismissed or found not guilty).	Letters can automatically be generated by workflow based on case status.		Yes					
30.2	Ability for a user to change the Prosecution case status to "Closed." See Case/ Matter Status (Dropdown: Closed, Open, Post-Disposition), add Method of Disposition (Dropdown: Plea, Trial). System checks and balances must prevent a mismatch of case record status between court and prosecution records.	Case status can be updated. Workflow can be configured to check for consistency between the court and prosecution system.		Yes					

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31	**Dismiss and Refile if Charge Changes**								
31.1	Ability to dismiss and refile if Charge Changes.	Cases can be dismissed and refiled.		Yes					
32	**View Plea**								
32.1	Ability for a user to turn on one or more flags on a case when the Prosecution identifies a case as having associated attributes.	Case flags can be added manually or automatically added by workflow.		Yes					

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33	**Victim/Witness Intake/Uptake**								
33.1	Ability for a user to turn on Victim in Case Flag when Prosecution staff identifies a victim in a case.	Case flags can be added manually or automatically added by workflow.		Yes					
33.2	Ability to show the events of notification and service provided to a victim on a Case (e.g., phone, letter, in-person office, in-person court), with dates.	Notification and service to victims can be tracked.		Yes					
33.3	Ability for a Prosecutor, or multiple Prosecutors, given a date range, to show the summary and detail of events of notification and service provided to victims.	Notification and service to victims can be tracked.		Yes					
33.4	Ability to list the demographics of victims within a date range, e.g., sex, age, race/ethnicity, city.	Demographics of all parties can be tracked.	Yes						
33.5	Ability to list the witnesses, Witness Email Addresses, and Witness Phone Numbers for a Case.	Party contact information is tracked.	Yes						
33.6	Ability to enter data in a screen designed to capture which rights a victim asserts, and the following data for a victim: Defendant name, Date of entry, Case number, Judge, Prosecutor, Charge Type (Dropdown: list of values TBD), Victim name (Last Name, First, Middle, Suffix), Victim organization, Victim Address (Type Dropdown: Mail, Residence, Legal) - multiple, Victim alternative address, Family member contact, Victim E-mail Address (Type Dropdown: Home, Cell, Work 1, Work 2, Other), Primary checkbox - multiple, Victim Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other).	Party information and rights assertion can be tracked.	Yes						
33.7	Ability to enter data on victim's circumstances: Victim's representative name (Last Name, First, Middle, Suffix), Language Interpretation or Special Needs (Dropdown: Spanish, Other (specify)), Best time to reach (text), Next of kin or other contact (text), Type of victimization (Dropdown: Assault, Criminal Mischief, Trespass, Theft, Other).	Party information can be tracked.	Yes						
33.8	Ability to capture Victim and Significant Other Demographics: Race/Ethnicity (Dropdown: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and/or Pacific Islander, White, Unknown); Gender (Male, Female); Age (Dropdown: 0 – 5, 6 – 12, 13 – 17, 18 – 24, 25 – 59, 60+, Unknown); Person with disabilities; Person with limited English proficiency; Language Served (Dropdown: Spanish, Vietnamese, Other – specify); City of residence.	Demographics of all parties can be tracked.	Yes						
33.9	Ability to attach supporting documents (e.g., releases, economic loss form, release of information to talk to victim's service providers) to Prosecution ROA of victim/ witness case.	Documents can be attached to cases and related to parties.	Yes						
33.10	Ability to enter data of Witness: Defendant name, Date of entry, Case number, Judge, Prosecutor, Charge Type (Dropdown: list of values TBD), Witness name (Last Name, First, Middle, Suffix), Witness Address (Type Dropdown: Mail, Residence, Legal) - multiple, Witness E-mail Address (Type Dropdown: Home, Cell, Work 1, Work 2, Other), Primary checkbox - multiple, Witness Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other).	Party information can be tracked.	Yes						
33.11	Ability to enter data on Witness's circumstances: Language Interpretation or Special Needs (Dropdown: Spanish, Other (specify)), Best time to reach (text), Next of kin and family members (text).	Party information can be tracked.	Yes						
33.12	Ability to capture Witness and Significant Other Demographics. Race/Ethnicity (Dropdown: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and/or Pacific Islander, White, Unknown); Gender (Male, Female); Age (Dropdown: 0 – 5, 6 – 12, 13 – 17, 18 – 24, 25 – 59, 60+, Unknown); Person with disabilities; Person with limited English proficiency; Language Served (Dropdown: Spanish, Vietnamese, Other – specify).	Party information can be tracked.	Yes						

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34	**Provide and Track Victim Contact and Service Referrals**								
34.1	Ability for a given date range, to display cases with a Victim in Case Flag activated with a scheduled hearing in the court showing the following data: a. Event Date, b. Case Number, c. Defendant Name, d. Victim Name, e. Hearing type (Dropdown: Bond Forfeiture Hearing, Arraignment, Pre-trial, Motion Hearing, Sentencing, Diversion/Deferral Violation, Review Hearing, Other Modification of Sentencing Order)	Searches can be configured to display information about cases with victims.	Yes						
34.2	Ability for a given date range, to show a list of victim assistance referrals showing the following data: a. Date of contact or service referral, b. Victim Name, c. Case Number, d. Type of contact or service referral, e. Prosecutor.	Victim assistance referrals can be tracked.	Yes						
34.3	Ability for a given date range to show the following summary and detail information about victims: Date of entry, Defendant name, Case number, Judge, Prosecutor, Type of crime (Dropdown: list of values), Victim name (Last Name, First, Middle, Suffix), Victim's representative to exercise rights checkbox, Statement of Victimization Completed Indicator (Y/N), Economic Loss (Y/N), Number of Victim Assistance Contacts or Services Referrals.	Summary and detailed information about victims can be displayed.		Yes					
34.4	Ability for a given date range to display a list of victim assistance referrals for a specified Victim Witness Prosecutor, with Case Number, Charge Type, Number of Victims, Date of Entry from Declaration of Victim Rights.	Victim assistance referrals can be tracked.	Yes						
34.5	Ability to display Case Number, Charge Type, Date of Entry from Declaration of Victim Right, list of hearings for which a hearing notice was generated, for a victim registered with a Declaration of Victim Rights form.	Case and event information related to a victim can be displayed.		Yes					
34.6	Ability to identify type of services provided with date of service in the Register of Actions (ROA)/ Event log for a victim in a Case.	Victim assistance referrals can be tracked.	Yes						
34.7	Ability to automate generation and recording of hearing notices to individual victims: 1. For every registered victim, identify scheduled hearings of which victims should be notified. 2. Generate a notice populated with information concerning the hearing. 3. Route generated notice to the victim Prosecutor associated with the victim. 4. Log date/time of generation of the notice in the Prosecution ROA of that case. 5. Generate ticklers on work queue for victims' scheduled hearings.	Workflow can be configured to automatically generated hearing notices.		Yes					
34.8	Ability to automate mass generation and recording of hearing notices to victims for a given date or date range: 1. For every registered victim, identify scheduled hearings of which victims should be notified. 2. Generate a notice populated with information concerning the hearing. 3. Route generated notices to the victim Prosecutor associated with the victim. 4. Log date/time of generation of the notice in the Prosecution ROA of those cases.	A search of hearing notices for a date range can be configured.		Yes					
34.9	Ability for a user to record notes on economic loss in Prosecution Case Notes on demand.	Victim restitution claims can be tracked.	Yes						
34.10	Ability to attach documentation of economic loss (e.g., receipts, medical reports) to a Case on demand.	Documents can be attached to cases and related to parties.	Yes						
34.11	Ability to print or email Case Notes to Diversion/Deferral, on demand.	Case notes can be printed or emailed.		Yes					
35	**Manage Interpreters (managed on the Court side of application)**								
35.1	Ability to generate a report/display statement of interpreter appearances in a Case for verification of payment. *Court requirement*	A search can be configured to return these results.		Yes					
35.2	Ability to generate a report/display statement for a given date range, of interpreter appearances for verification of payment. *Court requirement*	A search can be configured to return these results.		Yes					
35.3	Ability for a user to enter special needs requested by individuals (e.g., interpreter - including language needed, accommodation for a disability). *Entered by court staff/must be viewable in prosecutor ROA and in Court RO. If entered by prosecutor, must alert court staff for scheduling purposes.*	Special needs for a party can be added as partySpecialStatuses.	Yes						
35.4	Ability for a user to change interpreter-needed status. *Entered by court staff/must be viewable in prosecutor ROA and in Court ROA.*	A change in interpreter-needed status in the court system can be reflected in the prosecutor system.		Yes					
35.5	Ability to alert the user that an interpreter for a given language is needed for a participant for an event or activity. *Entered by court staff/must be viewable in prosecutor ROA and in Court RO. If entered by prosecutor, must alert court staff for scheduling purposes.*	Workflow can be triggered by the addition or updating of interpreter-needed status.		Yes					

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35.6	Ability to notify an interpreter of the status of a scheduled event where a case participant needs an interpreter in a given language and log the request in the Prosecution ROA. *Entered by court staff/must be viewable in prosecutor ROA and in Court ROA. If entered by prosecutor, must alert court staff for scheduling purposes.*	Print or electronic notification for interpreters can be generated through workflow.		Yes					
36	**Prepare Appellate Briefs**								
36.1	Ability to generate a list by a given date range, that shows for each appealed case the Appellant, Appellee, and Status (Dropdown: Active, Completed), Date of Notice of Appeal, Next Brief Deadline, Date of Decision, Prosecutor Name, Opposing Counsel, Result (Dropdown: Affirmed, Reversed, Affirmed in Part and Reversed in Part).	Searches of appealed cases can be configured.		Yes					
36.2	Ability to set ticklers.	Users can create manual reminders. The system can also be configured to automatically add reminders based on case activity.	Yes						
36.3	Ability for a user to enter the next deadline in the Prosecution Case ROA, and to make new ROA entries with a reason code (Dropdown: Appellant Requested Extension, Appellee Requested Extension).	Users can create manual reminders. The system can also be configured to automatically add reminders based on case activity.	Yes						
36.4	Ability to mark a case as "Appealed Case". *System checks and balances must prevent a mismatch of case record status between court and prosecution records.*	Case flags can be added manually or automatically added by workflow.	Yes						

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37	**Oral Argument and Appellate Brief Decisions**								
37.1	Ability for a user to enter the oral argument date in the Prosecution Case ROA, and to make new ROA entries with a reason code.	Users can enter events.	Yes						

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38	**Track Prosecutor Assignments**								
38.1	Ability for a prosecutor (or selected prosecutors), given a date range, to list the cases, assigned to the prosecutor, case number, date of assignment, status, defendant, case type, lead (most serious) charge, judge, disposition type (Dropdown: Plea, Trial, Dismiss, Deferral, Diversion, Appeal).	Users can display their case assignments.	Yes						
38.2	Ability for a prosecutor or for a courtroom (or selected courtrooms), for a given date range, to list the dates of prosecutor assignment to the courtroom.	A search can be configured to return these results.		Yes					
38.3	Ability with a given date, to generate a report of cases assigned to a prosecutor, by case type/subtype, with status and initiation date.	A search of case assignments returns these results.	Yes						
38.4	Ability to manually assign or reassign cases to prosecutors *(Must not conflict with Court case record as it relates to docketed events)* .	Cases can assigned and reassigned manually.	Yes						
38.5	Ability to mass-assign a group of cases or all cases from one prosecutor to another prosecutor or among a group of prosecutors, according to workload calculations of prosecutors.	Mass reassignment of case assignments to another prosecutor is possible. Workload calculations can be used to assign to a group of prosecutors.		Yes					
38.6	Ability to assign Prosecutor to a Courtroom, with courtroom number, date assigned, and date of end of the assignment. *(Must not conflict with Court case record)*	Assignment methods can be configured to assign prosecutors to courtrooms.		Yes					
39	**Manage Prosecution Work Queue**								
39.1	Ability to display the number and type of items in a work queue for a given date and time (detail of work items exportable for Excel analysis).	A search can be configured to return these results.		Yes					
39.2	Ability to manage work queue type and work item type by date and time range.	The Assignments page displays a summary of the work queue tasks assigned. Users can sort assigned tasks.	Yes						
39.3	Ability to create a summary of the number of work items in a work queue by date and time range.	The Assignments page displays a summary of the work queue tasks assigned.	Yes						
39.4	Ability to create a summary of work items by the length of time (date and time range) in the work queue.	The Assignments page displays the age of the work queue tasks assigned.	Yes						
39.5	Ability to manage work queue (date and time range), by the number of times work items are forwarded before being completed, .	Searches can be configured to return these results.		Yes					
39.6	Ability to create a summary of the percentage of work items that exceed the standard time (date/ time range), by work queue type and work item type.	Searches can be configured to return these results.		Yes					
39.7	Ability to measure the length of time a work item is in a work queue, by type of work item (e.g., filing review, court customer query response, internal query response).	Searches can be configured to return these results.		Yes					

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39.8	Ability to log the length of time a work item is in a work queue, by type of work item (e.g., filing review, court customer query response, internal query response).	Searches can be configured to return these results.		Yes					
39.9	Ability to store the date and time a work item is posted to a work queue (including referral to someone else).	Work queue start times are automatically recorded.	Yes						
39.10	Ability to store the date and time a work queue is disposed (including referral to someone else), with work item type, queue type.	Work queue end times are automatically recorded.	Yes						
40	**Manage Prosecution Office Statistics**								
40.1	Ability to list work queues by attorney or selected attorney within a date range.	The Assignments page displays a summary of the work queue tasks assigned.	Yes						
40.2	Ability to create a summary list for one or more of the following criteria within a date range; case type/ subtype (Dropdown: criminal, traffic, social, parking appeal), lead (most serious) charge, attribute code, judge, disposition type (Dropdown: Plea, Trial, Dismiss), in the following categories: 1. Open Assignments and 2. Cases Disposed.	Reports can be configured to return this information.		Yes					
41	**Purge Case Records (managed on the Court side of application)**								
41.1	Ability to develop a list of cases by case type, that exceed the required record retention schedule, given a specific date. *See court requirements.*	Workflow and time standards can be configured to return a list of cases exceeding required record retention schedules.		Yes					
41.2	Ability to develop a list by cases destroyed given a date range. *See Court requirements.*	A search of cases destroyed within a date range can be configured.		Yes					
41.3	Ability to display list of cases in case number order, with trial exhibits retained by the clerk which were admitted into evidence during trial. *See Court requirements.*	A search of trial exhibits can be configured.		Yes					
41.4	Ability to display list of cases in Case number order with date of trial and names of lead attorneys at trial, by a given date range. *See Court requirements.*	A search can be configured to return these results.		Yes					
41.5	Ability to generate a list of unclaimed exhibits to identify exhibits eligible for sale or destruction 30 days after notice is sent to trial exhibit owners. See Court requirements.	A search of trial exhibits can be configured.		Yes					
41.6	Ability to purge completed cases that exceed record retention rules. *See Court requirements.*	Workflow and business rules can be configured to purge cases.		Yes					
41.7	Ability to identify cases that exceed record retention rules and mark them to be destroyed. *See Court requirements.*	A search can be configured to return these results.		Yes					
41.8	Ability to generate a notice to exhibit owners that exhibits are eligible for return in closed cases. *See Court requirements.*	Workflow can be configured to generate these notices.		Yes					
42	**Configure Application to Align with Business Practices**								
42.1	Ability for role-based workflow queues for Prosecution Chief, Prosecution Attorney and Prosecution Assistant.	Workflow is configurable to allow role-based assignments.	Yes						
42.2	Ability to configure role-based workflows for routing tasks, documents and messages to work queues.	Workflow is configurable to allow role-based assignments.	Yes						
42.3	Ability to have a dropdown for workflow queues with the following choices; clerk issues warrant after judge signs it and route bond refund request to supervisor with authority to approve.	Completed task routing options can be configured.		Yes					
42.4	Ability to set up business rules appropriate to business processes as set by court policy.	Workflow and business rules are configurable.	Yes						
42.5	Ability to update the case status whenever a certain condition is detected or a case event is recorded.	Workflow can update case status based on case data updates.	Yes						
42.6	Ability for the System Administrator to modify business rule settings from a business rules table.	Workflow and business rules are configurable.	Yes						
42.7	Ability to configure Case types to include the following high-level features 1. Unique identifying number; 2. Participants in case; 3. Data used to initiate and update the case; 4. Status of case and participants; 5. Register of Actions (ROA) in the case; 6. Documents associated with events in the log; 7. Scheduled events in the case; 8. Financial information; 9. Private notes of case owners; 10. Document generation using case information; 11. Reporting.	Entities and forms are configurable.	Yes						
42.8	Ability to configure data entry screens sequentially to lead a user through data entry.	Wizard format data entry screens lead users through data entry.	Yes						

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42.9	Ability to configure the application by adding new data fields to any database table without corrupting pre-existing records; 1. Values for data fields; 2. Free text fields; 3. Formatted data fields; 4. Calculated fields	Entities are configurable without corrupting pre-existing records.	Yes						
42.10	Ability to configure searches appropriate to case type.	Searchs are configurable.	Yes						
42.11	Ability to have configurable workflows.	Workflow and business rules are configurable.	Yes						
42.12	Ability to modify a sequence of steps for capturing and presenting data with the application.	Add, update, and folder view screens are configurable.	Yes						
42.13	Ability for users to prepare their own reports through a ad hoc report genearation tool.	can use your own report writer if you wish to access the database directly.	Yes						
42.14	Ability to add customized reports to be run at the user level.	Users can run customized reports.	Yes						
42.15	Ability to display disposition measures or a set of dashboard performance metrics, that can be selected by individual users, according to their role in the organization.	Users can store searches and reports on their dashboard.	Yes						
42.16	Ability to display only relevant/available code table values on data entry screens. For example, pre-trial codes will not be displayed when a case is in sentencing status. *Checks and balances	Code table values can be filtered based on case statuses.	Yes						
42.17	Ability to configure an unlimited number of table entries, including: a) State Offense Code Tables; b) Prosecution ROA entry codes; c) Event-types; and d) Document types generated.	An unlimited number of table entries can be configured.	Yes						
42.18	Ability to manage offense codes and charging language used in chargements and information, including an effective date range for present and future crimes while maintaining the part charge effective date range on past cases, so that historical records may reflect the pertinent law at the time the offense was committed. (See Court Requirements)	Statute data can be managed.	Yes						
42.19	Ability to configure user screens according to individual preferences.	Users can configure their dashboards and the color themes of their screens.	Yes						

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42.20	Ability to configure lists of values in dropdown menus. *(See Court Requirements)*	Values in dropdown menus are configurable.	Yes						
42.21	Ability to configure entries in Case Attributes Table *(See 2.1.6). (See Court Requirements)*	Values in dropdown menus are configurable.	Yes						
43	**Expungements**								
43.1	Ability to display a list of cases with a given date range to include Case Number, Defendant Name, and Date of Expungement Order.	A search can be configured to return these results.		Yes					
43.2	Ability for a user to turn on Expunged Case Flag. (Updated on the Court side of application, must read over to Prosecutor ROA)	Case flags can be added manually or automatically added by workflow.	Yes						
44	**Use of Case Level and Person Level Conditions to Trigger Actions**								
44.1	Ability to display alerts at the top of the relevant case or person screen display. Configure Case/ Person Alerts: 1. Appealed Case, 2. Attorney Action Request, 3. CDL Commercial Driver's License, 4. Collision, 5. Confidential Work Product, 6. Counsel-Only Evidence, 7. Deferral Granted, 8. Deferral Violated, 9. Diversion Granted, 10. Diversion Violated, 11. Community Court, 12. Evidence Requested by Opposing Counsel, 13. Evidence Requested by Prosecution, 14. Expunged Case, 15. Inactive Case/ Charge, 16. In custody – Release/ Remand (Data Exchange) 17. Interpreter Needed, 18. Jury Waiver Filed, 19. Legal Assistant (LA) Action Request, 20. Person Deceased, 21. Petition for Rule to Show Cause, 22. Petition to Revoke Requested, 23. Petition to Revoke Filed Flag, 24. Prone to Violence, 25. Self-Represented Litigant (SRL), 26. State Specially Involved (Victim Deceased of Seriously Injured), 27. Teen Court Obligation Incomplete, 28. Victim Invoked Rights, 29. Warrant Outstanding, and 30. Youth Case (Age of Defendant).	Case headers can be configured to meet your requirements.		Yes					
44.2	Ability to manually update the case event flag where no event code triggers automatic update.	Case flags can be added manually or automatically added by workflow.	Yes						
44.3	Ability to automatically update the event flag triggered by a business rule.	Case flags can be updated manually or automatically updated by workflow.	Yes						
44.4	Ability to configure event codes to update case/person statuses.	An unlimited number of table entries can be configured.	Yes						
44.5	Ability to manually update the case/person alert where no event code triggers automatic update.	Case/person alerts can be updated manually or automatically updated by workflow.	Yes						
44.6	Ability to automatically update triggers by a business rule.	Triggers can be automatically updated by business rule.		Yes					
44.7	Ability to display ticklers and notifications to the user or work group they are targeted for, with the following information: 1. Defendant Name, 2. Case Number, 3. From Work Unit, 4. When the From Work Unit is Courtroom; 4a. Court Session Division, 4b.Court Session Judge, 5. Date Created, 6. Time Created, and 7. Message Contents.	Ticklers and notifications can be displayed.	Yes						
44.8	Ability to anually update the case tickler where no event code triggers automatic update, or automatically update the event flag triggered by a business rule.	Triggers can be automatically updated by business rule.		Yes					
44.9	Ability to alert a user or group of users with a screen message or email.	Email distribution groups can be configured to send email to via business rules.		Yes					
44.10	Ability for a Case Event can be visible to internal staff in a certain step of the process, even if it is not available for processing.	The ability to see case data is configurable. All data can be viewed at any time allowed by configuration and security.		Yes					
44.11	Ability for a Case Event to be in holding for a certain number of days before available for processing. For example, an appellate brief is filed and served before due date.	Case data can be held in a status for a number of configurable days.		Yes					
44.12	Ability for a Case Event to be available for processing by the allocated Resource but is also visible to a person in a higher role as overdue. For example, Service of a subpoena is late (not accomplished by the set time). Service is showing as late to the attorney who can take action. Service may still be obtained.	Workflow supervisors can see the status of overdue workflow tasks along with the assignees.	Yes						
44.13	Ability to schedule milestones for each Case Event as due date, escalate xx days before due date, and timeout xx days before due date. Example: A second letter is sent to a party 10 days after the first letter was sent and no response is received.	Time standards (deadlines) can be configured based on case activities and data updates.		Yes					
44.14	Ability to automatically notify a user's supervisor if a tickler is not responded to within a period set by parameter.	Workflow can be set to route to a supervisor if actions are not completed by a certain date parameter.		Yes					
44.15	Ability to export ticklers to email calendaring system (Outlook 2013, Office 365).	Events can be exported to Outlook, and a tickler can be exported as an event type.	Yes						

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44.16	Ability for users to subscribe to configurable notifications such as an update to a Prosecution case, and allow those notifications to be sent via e-mail or text message.	Notifications can be displayed to a user via popup.	Yes						
45	**Exchange Data with the Court and Other Agencies**								
45.1	Ability to receive data from Court CMS to populate Prosecution CMS cases.	Interfaces between the eCourt and eProsecutor application are available.		Yes					
45.2	Ability to send data from the Prosecution CMS to the Court CMS when new or amended charges are brought against a defendant.	Data can be exchanged between eCourt and eProsecutor systems based on case updates.		Yes					
45.3	Ability for new cases to be filed or additional or amended charges may be filed on an existing case.	Data can be exchanged between eCourt and eProsecutor systems based on case updates and inserts.		Yes					
45.4	Ability to send information from the Prosecution CMS to the Police RMS with case number, unique party identifiers, paper number, when a subpoena needs to be served. (Data Exchange)	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.5	Ability to receive court case records from JP, county and district court to view entire criminal history of defendants and time-served options.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.6	Ability to send an approved search warrant from the Prosecution CMS to the Police RMS for the officer to get judge signature.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.7	Ability to send defendant information updates from the Prosecution CMS to the Court CMS, and Police RMS, with defendant name, defendant's changed address and changed identifying descriptions. (Data Exchange)	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.8	Ability to send notification from the Prosecution CMS to the Court CMS of the special assignment of a prosecutor to a case, with case number, defendant name, Prosecutor name and date of case assignment.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.9	Ability to send notification from the Prosecution CMS to the Court CMS of filing of a Petition to Revoke (PTR).	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.10	Ability to end notification from the Prosecution CMS to the Court CMS of the Petition to Revoke (PTR) hearing date.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
46	**System Security (See Court Requirements)**								
46.1	Ability to genearte a list of users and their roles.	The list of users and roles is viewable via a search.	Yes						
46.2	Ability to generate a list of users sortable by name and role.	The list of users and roles is viewable via a search.	Yes						
46.3	Ability to generate list of users with access rights to case types and elements of a case.	The Security module allows administrators to view and administer user rights.	Yes						
46.4	Ability to generate a list of users with date of setup and expiration date.	The Security module allows administrators to view and administer user rights.	Yes						
46.5	Ability to configure Prosecution case access privileges based on role for Attorney and Legal Assistant.	User access rights are controlled by user group and authorities.	Yes						
46.6	Ability to configure Prosecution group access to case category by unit of the Prosecution and assigning users to groups.	User access rights are controlled by user group and authorities.	Yes						
46.7	Ability to configure user access to a single case.	Access control lists can limit user access to specific cases.	Yes						
46.8	Ability to provide manual override to deny access person-by-person to a sensitive case.	Security rules can be configured to allow person-by-person access to sensitive cases.		Yes					
46.9	Ability to provide a table of attorneys and staff containing name, title, attorney indicator, and assignment.	A search can be configured to return these results.		Yes					

Journal Technologies, Inc.

PROFESSIONAL SERVICES AGREEMENT

This PROFESSIONAL SERVICES AGREEMENT (this "**Agreement**"), by and between Journal Technologies, Inc., a Utah corporation (hereinafter "**Journal Technologies**"), and _____ (hereinafter "**Client**"), is made as of the date executed by both Journal Technologies and Client (the "**Effective Date**").

In consideration for the representations and agreements contained herein, the parties hereby covenant and agree as follows:

1. DEFINITIONS

1.1 **Deliverable(s)** means one or more items (which may include software, services or other items) to be delivered by Journal Technologies to Client under a Statement of Work or this Agreement.

1.2 **Project** means each project undertaken by Journal Technologies under Section 2 ("Services") pursuant to a Statement of Work.

1.3 **Service Fees** means the fees to be paid by Client for Services, as set forth in the Pricing Proposal attached hereto as Exhibit A for the initial Services or in the applicable Statement of Work for additional Services.

1.4 **Services** means those services provided by Journal Technologies to Client under Section 2 ("Services") of this Agreement.

1.5 **Statement of Work** means a statement of work, prepared and executed pursuant to the provisions of Section 2 ("Services") of this Agreement.

2. SERVICES

2.1 Projects. Journal Technologies agrees to provide Services to Client, as such may be determined from time to time in accordance with the provisions of this Section 2 ("Services"). All Services will be rendered in accordance with the provisions of this Agreement, the applicable Statement of Work and any other guidelines agreed upon in writing by Journal Technologies and Client.

2.2 Project Requests. If Client requests Services, Client shall submit a reasonably detailed Project request to Journal Technologies. Journal Technologies shall have the right to request additional details about the proposed Project described in the Project request. If Journal Technologies believes that it can provide the requested services, within a commercially reasonable time, Journal Technologies shall submit a proposed Statement of Work to Client.

2.3 Completion of Statements of Work.

2.3.1 Final Statement of Work. Upon Client's receipt of a proposed Statement of Work, Journal Technologies and Client shall attempt reasonably to meet, consult and agree upon a final Statement of Work.

2.3.2 Incorporations of Statement of Work. At such time as the parties shall have agreed upon a Statement of Work, the Statement of Work as so completed, approved and executed by their authorized representatives shall constitute an agreement under and be subject to the non-conflicting provisions of this Agreement.

2.4 Changes. Modifications to a Statement of Work shall be accomplished by the negotiation and execution of an amendment reasonably satisfactory to each of the parties, which may result in an increase or decrease in the overall cost of a Project.

2.5 Journal Technologies' Employees and Subcontractors; Indemnification Generally. Journal Technologies shall require all of its employees and subcontractors to comply with the terms of this Agreement and any reasonable and lawful employment and security policies and procedures adopted from time to time by Client. Journal Technologies shall procure all business permits necessary to perform under this Agreement and pay all related fees. Journal Technologies and Client shall each indemnify, defend and hold harmless the other and their respective affiliates, officers, directors, employees and agents, from and against any and all losses, liabilities, damages, causes of action, claims, demands, and expenses (including reasonable legal fees and expenses) incurred by the indemnified party, arising out of or resulting from (i) the violation by the indemnifying party or its employees, agents, or contractors of any applicable law, order, ordinance, regulation or code or (ii) the gross negligence or intentional misconduct of the indemnifying party or its employees, agents or contractors.

2.6 Status Reporting. Journal Technologies will provide reasonable status reports to Client upon request.

2.7 Status Meetings. If Client so requests, Journal Technologies shall hold periodic status meetings with Client management in order to review the status of Journal Technologies activities.

2.8 Record Keeping and Inspection. Journal Technologies shall maintain reasonable accounting records, in a form sufficient to substantiate Journal Technologies' charges hereunder. Journal Technologies shall retain such records in accordance with its general record retention policies. Client shall have the right to inspect any such records upon reasonable notice, at Journal Technologies' main office and during Journal Technologies' normal business hours.

2.9 Ownership of Product of Services. Unless otherwise specified to the contrary in the applicable Statement of Work, all data, materials, Deliverables and other products developed by Journal Technologies under a Statement of Work or this Agreement shall be and remain the sole and exclusive property of Journal Technologies, which shall retain all rights therein; provided that upon payment of all required amounts by Client, Client shall have the right to utilize any Deliverables for Client's internal purposes in accordance with the terms and conditions of the Statement of Work and the applicable license agreement (or, in the absence of an applicable license agreement, on a perpetual, royalty-free basis following the payment of all applicable Service Fees).

3. WARRANTIES

3.1 Services Warranties. Journal Technologies warrants that the Services rendered to Client pursuant to this Agreement shall be performed in a competent and professional manner, and that each of Journal Technologies' employees, contractors and agents assigned to perform Services pursuant to this Agreement shall have training, background and skills commensurate with the level of performance reasonably expected for the tasks to which he or she is assigned.

3.2 Warranty of Law. Journal Technologies warrants and represents that to the best of its knowledge: (i) Journal Technologies has full authority to enter into this Agreement and to consummate the transactions contemplated hereby and (ii) this Agreement is not prohibited by any other agreement to which Journal Technologies is a party or by which it may be bound (the "**Legal Warranty**"). In the event of a breach of the Legal Warranty, Journal Technologies shall indemnify and hold harmless Client from and against any and all losses, liabilities, damages, causes of action, claims, demands, and expenses (including reasonable legal fees and expenses) incurred by Client, arising out of or resulting from said breach.

3.3 No Other Warranties. THE WARRANTIES AND REPRESENTATIONS STATED WITHIN THIS AGREEMENT ARE EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. WARRANTIES WITH RESPECT TO THE OPERATION OF ANY DELIVERABLE SHALL BE AS SET FORTH IN THE APPLICABLE LICENSE AGREEMENT OR STATEMENT OF WORK.

4. PAYMENT

Service Fees shall be payable in respect of Services provided by Journal Technologies (including its agents and contractors) to, for, or at the request of Client or those acting on its behalf under this Agreement, including but not limited to installation, configuration, training and the like. If such Services are provided pursuant to a Statement of Work, all work and all Deliverables related to such Services, and the payment therefor, shall be completed as provided in the Statement of Work. If any Services are requested and provided without a Statement of Work, they will be billed by Journal Technologies to Client in accordance with Journal Technologies' normal billing practices at the time, on a time-and-expense basis, with hourly rates at the then-standard rates, and expenses charged at cost, or as the parties may otherwise agree in writing. Unless otherwise set forth in an applicable Statement of Work or other written agreement of the parties, payment for a Deliverable shall become due and payable upon delivery, net thirty (30) days. All sales and similar taxes levied on account of payments to Journal Technologies are the responsibility of the Client.

5. LIMITATIONS ON LIABILITY

NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OR LOSS OF ANTICIPATED PROFITS OR REVENUES IN CONNECTION WITH OR ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT. FURTHERMORE, CLIENT'S TOTAL LIABILITY WITH RESPECT TO CLAIMS ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT SHALL NOT EXCEED, IN THE AGGREGATE, THE TOTAL AMOUNT OF FEES PAYABLE HEREUNDER TO JOURNAL TECHNOLOGIES. IN NO EVENT SHALL JOURNAL TECHNOLOGIES' TOTAL LIABILITY WITH RESPECT TO CLAIMS ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT EXCEED, IN THE AGGREGATE, THE TOTAL AMOUNT OF FEES PAID HEREUNDER TO JOURNAL TECHNOLOGIES.

6. CONFIDENTIALITY

6.1 Client's Responsibilities. Client hereby agrees that (i) all materials received from Journal Technologies under this Agreement are the confidential and proprietary information of Journal Technologies, (ii) Client shall take all necessary steps to protect and ensure the confidentiality of such confidential information, and (iii) except as permitted by a Statement of

Work, none of such materials shall be in any way disclosed by Client to any third party, in whole or in part, without the prior written consent of Journal Technologies, which may be granted or withheld in its sole discretion. If Client becomes aware of the unauthorized possession of such materials, it shall promptly notify Journal Technologies. Client shall also assist Journal Technologies with preventing the recurrence of such unauthorized possession and with any litigation against the third parties deemed necessary by Journal Technologies to protect its proprietary rights.

6.2 Journal Technologies' Responsibilities. Journal Technologies hereby agrees that (i) any information related to the official business of Client that Journal Technologies obtains from Client in the course of the performance of this Agreement is the confidential and proprietary information of Client, (ii) Journal Technologies shall take all necessary steps to protect and ensure the confidentiality of such information, and (iii) such information shall not be in any way disclosed by Journal Technologies to any third party, in whole or in part, without the prior written consent of Client, which may be granted or withheld in its sole discretion. If Journal Technologies becomes aware of the unauthorized possession of such information, it shall promptly notify Client. Journal Technologies shall also assist Client with preventing the recurrence of such unauthorized possession and with any litigation against the third parties deemed necessary by Client to protect its proprietary rights.

6.3 Confidentiality Breach. In the event a party breaches any of its obligations under this Section 6 ("Confidentiality"), the breaching party shall indemnify, defend and hold harmless the non-breaching party from and against any and all losses, liabilities, damages, causes of action, claims, demands, and expenses (including reasonable legal fees and expenses) incurred by the non-breaching party arising out of such breach. In addition, the non-breaching party will be entitled to obtain injunctive relief against the breaching party.

6.4 Exclusions. The provisions of this Section 6 ("Confidentiality") shall not apply to any information (i) that is in the public domain prior to the disclosure or that becomes part of the public domain other than by way of a breach of this Agreement, (ii) that was in the lawful possession of Journal Technologies or Client, as the case may be, prior to the disclosure without a confidentiality obligation to any person, (iii) that was disclosed to Journal Technologies or Client, as the case may be, by a third party who was in lawful possession of the information without a confidentiality obligation to any person, (iv) that was independently developed by Journal Technologies or Client, as the case may be, outside the scope of this Agreement or (v) that Journal Technologies or Client, as the case may be, is required to disclose by law or legal process.

7. TERM AND TERMINATION

7.1 Term. The term of this Agreement shall commence on the Effective Date and shall continue until terminated in accordance with the terms of this Section 7 ("Term and Termination").

7.2 Term of Statements of Work. Each Statement of Work pertaining to the provision of Services, and each other written agreement for such Services, shall commence on the date of execution of such Statement of Work or other agreement and shall continue in full force and effect thereafter until terminated in accordance with the provisions thereof or until the Services required have been provided and paid for. A termination of this Agreement shall simultaneously terminate any outstanding Statements of Work or other agreement for Services.

7.3 Termination by Journal Technologies.

7.3.1 Payment Default. Journal Technologies shall have the right to terminate this Agreement (but reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity), for any failure of Client to make payments of moneys due when the same are due, and such failure continues for a period of thirty (30) days after written notice thereof by Journal Technologies to Client.

7.3.2 Other Client Defaults. Journal Technologies may terminate this Agreement (but reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity), for any other material breach by Client which violation or breach continues for a period of thirty (30) days after written notice thereof by Journal Technologies to Client.

7.4 Termination by Client. Client shall have the right to terminate this Agreement (reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity) without further obligation or liability to Journal Technologies (except as specified in Subsection 7.5 below) if Journal Technologies commits any material breach of this Agreement and fails to remedy such breach within thirty (30) days after written notice by Client to Journal Technologies of such breach. Client shall have the right to terminate this Agreement effective immediately and without prior notice if Journal Technologies goes into liquidation or files for bankruptcy.

7.5 Effect of Termination. Termination of this Agreement or any Statement of Work shall not affect any rights and/or obligations of the parties which arose prior to any such termination and such rights and/or obligations shall survive any such termination. Within thirty (30) days after the effective date of any such termination, Client shall pay Journal Technologies' fees and expenses at its then-standard rates for all Services rendered under the applicable Statement of Work or this Agreement up to the effective date of termination, including, without limitation, all work in process. Upon termination, each party shall return the confidential property of the other party obtained under the terminated Statement of Work or this Agreement, as applicable. This includes, without limitation, all work product of Journal Technologies produced pursuant to this Agreement or any Statement of Work, and Client shall have no further right to retain or use such work product following termination. In addition, the confidentiality obligations of the parties in Section 6 ("Confidentiality") shall survive the termination of this Agreement.

8. GENERAL

8.1 Waiver, Amendment or Modification. The waiver, amendment or modification of any provision of this Agreement or any right, power or remedy hereunder shall not be effective unless made in writing and signed by both parties. No failure or delay by either party in exercising any right, power or remedy with respect to any of its rights hereunder shall operate as a waiver thereof.

8.2 Notice. All notices under this Agreement shall be in writing and shall be deemed to have been duly given if delivered in person, by commercial overnight courier or by registered or certified mail, postage prepaid, return receipt requested, and addressed as follows:

To Journal Technologies:

Journal Technologies, Inc.
915 East First Street
Los Angeles, CA 90012
Attention: President

and

Munger, Tolles & Olson LLP
355 South Grand Avenue, 36th Floor
Los Angeles, CA 90071
Attention: Mark Sayson

To Client: Name
Address
Address
Attention:

8.3 No Third Party Beneficiaries. This Agreement is not intended to create any right in or for the public, or any member of the public, any subcontractor, supplier or any other third party, or to authorize anyone not a party to this Agreement to maintain a suit to enforce or take advantage of its terms.

8.4 Successors and Assigns. Neither party may assign this Agreement in whole or part without the prior written consent of the other party; provided that Journal Technologies may assign this Agreement to another subsidiary of Daily Journal Corporation, directly or by operation of law, without the prior written consent of Client. Any attempt to assign this Agreement without the prior written consent of the other party is void and without legal effect, and such an attempt constitutes a material breach and grounds for termination by the other party. Subject to the foregoing, all of the terms, conditions, covenants and agreements contained herein shall inure to the benefit of, and be binding upon, any successor and any permitted assignees of the respective parties hereto. It is further understood and agreed that consent by either party to such assignment in one instance shall not constitute consent by the party to any other assignment. A transfer of corporate control, merger, sale of substantially all of a party's assets and the like, even though including this Agreement as an assigned asset or contract, shall not be considered an assignment for these purposes.

8.5 Dispute Resolution. Any dispute arising under or related to this Agreement shall be resolved exclusively as follows:

9.5.1 Initial Resolution by Meeting. The parties shall first attempt to resolve amicably the dispute by meeting with each other, by telephone or in person at a mutually convenient time and location, within thirty (30) days after written notice of a dispute is delivered from one party to the other. Subsequent meetings may be held upon mutual agreement of the parties.

9.5.2 Mediation. If the dispute is not resolved within sixty (60) days of the first meeting, the parties shall submit the dispute to mediation by an organization or company specializing in providing neutral, third-party mediators. Client shall be entitled to select either (i) the location of the mediation or (ii) the organization or company, and Journal

Technologies shall select the other. The mediation shall be conducted within sixty (60) days of the date the dispute is submitted to mediation, unless the parties mutually agree on a later date.

9.5.3 Arbitration. Any dispute that is not otherwise resolved by meeting or mediation shall be exclusively resolved by arbitration between the parties in accordance with the Comprehensive Arbitration Rules & Procedures of JAMS, with the arbitration to be conducted in Los Angeles, California, or another location mutually agreed by the parties. The results of such arbitration shall be binding on the parties, and judgment may be entered in any court having jurisdiction. Notwithstanding the foregoing, either party may seek interim injunctive relief from any court of competent jurisdiction.

8.6 Control of Defense. All indemnification obligations under this Agreement are conditioned upon (i) written notice by the indemnified party to the indemnifying party within thirty (30) days of the indemnified party's receipt of any claim for which indemnification is sought, (ii) tender of control over the defense and settlement to the indemnifying party and (iii) such reasonable cooperation by the indemnified party in the defense as the indemnifying party may request; provided, however, the indemnifying party shall not, without the prior written consent of the indemnified party, settle, compromise or consent to the entry of any judgment with respect to any pending or threatened claim unless the settlement, compromise or consent provides for and includes an express, unconditional release of such claim against the indemnified party.

8.7 Governing Law. The validity, construction and performance of this Agreement and the legal relations among the parties to this Agreement shall be governed by and construed in accordance with the laws of the State of California without giving effect to its conflict of law principles.

8.8 Independent Contractor. Journal Technologies, in performance of this Agreement, is acting as an independent contractor. Personnel supplied by Journal Technologies (including personnel supplied by subcontractors) hereunder are not Client's personnel or agents, and Journal Technologies assumes full responsibility for their acts. Journal Technologies shall be solely responsible for the payment of compensation of Journal Technologies employees and contractors assigned to perform services hereunder, and such employees and contractors shall be informed that they are not entitled to the provision of any Client employee benefits. Client shall not be responsible for payment of worker's compensation, disability or other similar benefits, unemployment or other similar insurance or for withholding income or other similar taxes or social security for any Journal Technologies employee, and such responsibility shall solely be that of Journal Technologies.

8.9 Severability. In the event any one or more of the provisions of the Agreement shall for any reason be held to be invalid, illegal or unenforceable, the remaining provisions of this Agreement shall be unimpaired, and the invalid, illegal or unenforceable provision shall be replaced by a provision, which, being valid, legal and enforceable, comes closest to the intention of the parties underlying the invalid, illegal or unenforceable provision.

8.10 Counterparts. This Agreement and any Statement of Work may be executed in counterparts and by the exchange of signatures by facsimile or PDF.

[Continued on Next Page]

IN WITNESS WHEREOF, the parties have caused this instrument to be duly executed as of the date last written below.

JOURNAL TECHNOLOGIES, INC.:

By: _____ Date: _____

Printed Name and Title: _____

_____:

By: _____ Date: _____

Printed Name and Title: _____

EXHIBIT A

PRICING PROPOSAL

[See attached.]

Journal Technologies, Inc.

SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT

This SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT (this "**Agreement**"), by and between Journal Technologies, Inc., a Utah corporation (hereinafter "**Licensor**"), and _____ (hereinafter "**Licensee**"), is made as of the date executed by both Licensor and Licensee (the "**Effective Date**"). In consideration for the representations and agreements contained herein, the parties hereby covenant and agree as follows:

1. DEFINITIONS

1.1 **Application Administrator** is a designated employee or contractor of Licensee responsible for managing the case management system. This role includes communicating with Licensor staff for support, troubleshooting problems, and coordinating maintenance tasks.

1.2 **Documentation** includes user, administrative and technical electronic guides which facilitate the use of and relate to the Licensed Software, together with any written product information, instructions, specifications or use guidelines made available by Licensor.

1.3 **Go Live** means that the Licensed Software is being Used (as defined below) in an operational capacity with operational data in Licensee's production environment.

1.4 **Licensed Software** means the proprietary computer software program or programs identified in Exhibit A ("LICENSE, MAINTENANCE AND SUPPORT FEES"), together with all related Documentation.

1.5 **License, Maintenance and Support Fees** means the fees to be paid by Licensee to Licensor annually in advance of each year of the License Term pursuant to Section 2.2.2 ("License, Maintenance and Support Fees").

1.6 **Maintenance** means enhancements, upgrades and new releases of the Licensed Software, which includes only those additions and/or modifications to the Licensed Software which (A) enhance functionality and/or performance without fundamentally altering the nature or manner in which the Licensed Software operates, and (B) are made generally available without additional or increased charges to other persons entitled to receive maintenance from Licensor.

1.7 **Professional Services Agreement** means that certain Professional Services Agreement between Licensor and Licensee, of even date herewith.

1.8 **Support** means access to technical assistance for the Licensed Software, including support for questions about functionality, the resolution of error messages, bug fixes and troubleshooting.

1.9 **Use** or **Using** means (i) transferring any portion of the Licensed Software from storage units or media into computer or terminal equipment for utilization or processing; (ii) accessing any portion of the Licensed Software for any purpose (including, without limitation, viewing information already in the Licensed Software); or (iii) merging any Licensed Software in machine readable form into another program.

1.10 **User** means (a) any individual person, computer terminal or computer system (including, without limitation, any workstation, pc/cpu, laptop and wireless or network node) that has been authorized by the Licensee (through a username and password) to use the Licensed Software, (b) any other non-court government employees and contractors who are performing their jobs, or a computer terminal or computer system used by such a person, in each case, interfacing with or accessing the Licensed Software through an interface or its public portal or (c) any individual person who is a member of the general public (including litigants and their attorneys, reporters and interested citizens, but not government employees or contractors who are performing their jobs), or a computer terminal or computer system used by such a person, accessing the Licensed Software at any given time for any reason through its public portal (including to file documents electronically or to view information already in or accessible through the Licensed Software).

2. LICENSE

2.1 Grant of License. Upon commencement of the License Term, Licensor grants to Licensee and Licensee hereby accepts from Licensor a non-exclusive, non-transferable, personal license to install and Use the Licensed Software; provided, however, that Licensee's rights with respect to the Licensed Software are at all times and in all respects subject to the terms and conditions of this Agreement. Licensee's authorized Users may Use the Licensed Software only during the License Term and only so long as Licensee has paid the required License, Maintenance and Support Fees and is not otherwise in default under this Agreement. This license includes the right to make one copy of the Licensed Software in machine-readable form solely for Licensee's back-up purposes. The Licensed Software is the proprietary information and a trade secret of Licensor and this Agreement grants Licensee no title or rights of ownership in the Licensed Software. The Licensed Software is being licensed and not sold to the Licensee. The Licensed Software is protected by United States copyright laws and international copyright treaties, as well as other intellectual property laws.

2.2 License Term and License, Maintenance and Support Fees.

2.2.1 License Term. The License Term shall commence on the date of Go Live; provided that the License, Maintenance and Support Fees for the first year of the License Term and any unpaid fees for implementation services under the Professional Services Agreement must have been received prior to such date (and the license file shall not be delivered, and the License Term shall not begin, until such License, Maintenance and Support Fees and fees for implementation services have been received by Licensor). The License Term shall continue until the fifth anniversary of the date of Go Live, and shall thereafter automatically renew for successive one-year periods (the "**License Term**"), unless Licensee elects to not renew the License Term upon written notice to Licensor given not less than ninety (90) days prior to the end of the then-current License Term.

2.2.2 License, Maintenance and Support Fees. Licensee shall make payment of the License, Maintenance and Support Fees to Licensor based on the number of Users and calculated in accordance with Exhibit A, in advance of each applicable year of the License Term, including each year of the original License Term and each one-year extension; provided that the License, Maintenance and Support Fees for the first year of the License Term and any unpaid fees for implementation services under the Professional Services Agreement must be paid prior to Go Live. Annual License, Maintenance and Support Fees are subject to increase in accordance with Exhibit A. Licensee may increase the number of Users at any time upon written notice to Licensor, which shall be promptly followed by payment reflecting the increased License, Maintenance and

Support Fees, calculated according to Exhibit A, and pro-rated for any partial year of the License Term. Licensee may also reduce the number of Users of the Licensed Software, and the commensurate fee payable, but such reduction shall only become effective at the beginning of the following year of the License Term, and the written reduction notice must be given at least sixty (60) days before the next anniversary of the start of the License Term. All sales taxes or similar fees levied on account of payments to Licensor are the responsibility of Licensee.

2.2.3 Certain Specific Limitations. Licensee shall not, and shall not permit any User or other party to, (a) copy or otherwise reproduce, reverse engineer or decompile all or any part of the Licensed Software, (b) make alterations to or modify the Licensed Software, (c) grant sublicenses, leases or other rights in or to the Licensed Software, or (d) permit any party access to the Licensed Software for purposes of programming against it. Licensee is solely responsible for all data entered, contained in and modified while using the Licensed Software, including, without limitation, the accuracy, responsibility for archival, loss of, use and misuse of all such data.

2.2.4 E-Commerce Functionality Fees. If Public Portal is included in the Licensed Software and the e-commerce functionality of Public Portal is utilized, Licensor shall provide a PCI compliant payment gateway and payment processing functionality. A merchant services agreement will be provided to Licensee upon request. If Licensee requires an alternate payment processor provider, Licensee is responsible for all additional development costs to connect Public Portal with the payment processor provider.

2.2.5 Source Code Escrow. Licensee shall have the opportunity to be added as a beneficiary under the Software Source Code Agreement between Licensee and InnovaSafe, Inc., as it may be amended from time to time, a copy of which is attached as Exhibit B ("SOURCE CODE ESCROW AGREEMENT"). Licensee shall complete the beneficiary enrollment form and pay the required fees directly to InnovaSafe.

2.2.6 Hosted Services. If Licensee desires for Licensor to provided hosted services for the Licensed Software, Licensor can provide such services subject to the terms and conditions set forth in Exhibit D ("HOSTED SERVICES") and to the payment of the requisite hosting fees set forth in Exhibit A. Notwithstanding the foregoing, Licensor shall not provide hosted services unless included in the proposal attached to Exhibit A, or Licensee and Licensor have entered into a separate written agreement for such services.

3. MAINTENANCE AND SUPPORT

3.1 Maintenance. Maintenance will be provided for the Licensed Software provided that Licensee has paid the applicable License, Maintenance and Support Fees described in Section 2.2.2, and subject to all of the terms and conditions of this Agreement. Maintenance for the Licensed Software will be available when the applicable enhancement, upgrade or release is first made generally available to persons entitled to receive maintenance from Licensor.

3.2 Support. Support for eCourt and Public Portal is available by telephone, e-mail, or internet support forum from 5:00 am to 6:00 pm Mountain time, Monday through Friday, except for federal holidays. Support for interfaces using eCourt API provided by Licensor is available by the same contact methods and during the same times for ninety (90) days following Go Live. Licensor shall generally provide an initial response within four (4) hours of first contact. Licensor shall use all reasonable diligence in correcting verifiable and reproducible errors reported to Licensor. Licensor shall, after verifying that such an error is present, initiate work in a diligent manner toward development of a solution. If the error is categorized as "Critical" (meaning an

error for which there is no workaround and which causes data loss, affects a mission critical task or poses a possible security risk that could compromise the system), Licensor shall provide a solution through a service release as soon as possible. Licensor shall not be responsible for correcting errors in any version of the Licensed Software other than the current version, with the exception of Critical errors, for which a service release will be provided for the most recent previous version as well. Licensor shall not be responsible for errors caused by hardware limitations or failures, network infrastructure, operating system problems, operator errors or any errors related to processes, interfaces or other software.

3.3 Conditions to Receive Support.

3.3.1 Licensee must designate one or more Application Administrators, each of whom shall be an employee or contractor of Licensee. Only a designated Application Administrator may request Support. It is the responsibility of Licensee to instruct Users to route Support requests through the Application Administrator.

3.3.2 Licensee must maintain a dedicated connection, approved by Licensor, to the Licensed Software's database and/or application server, with full screen access to the server and full administrative rights to publish information and make changes.

3.3.3 Licensee must maintain all related hardware and software systems required for the operation of the Licensed Software. Minimum System requirements are attached as Exhibit C ("SYSTEM REQUIREMENTS"). Licensor shall have no responsibility for configuring, maintaining or upgrading Licensee's operating system, hardware, network, or any other software not provided by Licensor. Licensor is not responsible for creating or maintaining database or storage backup files.

3.3.4 Licensee must keep current and have installed the latest generally available version of the Licensed Software or the most recent previous version.

3.4 Other Support. Services that go beyond routine Support may be provided under the terms of a professional services agreement upon agreement of the parties.

4. WARRANTY

4.1 Licensed Software Warranty. Licensor warrants that the Licensed Software will perform in all material respects during the License Term in accordance with the applicable user, administrative, and technical electronic guides. Notwithstanding the foregoing, this warranty shall not apply and Licensor will incur no liability whatsoever if there is or has been (a) the use of any non-current version (or the most recent previous version) of the Licensed Software, (b) the combination of the Licensed Software with any other software not recommended, provided or authorized by Licensor, (c) modification of the Licensed Software, (d) any use of the Licensed Software in breach of this Agreement or (e) any failure to satisfy the conditions to receive Support under Section 3.4 above. If at any time during the License Term the Licensed Software fails to perform according to this warranty, Licensee shall promptly notify Licensor in writing of such alleged nonconformance, and Licensor shall provide bug fixes and other Support, but only so long as the alleged nonconformance is not caused by an act of Licensee or any third party not under the control of or authorized by Licensor. After the bug fixes and Support have been provided, if any such non-performance materially impairs the ability of Licensee to utilize the Licensed Software, Licensee shall have the right, on thirty (30) days' notice, to terminate the license and this

Agreement (with a credit for License, Maintenance and Support Fees paid with respect to the period in which utilization was materially impaired).

4.2 Warranty of Law. Licensor represents and warrants that to the best of Licensor's knowledge: (i) there is no claim, litigation or proceeding pending or threatened against Licensor with respect to the Licensed Software or any component thereof alleging infringement of any patent or copyright or any trade secret or any proprietary right of any person; (ii) the Licensed Software complies in all material respects with applicable laws, rules and regulations; (iii) Licensor has full authority to enter into this Agreement and to consummate the transactions contemplated hereby; and (iv) this Agreement is not prohibited by any other agreement to which Licensor is a party or by which it may be bound (the "**Legal Warranty**"). In the event of a breach of the Legal Warranty, Licensor shall indemnify and hold harmless Licensee from and against any and all losses, liabilities, damages, causes of action, claims, demands, and expenses (including reasonable legal fees and expenses) incurred by Licensee, arising out of or resulting from said breach.

4.3 Warranty of Title. Licensor further warrants that (i) it has good title to the Licensed Software; (ii) it has the absolute right to license the Licensed Software; (iii) as long as Licensee is not in material default hereunder, Licensee shall be able to quietly and peacefully possess and Use the Licensed Software provided hereunder subject to and in accordance with the provisions of this Agreement; and (iv) Licensor shall be responsible for and have full authority to license all proprietary and/or third party software modules, algorithms and protocols that are incorporated into the Licensed Software (the "**Title Warranty**"). In the event of a breach of the Title Warranty, Licensor shall indemnify and hold harmless Licensee from and against any and all losses, liabilities, damages, causes of action, claims, demands, and expenses (including reasonable legal fees and expenses) incurred by Licensee, arising out of or resulting from said breach.

4.4 No Other Warranties. THE WARRANTIES AND REPRESENTATIONS STATED WITHIN THIS AGREEMENT ARE EXCLUSIVE, AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

5. LIMITATIONS ON LIABILITY

NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OR LOSS OF ANTICIPATED PROFITS OR REVENUES IN CONNECTION WITH OR ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT. FURTHERMORE, LICENSEE'S TOTAL LIABILITY WITH RESPECT TO CLAIMS ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT SHALL NOT EXCEED, IN THE AGGREGATE, THE TOTAL AMOUNT OF FEES PAYABLE HEREUNDER TO LICENSOR. IN NO EVENT SHALL LICENSOR'S TOTAL LIABILITY WITH RESPECT TO CLAIMS ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT EXCEED, IN THE AGGREGATE, THE TOTAL AMOUNT OF FEES PAID HEREUNDER TO LICENSOR FOR THE FIRST FIVE-YEARS OF THE LICENSE TERM.

6. CONFIDENTIALITY

6.1 Licensee's Responsibilities. Licensee hereby agrees that (a) the Licensed Software and other materials received from Licensor under this Agreement are the confidential and proprietary information of Licensor, (b) Licensee shall take all necessary steps to protect and ensure the confidentiality of the Licensed Software and other materials, and (c) except as permitted

by the terms of Section 2.1 ("Grant of License"), neither the Licensed Software nor any of the other materials shall be in any way disclosed by Licensee to any third party, in whole or in part, without the prior written consent of Licensor, which may be granted or withheld in its sole discretion. If Licensee becomes aware of the unauthorized possession of the Licensed Software or any of the other materials, it shall promptly notify Licensor. Licensee shall also assist Licensor with preventing the recurrence of such unauthorized possession and with any litigation against the third parties deemed necessary by Licensor to protect its proprietary rights.

6.2 Licensor's Responsibilities. Licensor hereby agrees that (a) any information related to the official business of Licensee that Licensor obtains from Licensee in the course of the performance of this Agreement is the confidential and proprietary information of Licensee, (b) Licensor shall take all necessary steps to protect and ensure the confidentiality of such information, and (c) such information shall not be in any way disclosed by Licensor to any third party, in whole or in part, without the prior written consent of Licensee, which may be granted or withheld in its sole discretion. If Licensor becomes aware of the unauthorized possession of such information, it shall promptly notify Licensee. Licensor shall also assist Licensee with preventing the recurrence of such unauthorized possession and with any litigation against the third parties deemed necessary by Licensee to protect its proprietary rights.

6.3 Confidentiality Breach. In the event a party breaches any of its obligations under this Section 6 ("Confidentiality"), the breaching party shall indemnify, defend and hold harmless the non-breaching party from and against any and all losses, liabilities, damages, causes of action, claims, demands, and expenses (including reasonable legal fees and expenses) incurred by the non-breaching party arising out of such breach. In addition, the non-breaching party will be entitled to obtain injunctive relief against the breaching party.

6.4 Exclusions. The provisions of this Section 6 ("Confidentiality") shall not apply to any information (a) that is in the public domain prior to the disclosure or that that becomes part of the public domain other than by way of a breach of this Agreement, (b) that was in the lawful possession of the Licensor or Licensee, as the case may be, prior to the disclosure without a confidentiality obligation to any person, (c) that was disclosed to the Licensor or Licensee, as the case may be, by a third party who was in lawful possession of the information without a confidentiality obligation to any person, (d) that was independently developed by Licensor or Licensee, as the case may be, outside the scope of this Agreement or (v) that Licensor or Licensee, as the case may be, is required to disclose by law or legal process.

7. TERM AND TERMINATION

7.1 Term. The term of this Agreement shall expire at the end of the License Term or, if earlier, upon termination of this Agreement in accordance with the terms of this Section 7 ("Term and Termination").

7.2 Termination by Licensor.

7.2.1 Payment Default. Licensor shall have the right to terminate the license granted in Section 2.2 ("License Term and License, Maintenance and Support Fees"), and this Agreement (but reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity), for any failure of Licensee to make payments of moneys due when the same are due, and such failure continues for a period of thirty (30) days after written notice thereof by Licensor to Licensee.

7.2.2 Other Licensee Defaults. Licensor may terminate the license granted in Section 2.2 ("License Term and License, Maintenance and Support Fees"), and this Agreement (but reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity), for any other material breach by Licensee which breach continues for a period of thirty (30) days after written notice thereof by Licensor to Licensee.

7.3 Termination by Licensee. Licensee shall have the right to terminate this Agreement (reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity) without further obligation or liability to Licensor (except as specified herein) if Licensor commits any material violation or breach of this Agreement and fails to remedy such breach within thirty (30) days after written notice by Licensee to Licensor of such breach. Licensee shall have the right to terminate this Agreement effective immediately and without prior notice if Licensor goes into liquidation or bankruptcy, or if Licensor permanently discontinues Maintenance and Support for the Licensed Software.

7.4 Actions Upon and Following Termination. Termination of this Agreement shall not affect any rights and/or obligations of the parties which arose prior to any such termination and such rights and/or obligations shall survive any such termination. Licensee must cease use of the Licensed Software immediately upon termination, and must remove and return the Licensed Software and all other products and information received by Licensee from Licensor within thirty (30) days after termination. If not removed and returned within such thirty (30) day period, Licensee hereby grants Licensor the right to remove the Licensed Software. In addition, the confidentiality obligations of the parties in Section 6 ("Confidentiality") shall survive the termination of this Agreement.

8. GENERAL

8.1 Waiver, Amendment or Modification. The waiver, amendment or modification of any provision of this Agreement or any right, power or remedy hereunder shall not be effective unless made in writing and signed by both parties. No failure or delay by either party in exercising any right, power or remedy with respect to any of its rights hereunder shall operate as a waiver thereof.

8.2 Notice. All notices under this Agreement shall be in writing and shall be deemed to have been duly given if delivered in person, by commercial overnight courier or by registered or certified mail, postage prepaid, return receipt requested, and addressed as follows:

To Licensor: Journal Technologies, Inc.
915 East First Street
Los Angeles, CA 90012
Attention: President

and

Munger, Tolles & Olson LLP
355 South Grand Avenue, 36th Floor
Los Angeles, CA 90071
Attention: Mark Sayson

To Licensee: Name
Address

Address
Attention:

8.3 No Third Party Beneficiaries. This Agreement is not intended to create any right in or for the public, or any member of the public, any subcontractor, supplier or any other third party, or to authorize anyone not a party to this Agreement to maintain a suit to enforce or take advantage of its terms.

8.4 Successors and Assigns. Neither party may assign this Agreement in whole or part without the prior written consent of the other party. Any attempt to assign this Agreement without the prior written consent of the other party is void and without legal effect, and such an attempt constitutes grounds for termination by the other party. Subject to the foregoing, all of the terms, conditions, covenants, and agreements contained herein shall inure to the benefit of, and be binding upon, any successor and any permitted assignees of the respective parties hereto. It is further understood and agreed that consent by either party to such assignment in one instance shall not constitute consent by the party to any other assignment. A transfer of corporate control, merger, sale of substantially all of a party's assets and the like, even though including this Agreement as an assigned asset or contract, shall not be considered an assignment for these purposes.

8.5 Dispute Resolution. Any dispute arising under or related to this Agreement shall be resolved exclusively as follows, with the costs of any mediation and arbitration to be shared equally by both parties:

8.5.1 Initial Resolution by Meeting. The parties shall first attempt to resolve amicably the dispute by meeting with each other, by telephone or in person at a mutually convenient time and location, within thirty (30) days after written notice of a dispute is delivered from one party to the other. Subsequent meetings may be held upon mutual agreement of the parties.

8.5.2 Mediation. If the dispute is not resolved within sixty (60) days of the first meeting, the parties shall submit the dispute to mediation by an organization or company specializing in providing neutral, third-party mediators. Licensee shall be entitled to select either (i) the location of the mediation or (ii) the organization or company, and Licensor shall select the other. The mediation shall be conducted within sixty (60) days of the date the dispute is submitted to mediation, unless the parties mutually agree on a later date.

8.5.3 Arbitration. Any dispute that is not otherwise resolved by meeting or mediation shall be exclusively resolved by arbitration between the parties in accordance with the Comprehensive Arbitration Rules & Procedures of JAMS, with the arbitration to be conducted in Los Angeles, California, or another location mutually agreed by the parties. The results of such arbitration shall be binding on the parties, and judgment may be entered in any court having jurisdiction. Notwithstanding the foregoing, either party may seek interim injunctive relief from any court of competent jurisdiction.

8.6 Control of Defense. All indemnification obligations under this Agreement are conditioned upon (i) written notice by the indemnified party to the indemnifying party within thirty (30) days of the indemnified party's receipt of any claim for which indemnification is sought, (ii) tender of control over the defense and settlement to the indemnifying party and (iii) such reasonable cooperation by the indemnified party in the defense as the indemnifying party may request; provided, however, the indemnifying party shall not, without the prior written consent of

the indemnified party, settle, compromise or consent to the entry of any judgment with respect to any pending or threatened claim unless the settlement, compromise or consent provides for and includes an express, unconditional release of such claim against the indemnified party.

8.7 Governing Law. The validity, construction and performance of this Agreement and the legal relations among the parties to this Agreement shall be governed by and construed in accordance with the laws of the State of California without giving effect to its conflict of law principles.

8.8 Severability. In the event any one or more of the provisions of the Agreement shall for any reason be held to be invalid, illegal or unenforceable, the remaining provisions of this Agreement shall be unimpaired, and the invalid, illegal or unenforceable provision shall be replaced by a provision, which, being valid, legal and enforceable, comes closest to the intention of the parties underlying the invalid, illegal or unenforceable provision.

[Continued on Next Page]

IN WITNESS WHEREOF, the parties have caused this instrument to be duly executed as of the date last written below.

JOURNAL TECHNOLOGIES, INC:

By: _____ Date: _____

Printed Name and Title: _____

_____:

By: _____ Date: _____

Printed Name and Title: _____

EXHIBIT A
LICENSE, MAINTENANCE AND SUPPORT FEES

[See attached.]

EXHIBIT B
SOURCE CODE ESCROW AGREEMENT

[See attached.]

EXHIBIT C
MINIMUM SYSTEM REQUIREMENTS

[See attached.]

EXHIBIT D
HOSTED SERVICES

Licensor Hosting. In exchange for an annual hosting fee, Licensor will provide Licensed Software hosted services (the "**Hosted Service**"), which Licensee may access via an Internet connection. Access to the Hosted Service will be secured and encrypted via HTTPS and/or a VPN connection.

Licensor hosting includes fully redundant hardware, network/internet, power backup, in temperature and humidity-controlled rooms with electronics-safe fire suppression which eliminates single point of failure interruptions to uptime within the data center. To protect against physical disasters at the data center the entire operating environment is replicated at the SAN level to a secondary site in a geographically distinct location. Together, this guarantees 99.9% uptime with a 24 hour Recovery Point Objective (RPO) and 24-48 hour Recovery Time Objective (RTO).

Licensor Responsibilities. Licensor's responsibilities with respect to the Hosted Service are as follows:

a. Provide infrastructure for the hosting of Licensee data.
b. Provide maintenance of the Hosted Service.
c. Provide hourly snapshot backups of data (daily backups are also taken and kept for two weeks).
d. Provide copies of Licensee data upon Licensee's request not to exceed once per month.
e. Treat all information, data and files provided by Licensee as confidential, maintaining secure access to such material only for Licensor's support personnel for purposes of investigating or solving a support request.

Licensee Responsibilities. Licensee's responsibilities with respect to the Hosted Service are as follows:

a. Pay the annual hosting fees listed in Exhibit A.
b. Ensure that all activity occurring under User accounts abides by all applicable laws and regulations in connection with use of the Hosted Service, including those related to data privacy, international communications and the transmission of technical or personal data. Without limiting the foregoing, Licensee shall: (i) notify Licensor immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to Licensor immediately and use reasonable efforts to stop immediately any copying or distribution of content that is known or suspected by Licensee or Users; and (iii) not impersonate another Licensor user or provide false identity information to gain access to or use the Hosted Service.
c. Accept that each hosted instance allows for 100 gigabytes of filing cabinet storage. Storage required for the database server is covered by the Hosting Fees. Licensee will be notified when storage usage thresholds exceed 80%, 90%, 95%, and 100%. At 100% usage, storage will automatically be expanded by 50 gigabytes and Licensee's hosting fees will be adjusted accordingly at the then current yearly rate. The current rate is listed

in Exhibit A. Additional storage may be pre-purchased at any time, however is not required.

d. Provide Licensor support personnel with accurate configuration information, screen shots, or other files and documentation as required for a support request.

System Period of Maintenance.

a. *Weekly Maintenance Outage* (Wednesday, 9:00PM to Thursday, 4:00AM MT). The Hosted Service shall be subject to a maintenance outage each Wednesday evening (Hosted Service downtime may include loss of network access, the servers, and the operating system). The Hosted Service will not always be disrupted during each weekly maintenance outage.

b. *Monthly Website and Internet Services Maintenance Outage* (Third Wednesday of each month 9:00PM to Thursday, 4:00AM MT). Website and Internet related services shall be subject to a maintenance outage the third Wednesday of each month. The Hosted Service will not always be disrupted during each maintenance outage.

c. *Extended Maintenance Outage***.** If Licensor requires additional time for maintenance or installation, Licensor shall provide written notification to Licensee at least 24 hours prior to implementing an extended maintenance outage. Licensor's notice shall explain the nature and expected duration for the extended maintenance outage.

Reference Number	Business Requirement	Vendor's Written Response	The Requirement will be met without customization? Yes or No	The Requirement will be met through changes to tables and rules without modification to the source code? Yes or No	The Requirement will include custom code developed to perform specific functions or validations outside the standard code? Yes or No	The Requirement will be met by a third-party software package and is included in this offer. Yes or No	The Requirement is Available in the Vendor's Test Environment Yes or No	The Requirement is Available in the Vendor's Beta Code Yes or No	Requirement or service will not be met by Respondent
1	General								
1.1	Ability for system administrators to establish configurable tables.		Yes						
1.2	Ability for system administrators to establish criteria with one or multiple "if" "then" statements within a configurable table.		Yes						
1.3	Ability for system administrators to tie automated transactions with established business rules.		Yes						
1.4	Ability for system administrators to establish business rules for processing of multiple transactions.		Yes						
1.5	Ability for system administrators to schedule routine jobs and nightly process routines.		Yes						
1.6	Ability to establish criteria for exception record work queues.	Workflow drives cases to work queues including an exceptions work queue to be reviewed.	Yes						
1.7	Ability to allow internal users to review, correct and/or remove cases from the exception queues that do not meet established criteria in automated scheduled jobs and interfaces.	perform actions in mass on all/multiple/single cases from within the work queue list. Can also go into each case if needed and performs actions there.	Yes						
1.8	Ability to provide descriptive pop-up messages in layman terms to users when transactional data has not been entered such as, business rules or mandatory fields (checks and balances).	All fields can be set as required and or meet certain criteria. User will be given clear message of what is required in order to save changes.	Yes						
1.9	Ability to provide descriptive pop-up messages in layman terms to users if data entered was not done so in the required format.	Fields can be defined as multiple format types and user promted if the correct format is not entered.	Yes						
1.10	Ability to validate data entry fields designated in a set-up table with defined checks and balances (i.e to prevent letters being entered into a number field).	All fields can be defined with data types such as alpha, numeric, alpha-numeric, set length with hypens or other characters.	Yes						
1.11	Ability to validate data entry fields designated in a set-up table, with defined checks and balances (i.e to prevent free form text from being entered in a date field and letters entered into a numeric field).	All fields can be defined with data types such as alpha, numeric, alpha-numeric, set length with hypens or other characters.	Yes						
1.12	Ability for a data field to accept both alpha/numeric characters, alpha only, and numeric only.	numeric, etc.. Can also be defined length with hypens or other characters.	Yes						
1.13	Ability to provide spell-check functionality for free form text fields.	Because eCourt is a browser based application this functionality is natively available.	Yes						
1.14	Ability to capture data elements in real time, for report generation.		Yes						
1.15	Ability to route reports to identified user or established user roles.		Yes						
1.16	Ability to apply signatures as required for named users in reports.		Yes						
1.17	Ability to be indexed or configured to efficiently process routine manual and automated transactions.		Yes						
1.18	Ability for open cases migrated from the legacy system to be processed with similar functionality as cases created in the CMS. During test migration, the vendor will identify caes that require a business decision to meet this requirement. The vendor must run scripts to correct data as requested by the Court prior to system implementation.		Yes						
1.19	Ability to create a person record (PID) for someone who may or may not have case record(s) associated with the PID in the case management system (CMS).		Yes						
1.20	Ability to display all actions and updates in English words and statements rather than code, including actions updated via a nightly process, an interface, an automated system process, or a manual update.		Yes						
1.21	Ability for configurable table settings to be made available either to the application, to the web portal and/or to both the application and the web portal.	Tables and fields can be made available as described	Yes						
1.22	Ability to record and audit all changes to data fields and reports, including administrative tables by update, user name, date and time.		Yes						
1.23	Ability to generate external customer forms and documents in English or Spanish, based on the language associated with the defendant.	We would create two templates, one for english and one for spanish, then the correct template would be generated based on language field value.	Yes						

1.24	Ability to default to English if language preference is null.	This is standard functionality	Yes						
1.25	Ability to establish multiple levels of access for system administrator roles in the CMS.	Roles and individuals can be given access or blocked access to all options.	Yes						
1.26	Ability for nightly process or other automated system updates and interface updates to log where internal user updates are logged.		Yes						
1.27	Ability for updates to be distinguished by the user id name of the nightly process or other process name.	All updates are recorded in the audit log and include the person or process that performed the update.	Yes						
1.28	Ability for updates to be distinguished with the name of the interface or other process name.		Yes						
1.29	stamp. For example, if an automated process increases a fine from early to standard, an English statement description will log to the case proceedings as "Fine increase to Standard Fine" User ID: Nightly Process xx/xx/xxxx date at 12:03am."		Yes						
1.30	Ability to affix an electronic watermark to filed documents that include court symbol.		Yes						
1.31	Ability for electronic watermark to include date and time filed and user name receiving documents.		Yes						
1.32	Ability for a timestamp to be affixed at the time documents are uploaded or scanned, and appear when document is viewed or printed.		Yes						
1.33	Ability to provide the total number of Cases in a Queue when a User is viewing a Queue screen.	All queues show the total number of cases, number of cases past due, due today, due tomorrow and others as desired.	Yes						
1.34	Ability to establish user-defined action of tasks, in a configurable table needing to occur on a case (at the time established criteria has been met).	When criteria is met tasks can be put in a checklist with user assignments and due dates or just be a plain task list to check off as completed.	Yes						
1.35	Ability for an action to group tasks needing to happen on a case.	An action can cause one or more tasks which can be grouped in queues or create checklists of tasks.	Yes						
1.36	Ability for an action to order group tasks on a case in the order which they need to occur.	Time standards	Yes						
1.37	Ability for court process functions to execute "if" "then" statements that run specified steps depending on a defined condition.	This can be done using workflows and business rules that can be triggered off any condition.	Yes						
1.38	Ability to incorporate manual capabilities of court processes to be user defined.	It will be important to get more detail for this requirement.	Yes						
1.39	Ability for actions to run quickly and seamlessly.	Actions including workflows and business rules are real time and do not wait for dayend to run.	Yes						
1.40	Ability to incorporate manual capabilities of court processes.	Manual capabilities can always be done on a case if allowed but can also be put in work queues andtime a manual process is required.	Yes						
1.41	Ability to determine the order of tasks in an action.		Yes						
1.42	Ability to edit and insert court process tasks between other tasks.		Yes						
1.43	Ability to select criteria or filters for the selection of cases in a queue.		Yes						
1.44	Ability within a work queue to sort by any column on the screen.	Any column with sortable data can be clicked on to resort the queue	Yes						
1.45	Ability within a work queue, for resulting lists to be exported to Excel.	This can be done with a business rule.	Yes						
1.46	Ability to cache the entire queue, which may be as many as 5,000 items or more.	but it may not be necessary as the end user has the ability to mass select results in a queue.	Yes						
1.47	Ability to provide drop down menu for users to select, view and generate customer based forms and documents.	be configured to only show certain documents based on case type, user, or other criteria.	Yes						
1.48	Ability for an internal users to select one or more cases for the same or different Defendants in a work queue.	Users can select all tasks in a queue with one button, or individually select tasks including those for same defendant and perform a mass action to the selected cases.	Yes						
1.49	Ability to create a new document from a Case with an existing template.		Yes						
1.50	Ability for an instance of a document to be created using a selected template.		Yes						
1.51	Ability to save a new document and attach it to the associated case, upon exit.		Yes						

1.52	Ability for the system to present a list of document templates.	The drop down list for users to select forms and documents can also be configured to only show certain documents based on case type, user, or other criteria.	Yes						
1.53	Ability to execute and employ “if, then” and “if, then, unless” business rule conditional statements.	There is no limit to the number of business rules that can execute based on these conditional statements.	Yes						
2	**Financials - General Accounting**								
2.1	Ability for double-entry accounting system that separates revenue and trust accounting.		Yes						
2.2	Ability to meet relevant account GAAP standards.		Yes						
2.3	Ability to maintain a chart of accounts in general ledger.		Yes						
2.4	Ability to maintain a journal that reflects credit and debits in chronological order.		Yes						
2.5	Ability to allow manual entry adjustments for users with the proper credentials.		Yes						
2.6	Ability to accommodate up to a minimum of 35 characters for the financial account numbers.		Yes						
2.7	Ability to associate the fine, fee, or cost with more than one account number, when applicable.		Yes						
2.8	Ability to distinguish between general ledger and special revenue accounts.		Yes						
2.9	Ability to automatically associate a default bail/bond amount upon case creation.	is a charge when the case is created then the assocaited bail/bond would be created.	Yes						
2.10	Ability for the system to require standardized updates.		Yes						
2.11	Ability for posted funds not allocated correctly, to be voided by the user.		Yes						
2.12	Ability for user to reprocess a funds transaction, as needed.		Yes						
2.13	Ability to not allow deletions to financial items.		Yes						
2.14	Ability for errors made during financial sentencing to be corrected via a revised transaction.		Yes						
3	**Financials-Fines/Cost/ Fees**								
3.1	Ability to provide configurable table for a system administrator to define the fines, costs and fees.	This is a standard part of the configuration during implementation but can also be updated by system administrator at any time.	Yes						
3.2	Ability for a system administrator to associate fines, costs and fees with a General Ledger account.	This is a standard part of the configuration during implementation but can also be updated by system administrator at any time.	Yes						
3.3	Ability for a system administrator to associate the fine, fee, or cost with more than one account number, when applicable.		Yes						
3.4	Ability for a system administrator to associate fines, costs and fees with an effective date range.	Many fields in eCourt, including fines and fees, have an effective date range so there can be new fines and fees entered and scheduled to go into effect when the current ones expire.	Yes						
3.5	Ability for general ledger account to have up to 35 characters.	All fields can be defined to have a limitation of characters	Yes						
3.6	Ability for general ledger account to be a credit or debit account.		Yes						
3.7	Ability for a system administrator to associate the fine, cost or fee with more than one account.		Yes						
3.8	Ability to define what portion of a fine, fee or cost (as a dollar amount or percentage or combination) must be all allocated to each account.		Yes						
3.9	Ability for system administrator to define a dollar amount or percentage or combination of both, to one or more accounts.		Yes						
3.10	Ability to consider effective date range when allocating funds to accounts.		Yes						
3.11	Ability to accurately auto associate fines, fees and cost to a case based whose offense date pre-dates the effective date expiration.		Yes						
3.12	Ability to automatically disperse or allocate money according to the set-up and offense date of a case.		Yes						
3.13	Ability to create a unique fine code when a fine needs to be split.		Yes						

3.14	Ability to retain fines, fees, and cost amounts, for earlier effective dates in the configurable table.		Yes						
3.15	Ability to retain account numbers in the configurable table.		Yes						
3.16	Ability to retain allocation references in the configurable table.		Yes						
3.17	Ability to allocate money according to the set-up table and the offense date of a Case, whenever money is disbursed.		Yes						
3.18	Ability for the system to create a new fine, fee or cost with an associated effective date. NOTE: End dates for new fines, fees or costs may not be associated at the time of fine, fee or cost creation.		Yes						
3.19	Ability for the system to provide monthly, quarterly and yearly calculations of the fines, costs and fees that are assessed, collected, adjusted and payable to outside departments and agencies.		Yes						
3.20	Ability for a user with proper credentials, to query calculations when selecting one, multiple, or all fines, costs and fees for a specified date or date range.		Yes						
3.21	Ability for the system to calculate and distribute payments to designated accounting codes.		Yes						
3.22	Ability to export query results to Excel.		Yes						
3.23	Ability to view query results data on a defined report template.		Yes						
3.24	Ability to associate the retired general ledger account number reference when the general ledger account number reference is modified.		Yes						
3.25	Ability to automatically associate a modified general ledger reference number with a new number.		Yes						
3.26	Ability for reports and queries to regenerate details and summary totals from financial information, for a specified date range.		Yes						
3.27	Ability for an administrator to associate how and when fines, deferral, DSC amounts, court costs and fees are automatically associated with a case.		Yes						
3.28	Ability for criteria or triggers that are applied, to include the violation name/code and group the violation is associated with.		Yes						
3.29	Ability for criteria or triggers that are applied to include timeframes, case status and specific criteria.		Yes						
3.30	Ability for a configurable setting, based on defined business rules, to calculate fines related to speeding using each mile over the speed limit as a measure.		Yes						
3.31	Ability to round up to the nearest dollar amount for the automated speeding fine calculation without exceeding the maximum fine.		Yes						
3.32	Ability for an internal user to enter the speed limit and speed traveled on a case.		Yes						
3.33	Ability to automatically compute the difference between the speed limit and speed traveled when applying the appropriate fine to a case.		Yes						
3.34	Ability to align fines by charge and effective date.		Yes						
3.35	Ability to retain previous fine effective dates ("to" and "from" dates, as applicable) in the configurable table.		Yes						
3.36	Ability to provide a configurable data table to establish criteria that automatically increases or decreases fine amounts for case records.		Yes						
3.37	Ability for a system administrator to establish criteria for fine increases / decreases based on the number of days lapsed post violation or filing date.		Yes						
3.38	Ability for a system administrator to establish criteria for fine increases/decreases based on one or more business rules.		Yes						
3.39	Ability for a system administrator to establish criteria for fine increases/decreases based on the existence or non-existence of a plea.		Yes						
3.40	increases/decreases based on the existence or non-existence of a Disposition.		Yes						
3.41	increases/decreases based on the existence or non-existence of a manual hold.		Yes						
3.42	Ability for a system administrator to associate a rule with one or more of the other rules in the table.		Yes						
3.43	Ability to evaluate, through a nightly process, cases that meet the defined criteria to perform the defined fine increase/decrease.		Yes						

3.44	Ability for a system administrator to define days and times the process runs and cancel or modify a scheduled process.		Yes						
3.45	Ability for a system administrator to associate a court cost or fee to a specified charge or violation.		Yes						
3.46	Ability to log a reference, as an English statement, of the increase/decrease to each case record on the main summary screen and record the update as a nightly process generated update.		Yes						
3.47	Ability to assoiate a driver safety course to an associated violation code.		Yes						
3.48	Ability to associate a deferral fee to an associated violation code.		Yes						
3.49	Ability to display driver safety course or deferral amount associated with the violation as currently due.		Yes						
3.50	Ability for users with the proper credentials to edit default amounts based on a judicial order.		Yes						
3.51	Ability to establish criteria to automatically revert back to the original fine amount for the violation when a defendant does not comply with the terms of the driver safety course or deferral.		Yes						
4	**Financials-Fines/Cost Fees and Trust /Liability Accounts**								
4.1	Ability for a system administrator to define within a configurable table, fines, costs and fees.		Yes						
4.2	Ability for a system administrator to designate whether a fine, fee or cost is a cash liability.		Yes						
4.3	Ability to apply a monetary payment with account logic for cash liabilities.		Yes						
4.4	Ability to apply a non-monetary payment with account logic for cash liabilities.		Yes						
4.5	Ability to apply the full or a portion of an amount received, in the form of a cash liability to the appropriate fine, cost or fee for a case.		Yes						
5	**Financials-Restitution**								
5.1	Ability for a a configurable table setting for the imposition of a restitution amount on a case record.		Yes						
5.2	Ability to associate a restitution amount with a case record.		Yes						
5.3	Ability to associate to whom a restitution amount is payable to with a case record.		Yes						
5.4	Ability to allocate collected restitution amounts to the required party.		Yes						
5.5	Ability to associate collected restitution amounts to a trust or liability account until it is allocated to the required party.		Yes						
6	**Financials-Payment Plans**								
About Financials - Payment Plans	for payment plans. The system administrator will establish required payment plan minimums by Case or by plan. The ability to activate a setting to recalculate minimum payment due amounts when additional costs or fees are incurred on one or more Cases (so that all payments are made by the final due date), to extend the payment plan dates, set criteria to automatically cancel an established payment plan and establish the order for which Cases are paid for plans with one or more Cases is required. A an internal user sets up a payment plan and associates it with a person and one or more Cases. When an additional cost is added to at least one of the Cases associated with the payment plan and/or additional Cases are added to an existing payment plan, the system automatically recalculates payment plan based on the new amount. Any changes made are associated with the identified receipts, documents and reports and are visible to the customer via the web portal. When a plan is changed or cancelled, the system maintains a record of the previous state of the plan. Anytime a payment plan is changed or becomes delinquent, the system								
6.1	Ability to provide a configurable table based on established business rules for payment plans.		Yes						
6.2	Ability for an internal user to set up a payment plan associated with a PID for one or more cases.		Yes						
6.3	Ability to automatically recalculate the payment plan whenever an additional cost is added to a case, or one of the cases (based on defined business rules in a configurable data table).		Yes						
6.4	Ability for a system administrator to set criteria to extend payment plan dates.		Yes						

6.5	Ability for a system administrator to set criteria to automatically cancel an established payment plan.		Yes						
6.6	Ability for a System Administrator to establish the order cases are on a plan are paid.		Yes						
6.7	Ability for a System Administrator to define criteria to automatically cancel a payment plan.		Yes						
6.8	Ability to maintain a record of a payment plan when it is changed or cancelled.		Yes						
6.9	Ability for internal user to set up a payment plan against one or more pases.		Yes						
6.10	Ability to notify the defendant whenever a payment plan is changed using the preferred notification method.		Yes						
6.11	Ability to automatically recalculate payment plan with the new amount when an additional cost is added to at least one of the cases.		Yes						
6.12	Ability to flag and display the number of times the defendant has defaulted on a payment plan at the case level.		Yes						
6.13	Ability to associate payment plan with receipts, documents and reports.		Yes						
6.14	Ability to notify the defendant when a payment plan becomes delinquent, using the preferred notification method.		Yes						
6.15	Ability for customers to view payment plan information (receipts, documentation and reports), via the web portal.		Yes						
6.16	Ability to maintain a record history whenever changes or cancellation occurs to a payment plan.		Yes						
6.17	Ability to perform checks and balances on the status of payment plans.		Yes						
6.18	Ability to alert an internal user whenever timeframe and required document criteria has not been met to establish a payment plan.		Yes						
6.19	Ability to automatically continue cases on a payment plan when the minimum amount due is received in the established time frame.		Yes						
7	**Financials-Electronic Fund Transfers**								
7.1	Ability to associate established electronic fund transfers to identified case records.		Yes						
8	**Financials-Non Monetary Payments**								
8.1	Ability to establish non-monetary payment types in a configurable setting.		Yes						
8.2	Ability for non-monetary payment to be imposed by a user for a case record balance.		Yes						
8.3	Ability for non-monetary payments to be applied according to established payment hierarchy rules.		Yes						
8.4	Ability to establish configurable rules for default non-monetary credit amounts per unit (i.e. 1 hour of community service defaults to $xx.xx/ 1 day of jail credit defaults to $xx.xx).		Yes						
8.5	Ability to allow users with the proper credentials, to override default non-monetary credit amounts.		Yes						
8.6	Ability to generate detail and summary data for the type and dollar value of non-monetary credits, in a specified time frame.		Yes						
8.7	Ability to automatically recalculate the collection fee when non-monetary credits are applied to a case in third party collections.		Yes						
8.8	Ability to log a statement to a case record (in English), indicating a collection fee was reduced from $xxx.xx to $xxx.xx, as a result of non-monetary credit.		Yes						
8.9	Ability to retain the originally imposed fee and the adjusted value of the collection fee when a non-monetary credit is applied.		Yes						
8.10	Ability to electronically communicate a reduction in the collection fee amount when a non-monetary payment is applied via interface.		Yes						
8.11	Ability for an internal user to apply a non-monetary payment type to a case record balance.		Yes						
8.12	Ability to apply non-monetary credits in accordance with the established payment hierarchy.		Yes						

8.13	Ability to recalculate the remaining balance due when non-monetary credits are applied.		Yes						
9	**Financials-Reconciliation**								
9.1	Ability to perform daily and monthly balancing processes for each cash drawer.		Yes						
9.2	Ability to generate daily and monthly summary reports for each cash drawer.		Yes						
9.3	Ability to perform daily and monthly balancing processes for each court location.		Yes						
9.4	Ability to generate daily and monthly summary reports for each court location.		Yes						
9.5	Ability to perform daily and monthly balancing processes for each cashier.		Yes						
9.6	Ability to generate daily and monthly summary reports for each cashier.		Yes						
9.7	Ability to journal and post cash receipts transactions to general ledger.		Yes						
9.8	Ability for users with the proper credentials to conduct a random audit during a shift, to balance a drawer against transactions.		Yes						
9.9	Ability for automated reconciliation of online electronic transactions.		Yes						
9.10	Ability for automated reconciliation of credit card transactions.		Yes						
9.11	Ability for automated reconciliation of e-citation transactions.		Yes						
9.12	Ability for automated reconciliation of bail/bond transactions.		Yes						
9.13	Ability for automated reconciliation of non-monetary transactions.		Yes						
9.14	Ability for automated reconciliation of cash transactions.		Yes						
9.15	Ability for automated reconciliation of electronic check transactions.		Yes						
9.16	Ability for automated reconciliation of all transactions with accounts receivable, at the time of close out.		Yes						
9.17	Ability to generate electonic exception logs of mismatches for inspection and reconciliation.		Yes						
9.18	daily batch, in the event a web payment service provider is in a different time zone.		Yes						
9.19	Ability to combine multiple drawers/batches for a cashier into a single daily deposit.		Yes						
9.20	Ability to suspend cashier operations without balancing, to allow for lunch and other breaks.		Yes						
9.21	Ability to prepare deposit information to accompany deposit receipts, when a batch is closed.		Yes						
9.22	Ability to record currency by denomination type, check, or money order.		Yes						
9.23	Ability to credit totals and generate a print-out for deposit.		Yes						
9.24	Ability to retain values entered to be associated to an electronic ledger.		Yes						
9.25	Ability to establish tresholds for cash transactions.		Yes						
9.26	Ability to establish and generate a "drop" or "pick up" notification once a dollar amount equal to or in excess of the established threshold is reached.		Yes						
9.27	Ability to include the amount of a drop in the daily close out amount by user.		Yes						
9.28	Ability to include the amount of a drop in the user's daily deposit.		Yes						
10	**Financial-Customer Financial Views and Receipts**								

About Financial-Customer Financial Views and Receipts	or PID and can view case balance due amounts that are a summary total. The web user sees the summary total for all active cases or for a selected Case and has the option to select a case to view or generate a full report of costs, fees, and fines. The an internal user has the option of clicking on any case summary total to view imposed, modified, paid and balance due with a detailed breakdown by case to include fine, cost and fee amounts. The an internal user or web user has the ability to print a report of the fines, fees and costs detail. Payment receipts must include total imposed, modified paid and due by case. All payment information must be available for view from a single screen or pop up. Total imposed, modified, paid and balance due amounts for active cases must display on primary PID and Case specific screens within the application. Paid amount detail must include monies and credits by type (i.e. credit card payment of $40.00 on xx/xx/xxxx, 10 hours of community service applied on xx/xx/xxxx, jail credit								
10.1	Ability for an internal user with proper credentials, to access a case or PID.		Yes						
10.2	Ability for a web user with proper credentials, to access a case or PID.		Yes						
10.3	Ability for an internal user with proper credentials, to view case balance due amounts.		Yes						
10.4	Ability for a web user with proper credentials, to view case balance due amounts.		Yes						
10.5	Ability for the system to show case balance due amounts in a summary total.		Yes						
10.6	Ability for a web user with proper credentials, to view a summary total for a single case or all active cases.		Yes						
10.7	Ability for web user with proper credentials to generate a full report of costs, fees and fines.		Yes						
10.8	Ability for an internal user to view a detailed breakdown for case costs by fine, cost and fee amounts and total.		Yes						
10.9	Ability for case summary totals to include imposed, modified, paid and balances due.		Yes						
10.10	Ability for internal or web user to print a report of the fines, fees and costs detail.		Yes						
10.11	Ability for payment information to be viewed from a single screen or pop up.		Yes						
10.12	Ability to display total imposed amounts for active cases on the primary PID and case screens.		Yes						
10.13	Ability to display total modified amounts for active cases on the primary PID and case screens.		Yes						
10.14	Ability to display total paid amounts for active cases on the primary PID and case screens.		Yes						
10.15	Ability to display total balance due amounts for active cases on the primary PID and case screens.		Yes						
10.16	Ability to show paid amount detail to include monies and credits by type (credit card payment of $40.00 on on xx/xx/xxxx, 10 hours of community service applied on xx/xx/xxxx, jail credit of x amount on xx/xx/xxxx).		Yes						
10.17	Ability to show paid amount detail on payment receipts to include monies and credits by type (credit card payment of $40.00 on on xx/xx/xxxx, 10 hours of community service applied on xx/xx/xxxx, jail credit of x amount on xx/xx/xxxx).		Yes						
10.18	Ability for receipts to include negative balance amounts listed by case, when a refund is due to a customer.		Yes						
10.19	Ability to compute all debits and credits on a case in chronological sequence. This includes fees, which may not be imposed until there is a conviction or guilty plea on a case.		Yes						
10.20	Ability to display all fees and costs associated with all cases for one PID.		Yes						
10.21	Ability to generate a duplicate receipt with the original receipt number.		Yes						
10.22	Ability to store payment receipts as a PDF document, on all transactions.		Yes						

10.23	Ability to provide monetary and non-monetary details by case number on payment receipts history reports.		Yes						
10.24	Ability to provide monetary and non-monetary details by case number on defendant payment history reports.		Yes						
10.25	Ability to log a receipt number reference against the applicable case records.		Yes						
10.26	Ability to invoke a receipt number as a hyper link to view receipt detail.		Yes						
10.27	Ability to automatically log a single payment transaction applying funds to multiple cases.		Yes						
10.28	Ability for payment receipt number to automatically log against all case numbers.		Yes						
10.29	Ability to establish configurable rules that automatically generate a receipt when payment is received by an internal user group/location.		Yes						
10.30	Ability to generate a Bill of Costthat displays line item fine, costs, fees imposed, individual non-monetary and monetary credits applied, including waive amounts, in a chronological date sequence.		Yes						
10.31	Ability to display a Bill of Cost that shows line item fine, costs, fees imposed, individual non-monetary and monetary credits applied, including waive amounts, in a chronological date sequence, for a web user with proper credentials.		Yes						
10.32	Ability to manually generate a duplicate receipt.		Yes						
11.00	**Financials - Voids**								
About Financials - Voids	locates the payment receipt. The user locates a payment (monies or non monetary credit) and selects the void payment option. The system prompts the user to enter a reason for the void. The user selects a reason from a defined drop down box. The system logs the user, date, time, and reason for processing the void. The system reverses the disbursement. The system logs an English statement to the applicable case records stating that a payment and transaction reference number was voided. The system records the payment as reversed. If the payment was done by credit card, the system will send the credit referencing the transaction ID to the merchant service processor. Voided payments appear on all payment screens, payment receipt summaries, detail screen, and documents. Voided payments are viewable via the web portal to users with proper								
11.1	Ability for an internal user with the proper credentials, to locate a payment receipt.		Yes						
11.2	Ability for an internal user with the proper credentials, to select a void payment transaction option.		Yes						
11.3	Ability for an internal user to void a non-monetary credit.		Yes						
11.4	Ability to have a drop down box with predefined selections including "other" that allows a free form description for voiding a payment.		Yes						
11.5	Ability to prompt a user to enter a reason for voided payment.		Yes						
11.6	Ability for system to log name of user who created a void payment transaction.		Yes						
11.7	Ability for system to log the date of voided payments.		Yes						
11.8	Ability for system to log the time for voided payments.		Yes						
11.9	Ability to reverse all disbursements against voided payments for affected cases.		Yes						
11.10	Ability to log all disbursements against voided payments for affected cases.		Yes						
11.11	Ability to reverse each line item payment for a void in the order originally applied.		Yes						
11.12	Ability to log an English statement to the applicable records indicating payment transaction was reversed with the details for a payment that was voided.		Yes						
11.13	Ability to record the payment as reversed.		Yes						
11.14	Ability to allow payment and balance history to be viewed in the application and the Public Portal.		Yes						

11.15	Ability to allow voided payments to be viewable via the web portable to users with proper credentials.		Yes						
11.16	Ability to credit a voided amount to the credit card merchant processor (currently Authorize.net).		Yes						
11.17	Ability to refund partial credit card payment amounts.		Yes						
12	**Financials- Judicial Waiver of Imposed Fines/Costs/Fees**								
12.1	Ability for users with the proper credentials, to waive a portion of the remainder of imposed line item balances (fine/costs/fees) upon order of a judge.		Yes						
12.2	Ability for users with the proper credentials, to waive all of the remainder of imposed line item balances (fine/costs/fees) upon order of a judge.		Yes						
12.3	Ability to record the waiver of individual line item balances against each case record in English and automatically adjust line item balances.		Yes						
12.4	Ability to generate detail and summary reports for all waived amounts in a specified date range.		Yes						
13	**Financials-Transfers**								
About Financials - Transfers	The system must provide functionality to allow an internal user to transfer monies applied to a case to another case for the same defendant with a balance due. The system prompts the user to choose the destination Case and amount to transfer. The an internal user makes the selection. The system prompts the an internal user to enter a reason. The an internal user enters a reason. The system logs the user, date, time, and reason. The system reverses the disbursements of the transferred money in the reverse order it was originally applied. The system records the transfer on the Case losing the money. The system adds an Action to the Case stating that a payment was transferred. The system adds the appropriate payment to the destination Case and disburses the money in the order monies are configured to be disbursed. An internal receipt is generated within the system at the time a transfer action is complete.								
13.1	Ability for an internal user to select a transfer payment option against a case.		Yes						
13.2	Ability to prompt the user to choose a destination case.		Yes						
13.3	Ability to prompt the user to choose an amount to transfer.		Yes						
13.4	Ability to prompt the user to enter a transfer reason.		Yes						
13.5	Ability to reverse disbursements of transferred money in the reverse order it was originally applied.		Yes						
13.6	Ability to record the transfer from which the case money was transferred.		Yes						
13.7	Ability to create an action to the case stating a payment was transferred.		Yes						
13.8	Ability to add the appropriate payment to the destination case.		Yes						
13.9	Ability to disburse money in the order monies are configured to be disbursed.		Yes						
13.10	Ability to generate a receipt at the time a transfer action is completed.		Yes						
14	**Financials-Negative Balances**								
14.1	Ability to apply a negative balance on a case record to a selected case(s) for the same defendant record.	[illegible] in a different way. We assume this has to do with processing an overpayment, and transfer from there.	Yes						
14.2	Ability to provide the user a list of cases for the same defendant with an imposed balance due.		Yes						
14.3	Ability for a user to select the case(s) for which the negative balance will be applied.		Yes						
14.4	Ability for a user to associate a dollar amount to be transferred to selected case(s).		Yes						
14.5	Ability to automatically apply designated dollar amounts to selected case.		Yes						
14.6	Ability to log an English statement receiving funds indicating the case number the funds were transferred from and the dollar amount transferred.		Yes						
14.7	Ability to log an English statement to the case with the negative balance indicating the case receiving the funds and the dollar amount transferred.		Yes						
14.8	Ability to create internal receipts for negative balance transfer transactions.		Yes						
14.9	Ability to generate customer receipts that list detail of negative transfer actions on applicable case records.		Yes						

15	**Financials -Payment Hierarchy**								
15.1	Ability to provide a configurable table to manage fines, costs and fees on a case.		Yes						
15.2	Ability to establish the order for which fines, costs and fees are paid within and outside (i.e. oldest first) of a case record.		Yes						
15.3	Ability to automatically apply payment in accordance with the established hierarchy defined for fines, costs and fees.		Yes						
15.4	within a selected case record, for payment application (override hierarchy).		Yes						
16	**Miscellaneous Payments**								
16.1	Ability to provide a configurable setting for miscellaneous payment categories, including a generic "other" category.		Yes						
16.2	Ability for a user to associate a miscellaneous payment with a case record.		Yes						
16.3	Ability for a user to associate a miscellaneous payment with a person (PID) record.		Yes						
16.4	Ability for a user to enter a fee for the miscellaneous payment.		Yes						
16.5	Ability to generate a receipt against a received miscellaneous payment for which a fee has been associated.		Yes						
17	**structure)**								
About Financials- Imposed/ Modified/ Paid/ Balance	The system must support a structure to process and update financial and non financial components of a case sentence that includes the original imposed amount, the deferral or suspended sentence amount, the ability to modify an imposed amount and retain a record and view of the original and modified amount, the total paid against an imposed order, and the balance due. A modified sentence is not a correction or reflection of a non monetary payment and occurs when a judge modifies the original sentencing order.								
17.1	Ability to process financial and non-financial components of a case sentence including the original imposed amount.		Yes						
17.2	Ability to process and update financial and non-financial components of a case sentence including deferral or suspended sentence amount while retaining the originally imposed amount.		Yes						
17.3	Ability to process and update financial and non-financial components of a case sentence including the ability to modify an imposed amount while retaining the originally imposed amount and a reference of previously imposed deferral/suspended sentence amount.		Yes						
17.4	modified amount. (A modified sentence is not a correction or reflection of a non monetary payment and occurs when a judge modifies the original sentencing order).		Yes						
17.5	Ability to view the total paid against an imposed order.		Yes						
17.6	Ability to view the balance due on an imposed order.		Yes						
17.7	Ability to generate summary reports to audit modified financial line item.		Yes						
17.8	Ability to generate detail reports to audit modified financial line items.		Yes						
17.9	Ability to generate a case based summary view consisting of total imposed/modified/paid and due amounts.		Yes						
17.10	Ability to allow a defendant to view the case based summary.		Yes						
17.11	Ability for an internal user to impose the original sentencing order when a defendant does not comply with the terms of the suspended sentence (comonly referred to as a deferral or driver safety course sentence).		Yes						
17.12	Ability for balance due amounts to automatically be recalculated anytime a suspended sentence is imposed to the original sentence.		Yes						
17.13	Ability for an internal user to enter a judgement amount on a case.		Yes						
17.14	Ability to automatically calculate fines, fees, and costs to equal the judgement amount.		Yes						

17.15	Ability to retain any costs and fees previously incurred on a case record (warrant or collection fees).		Yes						
17.16	Ability to automatically adjust costs and fees, based on business rules, whenever a fine penalty is reduced.		Yes						
18	Financials-Bad Check Logic/Flag								
18.1	Ability for a user with the proper credentials to set and remove "bad check" flag against a defendant record (PID).		Yes						
18.2	Ability to not allow a user to post a payment type of check on any cases associated with the defendant record, once a bad check flag has been set.		Yes						
18.3	Ability to provide a pop-up/advisory message when a user attempts to process a payment by check anytime the "bad check" flag has been set.		Yes						
19	Financials-Refund Processing								
19.1	Ability for users with the proper credentials to process refunds via an electronic means through the City's financial system.		Yes						
19.2	Ability for the refund workflow to utilize negative balance transfer functions before proceeding with a refund process.		Yes						
19.3	Ability for refund workflow to provide the user with a view of the fund poster name and address, when the poster is not the defendant.		Yes						
19.4	Ability for refund workflow to provide the user with a view of defendant name, address, case number, negative balance amount, and the fund type (cash, credit card, check or money order).		Yes						
19.5	Ability to allow a user to enter a refund for a previous credit card transaction, due to court order or user error.		Yes						
20	Financials-Convenience Fee								
About Financials - Convenience Fee	The system must provide a configurable setting to impose a convenience fee for customers paying by certain methods (for example, with a credit card or via the web). A customer pays using one of these methods. The system adds the convenience fee of a pre-determined amount to the total being paid at that time. The customer receives a receipt that includes this charge. The system tracks the charge and payment, but does not include it in the fees for any particular Case.								
20.1	Ability to provide a configurable setting to impose a convenience fee for customers paying by certain methods such as by credit card or via the web.		Yes						
20.2	The ability to add a convenience fee of a pre-determined amount, to the total, at the time of payment.		Yes						
20.3	The ability to generate a receipt that includes a convenience fee.		Yes						
20.4	The ability to track charges and payments on a case, without including convenience fees.		Yes						
20.5	Ability for an administrator to create fees (associated with a unique account number), that are not case costs.		Yes						
20.6	Ability to allow a convenience fee to be established but not associated as a case cost, and imposed as a transaction fee that may cross multiple case records.		Yes						
20.7	Ability for transaction fee to be visible on the receipt for customers paying by credit card.		Yes						
20.8	Ability to save a reference of the convenience fee paid in the person record (PID) and make it available to the applicable receipt record.		Yes						
21	Financials-Payment Processing								
About Financials - Payment Processing	The system must provide the ability for an internal user to invoke a payment screen, enter the tender type and dollar amount received by the customer and the system will automatically apply the received payment to the appropriate case line items and cases according to the established payment hierarchy without requiring the an internal user to select specific line items or cases in a single transaction.								
21.1	Ability for an internal user to invoke a payment screen for processing received payments.		Yes						
21.2	Ability for an internal user to enter tender type and dollar amount received as payment for a case.		Yes						

21.3	Ability to automatically apply a received payment to the appropriate line items of case(s), (according to established payment hierarchy) without requiring a user to select specific line items or cases in a single transaction.		Yes						
21.4	Ability for internal users with the proper credentials, to select specific cases to apply a payment against (override hierarchy function).		Yes						
21.5	Ability for internal users with the proper credentials, to select specific line items to apply a payment against within a case (override hierarchy function).		Yes						
21.6	Ability for web users on the public portal to select payment function.		Yes						
21.7	Ability for web users on the public portal to enter the tender type and dollar amount.		Yes						
21.8	Ability to automatically apply a received payment to the appropriate line items of case(s), (according to established payment hierarchy). External users on the web portal will not be able to override the payment hierarchy.		Yes						
21.9	Ability to accept partial payments (less than the imposed amount or balance due on the case) posted to a case by an internal user.		Yes						
21.10	Ability to accept partial payments (less than the imposed amount or balance due on the case) posted to a case by an online customer.		Yes						
21.11	Ability for an internal user to establish a "pay today" amount against a case record.		Yes						
21.12	Ability to alert users of the "pay today" amount when processing a payment.		Yes						
21.13	Ability to create an English statement entry on the case if no payment is received.		Yes						
21.14	Ability to create an English statement entry on the case if payment less than the ordered amount is received.		Yes						
21.15	Ability to calculate and display the correct change owed a customer, if applicable.		Yes						
21.16	Ability to calculate change for cash and/or check transactions.		Yes						
21.17	Ability for an internal user to enter amount received against a case or cases.		Yes						
21.18	Ability to connect coin dispensers to cash drawers for providing change.	Interface	Yes						
21.19	Ability to store amount of change owed a customer as a part of the transaction history record.		Yes						
21.20	Ability to allow multiple methods of payment for one transaction, e.g., partial cash and partial credit card payment (with the exception of transactions when the payee is using multiple credit cards).		Yes						
21.21	Ability for an customer to view all of their active case total amounts due to the court.		Yes						
21.22	Ability to allow a customer to make payments on any case with a balance from any Court division.		Yes						
21.23	Ability for an external user/customer to be identified via a log-in on the web portal.		Yes						
21.24	Ability for an online customer to view a list of associated cases by Court division; Austin Municipal Court, Downtown Community Court or Austin Diversion Program.		Yes						
21.25	Ability to allow customers to interact with the Case Management System via a web presence.		Yes						
21.26	Ability for a customer to access active case balances.		Yes						
21.27	Ability for a customer to proceed to payment screen.		Yes						

21.28	Ability for a customer to pay a sum total for all cases selected in one transaction (with the exception of transactions using multiple credit cards).		Yes						
21.29	Ability for a customer to pay on the web using a credit or debit card.		Yes						
21.30	Ability for a customer to indicate whether the transaction will be conducted as a debit or credit card transaction.		Yes						
21.31	Ability for a customer to conduct payment transactions via smart phone.		Yes						
21.32	Ability for customer paying via the web portal to pay using a standard bank check.	This is part of the Authorize.net service	Yes						
21.33	Ability for customer paying via the web portal to enter their routing and account number as required banking information.	This is part of the Authorize.net service	Yes						
21.34	Ability for customer paying via the web portal to be prompted to agree that funds will be withdrawn electronically.		Yes						
21.35	The system must accept payment from an online customer providing electronic check information.		Yes						
21.36	Ability to provide data fields to capture bank routing and account information required for electronic withdrawl. This information will not be stored in the system but passed on to the ban processor to process the transaction.		Yes						
21.37	Ability to record a credit card transaction that is returned due to a deposit error or cardholder dispute, which results in a debit to the depository bank account.		Yes						
21.38	Ability to provide a cut-off time for web-based transactions in a daily batch, in the event that the web payment service provider is in a different time zone.		Yes						
21.39	Abiltiy to block customers, via the web portal (who have used invalid or stolen credit card numbers) from paying online.		Yes						
21.40	Ability to designate in a case, customers as payment type by cash or check only.		Yes						
21.41	Ability to allow payments processed internally or via the web portal to be applied in real time without intervention from an internal user. (Manual allocation will be allowed with proper credentials but not required for routine payment processing)		Yes						
21.42	Ability to send the merchant service processor a credit referencing the transaction ID for payments received by credit card.		Yes						
22	**Financials-Bail/Bond /Escrow Logic**								
22.1	Ability for logic to configure and process default bail (established at the time of case creation), warrant bail/bond, and appeal bail/bond		Yes						
22.2	Ability for a configurable business rule setting to convert default bail/bond amount to a revenue account amount at the time the case record has a finding of guilt, liability or program order associated with the case record.		Yes						
22.3	Ability for revenue account amount to be due at the time the case record has a finding of guilt, liability or program order associated with the case record.		Yes						
22.4	Ability to set a bail bond amount against a case record.		Yes						
22.5	Ability for an internal user to process a bail bond.		Yes						
22.6	Ability to record all bail/bond/escrow related transactions and updates to an activity log.		Yes						
22.7	Ability to include user name, date/time stamp and case number recorded in all bail/bond/escrow transactions.		Yes						
22.8	Ability for prompts to allow a user to select a bond reporting feature for the following report criteria: All Open, Closed, Satisfied, Reinstated, Forfeited, No Balance, Balance Remaining, data ranges, an internal user names and locations.		Yes						
22.9	Ability to report all matching bonds on an associated case with dollar amounts.		Yes						
22.10	Ability to accept information about bonding companies and their attorneys.		Yes						
22.11	connected to multiple cases and used to record all activity related to the bond.		Yes						
22.12	Ability for civil bail bond management capability associated with surety and attorney bonds on criminal cases, but not cash bonds.		Yes						
22.13	posted in a criminal case, forfeiture of that bond in separate civil bond forfeiture cse.		Yes						

22.14	Ability for civil bail bond management capability associated with acceptance, exoneration and forfeiture.		Yes						
22.15	Ability to account for unsecured appearance bonds.		Yes						
22.16	Ability to recognize multiple kinds of surety, e.g., cash, property.		Yes						
22.17	Ability to track the history, status, and effective date of a posted bond such as, satisfied, exonerated, reinstated, forfeited, or transferred to another court.		Yes						
22.18	Ability to enter and maintain bail amount and type of bond.		Yes						
22.19	Ability to post personal information for the person who posted a bond, such as, surety name, payer address, payer social security number, set date and posted date.		Yes						
22.20	Ability for an internal user to initiate the posting of a Bond or Escrow.		Yes						
22.21	Ability to prompt an internal user to select the case(s) with which to associate the bond and its type (cash, personal, surety) or escrow.		Yes						
22.22	Ability to provide a dedicated bond screen.		Yes						
22.23	Ability to provide a dedicated escrow screen.		Yes						
22.24	Ability to auto-fill the values in the bond screen.		Yes						
22.25	Ability for an internal user to make necessary adjustments to modify the auto-populated amount in the bond Screen.		Yes						
22.26	Ability for an internal user to enter name, address and contact information on the person posting the bond or escrow.		Yes						
22.27	Ability for an internal user to record a cash bail as "Satisfied".		Yes						
22.28	Ability to add an action on the case indicating the cash bail as "Satisfied".		Yes						
22.29	Ability for an internal user to record a surety bond as "Satisfied".		Yes						
22.30	Ability to reflect updates to the associated cases.		Yes						
22.31	Ability to prompt internal users to scan and attach the bond documents to the appropriate case(s).		Yes						
22.32	Ability for internal users to query for a desired cash bail(s).		Yes						
22.33	Ability for internal users to query for desired surety bonds.		Yes						
22.34	Ability to add an action on the case indicating the surety bond has been "Satisfied".		Yes						
22.35	Ability to automatically initiate a civil bond forfeiture case (NISI) case based on defined criteria associated with the underlying criminal case.		Yes						
22.36	Ability to automatically generate designed NISI documents upon creation of a NISI case.		Yes						
22.37	Ability to transfer a surety bond from the criminal case to the NISI case.		Yes						
22.38	Ability to maintain a reference of the criminal case.		Yes						
22.39	Ability to display a list of eligible cases with balances due and the associated balances.		Yes						
22.40	Ability to identify eligibility based on configurable business rules.		Yes						
22.41	Ability for an internal user to identify the amount to be applied to a selected case associated with the PID.		Yes						
22.42	Ability for an internal user to identify the amount to be transferred to an eligible case(s) associated with the PID.		Yes						
22.43	Ability for an internal user to identify the amount to be refunded.		Yes						
22.44	Ability to apply money as payment, to the chosen case(s).		Yes						
22.45	Ability for an internal user to apply an entire cash bail or escrow.		Yes						
22.46	Ability for an internal user to apply portions of a cash bail or escrow.		Yes						
22.47	Ability for an internal user to transfer an entire cash bail or escrow.		Yes						

22.48	Ability for an internal user to transfer portions of a cash bail or escrow.		Yes						
22.49	Ability for an internal user to refund and entire cash bail or escrow.		Yes						
22.50	Ability for an internal user to refund portions of a cash bail or escrow.		Yes						
22.51	Ability to add an action on a case indicating the cash, bail or escrow money was either applied, refunded or transferred.		Yes						
22.52	Ability to add an action on the case from which money was transferred.		Yes						
22.53	Ability to not allow Surety or personal bonds to be applied.		Yes						
22.54	Ability to not allow Surety or personal bonds to be transferred.		Yes						
22.55	Ability to not allow Surety or personal bonds to be refunded.		Yes						
22.56	Ability for an internal user to void a payment that has been applied from a cash, bail or escrow, restoring an active cash, bail or escrow status on a case.		Yes						
22.57	Ability for an internal user to apply cash, bail or escrow to a case that had been reversed from another case.		Yes						
22.58	Ability to add actions identifying all bond/escrow transactions on a case.		Yes						
22.59	Ability for an internal user to query a cash bail.		Yes						
22.60	Ability for an internal user to add an action to forfeit the cash bail on a NISI case.		Yes						
22.61	Ability for an internal user to apply the cash bail amount to the NISI case.		Yes						
22.62	Ability to display a list of open cases with balances due, if the NISI case is dismissed.		Yes						
22.63	Ability to display a list of cases with associated balances, if the NISI case is dismissed.		Yes						
22.64	Ability to prompt an internal user to identify the case(s) to which the cash bail will be applied against other open cases.		Yes						
22.65	Ability to apply money to a chosen case(s) as payment, once the internal user identifies the amount to be applied.		Yes						
22.66	Ability to add an action on the case(s) indicating the cash bail money is applied.		Yes						
22.67	Ability to add actions on the affected case(s) where cash bail is applied.		Yes						
22.68	Ability to record an action on a surety bond case of "Pending Forfeiture".		Yes						
22.69	Ability for an internal user to select the bond from the bond screen.		Yes						
22.70	Ability to add a bond forfeiture civil case as part of a batch process whenever a warrant for failure to appear has been issued by the court. (The action of forfeiture cannot be applied to a bond that does not have an associated civil bond forfeiture case).		Yes						
22.71	Ability to add a bond forfeiture civil case as part of a batch process whenever the statutory time for beginning forfeiture proceedings has elapsed. (The action of forfeiture cannot be applied to a bond that does not have an associated civil bond forfeiture case).		Yes						
22.72	Ability to generate associated documents as part of a batch process.		Yes						
22.73	Ability to place an alert on a criminal case with a pending civil bond forfeiture case.		Yes						
22.74	Ability to automatically flag (in the case state) a civil bond forfeiture case for dismissal when defendant appears in court, shows compliance, or otherwise resolves the underlying criminal case.		Yes						
22.75	Ability for a configurable table to automatically calculate the pending forfeiture court date for surety bond (NISI) cases with a failure to appear action.		Yes						
22.76	Ability to create a financial obligation whenever a bond is ordered to be forfeited.		Yes						
22.77	Ability to produce a report of forfeited bonds.		Yes						
22.78	Ability for an internal user to select the surety bond from the bond screen for reinstatement.		Yes						

22.79	Ability for an internal user to add an action of reinstatement on a forfeited surety Bond.		Yes						
22.80	Ability to create third party financial obligation on the associated surety bond forfeiture case, when reinstated.		Yes						
22.81	Ability to reverse surety bond transactions that occurred in error on a case. A reverse transaction will return the surety bond to the previous state.		Yes						
22.82	forfeiture case and re-associate the bond with the associated criminal case.		Yes						
22.83	Ability to designate a bond is to be returned, releasing the defendant from bond conditions.		Yes						
22.84	Ability to designate payees (and their addresses) that are different than the named parties in cases.		Yes						
22.85	Ability to escheat unclaimed bail amounts to the state as unclaimed property.		Yes						
22.86	Ability to produce a report showing non-cashed checks more than 120 days old.		Yes						
23	**Person Identification (PID)and Case Search Management**								
23.1	Ability to default to a defendant based view at the time a person or a case is queried in the system		Yes						
23.2	Ability to provide an algorithm to automatically link newly created/filed cases to an existing person id (PID).		Yes						
23.3	Ability to create a new PID to associate the case to when a match is not found.		Yes						
23.4	Ability to associate case specific variances to PID information such as date of birth, gender, race/ethnicity, state id (SID), driver's license country/state/number, address, city, state, zip code, phone number(s), email address and other forms of identification.		Yes						
23.5	Ability to view all demographic and contact information associated with a PID.		Yes						
23.6	Ability to store multiple addresses and phone numbers; i.e., home, work, and mailing, cell, home, work, for a PID.		Yes						
23.7	Ability to flag an address associated with a PID record as current.		Yes						
23.8	Ability to flag an address associated with a PID as bad.		Yes						
23.9	Ability to flag a phone number associated with a PID as current.		Yes						
23.10	Ability to flag a phone number associated with a PID as bad.		Yes						
23.11	Ability to flag an email address as current.		Yes						
23.12	Ability to flag an email address as bad.		Yes						
23.13	Ability to provide ability to audit updates user or automated system processes (i.e interface processes) that updated or modified PID related information, including changes to flags.		Yes						
23.14	Ability to utilize contact information and flags for interface activity such as physical notice generation, auto dialer calls, auto text and auto email		Yes						
23.15	Ability to reassign one or more cases from one PID to another.		Yes						
23.16	Ability to log an English statement to the effected case history from which case(s) were reassigned to and the case(s) the PID was taken from.		Yes						
23.17	Ability to re-assign one or more cases from one PID to a new PID.		Yes						
23.18	Ability to merge an entire PID record to another existing PID.		Yes						
23.19	Ability to conduct a PID search with any or all of the following information: Partial First Name, Partial Last Name, First Name, Last Name, Email Address, Alias, Street Address, Case Number, Citation Number , Driver's License Number, partial driver's license number, License Plate Number, Date of Birth, Telephone No., Vehicle Identification Number (VIN), partial VIN, State ID Number (SID) , PID number.		Yes						
23.20	Ability to display information for all PIDS when a query reveals multiple PIDs for a person.		Yes						

23.21	Ability to generate a list of possible matches for a query.		Yes						
23.22	Ability for the lookup system to be probability based, placing the highest probability matches at the top of the search list.		Yes						
23.23	Ability for an internal user to select a matching person from a returned query list.		Yes						
23.24	Ability to search data using wild card characters and boolean operators (e.g., and, or, not).		Yes						
23.25	Ability to support phonetic (Soundex) and other complex (multi-field) algorithms for matching identities.		Yes						
23.26	Ability to swipe a driver's license or other form of ID in a magnetic/barcode reader.		Yes						
23.27	Ability to display a matching PID record from a swiped driver's license.		Yes						
23.28	Ability to utilitize driver name, license number and birthdate as criteria to matching a PID record from a driver's license.		Yes						
23.29	Ability to generate "driver's license number not found" message when driver's license number/state is not associated with a PID.		Yes						
23.30	Ability to create a PID with information captured from the driver's license.		Yes						
23.31	Ability to view open and closed cases electronically by: Defense Attorney Name or Bar Number, Prosecutor Name, Charge/Violation Code, Issuing Agency, Issuing Officer Name or ID#, Violation Location, Witness Name.		Yes						
23.32	Ability to query open and closed cases by Defense Attorney Name or Bar Number, Prosecutor Name, Charge/Violation Code, Issuing Agency, Issuing Officer Name or ID#, Violation Location and Witness Name.		Yes						
23.33	Ability to select type of search results to display, e.g., case type, open cases, all cases, warrants, protection orders.		Yes						
23.34	Ability for an internal user to enter person as current or prior owner on a vehicle cited in a parking case.		Yes						
23.35	Ability for an internal user to enter information for multiple owners with their respective information.		Yes						
23.36	Ability to add owners in the order that appears on the title.		Yes						
23.37	Ability to maintain ownership history.		Yes						
23.38	Ability to distinguish current vehicle owners from previous vehicle owners.		Yes						
23.39	Ability to associate the proper owner of vehicle with the case, based on date of offense.		Yes						
23.40	Ability to allow an internal user to enter contact information for a prior owner, consisting of dates of ownership, address, phone number and email address.		Yes						
23.41	Ability to record all numbers used by external organizations, such as prosecutor, law enforcement, and code compliance.		Yes						
23.42	Ability to retrieve cases using numbers of external organizations.		Yes						
24	**Case Creation/Ticket Entry**								
24.1	Ability to interface between the CMS and electronic ticket writing software.		Yes						
24.2	Ability to automatically download an electronic citation with police report documents to the case, at the time of case creation.		Yes						
24.3	Ability to review citations missing required data elements before cases are created in the CMS.		Yes						
24.4	Ability to correct missing elements in the electronic exception log allowing the case to be created in the CMS.		Yes						
24.5	Ability to remove records from the electronic case log when missing elements are not correctable.		Yes						

24.6	Ability to prevent duplicate cases from being created manually or electronically.		Yes						
24.7	Ability to configure ticket entry screens to mimic the layout of the physical ticket.		Yes						
24.8	Ability for internal users to query and view ticket entry data in the format it was originally entered at time of creation.		Yes						
24.9	Ability for an internal user to edit case entry data.		Yes						
24.10	Ability for changes to be recorded by data field changed, user name, date and time.		Yes						
24.11	Ability for all modified data to be available to an audit function.		Yes						
24.12	Ability to configure mandatory fields for case creation by charge group; i.e., traffic, parking, civil, criminal misdemeanor, camera at red light, and city ordinance.		Yes						
24.13	Ability to maintain information for default values until the values are changed (citations with multiple offenses per defendant).		Yes						
24.14	Ability for a data field in the ticket entry screen, for recording direction of travel for a vehicle, e.g., N, E, W, NE, SE, NW, or SW.		Yes						
24.15	Ability to automatically calculate the age of the defendant at the time the citation was issued and store the age in the ticket entry screen.		Yes						
24.16	Ability to automatically file a case to the specified court division.		Yes						
24.17	Ability to schedule cases, at the time of case creation, to specified dockets.		Yes						
24.18	Ability to generate court appearance and related notices via mail, email, and/or text.		Yes						
24.19	Ability to configure holiday and non-judicial days to prevent scheduling specific types of court appearances.		Yes						
24.20	Ability to automatically create a case from a filed complaint.		Yes						
24.21	Ability to automatically calculate how many times a PID has incurred a specified violation in a specified time frame and display the information on specified screens.		Yes						
25	**Case Balancing by User Name or Role**								
25.1	Ability to establish case load balancing for specified user roles.		Yes						
25.2	Ability to establish case load assignments by a percentage that may differ by users belonging to the same user group (i.e.. For judge assignment at the time of case creation).		Yes						
26	**Docket Management**								
26.1	Ability to schedule docket days and times.		Yes						
26.2	Ability to not allow users to schedule events for dockets that are not scheduled.		Yes						
26.3	Ability to establish docket event types, including non judicial hearings and court classes.		Yes						
26.4	Ability to set parameters for case eligibility on a specified docket event.		Yes						
26.5	Ability to associate location and courtroom room numbers (alpha/numeric) for a specific docket.		Yes						
26.6	Ability to include or exclude specific days/dates for a specific docket.		Yes						
26.7	Ability to define the number of future court dates presented to an internal user or web user when scheduling a court appearance.		Yes						
26.8	Ability to set minimum and maximum defendants and/ or cases in a specified docket.		Yes						
26.9	Ability to establish range of occurrence for a docket event, such as 3rd Thursday of every month, and an ability to establish holiday and other exceptions.		Yes						

26.10	Ability to establish holiday and other exceptions for docket scheduling.		Yes						
26.11	Ability to maintain contact information for court judges.		Yes						
26.12	Ability to establish work schedules for court judges.		Yes						
26.13	Ability to allow users to schedule judges based strictly on their availability.		Yes						
26.14	Ability to block administrative time for judges for meetings, conferences and other work related activities.		Yes						
26.15	Ability to modify established docket parameters such as, recurrence, limits, locations, inclusions and exclusions.		Yes						
26.16	Ability for a docket to be viewed, modified or removed.		Yes						
26.17	Ability for reassign defendants to another docket and generate notices via mail, email or text.		Yes						
26.18	Ability for users with proper credentials to manually override established maximum defendant/case settings for a docket.		Yes						
26.19	Ability to override established maximums to group defendants cases on the same docket, when applicable.		Yes						
26.20	Ability to automatically group cases for a mandatory appearance when a citation is filed requiring one of the cases to have a mandatory appearance.		Yes						
26.21	Ability to locate and vacate a scheduled docket for the same or future date.		Yes						
26.22	Ability for a user to automatically reset cases for a vacated docket and generate notices via mail, email or text.		Yes						
26.23	Ability to schedule certain events automatically, based on user-defined parameters.		Yes						
26.24	Ability for docket scheduling to have established parameters such as; type of hearings, attorney cases, interpreter needed, accident cases, attorney blocks, officer blocks, and maximum number of cases allowed.		Yes						
26.25	Ability to schedule older cases first to fill established court sessions according to established parameters.		Yes						
26.26	Ability to show the number of cases waiting on docket scheduling for each hearing type.		Yes						
26.27	Ability to show the number of cases waiting on docket scheduling by the oldest case.		Yes						
26.28	Ability to automatically offer vacated docket spots to users selecting court dates whenever a scheduled case is removed from a session.		Yes						
26.29	Ability to propose dates to users that equalize the number of hearings across all time slots.		Yes						
26.30	Ability for default settings for docket scheduling to offer users no more than XXX days out.		Yes						
26.31	Ability to consider witness and officer availability for scheduling court appearances.		Yes						
26.32	Ability to consider witness and officer availability when presenting a user with a list of court dates/times for manual selection.		Yes						
26.33	Ability to notify all parties involved in a court appearance through email, text or voicemail message.		Yes						
26.34	Ability for an internal user to select one or multiple cases to schedule for the same docket date/time in one transaction.		Yes						

26.35	Ability to search one or all future dockets by defendant, officer, defense attorney and/or witness name.		Yes						
26.36	Ability to retain past dockets electronically in the CMS.		Yes						
26.37	Ability for users with proper credentials to download calendar items into other standard calendar programs.		Yes						
26.38	Ability for predisposition and post-disposition jurisdiction time standards for precedence in court scheduling.		Yes						
26.39	Ability to display the status of a case with respect to its time standards (pre-disposition and post-disposition).		Yes						
26.40	Ability to alert a user if a scheduled event date exceeds the mandated time standard.		Yes						
26.41	Ability to mark a calendar event as closed.		Yes						
26.42	Ability to alert a user when a selected calendar item has been closed.		Yes						
26.43	Ability to schedule an event over multiple days.		Yes						
26.44	Ability to select cases ready for pretrial conference scheduling and generate a list for review and approval by presiding judge.		Yes						
26.45	Ability to print notices with signature affixed on approved pretrial conference list.		Yes						
26.46	Ability to notify participants and resources they are no longer needed when a case is removed from the calendar.		Yes						
26.47	Ability to update each case selected with the new docket date and time.		Yes						
26.48	Ability for users to cancel or reschedule a hearing.		Yes						
26.49	Ability to generate the appropriate notices when a hearing has been cancelled or rescheduled.		Yes						
26.50	Ability to reassign a group of pending events from one judicial officer, courtroom, or date to another.		Yes						
26.51	Ability to perform mass reassignment of attorney caseload by updating the attorney of record in a single transaction.		Yes						
26.52	Ability to perform mass reassignment of attorney caseload by assigning cases to a Prosecutor, in a single transaction.		Yes						
26.53	Ability to schedule judges and prosecutors to a future docket.		Yes						
26.54	Ability to modify scheduled judges and prosecutors on a docket.		Yes						
26.55	Ability to retain the assigned judge and prosecutor associated with a docket appearance.		Yes						
27	**Legal Options**								

About Legal Options	At the time the internal user or online Defendant selects a Deferral/DSC Request as a Legal Option, the system automatically determines the Defendant's deferral options and presents the options to the internal user in CMS or online Defendant through the Web Presence interface. The system uses a customizable rules-based engine to present Deferral Options based on the Division in the Court the case is filed in , Attributes of the Case or of defendant's other Case files. The system provides a complete description of what each Deferral Option means to the Defendant (online) or via a signature pad at the Court if an internal user is assisting the defendant in person. The user or Defendant selects a Deferral Option. The system prompts the Defendant to enter needed data (online only). The system records the deferral option chosen and needed data in the Case file. When the Deferral Option requires Deferral Documentation, the system provides a means for the Defendant to submit Deferral Documentation through the Web Presence where it's attached to the relevant Case File. The system provides a means for the Defendant to agree to the terms of the deferral/DSC. The system updates the Case financials to reflect the deferral. . The system presents an option (if enabled by system administrator) to have extra time to pay some or the entire deferral amount. After Defendant completes the transaction, the Case goes to a Queue for review by an internal user .When the Defendant selects to establish a compliance dismissal request, the system automatically determines the authorized methods of compliance. Based on approved customizable rules engine, the system determines various methods of compliance based on Case attributes. Once an option is selected, the selection is stored with the relevant Case File. When Compliance Documentation is required, the system provides the ability for the Defendant to upload through Web Presence the required Compliance Documentation and store with the Case File. When additional Compliance Information is required, this information is collected using a Web Presence form and stored with the Case File. The system updates the Case financials to reflect the dismissal. When fees are required, the system indicates the Remittance required for the Case and provides the ability to pay using an approved Electronic Financial Service - acknowledgment of payment is stored with the Case File. After Defendant completes the transaction, the Case goes to a Queue for review by clerk. If requirements for dismissal are not met, the clerk returns the financials to their previous state.								
27.1	Ability for legal option functionality to be defined in configurable table settings.		Yes						
27.2	Ability for legal option settings to be available to internal users for specific case types.		Yes						
27.3	Ability for a system administrator to push legal option configurations/settings to the web portal.		Yes						
27.4	Ability for internal users to manually impose sentence requirements as ordered by a judge.		Yes						
27.5	Ability to provide a legally binding form of identification to be persistent throughout the CMS, as well as during a web session.		Yes						
27.6	Ability to provide configurable settings to establish criteria, based on case attributes and the division the case is filed in, for legal options.		Yes						
27.7	Ability to provide a configurable business rules engine associated with the options provided to the internal user, within the application or an external user via the web portal		Yes						
27.8	Ability to store any established legal options with creation, modification and end dates.		Yes						
27.9	Ability to prompt an internet user to log-in.		Yes						
27.10	Ability to prompt an internet user to create a new account.		Yes						
27.11	Ability to provide a list of cases associated to the PID.		Yes						
27.12	Ability to allow an internet user to select a specific case.		Yes						
27.13	Ability to provide all legal options applicable to a selected case.		Yes						
27.14	Ability for the business rules engine to provide options for non-selectable items that are grayed out.		Yes						
27.15	Ability for the business rules engine to indicate why a legal option is not selectable.		Yes						
27.16	Ability to confirm the legal option selected, and its implication to respondent or defendant, before storing it with the case file.		Yes						
27.17	Ability to store descriptions for each legal option.		Yes						
27.18	Ability to provide a complete description of what each legal option means to a defendant.		Yes						

27.19	Ability to allow an internal user to select a legal option.		Yes						
27.20	Ability to allow an online defendant to select a legal option.		Yes						
27.21	Ability to prompt internal users to enter required data.		Yes						
27.22	Ability to prompt an online defendant to enter required data.		Yes						
27.23	Ability to record the legal option chosen and update the case file.		Yes						
27.24	Ability to allow an internal user to upload legal option documentation.		Yes						
27.25	Ability to allow an online defendant to upload legal option documentation.		Yes						
27.26	Ability to attach legal option documentation to the case file.		Yes						
27.27	Ability to provide a means for the defendant to agree to the terms of the selected or chosen legal option.		Yes						
27.28	Ability to update the case financials to reflect legal options selected.		Yes						
27.29	Ability to electronically submit the remittance on a case file.		Yes						
27.30	Ability to present an option for extra time to pay the entire deferral amount.		Yes						
27.31	Ability to require a user selecting the option to have extra time to pay to complete an application.		Yes						
27.32	Ability to provide an application with predefined fields for the online user to complete.		Yes						
27.33	Ability to allow an administrator to enable the option to have extra time to pay some or all of the deferral amount.		Yes						
27.34	Ability to provide a customizable rules engine that is not hard coded into the system.		Yes						
27.35	Ability to display outstanding legal option requirements via the public portal.		Yes						
27.36	Ability to update case financials to reflect a dismissal.		Yes						
27.37	Ability to indicate a remittance when fees are required for a case.		Yes						
27.38	Ability to provide the ability for an online defendant to pay using an electronic check, credit or debit card.		Yes						
27.39	Ability to store acknowledgement of payment with the case file.		Yes						
27.40	Ability to designate which transactions, upon completion from the public portal, should be logged in a queue.		Yes						
27.41	Ability to allow an internal user to return the financials to their previous state when requirements for compliance or dismissal are not met.		Yes						
27.42	Ability to allow functionality, as it relates to the presentation of options and logging of selections needs, to exist so that an internal user is presented options in a similar manner.		Yes						
27.43	Ability to automatically determine the authorized method of compliance whenever a defendant selects to establish a compliance dismissal request.		Yes						
27.44	Ability to provide a customizable business rules engine for determination of compliance options.		Yes						
27.45	Ability to determine various methods of compliance based on the type of case file and legal option selection.		Yes						
27.46	Ability to store the selected option with the relevant case file.		Yes						
27.47	Ability to provide the ability for a defendant to upload the required compliance documentation and store with the case file.		Yes						
27.48	Ability to collect compliance information using a web form.		Yes						
27.49	Ability to store all collected compliance information with the case file.		Yes						
27.50	Ability to indicate to the defendant, when fees are required for the case.		Yes						
27.51	Ability to provide acknowledgement of payment, which is stored in the case file.		Yes						
27.52	Ability to allow a defendant or attorney with proper credentials, to locate their Case.		Yes						

27.53	Ability to allow a defendant or attorney, via the Public Portal, to enter a not guilty plea in their case file.		Yes						
27.54	Ability to recognize an associated attorney as the attorney of record who can enter a not guilty plea on the public portal.		Yes						
27.55	Ability to present the defendant or attorney with the legal option of Not Guilty when a Case is open and not disposed.		Yes						
27.56	Ability to inform the defendant and/or attorney if a plea already exists.		Yes						
27.57	Ability to provide a defendant or attorney the ability to indicate a disability and an associated text box for special accommodations required.		Yes						
27.58	Ability to provide a defendant or attorney the ability to indicate an interpreter is required and to select a language for interpretation.		Yes						
27.59	Ability to move cases with an associated accommodation or interpreter request, to a queue for review.		Yes						
27.60	Ability to allow a defendant or attorney the selection to waive the appearance docket.		Yes						
27.61	Ability to allow a defendant or attorney the selection to waive a jury trial.		Yes						
27.62	Ability to allow an administrator to configure the rules for options that are presented to defendants and/or attorneys, based on a plea.		Yes						
27.63	Ability to not accept a plea if the case requires mandatory appearance.		Yes						
27.64	Ability for a defendant or respondent to process multiple case files during any persistent identity web presence session.		Yes						
27.65	Ability for a defendant or respondent to save and return to any given session until completion.		Yes						
27.66	Ability for limit ability to save and return to any given session until completion, to select users by a system administrator.		Yes						
27.67	Ability to allow a defendant or respondent to process multiple case files during an online session.		Yes						
27.68	Ability to save and return to any given internet session until completion.		Yes						
27.69	Ability for an administrator to disable online access (login with credentials) for select users.		Yes						
27.70	Ability for a respondent to select the legal option to submit an affidavit via the internet.		Yes						
27.71	Ability to provide an option for filing representation on a specific case.		Yes						
27.72	Ability to provide two options to attorneys accessing the system via the public portal; "New Attorney" and "Sign In".		Yes						
27.73	Ability for attorneys with a password, to "Sign In".		Yes						
27.74	Ability to assign an attorney to a case, if the attorney is already qualified in the system.		Yes						
27.75	Ability to assign an attorney only when an attorney is not already assigned to the case.		Yes						
27.76	Ability to assign an attorney to a case when there is no disposition on the case.		Yes						
27.77	Ability to generate a letter of representation document and move to a queue for review.		Yes						
27.78	Ability for an internal user to accept or reject a letter of representation. If rejected, a notification is sent with an explanation of rejection. If accepted, a court date notification letter is provided based on the preferred notification.		Yes						
27.79	Ability to assign an attorney to the case as a case party when the internal user accepts the letter of representation.		Yes						
27.80	Ability for users to log into the web portal.		Yes						
27.81	Ability to locate the user's defendant file based on verification of user account information.		Yes						
27.82	Ability to allow a user to select a specific case.		Yes						
27.83	Ability to provide a configurable table to associate legal options with a charge or a group of charges including charges/case status that this functionality is available to.		Yes						

27.84	Ability to allow a user to select a plea.		Yes						
27.85	Ability to allow a user to process an extension to pay.		Yes						
27.86	specific Case(s), they are offered legal options, which may include "File for Motion". In response to a "File for Motion" the system will prompt the user to identify the motion type from a preset list. The system presents an option to upload a motion or create a motion. For the upload option, the user selects an electronic document on the user's system for upload. For the create option, the system will present the appropriate online form. Once the user has made a choice, the system requires the user to confirm the choice. The user completes the form or uploads the document and provides the appropriate electronic signature. Upon completion, the system places the Motion in a queue for an internal user to review and logs an Action of "Motion Filed" to the applicable Case record(s). The ability to initiate a process and or workflow from the queue is required. The Judge will grant the motion, deny the motion, or put the motion on hold pending action by the defendant. Motions granted or denied will log to the applicable Case record automatically and the motion filed record will automatically be removed from the queue. An email is sent to the online user who filed the Motion, indicating the Case, and the Motion they requested, and the Judge's ruling on this judgment. Email notifications for pending actions must include the notation created by the judge. When an internal user is excepting a Motion, the system prompts the user to select the type of Motion being filed from a preset list.		Yes						
27.87	Ability for a user to complete the upload process with electronic signature.		Yes						
27.88	Ability for motions granted or denied to log to the applicable case record automatically removing the motion filed record from the queue.		Yes						
27.89	Ability to initiate a process and or workflow from the queue.		Yes						
27.90	Ability to send a user an email indicating the status of the judge's ruling for the motion they requested.		Yes						
27.91	Ability to allow a judge to grant the motion.		Yes						
27.92	Ability to prompt a user to identify the motion type from a preset list.		Yes						
27.93	Ability to present an option to upload a motion by allowing the user to select an electronic document on the user's system.		Yes						
27.94	Ability to present an option to create a motion by allowing the system to present the appropriate online form.		Yes						
27.95	Ability to prompt an internal user to select the type of motion being filed from a preset list when the user is accepting a motion.		Yes						
27.96	Ability for a judge to deny the motion.		Yes						
27.97	Ability for a judge to put the motion on hold (pending action by the defendant). Email notifications for pending actions must include the notation created by the judge.		Yes						
27.98	Ability for an authorized user to select the option to submit documents via the public portal to a specified case(s).		Yes						
27.99	Ability for a user to select a document type for submission.		Yes						
27.100	Ability to provide a predefined list of document types, including other, to be selected for a user to submit.		Yes						
27.101	Ability to present fillable forms based on the type of document the user selects for submission.		Yes						
27.102	Ability for a user to upload a document for submission.		Yes						
27.103	Ability to follow internal processing measures based on existing functionality.		Yes						
27.104	Ability for an internal user to accept or reject (as an unacceptable submission) submitted documents.		Yes						
27.105	Ability to save all submitted documents, i.e., image files, video recordings, audio recordings, and office documents, using industry standard formats.		Yes						
27.106	Ability to provide notification of receipt to the document submitter.		Yes						
27.107	Ability to provide notification of acceptance or rejection status to the Document Submitter.		Yes						

27.108	Ability to send notification of the state of a case following the judge's determination, to the document submitter and/or appropriate contactee. (Compliance Dismissal for Deferrals and DSCs and Proof for dismissal)		Yes						
27.109	Ability to provide designated agency access to file affidavits with the court.		Yes						
27.110	Ability for an agency to file a complaint or affidavit via the public portal.		Yes						
27.111	Ability for predefined data fields for users to create an affidavit.		Yes						
27.112	Ability for data fields to be designated as mandatory and not mandatory.		Yes						
27.113	Ability for a user to save entered information for review.		Yes						
27.114	Ability for a user to modify information before creating the affidavit.		Yes						
27.115	Ability for a user to create an affidavit.		Yes						
27.116	Ability for users to upload supporting documents via the public portal.		Yes						
27.117	Ability to move a completed affidavit to a queue for review.		Yes						
27.118	Ability to move uploaded documents to a queue for review.		Yes						
27.119	Ability to load data from the predefined data fields into a case entry screen when an internal user accepts the affidavit.		Yes						
27.120	Ability to send status notification to the affidavit filer when the affidavit is accepted or rejected.		Yes						
27.121	Ability to include the reason for rejection of an affidavit.		Yes						
27.122	Ability to save accepted and rejected affidavits, using industry standard formats.		Yes						
27.123	Ability to automatically assign a reference number to an affidavit.		Yes						
27.124	An internal user or an external web user locates a field on a Case to indicate that they require language assistance or other types of accommodation (usually for a disability or for audio visual needs for a trial). The language field and request for an interpreter field and request for accommodation must be distinct. The language and interpreter fields draw from a configurable setting that are available for the internal or an external web user to selects from. The special accommodations field is a free form text field where either a clerk or an external web user can enter the specified accommodations needed. If an interpreter is requested for a language other than Spanish or an accommodation is requested, the information is sent to a work queue in the CMS for processing. Association of a language other than English or an interpreter for any language other than English sets a case based flag that is viewable where flags display throughout the CMS.		Yes						
27.125	Ability to record, store and display a defendant's language preference on a case and at the PID level.		Yes						
27.126	Ability to record, store and display a defendant's need for an interpreter for court hearings and trials.		Yes						
27.127	Ability for a data field to indicate special accommodations are needed for a customer.		Yes						
27.128	Ability to have a configurable table for language types.		Yes						
27.129	Ability for a user to select a language needed from a list of available languages.		Yes						
27.130	Ability for a free form text field to capture special accommodations needed.		Yes						
27.131	Ability to move an interpreter request (if any thing other than Spanish) and/or accommodation requirement to a queue in the CMS.		Yes						

27.132	with credentials to reach their Cases via the web presence. If specified criteria are met, as defined in a configurable table, the defendant or attorney may request a court appearance .The defendant or attorney requests that one or more Cases be set on a docket. The system evaluates the Cases against the docket and, if needed, officer schedules. The system schedules the Cases and will override docket limits to ensure all like Cases are set on the same docket. The system presents the docket times to the defendant or attorney. The defendant or attorney has the option of rejecting one or more of the scheduled dockets. The system repeats the process, schedules new times, and presents the new times. The defendant or attorney cannot reject this second set of dockets.		Yes						
27.133	Ability to require credential access by defendants and/or assigned attorneys via the public portal, to put a case on a docket.		Yes						
27.134	Ability for a defendant to request one or more cases be set on a docket.		Yes						
27.135	Ability for an attorney to request one or more cases be set on a docket.		Yes						
27.136	Ability to override docket maximum limits to ensure all eligible cases are set on the same docket.		Yes						
27.137	Ability to provide a configurable table based on defined business rules, to set eligibility criteria for docket schedules.		Yes						
27.138	Ability to present docket times to the defendant and/or attorney.		Yes						
27.139	Ability to provide a configurable table based on defined business rules, for proposed docket dates and times.		Yes						
27.140	Ability to display new docket times when a user rejects proposed docket schedules.		Yes						
27.141	Ability to not allow a defendant or attorney to reject docket schedules after a second rescheduling request.		Yes						
28	**Officer Scheduling**								
28.1	Ability for a docket scheduler that coordinates officer schedules and docket availability. If this function cannot be automated, the system must provide an Officer Group set-up screen for scheduling.		Yes						
28.2	Ability to configure Officer Groups by Agency (e.g., Police, Code Enforcement, Fire, Animal Control, Parking, Ground Transportation, Health, Development and Review, Water, Solid Waste, Park Rangers), unit within agency, region (4) and shift (two day shifts, three evening shifts, and two night shifts).		Yes						
28.3	Ability to provide options to change an officer group name by a designated user.		Yes						
28.4	Ability for all associated screens with officer group codes, to be updated when the officer group name is changed.		Yes						
28.5	Ability for the entire group settings and officers to remain the same unless altered by a designated user.		Yes						
28.6	Ability for a designated user to block a specific time period from an officer's schedule to accommodate vacation, military leave, etc.		Yes						
28.7	Ability to not schedule a bench or jury trial when an officer, as a witness to the case, is not available for scheduling.		Yes						
28.8	Ability for configurable settings that allow scheduling of officers, working outside daytime court hours, to be confined to a single day per month.		Yes						
28.9	Ability for scheduling functionality to provide information about the number of cases pending for each officer.		Yes						
28.10	Ability to process officer ID's of various agencies regardless of number of digits or leading zeros.		Yes						
28.11	Ability for scheduling functionality to include officer pairings.		Yes						
28.12	Ability for trials to be scheduled in the same court sessions whenever two officers are assigned to work together.		Yes						
28.13	Ability to recalculate officer schedule availability, reflecting days that have been blocked.		Yes						
28.14	Ability to notify a user with a pop-up message, whenever an officer's blocked dates have cases already scheduled.		Yes						
28.15	Ability for an officer group to associate an additional person as part of the officer group.		Yes						

28.16	Ability to display a pop-up message with conflicting case number, docket types, dates and times.		Yes						
28.17	Ability to schedule a hearing in an open case where the officer witness is retired or terminated.		Yes						
28.18	Ability to generate an email with docket information in the body of the email for case parties regarding a change in the docket.		Yes						
28.19	Ability to save the email with an associated action, to the referenced case.		Yes						
28.20	Ability to generate an Outlook calendar event for date and time of scheduled court event.	System includes an Outlook sync feature	Yes						
28.21	Ability for an officer to access the Officer Court Appearance Availability Calendar.		Yes						
28.22	Ability for an officer to select dates and times they can appear in court.		Yes						
28.23	Abiliy to store the dates and times selected by the officer.		Yes						
28.24	Ability for a system the administrator to disable the Officer Court Appearance Availability Calendar.		Yes						
28.25	Ability for a system the administrator to disable the Officer Court Appearance Availability Calendar from access by specific internal or external users.		Yes						
28.26	Ability to record user name, date and time, to changes made to officer scheduling.		Yes						
28.27	Ability for a designated user to change an officer's availability in the docket.		Yes						
29	**Community Service Plans**								
About Community Service Plans	Defendant to Search for an existing Community Service Plan. If none exists, a list of Cases associated with the PID is presented. The Community Service Plan Module will add a completely new Community Service Plan, modify the specifics of a plan (reorder the payoff order of Cases, change completion dates, or close out a plan), add unassigned Cases to an existing plan, remove Cases from a plan, or cancel a Community Service Plan altogether. If Community Service Plan exists, it will be presented, indicating the Cases associated with the plan and the payoff order of the Cases, as well as a list of unassigned Cases belonging to the Defendant. If Multiple Community Service Plans Exist for the PID, each will be displayed with their associated Cases, as well as a list of unassigned Cases belonging to the Defendant. If Adding to a Community Service Plan, the Community Service Plan Module selects the Cases to be included in the plan, and assigns hours per the Judge's order, as well as the order in which the Cases will be credited. The system must provide a configurable table setting to establish the payment hierarchy for which Cases are paid off, however the system allows the internal user to reorder the Cases if required. Included in the plan creation are the following attributes: start date, end date, weekly amount required, monthly amount required, biweekly amount required, and daily amount required. The system must provide a configurable table to store work site names, work site contact information, work site location (address, city, state, zip, work site hours of operation, and comments that may be imposed at the Community Service Plan or Case level and associated with documents. Each time a plan is modified; it is stored for retrieval and attached to each affected Case. The system allows for the assignment of community hours across multiple Cases, as well as individual Cases. The system will calculate the hourly rate by considering total balance due, against community hours assigned. An hourly rate will be calculated and tracked by Case. The plan can be modified to include additional Cases, at which time each will receive its own rate, or a new rate calculated for all Cases against the defendant.								
29.1	Ability to use the Personal Identification (PID) associated with the defendant to search for an existing Community Service Plan.		Yes						
29.2	Ability to generate a new Community Service Plan for a defendant.		Yes						
29.3	Ability to generate a list of cases associated with the PID.		Yes						
29.4	Ability for a user to reorder the payoff order of cases in a Community Service Plan.		Yes						
29.5	Ability for a user to change completion dates in a Community Service Plan.		Yes						
29.6	Ability for a user to close out a Community Service Plan.		Yes						
29.7	Ability for a user to add unassigned cases to an existing Community Service Plan.		Yes						

29.8	Ability for a user to remove cases from a Community Service Plan.		Yes						
29.9	Ability for a user to cancel a Community Service Plan.		Yes						
29.10	Ability to indicate existing Community Service Plans associated with a defendant.		Yes						
29.11	Ability to display existing Community Service Plans with associated cases and the payoff order.		Yes						
29.12	Ability to display a list of cases which are not associated with the defendant's community service plan(s).		Yes						
29.13	Ability to display multiple Community Service Plans for the PID.		Yes						
29.14	Ability to display all Community Service Plans and cases associated with each plan.		Yes						
29.15	Ability for a user to select cases to be included in a Community Service Plan.		Yes						
29.16	Ability for a user to assign hours per the Judge's order to a Community Service Plan.		Yes						
29.17	Ability for a configurable table setting to assign the payoff order in which cases in a Community Service Plan will be credited.		Yes						
29.18	Ability for a user to reorder the payoff order.		Yes						
29.19	Ability for the following data fields in the Community Service Plan Module; Start Date, End Date, Weekly Amount Required, Monthly Amount Required, Biweekly Amount Required, Modified Field and Date Column, and Daily Amount Required.		Yes						
29.20	Ability to generate a Community Service Plan document at the time the plan is created or modified.		Yes						
29.21	Ability to attach the Community Service Plan document to all affected cases, whenever a Community Service Plan is modified.		Yes						
29.22	Ability to store the Community Service Plan document, for retrieval.		Yes						
29.23	Ability for a user to associate a worksite at the Community Service Plan or case level.		Yes						
29.24	Ability for the assignment of community hours across multiple cases, as well as individual cases.		Yes						
29.25	Ability for a configurable table that stores approved work site name, work site schedule and comments that are associated with a Community Service requirement and documents.		Yes						
29.26	Ability to calculate the hourly rate by considering total balance due, against community hours assigned.		Yes						
29.27	Ability to calculate a Community Service Plan's hourly rate and tracked by case.		Yes						
29.28	Ability for Community Service Plans to allow each case to have its own rate or a new rate calculated for all cases against the defendant.		Yes						
30	**Community Service-Application of Hours Worked**								
About Community Service-Application of Hours Worked	The internal user locates the PID's community service plan and enters the number of hours worked from the defendant's time sheet. The system applies the hours according to the rules laid out above. The internal user has the ability to override the hierarchy (preferential pay order) and apply the hours manually. The hours are applied as a credit against existing financial obligations and the credit reduces the balance due. If the external collection flag is set on a case for which community service is applied, the system automatically recalculates the collection fee and sends the information to the external collection vendor via interface. A description of the transaction with the number of hours applied is logged to the Action log. The system must provide the ability for a user to scan a timesheet to the plan. The scanned timesheet will be automatically linked to the selected plan and all Cases to which the hours were applied. The clerk may view/generate a receipt from the plan or Case level within the application. A defendant with the proper credentials may view/generate a receipt via the public portal from the plan or Case level. Once the balance on a Case reaches zero the system closes the Case, unless the Case has remaining sentencing items due (configurable business rules).								
30.1	Ability for an internal user to enter the number of hours worked in the PID's Community Service Plan.		Yes						
30.2	Ability to automatically apply, based on defined business rules, the hours a defendant worked to the total calculated and tracked by the case.		Yes						

30.3	Ability for an internal user to override the hierarchy (preferential pay order) and apply the hours manually.		Yes						
30.4	Ability to automatically apply a credit against existing financial obligations, allowing the credit to reduce balances due.		Yes						
30.5	to the external collection vendor (via interface) whenever the external collection flag has been set on a case for which community service is applied.		Yes						
30.6	Ability to produce a description of the transaction with the number of hours applied and tracked to the case action logs.		Yes						
30.7	Ability to attach a scanned timesheet document to the Community Service Plan.		Yes						
30.8	Ability to attach a scanned timesheet document to the cases for which hours were applied.		Yes						
30.9	Ability for a user to generate a receipt within the application.		Yes						
30.10	Ability to save a receipt against the Community Service Plan and associated case files.		Yes						
30.11	Ability for a user to access the receipt from an affected case file(s).		Yes						
30.12	Ability to create a link from the saved Community Service Plan Receipts in the case files associated with the transaction.		Yes						
30.13	Ability for a defendant to generate a Community Service receipt via the public portal.		Yes						
30.14	Ability for an internal user to view a receipt within the application.		Yes						
30.15	Ability for a defendant to view a receipt via the public portal.		Yes						
30.16	Ability to close a case once the service hours balance reach zero, unless the case has remaining sentencing items due.		Yes						
31	**Community Service Time -Accounting**								
About Community Service Time-Accounting	Community Service hours. The internal user locates the Community Service Plan, and applies the hours reported to the Community Service Plan. The internal user attaches the Community Service document to the Community Service Plan. The upload creates a unique reference number for tracking the receipt. The receipt to be generated is the same receipt used for monetary payments. The System offers the clerk the option to either print, text or email the Receipt to the Defendant/Attorney/etc., and attaches a Receipt to the Community Service Plan and associated credited Case, for future printing. The system updates each Case affected with a Case specific credit for the associated Community Service and records the associated reference document number of the scanned Community Service hours. Both Dollars and Hour totals are reflected at the Case level. The system adjusts the balances against the plan, and generates a receipt for the Defendant. The Community Service Plan update is added to the work queue for later confirmation. Within the queue, the system allows a user to email posted timesheets to Community Service providers for verification and automatically place received responses against the record in the queue. The ability to associate and modify a status of the verification (pending verification, verified, not verified) is required. The system provides the option to allow designated internal/external worksites to submit timesheets to the queue for verification.								
31.1	Ability to text a receipt to be texted to the defendant and/or attorney of record.	This can be done with an interface with a SMS server/system	Yes						
31.2	Ability to update each case affected with case specific credit in dollars and hours, for the associated community service.		Yes						
31.3	Ability to record the associated reference document number of the scanned community service hours.		Yes						
31.4	Ability to adjust balances against a Community Service Plan and affected cases.		Yes						
31.5	Ability to route posted Community Service Plan time sheets to a work queue.		Yes						
31.6	Ability for the internal user to email posted time sheets to the Community Service provider for verification.		Yes						
31.7	Ability to attach email response from a Community Service provider to the appropriate Service Plan.		Yes						
31.8	Ability to associate a status of the verification with pending verification, verified and not verified.		Yes						

31.9	Ability for an internal user to modify a status of the verification.		Yes						
31.10	Ability to place a received email response from Community Service providers into its' original work queue.		Yes						
32	**Community Service Plan - Defendant Requirement Document**								
About Community Service Plan	The web presence must display community service plan for defendant and present a pdf summary of plan. Page summarizes division for defendant information when presenting list of Cases applicable to defendant and associated community service, as well as deferred community service plans. Top half of page lists defendant information and summarizes community service plans against disposed Cases as appropriate. Second half of page summarizes deferred disposition community service plans against appropriate Cases.								
32.1	Ability to produce an Adobe PDF document of the Community Service Plan summary.		Yes						
32.2	Ability to generate a document that is formatted as follows: top portion contains defendant information and summarizes existing Community Service Plans for disposed cases. The bottom portion summarizes existing Community Service Plans for active case balances.		Yes						
33	**Structure to Perform Updates on Multiple Cases with a Single Transaction**								
About Structure to Perform Updates on Multiple Cases with a Single Transaction	select multiple cases for a single defendant and perform the same update on selected cases in one transaction as defined by business rules. Similarly, the ability to scan or upload a document to multiple cases at the time of an update or as a separate update in a single transaction is required. Examples include associating multiple cases for the same defendant with a defense attorney and associating the letter of representation in a single transaction, selecting multiple cases for the same defendant and calendaring the cases for the same docket date and time, receiving payment and applying payment to multiple cases in a single transaction, accepting payment and canceling warrants for multiple cases for the same defendant in the same transaction, applying a note to multiple cases for the same defendant in one transaction.								
33.1	Ability for an internal user to select multiple defendant case records.		Yes						
33.2	Ability for an internal user to perform the same update for all selected records in a single transaction. Examples include: ordering a warrant for multiple defendant cases post docket for those defendants who failed to appear, selecting multiple defendant cases in a docket for a new court date in the future, and selecting multiple defendant records in a class to apply a class no show or completion update.		Yes						
34	**Processes**								
34.1	Ability for consistent updates through configurable settings, mandatory field population within processes, drop down menus and system checks and balances.		Yes						
34.2	Ability for update errors to be handled through a correction process that logs to applicable case records.		Yes						
34.3	Ability for corrrected transanctions to be transparent to external customers.		Yes						
34.4	Ability for users to not delete or backdate updates.		Yes						
34.5	Ability for data fields within the front and backend of the application to be labeled in English.		Yes						
34.6	Ability for data fields to be labeled to match operational processes and legel requirements.		Yes						
34.7	Ability for data fields on the back end of the application to be labeled to mimic the front end data field labels and/or distinguishes like data fields. For example, if the application has multiple address fields for a defendant's street address, attorney street address, Community Work site street address, the system must clearly label those fields with qualifiers for queries so that report development is intuitive.		Yes						
35	**System ICONs and Visual Cues**								
35.1	Ability for icons to have a single, consistent meaning throughout the system.		Yes						

35.2	Ability for an icon image to be representative of the function referenced in the icon. The Court will work with the vendor to approve icon images.		Yes						
35.3	Ability for icons to be available in the screen headers or as pop ups contained within a screen to minimize navigation for commonly used functions on a particular screen.		Yes						
35.4	Ability for users to hover over an icon and view the English description of the icon.		Yes						
35.5	Ability to provide consistent visual indicators (aka "flags") to identify specific case/defendant attributes, such as NISI, Payment Plan, Warrant, Juvenile, Urgent Note, Payment Plan, Community Service Plans, Tiered frequent offenders, Boot & Tow orders, etc.		Yes						
35.6	Ability for visual cues to be present on case/defendant associated screens where attributes are considered.		Yes						
35.7	Ability to distinguish between manually and automatically set flags.		Yes						
35.8	Ability to remove case and defendant based visual indicators or flags.		Yes						
35.9	Ability for an automated process to set or remove a visual indicator.		Yes						
35.10	Ability for a user to invoke context sensitive help in the form of court developed documents (HTML or PDF) and/or videos (Flash format).		Yes						
35.11	Ability for users to access HELP for icon definitions and locations.		Yes						
35.12	Ability to invoke context sensitive help in the form of HTML or PDF documents from designated screen(s).		Yes						
35.13	Ability to invoke context sensitive help in the form of Flash format videos from designated screens.		Yes						
35.14	Ability for a system administrator to attach court developed help documents to any field and/or screen.		Yes						
36	**Case and Defendant Based Notes**								
36.1	Ability to associate notes on a defendant or case based level.		Yes						
36.2	Ability to provide security tokens to establish users and user roles.		Yes						
36.3	Ability for security approved roles to add, view, modify and remove notes or associated documents to notes by type and content.		Yes						
36.4	Ability to view all notes from a single location in the CMS.		Yes						
36.5	Ability to filter and sort notes from a single location in the CMS.		Yes						
36.6	Ability to flag a note on a PID or case, as urgent.		Yes						
36.7	Ability for an urgent flag to display the note upon a PID or case number query resulting in a record match.		Yes						
36.8	Ability for a user to remove flag on a PID or case.		Yes						
36.9	Ability for an internal user to add a note to all cases or selected case(s) (open and/or closed).		Yes						
36.10	Ability for a user to receive and store documents or scanned images as part of the case notes.		Yes						
36.11	Ability for users with the proper credentials to generate a print out of notes associated with a case.		Yes						
36.12	Ability to categorize a note as HIPPA protected.		Yes						
37	**Exchange Data/ Documents with Justice Partners (General Interfaces)**								
37.1	Ability for interfaces that are not real-time to run on a scheduler.		Yes						

37.2	Ability for interfaces to email an administrator once a job has completed or failed.		Yes						
37.3	Ability for interfaces to produce an electronic report of its completion listing any and all errors including detail to address the errors with minimum research.		Yes						
37.4	Ability for thescheduler to start a job after successful completion of a previous job.		Yes						
37.5	Ability for scheduled interfaces to be fully automated.		Yes						
37.6	Ability for interfaces to be put on a scheduler multiple times if the need exists.		Yes						
37.7	Ability for a scheduled interface's executables to be easily identifiable from the server so that each is distinguishable from other interfaces running.		Yes						
37.8	Ability for interfaces that process a set of cases, for the court to specify a list of cases without using the select logic for that interface.		Yes						
37.9	Ability for interfaces that process a set of cases, for the court to specify a list of cases that will be included/excluded for that interface, regardless of interface parameters.		Yes						
37.10	Ability for all interfaces to possess the ability to recover automatically from a failed run, regardless of reason.		Yes						
37.11	Ability for an interface process to fail 'gracefully' whenever there is an interruption during file processing.		Yes						
37.12	Ability for an interface process to report the exception with relevant information required to resolve the error.		Yes						
37.13	Ability for a failed process to restart the interface where the error occurred.		Yes						
37.14	Ability for an error report to be generated that identifies the specific error and recovery procedures.		Yes						
37.15	Ability for all interfaces to be developed using the City's Enterprise Service Bus (ESB) specification.		Yes						
37.16	Ability for all interfaces to make performance and timeframe a high priority.		Yes						
37.17	Ability to email documents using the user's default local email client.		Yes						
37.18	Ability to interact with a secure FTP site keeping backward compatibility to non-secure FTP sites as appropriate.		Yes						
37.19	Ability for any updates to State related interfaces due to legislation or law changes to be made at no cost to AMC.		Yes						
38	Collection Agency Interface								
About Collection Agency Interface	The system allows data to be exchanged between the database and the Collection Agency. The interface maintains cases reported to any collection agency. Over time, the status of records will change, until the balance due is collected, or the case is withdrawn from collections. The system tracks these changes, sending amounts paid, changes in the amount to collect, and case status changes								
38.1	Ability for data to be exchanged between the collection agency and the CMS.		Yes						
38.2	Ability for the interface to maintain cases reported to any collection agency.		Yes						
38.3	Ability to track changes over time, sending amounts paid, changes in the amount to collect and case status changes.		Yes						
38.4	Ability to interface via internet in real time with third party collection vendor(s).		Yes						
38.5	Ability for the interface to recalculate collection fees based on added, reduced or removed fines.		Yes						
38.6	Ability for the interface to report collection fees as fines are added, reduced, or removed.		Yes						
38.7	Ability to recalculate the collection fee (required by law) as partial jail time credit or community service which is applied to a case in third party collections.		Yes						
38.8	Ability to log a statement indicating a collection fee was added, reduced or removed.		Yes						
38.9	Ability to log a reduced collection fee amount with date and time.		Yes						
38.10	Ability to maintain a reference of the original collection fee amount.		Yes						

38.11	Ability for the interface to process all payments received by the collection agency to cases.		Yes						
38.12	Ability to interface with multiple collection vendors.		Yes						
38.13	Ability for the Interface to track the Collection Agency for which a case is assigned.		Yes						
38.14	Ability to track all interface related communication between Austin Municipal Court and the collection vendor(s).		Yes						
38.15	Ability to send email notification when an update is made to a case that doesn't exist at the collection agency.		Yes						
38.16	Ability to generate an exception report of Collection Agency Interface errors that occurred in the previous 24 hours.		Yes						
38.17	Ability for the Interface to sync data between Austin Municipal Court and the collection vendor(s).		Yes						
38.18	Ability to store data between Austin Municipal Court and the Collection Agency, anytime communication fails, and data is resent with the connection is restored.		Yes						
38.19	Ability to utilize real-time interface in place of a batch process for Collection Vendors.		Yes						
38.20	Ability to apply real-time updates to the Collection Vendor when payments are taken.		Yes						
38.21	Ability to take the appropriate action (such as close a case), when payments are made through the Collection Vendor.		Yes						
38.22	Ability to update the Collection Vendor in real-time when actions put a hold on collection efforts.		Yes						
38.23	adjustments, restarts, status change, reversal (bad checks) and withdrawals.		Yes						
38.24	Ability to manually mark cases to be sent to collection agencies.		Yes						
38.25	Ability to manually mark cases to not send to Collection Agencies.		Yes						
38.26	Ability for the interface to create a monthly invoice of monetary fees due to the vendor.		Yes						
38.27	job on demand to ensure data is in sync with the court and collection agency.		Yes						
39	**Camera At Red Light (CARL) Interface**								
About Camera At Red Light Interface	The CARL download is an interface that creates cases in the system from a text file that is downloaded from the red light vendor's ftp site. The checks must be made before any cases are created. Cases are created and images of the red light violation are attached to the new case. It also does checks to make sure the number of images matches the number in the text file and also makes sure that all officer codes exist in the system.								
39.1	Ability for a CARL interface to create cases from a text file that is downloaded from the red light vendor's ftp site.		Yes						
39.2	Ability to attach images of a red light violation to the new case.		Yes						
39.3	Ability to verify the number of images match the number in the text file.		Yes						
39.4	Ability to verify all officer codes exist in the system.		Yes						
39.5	Ability to prevent start of interface if verification is not passed and send notice to administrator of failure status.		Yes						
39.6	Ability for batch jobs to self recover if they fail.		Yes						
40	**Notices Interface**								
About Notices Interface	The system must interface with a notice vendor to create multiple notices such as Delinquent notices, Warrant notices, Red Light Camera Notices, etc. These Notices are mailed out to the defendant. The vendor runs the list againts the National Change of Address database and sends any changes back to the court for updated addresses.		Yes						
40.1	notices, such as delinquent notices, warrant notices, red light camera notices, etc.		Yes						

40.2	Ability for the notices interface to build an electronic file with predefined case information for multiple notices.		Yes						
40.3	Ability for data files to include a barcode used to process return mail.		Yes						
40.4	Ability to connect to a vendor FTP site to download .CSV and PDF files.		Yes						
40.5	Ability to log a successful mailing to the case record.		Yes						
40.6	Ability to download an image of the mailed notice in a .PDF format and attach to the case.		Yes						
40.7	Ability to process daily, a text file that is downloaded from a vendor FTP site.		Yes						
40.8	Ability to update associated PID records, with bad addresses and change of addresses contained in the text file.		Yes						
40.9	Ability to generate a list of exceptions with the records that contain a bad address flags.		Yes						
40.10	Ability to move a list of exceptions to a queue for an internal user to process.		Yes						
40.11	Ability to automatically download the vendor's Notice of Change of Address file daily.		Yes						
40.12	Ability to use the vendor's NCOA download file to update defendant's addresses.		Yes						
40.13	Ability to provide a daily and/or monthly reconcile of notices sent for invoicing purposes.		Yes						
41	**Omnibase Interface**								
About Omnibase	The Omnibase interface sends cases that “Failed to Appear” to Omnibase Services in order to initiate a Driver’s License renewal denial with the Department of Public Safety (DPS). It also sends clearance records once cases are paid in the system in order to clear the hold so driver’s license renewals can resume for the defendant.								
41.1	Ability for the interface to sync data and disposition status between records sent to and from OMNIBASE.		Yes						
41.2	Ability for the OMNIBASE interface to be a scheduled sync interface, if not in real time.		Yes						
41.3	Ability to send updates for a defendant identifying information such as name, DOB, DL# in order to keep the data correct and in sync with DPS.		Yes						
41.4	Ability to send a clearance on a case when the OMNIBASE fee has been paid in full, regardless of any other status on the case.		Yes						
41.5	Ability to allow a manual clearance option for errors or purged data.		Yes						
41.6	Ability to move cases to a review queue when rejected by OMNIBASE.		Yes						
42	**Texas Department Of Motor Vehicles Interface**								
About Texas DMV	The Texas Department of Moter Vehicles Interface sends a data file request for Vehicle owners on cases which the court only has license plate information. The DMV processes this request and sends back a response file. The response file has the owner information for the license plate that was sent. The system then associates that owner information with the case.								
42.1	Ability to interface with Texas DMV to obtain vehicle owner information by sending License Plate information.		Yes						
42.2	Ability to send required information in a format defined by Texas DMV for information requests.		Yes						
42.3	Ability to apply information received from DMV (in their defined format), to case and person records.		Yes						
42.4	Ability for a configurable setting to create the data set for the DMV interface.		Yes						
42.5	Ability for the interface to provide selection criteria parameters such as; cases filed with no defendant case party (only have a license plate) and X number of days after filing.		Yes						
42.6	Ability for interface to associate updates with defined criteria.		Yes						

42.7	Ability to associate case records with defined criteria.		Yes						
43	**Department of Public Safety (DPS) Conviction Interface**								
About DPS Convictions	The court is required to send convictions to the Department of Public Safety for specified charges. Once a case is closed out with a reportable guility disposition conviction, that information is transferred to the Department of Public Safety.								
43.1	The DPS Conviction Interface must comply with DPS requirements.		Yes						
43.2	Ability to output case information to an electronic file to send to DPS/DMV notifying them of dispositions on cases.		Yes						
43.3	Ability for a job to exclude records where required data fields are missing or incorrect and create an electronic file.		Yes						
43.4	Abiity for incorrect information to be presented in a report and sent via email.		Yes						
43.5	Ability to establish criteria to report cases to DPS.		Yes						
43.6	Ability to generate a correction document when a change made to a case makes it ineligible to report to DPS.		Yes						
43.7	Ability for an administrator to define an attribute for each disposition code as being reportable or not reportable to DPS.		Yes						
43.8	Ability for a user, with the proper credentials, to change a case's reportable disposition code manually.		Yes						
43.9	Ability for the system to check if the disposition of the case has been previously reported to DPS.		Yes						
43.10	Ability to generate and print a DPS Correction Document, when a case has been reported and not corrected to DPS.		Yes						
43.11	Ability to review electronically, when a case has been reported and not corrected to DPS.		Yes						
44	**Skip Tracing Interface**								
About Skip Tracing Interface	When the defendant on the case is marked as unreachable the system interfaces with a skip tracing vendor to provide alternative contact information.								
44.1	Ability to interface with a skip trace vendor (currently "CLEAR").		Yes						
44.2	Ability to establish criteria in a configurable table for flagging cases.		Yes						
44.3	Ability to flag cases eligible for processing with the Skip Tracing interface.		Yes						
44.4	Ability for configurable settings.		Yes						
44.5	[illegible] address information automatically updates the PID or is placed in a queue for review.		Yes						
44.6	Ability to update last known contact information (address, phone, email) for the PID record from the Skip Trace vendor		Yes						
44.7	Ability to mark cases as having been updated by the Skip Trace vendor.		Yes						
44.8	Ability to flag cases that require updated notices via the Notices interface, when new address information is received and the case is still eligible for that notice.		Yes						
44.9	Ability to capture updated address user ID, as the name of the skip trace vendor against the associated PID record. (i.e. user name would be auto skip tracing)		Yes						
45	**E-Citations Interface**								

About the Ecitation Interface	The system must interface with an electronic ticket writer vendor (currently "Brazos"). The interface must accept e-citations from the vendor in an xml format and attach associated citation documents to cases that are created. The citation data for a day is zipped and transferred via SFTP. The system must be able to process zip files separately for Municipal Court and Downtown Austin Community Court. Juveniles from each zip file must be transferred to a specialty court agency for Juveniles.								
45.1	Ability to recover 'gracefully' following a failure in the import process.		Yes						
45.2	Ability for a failed process to roll back to the last good case initiated, and pick up where it left off in the process.		Yes						
45.3	Ability to recognize youth citations and queue them for prosecutor review.		Yes						
45.4	Ability to download a .PDF ticket image, jpeg, .wav file, and attach it to the case.		Yes						
45.5	Ability to upload tickets to the various Agencies, e.g., Municipal Court, Community Court, Prosecutor (Youth Diversion Program).		Yes						
45.6	Ability for a configurable table that establishes criteria to designate which division (AMC, DACC or Youth Services) in the CMS an E-Citation should be filed in. This will work in conjunction with criteria defined in the interface.		Yes						
45.7	Ability to define criteria in a configurable required information table.		Yes						
45.8	Ability to place a case record in a queue for further research when missing required information.		Yes						
45.9	Ability for a user to correct or edit missing information from cases placed in a research queue.		Yes						
45.10	Ability to accurately match existing PID (person identifier) with cases that are downloaded.		Yes						
45.11	Ability to create a new person when a PID is not matched with a case.		Yes						
45.12	Ability to not initiate duplicate cases.		Yes						
45.13	Ability to not initiate a case when there is not a corresponding image file of the citation.		Yes						
45.14	Ability to generate a list of exceptions based on cases without an image file.		Yes						
45.15	Ability for the Exception Report to be emailed to designated system administrators.		Yes						
45.16	Ability for the E-Citations interface to be a scheduled job.		Yes						
45.17	Ability to send ecitation flagged charge information to Brazos via SFTP, when new charges are added or modified within the system.		Yes						
45.18	Ability to generate a different charge list for each Agency, as marked in the charge setup (AFD will see only fire code violations, Transportation will only see Parking code violations).		Yes						
45.19	Ability to generate a .XML formatted boot/tow list (based on delinquent parking) to be sent daily to the vendor, via sftp.		Yes						
45.20	Ability to incorporate SID state identifier into the system for tracking defendants without ID.		Yes						
45.21	Ability for the E-Citation job to unzip the file to begin processing.		Yes						
45.22	Ability for the E-Citation job to check for juveniles.		Yes						
45.23	Ability to delete the zip files from the SFTP at the completion of each job.		Yes						
45.24	Ability to process files without restrictions to file name.		Yes						
45.25	Ability to match count of received tickets to received file of tickets sent and if not matched alert administrator.		Yes						
46	**Credit Card/ Debit/ Electronic Check Payment Interface**								

46.1	Ability to interface with a credit card processor. (Currently Authorize.net)		Yes						
46.2	Ability to accept credit card as payment.		Yes						
46.3	Ability to accept debit card as payment.		Yes						
46.4	Ability to accept electronic check as payment.		Yes						
46.5	Ability to post payments processed via the credit card processor in real time to the associated case records.		Yes						
46.6	Ability to log to the associated case record when a payment is posted via the payment processor		Yes						
46.7	Ability to establish criteria to automatically close a record if established criteria is met.		Yes						
47	**Scofflaws Warrants Interface and Camera At Red Light (CARL)**								
About Scofflaw	The system must interface with TXDOT to provide a list of cases defined by a system administrator to put a hold on vehicle registration for cases with oustanding warrants. The system should also provide a way to send CARL cases over (which do not have warrants) that are XX days past due.								
47.1	Ability for the CMS to interface with TXDOT for outstanding warrants.		Yes						
47.2	Ability for a configurable table to define criteria for the Interface file.		Yes						
47.3	Ability to generate a list of cases with outstanding warrants.		Yes						
47.4	Ability to put a hold on vehicle registration for cases with outstanding warrants.		Yes						
47.5	Ability to be an automated two-way interface.		Yes						
47.6	Ability to automatically follow the probe/probe return/flag/flag return process, with no user intervention.		Yes						
47.7	Ability to provide a reference in each case record that is eligible for an "On Hold" notification or clearance notification in the Scofflaw interface.		Yes						
47.8	Ability to FTP transfer on a daily basis, the most recent return file from TXDOT.		Yes						
47.9	Ability to process a transferred return file.		Yes						
47.10	Ability to update records for a processed return file.		Yes						
47.11	Ability to notify the designated system administrators when a response file has not been received within 24 hours.		Yes						
47.12	Ability to recover 'gracefully', allowing the process to pick up where it left off, should a failure occur in processing.		Yes						
47.13	Ability to generate a list of CARL cases that are past due to send to TXDOT		Yes						
48	**Austin Police Department (APD) Computer Aided Dispatch (CAD) Interface**								
About APD CAD Interface	Austin Police Department Computer Aided Dispatch. The current interface allows the APD CAD system to run a query against the CMS datbase for realtime lookups.								
48.1	Ability for the APD CAD Interface to be a real-time warrant lookup Interface to Austin Police Department Computer Aided Dispatch.		Yes						
48.2	Ability to look up valid warrants in the CAD application and cross reference with information in CMS.		Yes						
48.3	Ability to define specifications for looking up valid warrants by name, date of birth, drivers license, or state Identifier (SID).		Yes						
49	**Austin Police Department (APD) Ticket Data (RMS System) Interface**								
About Ticket Data Interface	The Ticket Data interface provides a daily update of citations the court recieves to APD for reporting and analysis.		Yes						
49.1	Ability for the Ticket Data interface to provide a daily update of citations to the Austin Police Department.		Yes						

49.2	Ability to transfer a text .CSV file to APD containing all citations in the system as a flat file.		Yes						
49.3	Ability to accommodate the appropriate Interface set-up for the various agencies such as DACC, AMC, and Youth Division.		Yes						
50	**Insurance Database Interface**								
50.1	Ability to interface with the Texas Insurance Commission.		Yes						
50.2	Ability to provide defendant's insurance verifications for a specified date range.		Yes						
50.3	Ability to verify Insurance with the Texas Insurance Commission, by Name.		Yes						
50.4	Ability to verify Insurance with the Texas Insurance Commission, by License Plate.		Yes						
50.5	Ability to verify Insurance with the Texas Insurance Commission, by Vehicle Identification Number (VIN).		Yes						
50.6	Ability to validate insurance for a specified date range (i.e. from-to).		Yes						
51	**Financial Interfaces**								
51.1	Ability to interface with the City of Austin's Financial System of Record, AIMS AFS3.		Yes						
51.2	Ability to automatically disburse daily totals against cost codes identified in configurable table settings in the CMS.		Yes						
51.3	Ability to automatically roll up Daily Disbursements into a list of "BSA Revenues".		Yes						
51.4	Ability to automatically roll up BSA Revenues into a list of accounting "Funds".		Yes						
51.5	Ability to automatically take the "Funds" totals and transfer them to a "Cash Receipt" document that associates the cost code with the correct field entry list for AIMS (AFS3 - the City's Financial System of Record).		Yes						
51.6	Ability to generate an AIMS Batch file.		Yes						
51.7	Ability to appropriately allocate payments to the general ledger account in AIMS, based on configurable table settings.		Yes						
51.8	Ability to accept & record payments by electronic standards (e.g., EFT, XML).		Yes						
52	**Lobby Management Interface**								
52.1	Ability to accommodate data exchange with Lobby Management System Interface.		Yes						
52.2	Ability for customers to access their related information from the Lobby Management System.		Yes						
52.3	Ability to conduct business in the front lobby from the Lobby Management System.		Yes						
52.4	Ability to invoke a PID (Person) record when a ticket is called for service.		Yes						
52.5	Ability to locate a PID match in the case management system against a swiped driver's license.		Yes						
52.6	Ability to invoke a PID record if a customer manually enters a case number upon queue log-in.		Yes						
52.7	Ability to invoke a PID record if a customer manually enters a license plate number, or a driver's license number upon queue log-in.		Yes						
52.8	Ability to associate a lobby management system ticket number and transaction number with transactional updates by user name in the CMS.		Yes						
53	**Cash Drawer Interface**								
53.1	The ability for the cash drawer interface to allow a user to process a payment with cash.		Yes						
53.2	Ability to allow a user to process a payment with a money order.		Yes						
53.3	Ability to allow a user to enter the amount to be paid.		Yes						

53.4	Ability to allow a user to enter the amount received from the customer.		Yes						
53.5	Ability to allow a user to confirm a transaction.		Yes						
53.6	Ability to calculate the correct change owed to the customer.		Yes						
53.7	Ability to allow for override function to open a cash drawer, with the proper credentials.		Yes						
53.8	Ability to automatically open at closeout.		Yes						
53.9	Ability to open the cash drawer when processing cash transactions.		Yes						
53.10	Ability to open the cash drawer any time change from a check transaction is due to a customer.		Yes						
54	**Video Hearing Interface**								
About Video Hearing Interface	The Video Hearing Interface allows customers to remotely speak with a hearing officer through a web portal.	If the third-party video hearing system you provide has an API, we can interface eCourt with the system.							
54.1	Ability for web users to obtain a video hearing.		Yes						
54.2	Ability to provide customers with a given time and code to meet with a hearing officer.		Yes						
54.3	Ability to allow a hearing officer to view a video hearing docket.		Yes						
54.4	Ability to store allowable times for video hearings in backend setup tables. (See Public Portal Scheduling requirements).		Yes						
54.5	Ability to reference a link where an audio video file is being stored.		Yes						
54.6	Ability for an external user to access the file via the Public Portal.		Yes						
54.7	Ability for the Public Portal interface to provide setup tables to define where video is stored.	They would be stored in the video hearing system's repository and a link to the file stored on the case in eCourt.	Yes						
54.8	Ability to automatically save completed audio visual files to the appropriate case file, when the recording is completed.		Yes						
55	**Address Verification Interface**								
About Address Verification	They system allows a customer address to be verified when added to the system. The court currently uses Experian QAS pro to verify.								
55.1	Ability to populate the case record address with the matched street number, apartment number (if applicable), city, state and full nine digit zip code reference if user selects the verified address.		Yes						
55.2	Ability to provide users with a notification and possible alternatives when an address is entered that is detected to not be a valid address.		Yes						
56	**Signature Interface**								
About Signature Interface	The system must interface with signature pads, used to record and display signatures with corresponding text, and associate with a document file.								
56.1	Ability for the CMS to interface with signature pads.		Yes						
56.2	Ability to support the use of signature pads for the signing of Court documents.		Yes						
56.3	Ability to associate the defendant's signatures on the corresponding Court documents in the associated case file.		Yes						
56.4	Ability for signature pads to display text for defendants and attorneys to view content they are agreeing to.		Yes						
56.5	Ability for signature pad to display text as setup in configurable tables based off the document being signed.		Yes						
56.6	Ability for signature pad to display the amount being charged when the signature is being collected for a credit card payment.		Yes						
56.7	Ability for user signatures to be stored.		Yes						

56.8	Ability for user signatures to be recalled for applying the signature of the current user for court documents.		Yes						
57	Court Reporting Interface								
About Court Reporting Interface	The court reporting interface allows the court to interface with a court recording vendor and gives the ability to record and provide defendants with an official court transcript.								
57.1	Ability for the court reporting interface to link a court recording to the case(s).		Yes						
57.2	Ability for a user to control the starting and stopping of a recording from the system.		Yes						
57.3	Ability to pick up where it left off in case of trial recess or stoppage.		Yes						
57.4	Ability to link the docket recording to the associated case records.		Yes						
57.5	Ability for the docket recording to be accessible from the CMS and the public portal.		Yes						
57.6	Ability to verify that the recording was saved and is accessible through the system for review.		Yes						
57.7	Ability to allow a defendant to download one or more recorded events for a defendant from the public portal.		Yes						
58	Interactive Voice Response/Call Software								
About Voice Response/ Call Software	The system must interface with an IVR system to provide general information, specific case information, the ability to look up warrant on a defendants case, and the ability to make payments								
58.1	Ability for the CMS to include an Interactive Voice Response (IVR) system that works with the Court's current phone system.	eCourt does not include an IVR system, but can interface with the system of your choice provided it has a compatible API.			Yes				X
58.2	Ability for an IVR system to provide general information.				Yes				
58.3	Ability for an IVR system to provide specific case information such as, warrant status and docketed events.				Yes				
58.4	Ability for an IVR system to make payments.				Yes				
58.5	Ability for the IVR to say "speak" the number for the option or option phrase when prompted for response.				Yes				
58.6	Ability for the IVR to transfer a customer to a court employee at any time during established business hours, without tying up two lines.				Yes				
58.7	Ability for the IVR to accept payments on cases.				Yes				
58.8	Ability for the IVR to apply payments in the CMS according to established hierarchy rules.				Yes				
58.9	Ability for the IVR to look up information on a person, such as the next docket date, cases, warrant status and other outstanding requirements.				Yes				
58.10	Ability for the IVR system to interface with the court's Electronic Payment interface, including debit and electronic checks.				Yes				
58.11	Ability for the IVR voice to sound human.				Yes				
58.12	Ability for the IVR to respond to voice or numeric commands.				Yes				
58.13	The IVR must automatically invoke a PID record in the CMS when a match to a record exists in CMS on a user's(phone operator) computer when answering calls that have been transferred from the IVR.				Yes				
58.14	The IVR must display the PID record on a user's computer when answering calls that have been transferred from the IVR.				Yes				
58.15	Ability for the IVR to allow a customer to select English or Spanish and process the call in the language selected.				Yes				
58.16	Ability for configurable table settings to establish rules and criteria for IVR functions and reporting.				Yes				
58.17	Ability for configurable settings to allow a system administrator to adjust business hours (for transfers).				Yes				

58.18	Ability for configurable settings to allow a system administrator to add special messages (i.e. for early closures, delayed openings) from any location.				Yes				
58.19	Ability for a system administrator to define informational messages (i.e. court locations, parking, hours of operation, jury service).				Yes				
58.20	Ability for a system administrator to define emergency messages that play at the beginning of the call.				Yes				
58.21	Ability for a user, with the proper credentials, to monitor live calls for quality assurance purposes.				Yes				
58.22	Ability to track, monitor and report call volume by call type.				Yes				
58.23	Ability to track, monitor and report call volume by Service wait times for both IVR and Operator.				Yes				
58.24	Ability to track, monitor and report call volume by service talk time by Operator.				Yes				
58.25	Ability to track, monitor and report call volume by Operator auxillary time and dropped calls.				Yes				
58.26	Ability to query call statistics for specified time frames, selected operator(s) and by all operators.				Yes				
59	**Dialer Capabilities/Out bound Calling/Messaging**								
About Dialer/ Out Bound Calling/ Messaging	System administrator defines selection attributes to identify people id(PID) records of Cases matching those attributes and the message to be communicated. The criteria include but are not limited to Case type, Action/Event type, Action/Event dates, plea, disposition, balance, charge, and juvenile flag. The Case Management System administrator also sets the parameters of the job. The parameters include time of day, frequency, start date, and end date. When the system executes the calls, the system communicates Case-specific attributes such as Name, Case number, Docket date and time, Case Balance, Warrant Status, Payment Due Date, Deferral Reminders, etc. to be included in the outbound message. If the PID record indicates the preference for communication is text messaging, a text message is sent with the outbound message. If the PID record indicates the preference for communication is voice, the IVR makes outbound calls to each of these records communicating the message. IVR locates Cases in Case Management System eligible for a type of auto dialer campaign (call or text). The IVR provides the ability for the recipient to make payments toward the Case referenced in the call. The system records the message transmission as well as the call disposition on the Case referenced in the call. The ability to set a default call if no preference exists is required.	We will interface eCourt with the IVR system of your choice.							
59.1	Ability to provide outbound call, text and email capabilities.				Yes				
59.2	Ability for an Administrator to define selection attributes for outbound notifications.				Yes				
59.3	Ability for an Administrator to create and select the message to be communicated based off the matching of attributes against PID record of				Yes				
59.4	Ability to consider the following criteria when matching attributes against PID record of cases; case type, action type, action dates, plea, disposition, balance, charge, and/or flags.				Yes				
59.5	Ability to establish inclusions and exclusions for scheduled campaigns. For example; Time of Day, Frequency, Start Date and End Date. An example of an exclusion is to exclude holidays.				Yes				
59.6	Ability to communicate case-specific attributes when executing calls.				Yes				
59.7	Ability to identify what case-specific attributes will be included in the outbound message.				Yes				
59.8	Ability to send a text message with the outbound campaign when a PID record indicates the preference for communication is text messaging.				Yes				
59.9	Ability to make outbound calls with a message to all PID records who have chosen to be notified via voice.				Yes				
59.10	Ability to send an email to all PID records who have chosen to be notified via email.				Yes				
59.11	Ability to allow the recipient to make payments on the case referenced in the call by allowing a transfer to the IVR system.				Yes				
59.12	Ability to log an attempted notification for text, email or call for associated cases.				Yes				
59.13	Ability to log the call results on the case referenced in the call.				Yes				

59.14	Ability to provide outbound dialing in English and Spanish, for up to 500,000 calls a year and for one minute per call.				Yes				
59.15	Ability to mark the case file notifying a user that the system has attempted a call and log the outbound dialer type (i.e. warrant call, docket reminder				Yes				
59.16	Ability to schedule call campaigns.				Yes				
59.17	Ability for configurable table settings to establish criteria by call campaign type, i.e., query the database to generate eligible records for the scheduled campaign. The ability to modify and remove established campaigns in a configurable table is required.				Yes				
59.18	Ability to include the person's name and phone number and other associated case information in each document generated from queries.				Yes				
59.19	Ability for the outbound IVR to be handle through an IVR internal to the system or by an external vendor through an interface.				Yes				
60	**Public Portal Chat Interface/ Provide Instant Message Chat**								
About Public Portal Chat Interface / Instant Message Chat	A customer visiting the court's web portal needs help and chooses an option to request an internet instant message (IM) chat. A login is not required to access an IM chat option. An IM chat session begins and a chat window opens for the customer. A clerk logged into Case Management System, assigned to respond to instant messages, is alerted a new chat session has begun. The customer and clerk exchange messages. When the chat is completed, Case Management System prompts the clerk to save the text of the conversation to one or more Case files of their choosing, or to attach the conversation text directly to a PID (Person ID), if applicable. When no clerk is available to respond to the chat request, a message is delivered to the customer indicating no one is available to chat/the business hours chat is available. The system must be able to be scheduled manually or automatically scheduled, as needed. If outside of available IM hours, the customer is not offered IM as an option. All chat text, whether attached to a Case/PID or not is available for review by the staff with the proper credentials. Chat framework to include audio and visual components in the future. The Case Management System administrator through system administration assigns and re-assigns users as part of the chat group throughout the workday. A user with the proper credentials monitors the current clerks using instant message chat and monitors the queue levels. A system administrator has the ability to designate users/roles configured for performing IM chat.	We will interface eCourt with the chat software vendor of your choice.							
60.1	Ability to track IP browser variables for incoming chat users.				Yes				
60.2	Ability to provide an Instant Message chat service via the internet to exchange messages with internet users.				Yes				
60.3	Ability for internet users to use Instant Message without requiring a log-in.				Yes				
60.4	Abilty to alert a user when a new chat session has been requested.				Yes				
60.5	Ability to require a user name and phone number for a requested chat session.				Yes				
60.6	Ability for an administrator to disable the user name and phone number required to initiate chat sessions.				Yes				
60.7	Ability for an administrator to designate users/roles configured for performing IM Chat.				Yes				
60.8	Ability to save text from the IM conversation, with the option to attach the text to a case.				Yes				
60.9	Ability to allow a query of IM by date, time, case, PID or internal user name.				Yes				
60.10	Ability to provide a message informing internet users that the IM Chat is currently not available.				Yes				
60.11	Ability for an administrator to disable IM Chat functionality.				Yes				
60.12	Ability for a user with proper credentials to terminate a Chat session.				Yes				
60.13	Ability to provide a message to an internet user when IM Chat is unavailable.				Yes				
60.14	Ability to provide a message to a internet user with business hours of IM Chat availability.				Yes				
60.15	Ability to disable IM Chat outside of standard business hours.				Yes				
60.16	Ability for a user with proper credentials, to view chat text.				Yes				
60.17	Ability for an IM Chat Framework to include audio and visual components for future use.				Yes				

60.18	Ability for a system administrator to assign a role of IM Chat to a system user.				Yes				
60.19	Ability for a user to be unavailable to the IM Chat sessions.				Yes				
60.20	Ability for a user with the proper credentials, to monitor queue levels in IM Chat Group.				Yes				
60.21	Ability to interface with a Public Portal.				Yes				
60.22	Ability for the Public Portal to provide real time chat capability for customers (via a set of standards).				Yes				
60.23	Ability for the court to configure business rules to generate an estimated response time during peak load periods, to web users.				Yes				
60.24	Ability for the court to configure business rules to offer an option for a call back during exceptionally heavy usage.				Yes				
60.25	Ability for the IM Chat Public Portal interface to allow for video chat.				Yes				
60.26	Ability for the Public Portal interface to provide setup tables to define where video is stored.	The portal setup allows for a location to be specified where all electronic files can be stored. However only one location can be provided.			Yes				
60.27	Ability to provide a user defined file structure in one directory for videos.				Yes				
60.28	Ability for the public portal functionality to allow the court to configure business rules enabling a customer to log in at a scheduled time.				Yes				
60.29	Ability to track metrics such as wait time, time chatting with users, service time, idle time, abandonment rate, time spent unavailable and averages by date and/or date range.				Yes				
61	**Process Public Information Requests**								
61.1	Ability for the Public Portal to allow a user to complete a form that is submitted via email, to the court for public information requests.		Yes						
61.2	Ability to track the following data fields for information requests, and display, for a date range, the public records requests received showing the following information; 1. Records Request Reference Number; 2. Date of Request; 3. Date of Initial Response; 4. Type of Response (Dropdown: Acknowledged, Denied, Under Review); 5. Requester Choice for Receipt (Dropdown: Pick-up, Delivery, Transmission); 6. Name of Requester; 7. Requester Address; 8. Requester Phone; 9. Requester Email Address; 10. Type of Records Requested; 11. Cost; 12. Date Notified Requester of Records Availability; 13. Date of Actual Delivery.		Yes						
61.3	Ability to record the status of Information requests for cases and participants: Requested, Pending, Completed.		Yes						
61.4	Ability to track the deadline to respond to public records requests.		Yes						
62	**Monitor and Report Court Performance**								
About Monitor and Report Court Performance	A system administrator accesses a reporting tool. The system administrator selects the criteria for the report and designates output fields and formats. The tool supports standard SQL grammar and provides a layout mechanism for headers, body and footers. The user saves the report definition to a report library for use in the future. The user may schedule the report to run on demand, in conjunction with a defined process or on a regular schedule. The report output can be saved as a Word document, .PDF, .CSV, or HTML. The destination of the report can be an email address or a directory location.								
62.1	Ability for queries to be conducted and displayed within the application or via Crystal reporting.		Yes						
62.2	Ability to provide screens with filters to allow users to select criteria to generate reports.		Yes						
62.3	Ability for a user to export the query results to Word, Excel, PDF, HTML file formats.		Yes						
62.4	Ability for job scheduling of reports.		Yes						
62.5	Ability for the destination of reports or a message to be directed to an email address whenever a scheduled run failed to complete.		Yes						
62.6	Ability for the destination of reports to be directed to a directory location.		Yes						
62.7	Ability for the destination of reports to be directed to a printer location.		Yes						
62.8	Ability to store the report output of scheduled reports.		Yes						

62.9	Ability to regenerate a report for data that was valid for a specified timeframe.		Yes						
62.10	Ability to interface with a performance reporting tool, i.e., Microstrategy.		Yes						
62.11	Ability for an administrator to define parameter stor performance measures in a configurable table. *Parameters may require calculations such as, a+b+c/Y-z.		Yes						
62.12	Ability for a user to electronically sign forms and reports.		Yes						
62.13	Ability to auto fax a report via Rightfax, to an internal or external agency such as the Department of Public Safety.	Interface	Yes						
63	**Audio/Visual - Video Remote Court Party**								
About Audio/ Visual - Video Remote Court Party	The defendant, attorney, or officer is scheduled for a court docket. At the docket time, the defendant, attorney, or officer logs into the web portal and verifies their identity. The defendant, attorney, or officer video conferences into the docket and they do not have to come to the court in person. If audio/ video is recorded, it will be stored in a non-flat file structure specified in setup tables. The system must provide the ability to concurrently record the remote audio/visual testimony of the defendant, attorney, or officer and the court user.								
63.1	Ability for a Defendant to log-in via the Public Portal.			Yes					
63.2	Ability for an Attorney to log-in via the Public Portal.			Yes					
63.3	Ability for an Officer to log-in via the Public Portal.				Yes				
63.4	Ability for a user to verify their identify.	This can be currently achieved through linking of emails and pin code by the organization.		Yes					
63.5	Ability to record audio visual testimony of a court user simultaneously with a remote user.				Yes				
63.6	Ability to store audio visual recordings in an Industry standard format.		Yes						
64	**Court Testimony and Evidence**								
About Court Testimony and Evidence	The user logs into Case Management System via a tablet and locates the Case associated with the trial/hearing, then launches a drawing utility for use by the witness on the stand. The witness uses the Windows tablet to draw a picture that may be displayed on televised monitors in the courtroom and will be saved with a Case. The picture can be drawn from scratch or drawn over an existing picture. The system must provide the ability to project drawings on screens/monitors in the courtroom. The resulting image file is created on the Case Management System file system and linked to the Case.								
64.1	Ability for a user to log into the application via a Tablet.		Yes						
64.2	Ability for a user to locate a Case associated with a trial/hearing.		Yes						
64.3	Ability for a draw tool to be used during a trial/hearing.	This would be a function of the tablet's software you want to use for this purpose.	Yes						
64.4	Ability to provide separate colors for Defendant, Officer and Prosecution, contributing to a drawing.	This would be a function of the tablet's software you want to use for this purpose.	Yes						X
64.5	Ability for drawings to be projected on screens in the courtroom.	This would require that the tablet be networked to the screens.	Yes						X
64.6	Ability to save the image file of the drawing.		Yes						
64.7	Ability to attach images to the case file.		Yes						
64.8	Ability to accept electronic evidence, such as PowerPoint slides, engineering diagrams, etc.		Yes						
64.9	Ability to offer exhibits in the register of exhibits, including exhibit description/document title and offering party.		Yes						
64.10	Ability to generate numbers and tags for exhibits, relating them to specific cases and calendar events.		Yes						
64.11	Ability to mark which exhibits are admitted into evidence.		Yes						
64.12	Ability to allow entry of the movement and chain of custody of exhibits in the Register of Actions.		Yes						
64.13	Ability to generate notice to exhibit owners that exhibits are eligible for return in closed cases, within the established timeframe according to law.		Yes						

65	**Audio/Visual - General**								
65.1	Ability to automatically save completed audio visual files to the appropriate case file, whenever a recording is completed (hearings, court testimony, video chat).		Yes						
66	**Audio/Visual Video Civil Hearing**								
About Audio/ Visual - Video Civil Hearing	For Civil Parking and CARL Cases: The system provides a similar workflow to include the ability to video teleconference with the Respondent and Judge for Case Determination. Video conferences in the wait queue are indicated by the Case File Queue to the Judge. The system electronically notifies the Respondent in the form of a reminder (email or text message) when the video conference is expected to begin and provides a link to quickly and efficiently enter the video conference session.	We will interface eCourt with the Video system of your choice.							
66.1	Ability to place scheduled cases following the Civil Appeal transaction from the Public Portal, in the appropriate work queue.				Yes				
66.2	Ability for the Public Port to send a text message to the Respondent prior to the start of scheduled hearing, based on configurable business rules.			Yes					
66.3	Ability to hold video conferences in a wait queue indicated by the Case File Queue.				Yes				
66.4	Ability for the Public Portal to provide a link via email or text to the Respondent to enter the video conference session.		Yes						
66.5	Ability for a Respondent to decline the proposed scheduled time once only.		Yes						
66.6	Ability to send confirmation to the Respondent via text message, with date and time of scheduled hearing.		Yes						
66.7	Ability for the Public Portal to allow a Respondent to Appeal a Civil Hearing decision.		Yes						
66.8	Ability for the Pubic Portal to present an Appeal Form when the Respondent selects the legal option to Appeal the Case File.		Yes						
66.9	Ability for the Respondent to complete the Appeal Form via the Public Portal.		Yes						
66.10	Ability to prompt the Defendant with the option to post Bond at the initial fine amount.		Yes						
66.11	Ability to prompt the Respondent for payment of the appeal fee.		Yes						
66.12	Ability to accept payment by Electronic Financial transaction.		Yes						
66.13	Ability to present a list of dates and times for acceptance by the Respondent when payment is received and Appeal Form is submitted.		Yes						
66.14	Ability to reflect payments and docket/case updates associated with the case file.		Yes						
66.15	The system must attach completed Appeal Forms to the case File.		Yes						
66.16	Ability to generate a receipt of all transactions associated with the case file.		Yes						
67	**Batch Processing**								
67.1	Ability for users to perform batch processing.		Yes						
67.2	Ability for a user to specify a batch job for processing.		Yes						
67.3	Ability for multiple inputs from a spreadsheet file to be selected for a batch job.		Yes						
67.4	Ability for multiple inputs from a comma-separated file to be selected for a batch job.		Yes						
67.5	Ability to produce batch processes from imported data.		Yes						
67.6	Ability for system users simultaneously, at any time, to invoke jobs in the background, allowing further use of system prior to job completion.		Yes						
67.7	Ability for a user to have multiple jobs running in the background simultaneously.		Yes						
68	**Scheduler**								

About the Scheduler	A system administrator accesses a configurable "Scheduler" feature. The system administrator schedules a one-time or periodic execution of a specified Court Process on Cases that meet defined criteria, such as Cases in a specified Queue or Cases that match defined parameters . At the scheduled time, the system runs the selected Court Process on Cases that match defined criteria. At the end of the run, the system must produce a list of exceptions with an explanation for those Cases for which the established criteria was not met.								
68.1	Ability for a "Scheduler" feature for batch processing.		Yes						
68.2	Ability for an Administrator to schedule one-time or periodic execution of specified Court processes on cases that meet a defined criteria.		Yes						
68.3	Ability to allow an Administrator to schedule one-time or periodic execution of Court processes on cases in a specified queue.		Yes						
68.4	criteria.		Yes						
68.5	Ability to generate exceptions with explanation if unable to run a process against a particular case(s).		Yes						
68.6	Ability for job scheduling of system activities including: running reports, data extraction and file transfers, data uploads, as well as the invocation of external executables as part of the scheduled sequence of events.		Yes						
68.7	Ability to allow for job scheduling of data extraction.		Yes						
68.8	Ability for job scheduling of file transfers.		Yes						
68.9	Ability for job scheduling of data uploads/downloads.		Yes						
68.10	The system must allow for job scheduling of the invocation of external executables as part of the scheduled sequence of events.		Yes						
69	**Alerts**								
69.1	Ability for a system administrator to configure email addresses and/or phone numbers for email and text messaging, in the event of various state script/job conditions (job completion and job failure).		Yes						
69.2	Ability for a configurable setting to notify designated email and/or phone numbers when a scheduled job is completed or fails to complete.		Yes						
70	**Record Retention Purge Program**								
70.1	Ability for a configurable table to establish criteria to purge closed cases based on retention setups for case types and charge types.		Yes						
70.2	Ability to purge closed cases based on retention setups for finalized dates of closed cases.		Yes						
70.3	Ability to stop at any time during the purge process and pick up where it left off without issues.		Yes						
70.4	Ability for the Purge Program to export a file of all closed cases that have been deleted individually.		Yes						
70.5	Ability for the Purge Program to export a file of all closed cases that have been deleted by case purge.		Yes						
70.6	Ability for the Purge Program to track all cases that have been deleted individually.		Yes						
70.7	Ability for the Purge Program to remove any stored files including any reference of them in the database tables.		Yes						
70.8	Ability for the Purge Program to remove any identity data associated with the purged case, such as scanned documents.		Yes						
71	**Corrections/Deletions**								
71.1	The ability to delete all or portions of record will be limited and designated by a system administrator.		Yes						
71.2	Ability for an update to be processed as a reversal/correction that retains the original update and logs the correction to audit errors and be transparent to the customer, once an update is made to a case.		Yes						
72	**System Performance**								
72.1	Ability to apply all activities on the Public Portal, immediately to the main application.		Yes						
72.2	Ability to identify and track computer resource usage by individual user.		Yes						

72.3	Ability to include an automated fail-over capability in which a standby system or database engages in the event of failure.		Yes						
72.4	Ability to respond within 1 to 2 second response times for routine business transactions.		Yes						
72.5	Ability to provide a status bar available to system administrators to view the status of all jobs (scheduled, running in background).		Yes						
72.6	Ability for a status bar For Administrators to monitor the status of scheduled jobs.		Yes						
72.7	Ability for a status bar to indicate percentage of completion for job.		Yes						
72.8	Ability for a status bar to indicate estimated time for completion per job.		Yes						
72.9	Ability to provide a status bar that indicates job initiator.		Yes						
72.10	Ability to provide a status bar that indicates start time of job.		Yes						
72.11	The system must provide a status bar that indicates completion time of job.		Yes						
72.12	The system must complete nightly batch processes within four hours.		Yes						
73	**Technical Requirements**								
73.1	Ability to use W3C Open Protocol Standards for the internal interface.		Yes						
74	**System Security**								
About System Security	An administrator setting up case items, (i.e. details/updates/documents/actions/forms/notes/reports/attachments) chooses the visibility level for these items. The system allows for configuration of various types of visibility for case items. One level might be for customers, another level for administrators, another for specific named users. Any user, such as a defendant, viewing a Case file sees only the items aligned with their visibility privileges. An option onscreen allows the system user to filter items as desired based on their defined privileges. An administrator also has the ability to suppress the appearance of any item at the Case level.								
74.1	Ability to provide security for case items by assigning items access to specified groups.		Yes						
74.2	Ability for groups to include external users such as defendants and attorneys with accounts, as well a the general public browsing the public		Yes						
74.3	Ability for case item access to be granted to user groups based on the type of case item.		Yes						
74.4	Ability for a user to grant access to a specific case item.		Yes						
74.5	Ability for configuration of the various types of visibility for case items, such as; customers, named users and Administrators.		Yes						
74.6	Ability for users to view only the case items that are aligned with their visibility privileges.		Yes						
74.7	Ability for an Administrator to suppress the appearance of any case item at the case or PID level.		Yes						
74.8	Ability for an Administrator to define specific functions that are assigned to users and/or roles on the front and the back-end.		Yes						
74.9	Ability to prompt the user at Login to identify the Work Group which they are performing.	The user can be assigned to multiple work groups in the directory, which the workflow system will then use to route work tasks to them.	Yes						
74.10	Ability to store the user ID, along with the selected work group, computer name and date/time stamp, in a log.	computer's ip address, and date/time stamp will be stored in the audit log.	Yes						
74.11	Ability for a user to select their work group within their assigned groups.	eCourt's work queue system won't require that a user select their work group. Intead it will provide a list of work queues they are	Yes						
74.12	Ability for a user to change their work group.	Instead of work group, the user will see work groupings of work queue tasks.	Yes						
74.13	Ability for the system to write user selections and changes to the audit log.		Yes						
74.14	Ability for the system to know the user's work group at all times.		Yes						
74.15	Ability for an Administrator to query a user's activity and associate by work group.	Administrators and supervisors can view all work queues at all times, right from their dashboard.	Yes						
74.16	Ability to establish security permissions at the field level.		Yes						

74.17	Ability to audit changes made to configurable tables, settings, drop down values and interface settings by system administrator user name, date and time.		Yes						
77	**Online System Security**								
About Online System Security	The Defendant accesses the web presence and uses their Citation to locate their Case. The system determines the available options associated with the Case. The Defendant chooses an option requiring them to log onto the system. Logins are in the form of last name and a security code. If the Defendant does not have a security code already registered with their PID(Person Identifier) record, the system prompts the Defendant which method they prefer to use for notification; Voice messaging or Text message. Text messaging will only be offered if a mobile phone number is on the current PID record, otherwise the system will use voice messaging, and not offer the Defendant a choice of verification method. The System notifies the Defendant of the last 4 digits of the phone number associated with the citation being used for the verification. A message states that the phone must work. The System prompts the user to enter the citation number to verify identity. If the phone of record is a mobile phone, and text messaging has been specified as the preferential verification method, a text message is sent to the mobile phone. If the phone is a home number, an automated voice message will be used to send a recorded voice with the security code information. This security code is valid for 24 hours (the amount of time the security code is valid is configurable.) Once the Verification has been sent, the system associates the security code								
77.01	Ability to provide a Defendant with notification methods of Voice Messaging or Text Message.		Yes						
77.02	Ability to offer Text Messaging if a mobile phone number is on the current PID record.		Yes						
77.03	Ability to prompt the user to enter the citation number to verify identify.		Yes						
77.04	Ability to send a text message to the user's mobile phone, if text messaging has been specified as the preferential verification method.		Yes						
77.05	Ability to send an automated voice message with security code information to a user's home phone number.		Yes						
77.06	Ability to allow a security code to be valid for 24 hours.		Yes						
77.07	Ability to allow the length of time for a security code to be configurable.		Yes						
77.08	Ability to associate the security code with the PID once the verification has been sent.		Yes						
75	**Editable Forms and Documents**								
75.1	Ability to provide a configurable table to establish which system forms are available to this function and which users have access to it.		Yes						
75.2	Ability to allow a user to select a previously saved case form that has saved as a pdf.		Yes						
75.3	Ability to allow a user to enter text to be added to a previously saved pdf document, as a document addition feature.		Yes						
75.4	Ability to append new text and signatures to the previously saved pdf document.		Yes						
75.5	Ability to store the user's signature to the previously saved pdf document.		Yes						
75.6	Ability to store a time stamp to the appended document.		Yes						
75.7	Ability to maintain the original document saved as a pdf.		Yes						
75.8	Ability to maintain the change as an additional layer to the image.		Yes						
75.9	Ability to allow all versions of the documents to be retrievable at any time.		Yes						
75.10	Ability to allow multiple additions to a single document.		Yes						
75.11	Ability to save appended pdf documents, as a new pdf document.		Yes						
76	**Social Case Management**								

About Social Case Management	User configurable tables provide the ability to designate and assign Case managers to a PID and/or specific Case(s), allows the system administrator to create a list of social service options that can be given by a Case Manager on a social Case management screen, and allows the system administrator to create screens and fields for defendant housing, income, and psycho/social assessments. Data captured in fields must be stored and made available to summary and statistical reports. Access to the Case management module is restricted to Case Managers. The Case management module also tracks when the defendant was first seen, how many times they have been seen, how many Cases the offender has had with the agency, how many re-offenses, and what Tier level is they are in along with what ranking they are by number of Cases in the Agency, etc. The social service options are tracked by date, defendant, and which Case manager entered them. When a social service option is added for a specific defendant a note is added by the Case manager to describe the reason for the social service option. Several social service options can be selected at one time requiring only one note. A probable location field is necessary to keep track of defendants getting services that do not have homes. Reports are needed to track various options monthly group by Case manager given them to defendants.								
76.1	Ability to impose sentencing items and associate the quantity (number of sessions or hours) and or the frequency and duration (i.e. counseling 3x a week for 3 months) with a sentencing item.	Sentencing can be imposed in the system both as recommended bsaed on charges as well as manually added and/or edited.	Yes						
76.2	Ability to provide a queue for a user to invoke sentencing items by case number or PID.	Business rules can drive a case to a queue for any reason including imposing sentencing.	Yes						
76.3	Ability to associate private notes and non private notes to a sentencing item.	Notes can be kept private, shared with individuals, or made public.	Yes						
76.4	Ability for a user to update partial completions of a sentencing item. If a partial completion is entered the system must automatically calculate and display the remaining balance of the item.	This is standard functionality of eCourt. For example, 20 hours of community serice are entered as part of sentencing. The user logs 5 hours served on a particular date then eCourt will display 15 hours remaining.	Yes						
76.5	Ability to provide user configurable tables for designating and assigning case managers.		Yes						
76.6	Ability to provide user configurable tables for social service program options (defendant housing, income, and psycho/social assessments).		Yes						
76.7	Ability for a user with the appropriate credentials to associate requirements to a case.		Yes						
76.8	Ability for a user with the appropriate credentials to associate resources to a case.		Yes						
76.9	Ability for an administrator to create up to 7 hierarchy levels for each requirement and/or resource.		Yes						
76.10	Ability to have fillable form templates for case managers.	Form templates can be configured to merge static data fields and also prompt user for fillable fields.	Yes						
76.11	Ability to have fillable form templates to be saved to a secure file.		Yes						
76.12	Ability to have fillable form templates that are searchable by PID or Case file.		Yes						
76.13	Ability to have identified fillable form templates to be compliant with HIPPA security rule standards		Yes						
76.14	Ability to provide a screen for case managers to enter PID related demographical information.	Intake forms can be created for any data needed and can be accessed by those with password authorization	Yes						
76.15	Ability for identified demographical information to be compliant with HIPPA security rule standards		Yes						
76.16	Ability for a case manager to log and track initial and subsequent contact with a defendant and associate a contact date.	Contact can be tracked as scheduled events or as a communications log. We will work with you to determine the best way to track contacts.	Yes						
76.17	Ability to track by PID number, how many requests for services are provided.		Yes						
76.18	Ability to track total number of offenses per PID number and automatically display against the PID record.		Yes						
76.19	Ability to associate the number of offenses incurred by a PID number in a range to assign a tier.		Yes						
76.20	field, to a user with proper credentials, and be made available to statistical reports.		Yes						
76.21	Ability for one or more notes to be associated with one or more requirements or resources.		Yes						
76.22	Ability to designate a PID address as "transient" with or without a location reference.		Yes						

76.23	Ability for the case sentencing module to interact with the courtroom processing screens.		Yes						
76.24	Ability to track attendance at docket appearances.	eCourt has an easy to use docket check-in screen that allows the user to check in defendants with one click.	Yes						
76.25	Ability to track no-shows at dockets.	No shows are automatically set as FTA based on not being checked in.	Yes						
76.26	Ability to track court order requirements such as, counseling sessions, classes, statement orders, and appointments.		Yes						
76.27	Ability to associate secured case management notes with each of the requirements listed above.		Yes						
76.28	Ability to view defendant specific court imposed requirements such as; fines, costs and fees.		Yes						
76.29	Ability to view the status of court imposed requirements from a docket such as; attendance, no show and completion summary reports.		Yes						
76.30	Ability to print defendant specific court imposed requirements such as; fines, costs and fees.		Yes						
76.31	Ability to print the status of court imposed requirements from a docket, such as; attendance, no show and completion summary reports.		Yes						
76.32	Ability to make data in the sentencing modules and courtroom processing screens available to summary reports.		Yes						
76.33	Ability to make data in the sentencing modules and courtroom processing screens available to statistical reports.		Yes						
76.34	Ability for a user with the appropriate access, to navigate to the case management screen.		Yes						
76.35	Ability for a user with the appropriate credentials, to create requirements for a PID or a case.		Yes						
76.36	Ability to store user name, date and time for the user who created the resource, requirement, and/or secured note.		Yes						
76.37	Ability for a user with the appropriate credentials to associate secured notes with a requirement.		Yes						
76.38	Ability for a user with the appropriate credentials to associate resources allocated with a person.		Yes						
76.39	Ability for an Administrator to create, modify and remove requirements and resources.		Yes						
76.40	Ability for a user to query resources allocated and return a list of all persons associated with those resources.		Yes						
76.41	Ability to indicate a requirement and/or resource has been completed.		Yes						
76.42	Ability to report for a date range, for a Case Manager (or selected Case Managers), list the cases assigned to the Case Manager, Case Number, Date of Assignment, Defendant, Case Type, Lead (Most Serious) Charge, Disposition of Lead Charge, Judge, Method of Outcome (Dropdown: Plea, Trial, Dismiss), Sentence Type (Dropdown: list of values), Resentence Type (Dropdown: list of values).		Yes						
76.43	Ability to report for a date range, for one case manager or all case managers, display the staff name, and number of cases in the workload.		Yes						
76.44	Ability to schedule appointments and court appearances with a case manager: a) Store the user entered appointment data, b) Appointment duration, c) Verify that the appointment does not conflict with the case manager's calendar, d) Post the appointment to the case manager's calendar, e) Set up a tickler for the appointment, f) Generate a case note, g) Send electronic or paper notification to the defendant as set up in the case		Yes						
76.45	Ability to enable a case manager to record case notes about their interaction with defendant/ youth, the Date/ Time added, User ID, Program/Service Status (Dropdown: Referred, Received, Assigned for Assessment, Pending, Active, Inactive, Terminated, Successful, Unsuccessful), by selecting a Case Note Type (Dropdown: Meeting, Incident, Drug test, Hearing, Refer to Program, Level Achieved, Investigation, AWOL, Left the Program, Completed the Program, Surveillance Notes), with free text entry, and deleting, printing, and forwarding them		Yes						
76.46	Ability to provide a configurable table setting to identify an agency as a Social Service Program Provider, Community Service Provider, Seminar Provider or Counseling Provider, with location and contact information. Captured data will be available to a social service management user to view and associate with a referral or a requirement.		Yes						

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1	Search Parameters								
1.1	Ability to search persons in cases using one or more parameters, including: Person Demographics (e.g., Alias Names, DOB, SSN, SID, Local ID numbers, FBI number, Height, Weight, Hair Color, Eye Color, Sex, Race/ Ethnicity), Address (including address history), Phone). Specify which parameters are available (see Court Requirement).	Configurable searches and reports can search all entities in the database.		Yes					
1.2	Ability to search persons in cases on previous dockets to see which cases were set on previous dockets.	Configurable searches and reports can search all entities in the database.		Yes					
1.3	Ability to support person and Case Type Search Parameters. Search persons in cases using one or more parameters, including: charge type (e.g., criminal, traffic, social, parking, appeal).	Configurable searches and reports can search all entities in the database.		Yes					
1.4	Ability to search persons in cases using one or more parameters, including Filing Agency.	Configurable searches and reports can search all entities in the database.	Yes						
1.5	Ability to search persons in cases using one or more parameters, including Charges (Revised Code, Charge Description), Case Type, and/or Offense Date Range Charge Applies to and specify which parameters are available.	Configurable searches and reports can search all entities in the database.	Yes						
1.6	Ability to search persons in cases using one or more parameters, including Offense Type with a dropdown list of values.	Configurable searches and reports can search all entities in the database.	Yes						
1.7	Ability to search persons in cases using one or more parameters, including: Officer Name with a dropdown list of values.	Configurable searches and reports can search all entities in the database.	Yes						
1.8	Ability to search persons in cases using one or more parameters, including: Case Status with a dropdown list that includes Open (default), Closed, Warrant, Post-Conviction (adjudicated), and All. Specify which parameters are available.	Configurable searches and reports can search all entities in the database.	Yes						
1.9	Ability to search persons in cases using one or more parameters, including Location.	Configurable searches and reports can search all entities in the database.	Yes						
1.10	Ability to search persons in cases using one or more parameters, including Defense Attorney Name.	Configurable searches and reports can search all entities in the database.	Yes						
1.11	Ability to display probability that the name searched matches names returned, based on the likelihood of valid identification displayed in a dropdown list to include fingerprints, alias match, demographics match, and mug shot available, placing the highest probability matches at the top of the search list, to avoid creation of duplicate records for individuals.	Busines rules and search capability can be configured to return probability based results.		Yes					
1.12	Ability for persons with the highest score to appear first in the list. Scoring criteria is table-based and can be changed by the system administrator to fine tune results. For example, Exact surname match – 100, Partial surname match - 30, Exact first name match – 50, Partial first name match – 15, Exact date of birth match – 60, Exact day and exact month - 10, Search data using wild card characters and Boolean operators (e.g., and, or, not).	Busines rules and search capability can be configured to return search results based on point values associated with specified criteria.		Yes					
1.13	Ability to search names on various combinations of person name, e.g., full name, last name only, part of first or last name, abbreviation of a proper name (e.g., Liz or Beth for Elizabeth), hyphenated name, "street/gang" name, or alias name and type of alias.	Configurable searches and reports can search all entities in the database.	Yes						
1.14	Ability to search data using wild card characters and Boolean operators, including and, or, not. Search using all or part of person identifiers (e.g., partial DL number).	Configurable searches and reports can search all entities in the database.	Yes						
1.15	Ability to support phonetic and other complex (multi-field) algorithms for matching identities, to avoid creation of duplicate records for individuals. *(See Court PID algorithm requirement)*	A validation business rule can be configured to avoid duplicate person records based on the court's PID algoritm.		Yes					
1.16	Ability to search for full matches, partial matches, phonetic matching, greater than, less than, between, before, and after.	Numerous search operators are available.	Yes						
1.17	Ability to search for cases using the person address field.	Configurable searches and reports can search all entities in the database.		Yes					
1.18	Ability to specify a combination of name component and physical descriptor.	Configurable searches and reports can search all entities in the database.		Yes					
1.19	Ability when a Date of Birth has been specified, to enable a user to specify that an exact match to the specified Date of Birth is to be found.	Exact match and date range are available for date searches.	Yes						
1.2	Ability when a Date of Birth has been specified, to enable a user to specify that persons having similar birth dates are to be returned (e.g., same month, same day, same year).	Searches can be configured to search on date of birth.	Yes						

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1.21	Ability to perform a name search by specifying a full last name and partial first name.	Full and partial name searching is possible.	Yes						
1.22	Ability to search based on partial information, with a dropdown to include a partial driver license, license plate, VIN number, citation number, summons number. Specify which parameters are available.	Configurable searches and reports can search all entities in the database.		Yes					
1.23	Ability to search for persons by role with a Dropdown (i.e., Victim, Witness, Officer, Interpreter).	Criteria for lookup lists is available in a dropdown.	Yes						
1.24	Ability to search organizations using one or more parameters, including, Name of Organization.	Configurable searches and reports can search all entities in the database.	Yes						
1.25	Ability to search organizations in cases using one or more parameters, including Organization Type that has a dropdown with agency, board, and corporation. Specify which parameters are available.	List items can be configured by your agency.		Yes					
1.26	Ability to search property information in case types involving property that is directly or indirectly the subject of a case, including, multiple occurrences of property information per case.	Configurable searches and reports can search all entities in the database.		Yes					
1.27	Ability to search property information in case types involving property that is directly or indirectly the subject of case, including, Property type code with a dropdown (i.e., real estate, tangible personal property, and intangible personal property).	Configurable searches and reports can search all entities in the database.		Yes					
1.28	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, estimated value of the property.	Configurable searches and reports can search all entities in the database.		Yes					
1.29	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, appraisal amount.	Configurable searches and reports can search all entities in the database.		Yes					
1.30	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, location/description of property.	Configurable searches and reports can search all entities in the database.		Yes					
1.31	Ability to search property information in case types involving property that is directly or indirectly the subject of a case including, Narrative.	Configurable searches and reports can search all entities in the database.		Yes					
1.32	Ability to display search results.	The results of searches can be displayed.	Yes						
1.33	Ability for a user to configure which columns appear for a search result and their sequence, including sorting on any column or combination of columns.	Search result columns are configurable and can be sorted on.	Yes						
1.34	Ability to show a list of potential matches for a search result ranked by closeness of match, based on configurable weights of the various search approaches (e.g., Exact surname match – 100, Partial surname match – 30, Exact first name match – 50, Partial first name match – 15, etc.	This specific methodology for ranking name matches is not configured but business rules and search functionality provides the capability to do high level name matching		Yes					
1.35	Ability to identify linked cases/matters and enable the user to view related cases as cases involving a single party (same defendant) which the judicial officer wants in court at the same time.	Cases can be linked ("joined") and the linked cases displayed within another case.	Yes						
1.36	Identify linked cases/ matters and enable the user to view associated cases as cases involving co-defendants from the same offense or incident, separate criminal cases filed for each defendant.	Cases can be linked ("joined") and the linked cases displayed within another case.	Yes						
1.37	Ability to download results of searches into csv file, Excel or other pre-defined format.	Search results can be downloaded into Excel, XML, CSV, PDF, and RTF.	Yes						
1.38	Ability to support magnetic stripe or bar code reader. *(See Court Requirement)*	Input from magnetic stripe or bar code readers can be used for data entry.	Yes						
1.39	Ability to conduct a search by swiping a driver's license or other form of ID with a magnetic stripe or bar code. *(See Court Requirement)*	Input from magnetic stripe or bar code readers can be used for data entry.	Yes						
1.40	Ability to display mug shot for a person if available (Data Exchange).	Images can be stored with person records and displayed on screens.	Yes						
2	**Case History Search**								

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2.1	**Criminal History Retrieval** - Ability to specify one or more person demographic parameters (e.g., name, alias, DOB, SID) and present all Criminal History records linked to the PID returned by the Name Search function (displaying Court Cases, Citations, Warrants, and Bookings. *See court requirement. System must return defendant record (PID) upon search and match.*	eProsecutor is person-centric and persons have connections to the cases they are involved with.	Yes						
2.2	**Criminal History Retrieval** - Ability to specify one or more parameters (Court Case Number) and present all Criminal History records linked to the specified Court Case Number. See court requirement. System must return defendant record (PID) upon search and match.	Cases can be searched on and a list of the involved parties returned.	Yes						
2.3	**Criminal History Retrieval** - Ability to specify one or more parameters (Citation Number) and present all Criminal History records linked to the specified Citation Number. *See court requirement. System must return defendant record (PID) upon search and match.*	Citation numbers can be searched on and related party information returned.	Yes						
2.4	**Criminal History Retrieval** - Ability to specify one or more parameters (Warrant Number) and present all Criminal History records linked to the specified Warrant Number. *See court requirement. System must return defendant record (PID) upon search and match.*	Warrant numbers can be searched on and related party information returned.	Yes						
2.5	**Criminal History Retrieval** - Ability to specify one or more parameters (Booking Number) and present all Criminal History records linked to the specified Booking Number. *See court requirement. System must return defendant record (PID) upon search and match.*	Booking numbers can be searched on and related party information returned.	Yes						

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3	**Search and Manage Documents**								
3.1	Ability for a Court case number to display a list of the documents attached to Court Events.	Documents related to events can be displayed.	Yes						
3.2	Ability for Prosecution Case Events in the Register of Actions (ROA) associated with a case, to provide a hyperlink to document images.	ROA messages could display links to documents but easier would be to go to the events folder view and see all the event information, including related documents, which would be more readable and user-friendly.		Yes					
3.3	Ability to search the full text of a document.	The Elastic Search component of eProsecutor allows full text searching of documents across cases.	Yes						
3.4	Ability to record the relationship between two case documents in the same case, e.g., Case Document 2 is a version of Case Document 1, supplemental, revision.	Documents can be related to each other.	Yes						
3.5	Ability for a user to attach one or more case documents to another case where they become case documents in the other case. *(See Court Requirements)*	Documents can be copied to another case.	Yes						
3.6	Ability for a "copied" case document in the recipient case to point to the original case document in the sending case. *See court requirement.*	A link from a document to the original case can be displayed.		Yes					
3.7	Ability for a Case Document to have a document type such as letter, email, report, etc.). associated with the document type are required metadata (e.g.: for a letter: date, author, recipients, title, etc.), of any format docx, xls, png, etc.	Document attributes can be required or optional.	Yes						
3.8	Ability for a document type to be associated with corresponding metadata such as for a leter; the date, author, recipients, title, for any format (docx, xls, png).	Document types can be defined for any media type.	Yes						
4	**Generate Documents**								
4.1	Ability to display a list of document templates with template name, date of last update and *version number* .	Document templates can be displayed showing name, last update and versions.	Yes						
4.2	Ability to generate documents by merging case management system data with word processing templates.	Documents can be generated using merged data from cases.	Yes						
4.3	Ability to support a document generation process that collects data based on prompted selection of variable categories, criteria, and options, and generates the appropriate document for the filing.	User selection and entry fields can be configured for documents.	Yes						
4.4	Ability to generate documents by specifying multiple cause numbers to which a document applies. *(See Court Requirements)*	Bulk generation of documents by specifying multiple case numbers is possible.		Yes					
4.5	Ability to add, modify, and otherwise maintain the templates and boilerplate language required to support the document generation capability.	Document templates can be edited using Word.	Yes						
4.6	Ability to generate a complaint from case data imported from the Court CMS.	Documents can be generated using any case data, regardless of its original source.	Yes						
4.7	Ability to generate e-mail notifications (e.g., receipt of document) according to business rules governing the process. *See court requirement.*	Automated email generation can be configured.		Yes					
4.8	Ability to generate SMS text notifications according to business rules governing the process. *See court requirement.*	SMS text notifications can be generated via business rules.		Yes					
4.9	Ability to print labels for folders on demand using case number and defendant name data from the case. *(auto populate document fields with CMS data)*	Labels can be printed.	Yes						
4.10	Ability to print envelopes on demand using address data from the case. *(auto populate document fields with CMS data)*	Envelopes can be printed.	Yes						
5	**Case Screening**								
5.1	Ability to populate the Prosecution CMS case by executing one or more data exchanges with the Court CMS. *See 8.5 Exchange Data with Justice Partners.*	Custom interfaces can be configured.		Yes					
5.2	Ability to view cases on the Prosecution queue for review and action, i.e., pleas of "Not Guilty", requests for diversion or deferral, citizen complaints.	Automated workflow can be configured to support review and action.		Yes					
5.3	Ability to enter during Case Screening: Arrest and review date/time, Police Agency (Dropdown list of values), Officer (Dropdown list of values based on Agency), and Prosecutor Name (Dropdown list of values).	Case update screens allow for adding any data to a case.		Yes					

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5.4	Ability to enter during Case Screening: Results; Misdemeanor/ Traffic Charges Authorized, Charges Declined, Follow-Up Requested, Warrant Issued, Advice Given – repeated for each defendant involved.	Case update screens allow for adding any data to a case.		Yes					
5.5	Ability to view and/or enter during Case Screening: Defendant demographic data and priors, and additional defendants.	Case update screens allow for adding any data to a case.		Yes					
5.6	Ability to enter during Case Screening: Date/Time of Offense(s), Date Range (if any), Facts, Charges Requested by Defendant, Charges Approved by Defendant, and the Declined Reason.	Case update screens allow for adding any data to a case.		Yes					
5.7	Ability to enter during Case Screening: Victim demographic information with additional narrative.	Case update screens allow for adding any data to a case.		Yes					
5.8	Ability to enter during Case Screening: Witness demographic information and witness special needs.	Case update screens allow for adding any data to a case.		Yes					
5.9	Ability to view/enter during Case Screening: Bond Conditions Needed by Defendant.	Case update screens allow for adding any data to a case.		Yes					
5.10	Ability to enter during Case Screening: Comments/ Further Information Needed.	Case update screens allow for adding any data to a case.		Yes					
5.11	Ability to associate/save screening data as a Prosecution case with the Court case number.	Case update screens allow for adding any data to a case.	Yes						
5.12	Ability to enable the user to generate a complaint populated with data from the screening. *(auto populate document fields with CMS data)*	Case update screens allow for adding any data to a case.		Yes					
5.13	Ability for a user to add or modify charges on a case for submission to the Court.	Charges can be added or modified.	Yes						
5.14	Ability to ask the user to confirm the action of add/modify charges on a case before finalizing action.	Confirmation can be set for any form.		Yes					

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6	**Prosecution Register of Actions**								
6.1	Ability for Prosecutors to access case data on tablet computers or smart phones while in court.	eProsecutor is web-based so case data can be accessed on mobile devices.	Yes						
s	Ability to display all elements of the Court ROA for a case in the Prosecution ROA, showing all events, documents filed by parties and participants, orders, and other activities, with drill-down clicking to documents and minute entries.	An interface between the court and eProsecutor system can allow viewing of Court ROA		Yes					
6.3	Ability for a date range, filterable by prosecutor, case type, category, custody status, display a list of Case Number, Defendant, Prosecutor, Case Age, Case Category.	Filters are available for viewing ROA.		Yes					
6.4	Ability to record one or more Case Events in the Prosecution ROA where an Event is something that happens or takes place, using a quick tool or drop down list, and identifying the prosecutor who participated in the case event. Examples a. Deposition scheduled, b. Diversion/ Deferral Status Granted, c. Plea offer made, d. Diversion/ Deferral Successful Completion, e. Victim Identified in Case, f. Victim Restitution Submitted to Court, g. Discovery requested), h. Trial held. Other Case Events to be determined. *To avoid conflict with data in the Court CMS, court data should read over to Prosecutor ROA. Prosecutor specific activities may be added to the ROA by the Prosecutor.*	Automatic and manual ROA entries can be added.	Yes						
6.5	Ability to configure an action to be triggered when a Prosecution case event is entered, such as a subpoena is issued to all witnesses in a case when a trial date is set.	Automated workflow can be configured to support generation of subpoenas.		Yes					
6.6	Ability to provide views/filters of entries in the Register of Actions of a case by date, type with a Dropdown that includes Events, Documents, and Financial Entries.	Filters are available for viewing ROA.	Yes						
6.7	Ability to provide screens configurable to a user role to display information about a case, such as a user may want to have all information on an individual or case on one screen, with customized blocks or tabs of information, some visible at all times and others available by selecting a tab to show the data.	Screens can be configured for specific user role.		Yes					
6.8	Ability to attach a PDF to an email and record the transmission in the Prosecution ROA.	The email log records transmission of emails sent.	Yes						
6.9	Ability to search the Court and the Prosecution Register of Actions for a particular document, documents filed on a particular date, and other elements.	ROA can be searched.		Yes					
6.10	Ability to erform a text search on minute entries within a case or across multiple cases.	Minute entries can be searched.		Yes					
6.11	Ability to track events on cases that are appealed such as, Higher Court Case Number, Date Sent (Appeal Packet), Decision, and Decision Date.	Events can be searched.	Yes						
6.12	Ability to include case age with any display of case status or adherence to legal deadlines with a dropdownfor tracking conformance to time standards.	Case age is tracked and deadlines can be configured.		Yes					
7	**Search Closed Cases**								
7.1	Ability to display closed for a defendant including the date of case closure, and the final disposition.	Case status can be set to 'Closed' and closure date and final disposition displayed.	Yes						
8	**Link Prosecution Cases**								
8.1	Ability to display cases which are related, associated or linked to other cases, whenever a case is retrieved.	Cases can be linked ("joined") and the linked cases displayed within another case.	Yes						
8.2	Ability to select multiple cases involving a single party for linking as related cases.	Multiple cases can be linked to each other.	Yes						
8.3	Ability to select multiple cases involving co-defendants from the same offense or incident for linking as associated cases.	Multiple cases can be linked to each other.	Yes						
8.4	Ability to link search warrants with Prosecution cases.	Warrant records and documents can be attached to cases.	Yes						
8.5	Ability for initial and subsequent ROA entries to be applied to each case, defendant, defendant, or participant in the linked relationship, with a single entry.	Business rules can be configured to allow ROA entries to be copied across linked cases.		Yes					
8.6	Ability for related, associated and consolidated cases to be unlinked in the Prosecution CMS on demand.	Linked cases can be unlinked.	Yes						

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9	**Prosecution Case Notes**								
9.1	Ability for each case note to be listed in chronological order (or filtered to reverse order) containing the Contact Type with a dropdown to include Witness Interview, Victim Interview, Deposition, Hearing, No-show, Email, Phone call), Date/Time Entered, Entered-by Name, Date Modified (if any), and Modified-By Person (if any). Drop down items to be managed in a configurable table.	Case notes can be displayed in different sort orders.		Yes					
9.2	Ability to create case notes, the date and time created, in a text box or by selecting a Contact Type from a dropdown that includes Witness Interview, Victim Interview, Deposition, Hearing, No-show, Email, Phone call. Drop down items to be managed in a configurable table.	Case notes can be created.		Yes					
9.3	Ability to delete, print and forward case notes.			Yes					
9.4	Ability for an author to create one or more Case File notes for a Case Event where the Case File note can be part of more than one case; e.g. linked cases. *(See Court Requirement).*			Yes					
9.5	Ability to use spell check when entering case notes. *(See Court Requirement)*	Spell checking is provided by browser.				Yes			
9.6	Ability for an author of a submitted case file note to edit it, creating a new version of the case file note.	Case notes can be edited by author.	Yes						
9.7	Ability to conduct a full text search of text boxes.	Browser provides this functionality.	Yes						
9.8	Ability to view all Case File notes in reverse chronological order.	Case notes are displayed in reverse chronological order.	Yes						
9.9	Ability to filter Case File notes on topic, author and date.	Case notes can be filtered.	Yes						

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10	**Attach Case Documents to a Case**								
10.1	Ability to attach case-related documents to the Prosecution case i.e electronic and scanned documents, audio/ video files), viewable only with permission to access Prosecution cases, with an entry on the Prosecution ROA. *(See Court Requirement)*	Access to prosecution case documents is allowed only through view permission.	Yes						
10.2	Ability for the Delete button to become active when a document has been attached to the case.	Ability to delete records (and see Delete button) is based on security authorities.		Yes					
10.3	Ability for a pop-up screen to require user confirmation whenever a document has been deleted.	Delete confirmation pops up after clicking 'Delete.'	Yes						
10.4	Ability to automatically generate a Prosecution ROA entry, indicating the user, what document was deleted and the date and time of deletion.	ROA entry is created when document is deleted.	Yes						
10.5	Ability to attach a filed document to a Prosecution Register of Actions Entry related to the document.	Documents can be related to each other. Documents are displayed in a File Cabinet folder view, not a Register of Actions.	Yes						
10.6	Ability for a user to drag and drop received documents/attachments directly to ROA entry.	Documents can be dragged in a case.	Yes						

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11	**Mark Cases with Attributes**								
11.1	Ability for a date range and one or more selected case attributes, show the cases possessing the attribute, with attribute, case number, defendant name, date of case initiation, prosecutor name.	This search can be configured.		Yes					
11.2	Ability for a user to turn one or more flags on a case when the Prosecution identifies a case as having attributes.	Multiple attributes can be added to cases.	Yes						
11.3	Ability to configure Case Attributes (i.e., Community Court, Crime against Persons, Crime against Property, *Deferral Granted, *Deferral Completed Successfully, *Deferral Terminated Unsuccessfully, Diversion Granted, *Diversion Completed Successfully, *Diversion Terminated Unsuccessfully, Plea Being Offered - Notify Victim, Prone to Violence, Simple Assault and Theft. *Victim Referral) * Note: To avoid conflict with data in the Court CMS, court data should read over to Prosecutor ROA. Prosecutor specific activities that are not part of the court record may be added to the ROA by the Prosecutor.*	Multiple attributes can be added to cases.	Yes						
12	**Identify Documents as an Attorney Work Product**								
12.1	Ability for a user to identify a document in the case/matter with a flag (default value of "Yes") as confidential work product.	Documents can be identified by default as confidential work product.		Yes					
12.2	Ability to reverse the flag setting to indicate that a document is discoverable.	Confidential work product flag can be reversed.	Yes						
12.3	Ability for the flag associated with a document to have a a default value of "Yes" when a document is added to a file, which identifies it as confidential work product.	Documents can be identified by default as confidential work product.		Yes					
12.4	Ability for the flag associated with a document to have a default value of "Yes" when a document is designated suitable for counsel-only viewing, identifying it as confidential work product and sensitive for counsel only viewing.	work product and sensitive for counse only viewing. Security settings can be configured to restrict access to documents.		Yes					
13	**Brief Bank-Case Topics and Word Searches**								
13.1	Ability to search by Case Topic list, Topic, Reference Case Number, Title and Description, Attorney Name, and Date.	Documents can be searched across cases.		Yes					
13.2	Ability for a user to add one or more Case Topics where a Topic is a category of information described by a Topic (Dropdown that includes summary judgment, injunction, excessive force), Reference Case Number, Title, Description, Attorney Name, Date.	Document keywords can be added to documents and searched on.		Yes					
13.3	Ability for Case Topics to be based on a global list of Topics based on the type of case.	Document keywords can be added to documents and searched on.		Yes					
13.4	Ability for a user to relate two Case Topics with each other where the relationship can be a parent child relationship.	Multi-level case topics could be added to document.		Yes					
13.5	Ability for a user to select a Topic and then list one or more child Topics.	Multi-level case topics could be added to document.		Yes					
13.6	Ability to select one or more Topics, when the final level of child Topics has no child Topics.	Multi-level case topics could be added to document.		Yes					
13.7	Ability for a user to save a Brief using one or more Case Topics for reference.	The specific methods of adding topics, keywords, and tags to saved documents is configured during the implementation.		Yes					
13.8	Ability for users to search a Brief by Case Topic and word searches.	The specific methods of searching topics, keywords, and tags to saved documents is configured during the implementation.		Yes					
14	**Maintain Party / Participant Data**								
14.1	Ability for a PID or Party record to display the following data fields, with the most current entry at the top of each list: a. Name (Last Name, First Name, Middle Name, Suffix); b. Address (Type Dropdown: Mail, Residence, Legal), Date Entered); c. E-mail Address (Type Dropdown: Home, Cell, Work 1, Work 2, Other), Date Entered, Primary checkbox; d. Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other), Date Entered, and Primary checkbox; e. Confidential Address Flag.	There is an extensive and extensible list of fields available for party records.	Yes						
14.2	Ability for a PID or party to display current address first, then previous addresses in address history.	Person addresses are displayed with current address first, followed by previous addresses.	Yes						
14.3	Ability for a PID or party record to display all individuals with the same address, Email address or phone number.	A search can be configured to return these results.	Yes						

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14.4	Ability for a PID or party record to display all Case Numbers with the Party ID/Master Name.	Person or party record can be configured to display all cases involving the person.	Yes						
14.5	Ability to show the following data fields for an organization, with the most current entry at the top of each list: a. Organization Name; b. Organization Type (Dropdown: corporation, partnership, DBA (individuals "doing Organization as" an unincorporated company); c. Contact Person (Last Name, First Name, Middle Name, Suffix); d. Contact Person; e. Role (Dropdown: For corporation, registered agent, officer, employee; For partnerships, partner, employee; For DBA, owner, employee); f. Address (Type Dropdown: Mail, Legal), Date Entered); g. Email Address (Dropdown: Home, Cell, Work 1, Work 2, Other), Date Entered, Primary checkbox; h. Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other), Date Entered, and Primary checkbox. Drop down items to be managed in a configurable table.	There is an extensive and extensible list of fields available for party records, whether they are persons or organizations.	Yes						
14.6	Ability to display current Address first for an Organization, then previous addresses in address history.	Organization addresses are displayed with current address first, followed by previous addresses.	Yes						
14.7	Ability to display all Organizations with the same Address, Email Address or Phone Number.	A search can be configured to return these results.	Yes						
14.8	Ability to display all Case Numbers for Organiations, with the Party ID attached.	Party record can be configured to display all cases involving the organization.	Yes						
14.9	Ability to display all parties and participants and their roles in a Case.	All parties and participants are displayed in the case along with their roles.	Yes						
14.10	Ability to display, law enforcement or other agency all officers, including Name (First, Middle, Last), Badge Number/ ID, Office Phone, Fax Number, Cell Phone, Email Address.	Law enforcement officers and agencies are displayed in cases.	Yes						
14.11	Ability for a user to update any information and add data to history of the record for a person or organization (e.g., alias, address, phone, email, gang affiliation), with date/ time of update and user ID.	User update of records is tracked in an audit log.	Yes						
14.12	Ability to identify multiple person records for the same individual. *(See Court requirement for Person ID Management)*	Duplicate person records can be identified.		Yes					
14.13	Ability to merge multiple person records for the same individual. *(See Court requirement for Person ID Management)*	Multiple person records can be merged.	Yes						
14.14	Ability to un-merge person records if an error is discovered. *(See Court requirement for Person ID Management)*							Yes	
14.15	Ability to configure entry of any number of participant roles such as, attorney, case worker, case manager, and interpreter.	Any number of participant roles can be configured.	Yes						
14.16	Ability to configure relationships such as, attorney/client, mother/child, caseworker/client, that may be assigned to participants in the case records.	Relationships between persons can be configured.	Yes						
14.17	Ability to flag an address for such persons as youths and victims with a status of confidential (e.g., permanent, designated date to expire).	Confidential addresses can be flagged.	Yes						
14.18	Ability to perform mass reassignment of attorney caseload by updating the attorney of record on a single screen or in a single transaction. *(See Court Requirement)*	Mass updates of case assignments are possible.	Yes						
14.19	Ability to send a notice for a single party to multiple addresses.	A single notice to a party can be sent to multiple addresses via a business rule.		Yes					
14.20	Ability to manually enter data that a participant needs an interpreter, and the language involved. *(See Court requirement for Interpreters)*	Primary language can be indicated for a person.	Yes						
14.21	Ability to turn on an alert with an Interpreter Needed Flag, as needed. *(See Court requirement for Interpreters)*	Case alerts can be added to cases.	Yes						
14.22	Ability to record all record numbers used by external organizations (e.g., jail, prosecutor, law enforcement) allowing cases to be retrieved with those numbers.	An unlimited number of external case numbers can be added to cases.	Yes						
14.23	Ability to block mailings to invalid addresses. (*See Court requirement for bad addresses)*	Documents can be configured to exclude invalid addresses.		Yes					
14.24	Ability to override mailings that are blocked. *(See Court requirement for bad addresses)*	Separate documents that do no exclude invalid addresses can be configured.		Yes					

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14.25	Ability to associate one or more persons with an organization, enabling a party search to return the names of persons involved in the case, including the following: 1) For corporation, registered agent, officers and employees;2) For partnerships, partners and employees;3) For DBAs, owners and employees;4) For units of government, officials and employees.	Persons can be related to organizations. Searches can be configured to show persons related to an organization.		Yes					
14.26	Ability for a user to manually update a case / person alerts.	Case and person alerts can be manually updated.	Yes						
14.27	Ability to maintain police and other agency officer data, including Name (First, Middle, Last), Badge Number, Agency, Office Phone, Fax Number, Cell Phone, Email Address.	Officer data can be maintained.	Yes						
14.28	Ability to use one address repetitively when entering persons living at same address.	Yes, data entered on a form can be carried forward for entry of another record.	Yes						
14.29	Ability to have a default value of 'off' for an English proficient participant. *(See Court Requirement for interpreter flags)*	person profile. Add and update forms can set the default value to false.		Yes					
14.30	Ability for the Interpreter flat to be updated (turned 'On') when the Prosecution determines that a participant needs an interpreter. *(See Court requirement for interpreter flags)*	Add a primary language to a person (other than English) automatically displays a language flag on the case.	Yes						
14.31	Ability to have a dropdown list of languages for the Prosecution to select the language a participant needs interpretation for. *(See Court requirement for interpreters)*	The primary language value is selected using a dropdown.	Yes						

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15	**Files Subsequent Pleadings, Motions and Proposed Orders**								
15.1	Ability to generate subsequent pleadings, motions, notices or proposed orders by merging case management system data with word processing templates. *(Auto populate document fields with CMS data)*	Documents can be autopopulated from case data.	Yes						
15.2	Ability to save Word format documents in a Prosecution case ROA entry, to enable later possible amendment.	Generated documents can be output in Word format.	Yes						
15.3	Ability to automatically route a a diversion/deferral to the work queue of the case's assigned attorney, whenever a notice is received to be terminated.	Automated workflow can be configured to support this requirement.		Yes					
15.4	Ability to turn on Petition to Revoke (PTR) Diversion/Deferral Flag when the Prosecution files a PTR.	Workflow and business rules can be configured to update case data when documents are filed.		Yes					
15.5	Ability to send notification of the hearing date to agency/case manager recommending a PTR has been filed .	Automated workflow can be configured to support this requirement.		Yes					
15.6	Ability to turn on Petition for Rule to Show Cause Filed Flag when the Prosecution files a Show-Cause Petition.	Workflow and business rules can be configured to update case data when documents are filed.		Yes					
15.7	Ability to send notification of a hearing date to the agency/case manager when Show-Cause Petition has been filed.	Automated workflow can be configured to support this requirement.		Yes					
15.8	Ability to turn on Appeal Filed Flag when the Prosecution files an appeal or receives notice of appeal on a case.	Workflow and business rules can be configured to update case data when documents are filed.		Yes					
16	**Schedule Appointments and Other Case Events**								
16.1	Ability to have a date or date range and choice of 1. Case, 2. Attorney, or 3. Defendant, display a calendar of Court and Prosecution events, showing attorneys, parties, case numbers, case type, case status.	A search can be configured to return these results.		Yes					
16.2	Ability to have schedule criteria filterable on any parameter.	A search can be configured to return these results.		Yes					
16.3	Ability to view a chronological list of Case Events.	Case events are displayed in a folder view.	Yes						
16.4	Ability to schedule a Next Appointment Date / Time, Appointment Type and Duration, add Events (Dropdown: Deadline Date), add entry to Prosecution ROA, add to Attorney's Outlook calendar, and set up tickler based on Next Appointment.	Events can be scheduled, copied to Outlook calendar, and reminder set up.		Yes					
16.5	Ability to create a future Case Event and record the scheduled start date with time, and end date with time, location and invited participants, event type and description.	Case events are displayed in a folder view.	Yes						
16.6	Ability to record whether invited Case Event participants accepted or declined the invitation to a scheduled event.	We do not have an invitation feature as it is described, but people who are assigned to events and their availability for that event can be recorded, displayed and used as a workflow trigger to send notifications.		Yes					
16.7	Ability for a user to set up a tickler when scheduling an appointment.	Users can create manual reminders.	Yes						
16.8	Ability to convert a scheduled Case Event into a Case Note by recording actual start date with time, and end date with time, location, attendees, event type and description.	In-court processing can generate docket notes for events.	Yes						
16.9	Ability to attach one or more Case Documents to a Case Event.	Documents can be related to events.	Yes						
16.10	Ability to automatically create a Case Event when a document is sent or received with the Case Event being the transmission of the Case Document.	A ROA entry can be created when a document is sent or received.	Yes						
17	**Manager Attorney and Legal Assistant (LA) Case Actions**								
17.1	Ability to display the entry date of an Attorney Action, description of the action to take, and the completion date on a Case. Print all or selected entries.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).	Yes						
17.2	Ability to display the following information on a Case, and print all or selected entries: a. Entry Date of a Legal Assistant Action, b. Description of the action to take, c. Requested By, d. Completion Date, e. Urgency Indicator Y/N, f. Discoverable Y/N, g. Companion Cases list (Case Number, Defendant, Note Applied, Note Complete),h. Entered By (login name)	Case Research Records can contain task items and additional attributes.	Yes						
17.3	Ability for an attorney to enter Attorney Action Text ("Amend charge to xyz") and automatically do the following: a. Enter the desired Completion Date, b. Create a record in the Prosecution Case ROA with ROA Text set to the Action Text and Desired Completion Date.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					

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17.4	Ability to turn on an "Attorney Action" alert (flag) on the case when an attorney enters and saves an Attorney Action.	Workflow and business rules can be configured to update case data when case research records are added or updated.		Yes					
17.5	Ability to place a notification with the Attorney Action Text in the work queue pool of Legal Assistants associated with the attorney when the an Attorney Action is entered.	Workflow and business rules can be configured to update case data when case research records are added or updated.		Yes					
17.6	Ability to enter Legal Assistant (LA) Action Text ("Please order an in-store report"), with the following data: a. Automatically fill the Entry Date with today's date, b. Entered By, c. Required By Date, d. "Urgent" indicator, e. Completion Date (default to null), f. Related/ Associated Cases list (Case Number, Defendant).	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.7	Ability to enter a Legal Assistant (LA) Action Text ("Please order an in-store report"), with the following data: a. Automatically fill the Entry Date with today's date, b. Entered By, c. Required By Date, d. "Urgent" indicator, e. Completion Date (default to null), f. Related/ Associated Cases list (Case Number, Defendant).	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.8	Ability for a user to select the case(s) the LA Action is to be applied to.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.9	Ability to support Legal Assistant (LA) Action Details with multiple associated Case Relationships.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.10	Ability to support Legal Assistant (LA) Action Detail: When there are multiple cases having a Related or Associated Case Relationship, present the cases for selection.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.11	Ability to support Legal Assistant (LA) Action Detail: Enable a user to apply the LA Action to any cases having a Related/ Associated Case Relationship to the case being processed.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.12	Ability to support Legal Assistant (LA) Action Detail: Specify whether the Action/Update is "Discoverable".	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.13	Ability to support Legal Assistant (LA) Action Detail: Create a Prosecution ROA entry for each case selected containing the LA Action Text and the Entry Date of the action.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.14	Ability for a Legal Assistant Action to automatic fill the Entry Date with the current data, Completion Data (text), Action Complete (checkbox), Completion Data Applied to Case, and automatic filling of Entered by.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.15	Ability to turn off a "Legal Assistant Action" alert (flag) on the case when a Legal Assistant enters and saves the Action Complete date, place a completion notification in the attorney's work queue.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
17.16	Ability to create a record in the Prosecution Case ROA with ROA Text set to the Action Text and Completion Date.	Case Research Records can be configured for use by multiple user types (attorneys, support staff, investigators).		Yes					
18	**Manage Expert Witness Resources**								
18.1	Ability to display a data range by Resource Type (Dropdown: list), all professional and specialist resources, name, phone, email address, Prosecution reference.	A search of expert witnesses is available.		Yes					
18.2	Ability to create various types of Resources, ranging from the internal Resources to various External specialists.	An unlimited number of resources can be created.		Yes					
18.3	Ability to capture availability, non-availability, and ad hoc availability of a resource.	All persons have availability records.		Yes					
18.4	Ability to generate Resource payment slips and send them to the Resources.	Documents can be configured to generate payment slips.		Yes					
18.5	Ability to create external Resource Dashboards in order to perform the following actions: 1. Change their personal details; 2. Update the details supplied by the Resource; 3. Update availability and non-availability which is used in scheduling; 4. Be offered work and accept or reject; 5. Be shown a list of current work; 6. Be notified of re-appointment requirements; 7. Submit an on-line re-appointment application form; 8. Enter time sheets for payment of work; 9. View time sheets submitted and their progress	The Public Portal can be used to add and transfer a variety information, but the level of interaction described in this requirement mayinvolve licensing the user. The specific context of this requirement will be needed to evaluate the use of the portal for these activities							X
18.6	Ability to attach Notes to a Resource.	Notes can be attached to person records.						Yes	
19	**Prepare for Court Sessions**								

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19.1	Ability to display all of the cases set for a past or future court session (docket) for a given Date/Time and Courtroom/Branch Court, with the following case data fields: a. Defendant, b. Case Number, c. Proceeding Type, d. Offense Class, e. Related/ Associated Cases, f. Charge Info summary (with drill-down navigation to viewing Charge Details), g. Police Department, h. Local Prosecutor Case. Specify which parameters are available.	A configurable docket is available. Also, calendar searches can be configured.		Yes					
19.2	Ability to sort and filter court session docket display on any of the columns, and print the docket.	Searches can be sorted and printed.	Yes						

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20	**Issue Subpoenas**								
20.1	Ability to select a witness name from a list of values in a Case, for entry of a new subpoena, Subpoena Status (Dropdown: Issued, other values), Event Date.	All case fields, including parties, can be included in document merges.	Yes						
20.2	Ability to identify subpoena for APD officer in a Case, and recipient(s) of the subpoena.	All case fields, including parties, can be included in document merges.	Yes						
20.3	Ability to select a non-APD witness name in a Case, for entry of a new subpoena.	All case fields, including parties, can be included in document merges.	Yes						
20.4	Ability to add Subpoena Service Data Datails in a Case, e.g., address and type of address, need-by date, and comments.	Subpoena service details can be recorded.		Yes					
20.5	Ability to select a witness name in a Case, for entry of a new subpoena, including: Court Events history with checkbox to select, Date, Time, Courtroom, Proceeding Type.	All case fields, including parties, can be included in document merges.	Yes						
20.6	Ability to print copies of the selected subpoena as needed.	Merged documents can be printed as many times as you like.	Yes						
20.7	Ability for users to fax and/or email subpoenas to police departments using the agency's fax number/email address.	If a fax server has an API that can be accessed via a network, an interface to that fax server can be created. Email can be sent via business rules.		Yes					
20.8	Ability for a given date range to display the subpoena(s) issued for the case(s), showing case number, status, defendant name, witness name, court event, date issued, date served, agency number.	A subpoena search and subpoena folder views can be configured.	Yes						
20.9	Ability for the display of Case information to be filtered by column.	Searches can be sorted and printed.	Yes						
20.10	Ability to select a subpoena from the Subpoena History Table for re-issuance with an updated court date.	Workflow and automation can be configured to allow for reissuance of subpoenas. Alternatively, subpoenas for new events can be easily generated.		Yes					
20.11	Ability to print copies of the selected subpoenas and envelopes in a batch.	Workflow and automation can be configured to batch print subopoenas and envelopes.		Yes					
21	**Track Service of Subpoenas**								
21.1	Ability to set a tickler for a deadline by which time a subpoena should be served.	Deadlines and workflow can be set for reminders about when subpoenas need to be served.		Yes					
21.2	Ability for a witness receiving a subpoena to confirm online their appearance at court.		Yes						

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22	**Cancel Subpoenas or Call off Witnesses**								
22.1	Ability for a notification to be automatically generated to the Prosecutor's Office canceling the court appearance, whenever the court updates a case to cancel, call off or reschedule a docketed event (i.e rescheduling a trial).	Workflow and automation can be configured to automatically generate cancellation notices when events are canceled.		Yes					
22.2	Ability for a notification to be automatically generated to the witness canceling the witness's court appearance, whenever the court updates a case to cancel, call off or reschedule a docketed event (i.e rescheduling a trial).	Workflow and automation can be configured to automatically generate cancellation notices when events are canceled.		Yes					
22.3	Ability to automatically update the Prosecutor ROA and the tree view whenever docketed court case event is cancelled, called off or rescheduled.	Event updates are automatically entered into the ROA.	Yes						
22.4	Ability to select a subpoena in the Subpoena History with the appropriate Court Event, edit Subpoena Details, and mark Cancel, reschedule or Call Off checkbox, automatically updating the Prosecution ROA.	ROA update based on subpoena edits can be configured.		Yes					
22.5	Ability to send electronic notification to police department Court Liaison when a Law Enforcement Witness is cancelled, rescheduled or called off.	Electronic notification can be configured based on record updates.		Yes					
23	**Witness List**								
23.1	Ability for a case to display the witnesses identified for the case, with Name, Address, DOB, Multiple Phone Numbers, Email Address, and Minor with a Y/N Flag.	Party information is displayed in Parties folder view.	Yes						
23.2	Ability for a user to edit Witness List Report/Display, filter and redact names, for disclosure.	Add, update, and folder view screens can be configured to allow for filtering of party information based on your requirements.		Yes					
23.3	Ability for a user to copy the selected witness(es) from one case to another (related) case.	Parties can be copied from once case to another.	Yes						
24	**Jury Instructions**								
24.1	Ability to draft a set of jury instructions for a case from a template of standard jury instructions and instructions specific to charges, and attach to the Prosecution ROA.	Documents can be configured to return general and specific charge instructions.	Yes						
25	**Manage Prosecutor Evidence**								
25.1	Ability to show the items of evidence in the inventory for a Case Number, with ~~b.~~ Date Received; ~~d~~. Evidence Reference Number; ~~e~~. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video); ~~d~~. Document Description (Dropdown: 1. Affidavit and Complaint; 2. Written or recorded statement(s) of defendant or co-defendant, including police summaries of such statements, including grand jury testimony by either the defendant or co-defendant; 3. Accident Report; 4. In Store Report; 5. Victim's Letter; 6. Restitution/ Bills); e. Confidential Work Product Flag; f. Counsel-Only Evidence Flag.	Folder views can be configured to show evidence-related fields.	Yes						
25.2	Ability to have the following information for each item of evidence submitted to a crime lab for forensic testing by the Prosecution: ; a. Case Number; b. Date Sent to Crime Lab; c. Crime Lab name/ location; d. Evidence Reference Number; e. Evidence Type (Dropdown: Blood, DNA, Documentary, Photo, Physical, Report, Video); f. Evidence Description (free text); g. Date Received from crime lab; h. Results of forensic testing (free text); i. Name of laboratory technician (free text); Lab report number (free text).	Lab test data can be added to a case and tracked.	Yes						
25.3	Ability to show within a date range, all cases that have been disposed and evidence remains in the case inventory, with case number, attorney assigned, and an indication that a case has related cases.	Searches can be configured to disposed cases with evidence in inventory.		Yes					
25.4	Ability to enter a new piece of evidence, update its status, or delete a piece of evidence, in the inventory, with a pop-up screen asking the user to confirm the action, entering for each item of evidence to be stored the following: a. Case Number; b. Date Received; d. Evidence Reference Number; e. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video, Audio); f. Document Description (Dropdown: 1. Affidavit and Complaint; 2. Written or recorded statement(s) of defendant or co-defendant, including police summaries of such statements, including grand jury testimony by either the defendant or co-defendant; 3. Accident Report; 4. In Store Report; 5. Victim's Letter; 6. Restitution/ Bills); g. Confidential Work Product Flag; h. Counsel-Only Evidence Flag. Specify the items available.	Evidence can be added and attributes added describing the evidence.	Yes						

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25.5	Ability to enter a new piece of evidence submitted to a crime lab for forensic testing, lab technician name, update its status, or delete a piece of evidence, with a pop-up screen asking the user to confirm the action.	Evidence can be added and attributes added describing the evidence.	Yes						
25.6	Ability to generate a receipt with the following information whenever a transfer of custody of physical evidence takes place: a. Date and time of the transfer; b. Name and position of the person receiving the item; c. Reason for the transfer; d. Location where item is stored; e. Laboratory name and address, if applicable; and f. if applicable, type of examination required.	Workflow can be configured to generate a custody receipt.		Yes					
25.7	Ability to automatically set a Tickler for Disposal of Evidence Reminder whenever a case is disposed and has evidence associated with it.	Workflow can be configured to generate a reminder when cases are disposed that still have evidence.		Yes					
26	**Manage Discovery Requested by Opposing Counsel**								
26.1	Ability to display discovery requests from opposing counsel given a date range with the following information:; a. Case Number; b. Date Requested by Opposing Counsel; c. Date Provided; d. Prosecutor Name ; e. Opposing Counsel Name; f. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video)	Folder views and searches can be configured to show discovery requests.	Yes						
26.2	Ability to generate a notification to assigned Prosecutor(s) when discovery is requested in the case.	Workflow can be configured to assign a task to the assigned prosecutor when discovery requests are received.		Yes					
26.3	Ability to notate responses for a request to release specific evidence in a case when requested by opposing counsel by selecting items of evidence in the case and indicate which of the following responses to make for each; 1) Copies are enclosed; 2) Does not exist; 3) Items are available to copy or photograph at a mutually agreeable time. Please contact this office to inspect and copy or photograph the items. ; 4) The prosecution is unaware of any evidence favorable to the defendant and material to guilt or punishment; 5) The prosecution does not anticipate eliciting expert opinion.	Specific statuses can be added to discovery requests.		Yes					
26.4	Ability for a given release of evidence in a case when requested by opposing counsel to generate a written response to opposing counsel's request to notate case log with: *Evidence Requested by Opposing Counsel Log* , enabling the user to update it in responding to the discovery request: 1) Case Number; 2) Date Requested; 3) Opposing Counsel Name; 4) Date Provided/ Refused; 5) Prosecutor Name ; 6) Discovery Response by Item (see (a) above); 7) Confidential Work Product Indicator; 8) Counsel-Only Evidence Indicator; 7) Method of Delivery: Uploaded, Hand-delivered, Faxed, Sent by ordinary mail, Left at front desk of Lake County Prosecutor's Office.	Documents can be configured to include released evidence along with request statuses and other fields.		Yes					
26.5	Ability for a given release of evidence in a case when requested by opposing counsel, to generate PDF portfolio (multiple PDFs in a single PDF file) containing the written response (see (b) above), and the items of discovery released.	Workflow and business rules can be configured to generate a single PDF document containing a response to a request for discovery along with included released discovery.		Yes					
26.6	Ability to identify the items of evidence to be provided as discovery, and change security settings in Roles and Permissions Matrix for the attorney being provided discovery.	Access to electronic discovery on the ePortal can be set by invitation to the case.	Yes						
26.7	Ability to identify the items of evidence provided as discovery, and change security settings in Roles and Permissions Matrix to terminate access for the attorney provided access.	Access to electronic discovery on the ePortal can be denied.	Yes						

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27	**Request Discovery by Opposing Counsel or Law Enforcement Agency**								
27.1	Ability to enter a date or date range to display discovery requests by the Prosecution from opposing counsel with the following information: a. Case Number; b. Date Requested; c. Date Provided; d. Prosecutor Name ; e. Opposing Counsel Name or Law Enforcement Agency; f. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video); g. Description (text); h. Date Needed By.	Folder views and searches can be configured to show discovery requests.	Yes						
27.2	Ability to generate a tickler to the Assistant Prosecution on the case involved and set as the Date Needed By when the Prosecution requests discovery in the case.	Workflow can be configured to assign a task to the assigned prosecutor when discovery requests are due.		Yes					
27.3	Ability for a given piece of evidence requested by the Prosecution from opposing counsel or law enforcement, to auto-populate information about the Prosecution's request using data in Evidence Requested by Prosecution from Opposing Counsel or Law Enforcement Log, enabling the user to update it after receiving discovery with the following information:; a. Case Number; b. Date Requested; c. Date Provided; d. Prosecutor Name ; e. Staff Assisting; f. Opposing Counsel Name or law enforcement agency; g. Evidence Type (Dropdown: Documentary, Photo, Physical, Report, Video); h. Document Description (Dropdown: Affidavit, Offense Report, Complaint, Supplemental Police Report, Accident Report, Drug Lab Report, Blood Lab Report, Driving History, In Store Report, Victim's Letter, Restitution/ Bills, Other).	Documents can be configured to include released evidence along with request statuses and other fields.		Yes					
27.4	Ability for secure electronic access to discovery, both sending and receiving.	The ePortal allows for secure electronic access to discovery, both received and sent.	Yes						
27.5	Ability for a flag to be turned on indicating that the Prosecution has requested evidence in this case.	Flags can be triggered when evidence is requested.		Yes					
28	**Communicate Plea Offer**								
28.1	Ability to enter a recommendation of a sentencing order, deferral agreement of bond amount and bond conditions in a Criminal or Youth case, and automatically update the confidential Prosecution ROA and Case Notes with the offer.	Plea offers can be generated. The security status of plea offers can be configured.		Yes					

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29	**Monitor Defendant/Youth Deferral or Diversion**								
29.1	Ability to record the offer of Criminal or Youth Plea Agreement in Prosecution case ROA, and later negotiations.	Plea offers can be generated. The security status of plea offers can be configured.		Yes					
29.2	Ability to record one or more attributes – See Case Attributes (e.g., 1. Case Disposition – Dismissed, 2. Case Disposition – Diversion/Deferral Granted, 3. Case Disposition – Pled, 4. Case Disposition – Taken to trial)	An unlimited number case attributes can be added and displayed.	Yes						
29.3	Ability for a user to turn on Diversion Granted Flag.	An unlimited number case attributes can be added and displayed.	Yes						
29.4	Ability for a user to record grant of Diversion in Prosecution ROA.	Grant of Diversion can be added and displayed in folder views and register of action.		Yes					
29.5	Ability for a user to turn on Deferral Granted Flag.	An unlimited number case attributes can be added and displayed.	Yes						
29.6	Ability for a user to record grant of Deferral Status in Prosecution ROA.	Grant of Diversion status can be added and displayed in folder views and register of action.		Yes					
29.7	Ability to display Diversion/Deferral Information for a Defendant, including all cases identified as Diversion/Deferral status, with the following: 1. Diversion/Deferral Case Number; 2. Court Case Data (Arresting Agency, Booking Number, Arrest Date, Case Number, Judge, Courtroom Number, Defendant Name, DOB, Sex, Race, SID, Police Report Number, Diversion/Deferral Expiration Date); 3. Most Serious Charge; 4. Diversion/Deferral History Data; a. Diversion/Deferral Officer Assigned (list of values); b. Current Diversion/Deferral Status (Dropdown: Open, Absconder, Completed, Death, Jurisdiction, New Violation, Revoked, Vacated); c. Diversion/Deferral Begin Date (calendar pop-up); d. Diversion/Deferral End Date (calendar pop-up); e. Diversion/Deferral Type (Dropdown: Informal, Formal, Pretrial); f. Agency (list of values TBD); g. Date of Arraignment; h. Conditions set by the court. Specify which items are available.	A seach of cases for a defendant with Diversion/Deferral status can be configured.		Yes					
29.8	Ability for a given date range to list the cases on Diversion, showing Name, Case Number, Date of Diversion, and case attributes of Completed Successfully and Terminated Unsuccessfully.	A seach of cases with Diversion/Deferral status can be configured.		Yes					
29.9	Ability for a given date range to list the cases on Deferral, showing Name, Case Number, Date of Deferral, and case attributes of Completed Successfully and Terminated Unsuccessfully.	A seach of cases with Diversion/Deferral status can be configured.		Yes					
29.10	For a date range list the cases on Diversion/deferral, showing Name, Case Number, Date of Diversion/deferral, and case attributes of Completed Successfully and Terminated Unsuccessfully. *See Display Diversion/Deferral Information for a Defendant.*	A seach of cases with Diversion/Deferral status can be configured.		Yes					
29.11	Ability for 1.) a user to turn off Diversion Granted Flag and 2.) as a Prosecution Case Event to the Prosecution ROA as "Successful Completion of Diversion."	Case flags can be updated and ROA messages created.	Yes						
29.12	Ability for 1.) a user to turn off Deferral Granted Flag and 2.) as a Prosecution Case Event to the Prosecution ROA as "Successful Completion of Deferral."	Case flags can be updated and ROA messages created.	Yes						
29.13	Ability for 1.) a user to turn off Diversion/Deferral Granted Flag and 2.) as a Prosecution Case Event to the Prosecution ROA as "Successful Completion of Diversion/deferral."	Case flags can be updated and ROA messages created.	Yes						
29.14	Ability to default to Teen Court Obligation Incomplete Flag on the Person and Case records when obligations are completed. (Court Requirement)	Case flags can be added manually or automatically added by workflow.		Yes					
29.15	Ability to automatically set Teen Court Obligation Complete Flag on the Person and Case records when obligations are completed. May be manually set by a user with the proper credentials (Court Requirement).	Case flags can be added manually or automatically added by workflow.		Yes					

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30	**Closed Case Management**								
30.1	Ability to prepare a disposition letter/report informing law enforcement agencies and victims linked to the case(s) when a case is closed, showing all related, associated and consolidated cases involved in a plea agreement or trial that were disposed, and the manner of disposition (e.g., one or more cases pled or found guilty, one or more cases dismissed or found not guilty).	Letters can automatically be generated by workflow based on case status.		Yes					
30.2	Ability for a user to change the Prosecution case status to “Closed.” See Case/ Matter Status (Dropdown: Closed, Open, Post-Disposition), add Method of Disposition (Dropdown: Plea, Trial). System checks and balances must prevent a mismatch of case record status between court and prosecution records.	Case status can be updated. Workflow can be configured to check for consistency between the court and prosecution system.		Yes					

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31	**Dismiss and Refile if Charge Changes**								
31.1	Ability to dismiss and refile if Charge Changes.	Cases can be dismissed and refiled.		Yes					
32	**View Plea**								
32.1	Ability for a user to turn on one or more flags on a case when the Prosecution identifies a case as having associated attributes.	Case flags can be added manually or automatically added by workflow.		Yes					

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33	**Victim/Witness Intake/Uptake**								
33.1	Ability for a user to turn on Victim in Case Flag when Prosecution staff identifies a victim in a case.	Case flags can be added manually or automatically added by workflow.		Yes					
33.2	Ability to show the events of notification and service provided to a victim on a Case (e.g., phone, letter, in-person office, in-person court), with dates.	Notification and service to victims can be tracked.		Yes					
33.3	Ability for a Prosecutor, or multiple Prosecutors, given a date range, to show the summary and detail of events of notification and service provided to victims.	Notification and service to victims can be tracked.		Yes					
33.4	Ability to list the demographics of victims within a date range, e.g., sex, age, race/ethnicity, city.	Demographics of all parties can be tracked.	Yes						
33.5	Ability to list the witnesses, Witness Email Addresses, and Witness Phone Numbers for a Case.	Party contact information is tracked.	Yes						
33.6	Ability to enter data in a screen designed to capture which rights a victim asserts, and the following data for a victim: Defendant name, Date of entry, Case number, Judge, Prosecutor, Charge Type (Dropdown: list of values TBD), Victim name (Last Name, First, Middle, Suffix), Victim organization, Victim Address (Type Dropdown: Mail, Residence, Legal) - multiple, Victim alternative address, Family member contact, Victim E-mail Address (Type Dropdown: Home, Cell, Work 1, Work 2, Other), Primary checkbox - multiple, Victim Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other).	Party information and rights assertion can be tracked.	Yes						
33.7	Ability to enter data on victim's circumstances: Victim's representative name (Last Name, First, Middle, Suffix), Language Interpretation or Special Needs (Dropdown: Spanish, Other (specify)), Best time to reach (text), Next of kin or other contact (text), Type of victimization (Dropdown: Assault, Criminal Mischief, Trespass, Theft, Other).	Party information can be tracked.	Yes						
33.8	Ability to capture Victim and Significant Other Demographics: Race/Ethnicity (Dropdown: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and/or Pacific Islander, White, Unknown); Gender (Male, Female); Age (Dropdown: 0 – 5, 6 – 12, 13 – 17, 18 – 24, 25 – 59, 60+, Unknown); Person with disabilities; Person with limited English proficiency; Language Served (Dropdown: Spanish, Vietnamese, Other – specify); City of residence.	Demographics of all parties can be tracked.	Yes						
33.9	Ability to attach supporting documents (e.g., releases, economic loss form, release of information to talk to victim's service providers) to Prosecution ROA of victim/ witness case.	Documents can be attached to cases and related to parties.	Yes						
33.10	Ability to enter data of Witness: Defendant name, Date of entry, Case number, Judge, Prosecutor, Charge Type (Dropdown: list of values TBD), Witness name (Last Name, First, Middle, Suffix), Witness Address (Type Dropdown: Mail, Residence, Legal) - multiple, Witness E-mail Address (Type Dropdown: Home, Cell, Work 1, Work 2, Other), Primary checkbox - multiple, Witness Phone Number (Type Dropdown: Home, Fax, Cell, Work 1, Work 2, Other).	Party information can be tracked.	Yes						
33.11	Ability to enter data on Witness's circumstances: Language Interpretation or Special Needs (Dropdown: Spanish, Other (specify)), Best time to reach (text), Next of kin and family members (text).	Party information can be tracked.	Yes						
33.12	Ability to capture Witness and Significant Other Demographics. Race/Ethnicity (Dropdown: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and/or Pacific Islander, White, Unknown); Gender (Male, Female); Age (Dropdown: 0 – 5, 6 – 12, 13 – 17, 18 – 24, 25 – 59, 60+, Unknown); Person with disabilities; Person with limited English proficiency; Language Served (Dropdown: Spanish, Vietnamese, Other – specify).	Party information can be tracked.	Yes						

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34	**Provide and Track Victim Contact and Service Referrals**								
34.1	Ability for a given date range, to display cases with a Victim in Case Flag activated with a scheduled hearing in the court showing the following data: a. Event Date, b. Case Number, c. Defendant Name, d. Victim Name, e. Hearing type (Dropdown: Bond Forfeiture Hearing, Arraignment, Pre-trial, Motion Hearing, Sentencing, Diversion/Deferral Violation, Review Hearing, Other Modification of Sentencing Order)	Searches can be configured to display information about cases with victims.	Yes						
34.2	Ability for a given date range, to show a list of victim assistance referrals showing the following data: a. Date of contact or service referral, b. Victim Name, c. Case Number, d. Type of contact or service referral, e. Prosecutor.	Victim assistance referrals can be tracked.	Yes						
34.3	Ability for a given date range to show the following summary and detail information about victims: Date of entry, Defendant name, Case number, Judge, Prosecutor, Type of crime (Dropdown: list of values), Victim name (Last Name, First, Middle, Suffix), Victim's representative to exercise rights checkbox, Statement of Victimization Completed Indicator (Y/N), Economic Loss (Y/N), Number of Victim Assistance Contacts or Services Referrals.	Summary and detailed information about victims can be displayed.		Yes					
34.4	Ability for a given date range to display a list of victim assistance referrals for a specified Victim Witness Prosecutor, with Case Number, Charge Type, Number of Victims, Date of Entry from Declaration of Victim Rights.	Victim assistance referrals can be tracked.	Yes						
34.5	Ability to display Case Number, Charge Type, Date of Entry from Declaration of Victim Right, list of hearings for which a hearing notice was generated, for a victim registered with a Declaration of Victim Rights form.	Case and event information related to a victim can be displayed.		Yes					
34.6	Ability to identify type of services provided with date of service in the Register of Actions (ROA)/ Event log for a victim in a Case.	Victim assistance referrals can be tracked.	Yes						
34.7	Ability to automate generation and recording of hearing notices to individual victims: 1. For every registered victim, identify scheduled hearings of which victims should be notified. 2. Generate a notice populated with information concerning the hearing. 3. Route generated notice to the victim Prosecutor associated with the victim. 4. Log date/time of generation of the notice in the Prosecution ROA of that case. 5. Generate ticklers on work queue for victims' scheduled hearings.	Workflow can be configured to automatically generated hearing notices.		Yes					
34.8	Ability to automate mass generation and recording of hearing notices to victims for a given date or date range: 1. For every registered victim, identify scheduled hearings of which victims should be notified. 2. Generate a notice populated with information concerning the hearing. 3. Route generated notices to the victim Prosecutor associated with the victim. 4. Log date/time of generation of the notice in the Prosecution ROA of those cases.	A search of hearing notices for a date range can be configured.		Yes					
34.9	Ability for a user to record notes on economic loss in Prosecution Case Notes on demand.	Victim restitution claims can be tracked.	Yes						
34.10	Ability to attach documentation of economic loss (e.g., receipts, medical reports) to a Case on demand.	Documents can be attached to cases and related to parties.	Yes						
34.11	Ability to print or email Case Notes to Diversion/Deferral, on demand.	Case notes can be printed or emailed.		Yes					
35	**Manage Interpreters (managed on the Court side of application)**								
35.1	Ability to generate a report/display statement of interpreter appearances in a Case for verification of payment. *Court requirement*	A search can be configured to return these results.		Yes					
35.2	Ability to generate a report/display statement for a given date range, of interpreter appearances for verification of payment. *Court requirement*	A search can be configured to return these results.		Yes					
35.3	Ability for a user to enter special needs requested by individuals (e.g., interpreter - including language needed, accommodation for a disability). *Entered by court staff/must be viewable in prosecutor ROA and in Court RO. If entered by prosecutor, must alert court staff for scheduling purposes.*	Special needs for a party can be added as partySpecialStatuses.	Yes						
35.4	Ability for a user to change interpreter-needed status. *Entered by court staff/must be viewable in prosecutor ROA and in Court ROA.*	A change in interpreter-needed status in the court system can be reflected in the prosecutor system.		Yes					

Reference Number	Prosecutor Functional Requirement	Vendor's Written Response	The Requirement will be met without configuration or customization? Yes or No	The Requirement will be met through changes to tables and rules without modification to the source code? Yes or No	The Requirement will include custom code developed to perform specific functions or validations outside the standard code? Yes or No	The Requirement will be met by a third-party software package and is included in this offer. Yes or No	The Requirement is Available in the Vendor's Test Environment Yes or No	The Requirement is Available in the Vendor's Beta Code Yes or No	Requirement or service will not be met by Respondent
35.5	Ability to alert the user that an interpreter for a given language is needed for a participant for an event or activity. *Entered by court staff/must be viewable in prosecutor ROA and in Court RO. If entered by prosecutor, must alert court staff for scheduling purposes.*	Workflow can be triggered by the addition or updating of interpreter-needed status.		Yes					
35.6	Ability to notify an interpreter of the status of a scheduled event where a case participant needs an interpreter in a given language and log the request in the Prosecution ROA. *Entered by court staff/must be viewable in prosecutor ROA and in Court ROA. If entered by prosecutor, must alert court staff for scheduling purposes.*	Print or electronic notification for interpreters can be generated through workflow.		Yes					
36	**Prepare Appellate Briefs**								
36.1	Ability to generate a list by a given date range, that shows for each appealed case the Appellant, Appellee, and Status (Dropdown: Active, Completed), Date of Notice of Appeal, Next Brief Deadline, Date of Decision, Prosecutor Name, Opposing Counsel, Result (Dropdown: Affirmed, Reversed, Affirmed in Part and Reversed in Part).	Searches of appealed cases can be configured.		Yes					
36.2	Ability to set ticklers.	Users can create manual reminders. The system can also be configured to automatically add reminders based on case activity.	Yes						
36.3	Ability for a user to enter the next deadline in the Prosecution Case ROA, and to make new ROA entries with a reason code (Dropdown: Appellant Requested Extension, Appellee Requested Extension).	Users can create manual reminders. The system can also be configured to automatically add reminders based on case activity.	Yes						
36.4	Ability to mark a case as "Appealed Case". *System checks and balances must prevent a mismatch of case record status between court and prosecution records.*	Case flags can be added manually or automatically added by workflow.	Yes						

Reference Number	Prosecutor Functional Requirement	Vendor's Written Response	The Requirement will be met without configuration or customization? Yes or No	The Requirement will be met through changes to tables and rules without modification to the source code? Yes or No	The Requirement will include custom code developed to perform specific functions or validations outside the standard code? Yes or No	The Requirement will be met by a third-party software package and is included in this offer. Yes or No	The Requirement is Available in the Vendor's Test Environment Yes or No	The Requirement is Available in the Vendor's Beta Code Yes or No	Requirement or service will not be met by Respondent
37	**Oral Argument and Appellate Brief Decisions**								
37.1	Ability for a user to enter the oral argument date in the Prosecution Case ROA, and to make new ROA entries with a reason code.	Users can enter events.	Yes						

Reference Number	Prosecutor Functional Requirement	Vendor's Written Response	The Requirement will be met without configuration or customization? Yes or No	The Requirement will be met through changes to tables and rules without modification to the source code? Yes or No	The Requirement will include custom code developed to perform specific functions or validations outside the standard code? Yes or No	The Requirement will be met by a third-party software package and is included in this offer. Yes or No	The Requirement is Available in the Vendor's Test Environment Yes or No	The Requirement is Available in the Vendor's Beta Code Yes or No	Requirement or service will not be met by Respondent
38	**Track Prosecutor Assignments**								
38.1	Ability for a prosecutor (or selected prosecutors), given a date range, to list the cases, assigned to the prosecutor, case number, date of assignment, status, defendant, case type, lead (most serious) charge, judge, disposition type (Dropdown: Plea, Trial, Dismiss, Deferral, Diversion, Appeal).	Users can display their case assignments.	Yes						
38.2	Ability for a prosecutor or for a courtroom (or selected courtrooms), for a given date range, to list the dates of prosecutor assignment to the courtroom.	A search can be configured to return these results.		Yes					
38.3	Ability with a given date, to generate a report of cases assigned to a prosecutor, by case type/subtype, with status and initiation date.	A search of case assignments returns these results.	Yes						
38.4	Ability to manually assign or reassign cases to prosecutors *(Must not conflict with Court case record as it relates to docketed events)* .	Cases can assigned and reassigned manually.	Yes						
38.5	Ability to mass-assign a group of cases or all cases from one prosecutor to another prosecutor or among a group of prosecutors, according to workload calculations of prosecutors.	Mass reassignment of case assignments to another prosecutor is possible. Workload calculations can be used to assign to a group of prosecutors.		Yes					
38.6	Ability to assign Prosecutor to a Courtroom, with courtroom number, date assigned, and date of end of the assignment. *(Must not conflict with Court case record)*	Assignment methods can be configured to assign prosecutors to courtrooms.		Yes					
39	**Manage Prosecution Work Queue**								
39.1	Ability to display the number and type of items in a work queue for a given date and time (detail of work items exportable for Excel analysis).	A search can be configured to return these results.		Yes					
39.2	Ability to manage work queue type and work item type by date and time range.	The Assignments page displays a summary of the work queue tasks assigned. Users can sort assigned tasks.	Yes						
39.3	Ability to create a summary of the number of work items in a work queue by date and time range.	The Assignments page displays a summary of the work queue tasks assigned.	Yes						
39.4	Ability to create a summary of work items by the length of time (date and time range) in the work queue.	The Assignments page displays the age of the work queue tasks assigned.	Yes						
39.5	Ability to manage work queue (date and time range), by the number of times work items are forwarded before being completed, .	Searches can be configured to return these results.		Yes					
39.6	Ability to create a summary of the percentage of work items that exceed the standard time (date/ time range), by work queue type and work item type.	Searches can be configured to return these results.		Yes					
39.7	Ability to measure the length of time a work item is in a work queue, by type of work item (e.g., filing review, court customer query response, internal query response).	Searches can be configured to return these results.		Yes					

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39.8	Ability to log the length of time a work item is in a work queue, by type of work item (e.g., filing review, court customer query response, internal query response).	Searches can be configured to return these results.		Yes					
39.9	Ability to store the date and time a work item is posted to a work queue (including referral to someone else).	Work queue start times are automatically recorded.	Yes						
39.10	Ability to store the date and time a work queue is disposed (including referral to someone else), with work item type, queue type.	Work queue end times are automatically recorded.	Yes						
40	**Manage Prosecution Office Statistics**								
40.1	Ability to list work queues by attorney or selected attorney within a date range.	The Assignments page displays a summary of the work queue tasks assigned.	Yes						
40.2	Ability to create a summary list for one or more of the following criteria within a date range; case type/ subtype (Dropdown: criminal, traffic, social, parking appeal), lead (most serious) charge, attribute code, judge, disposition type (Dropdown: Plea, Trial, Dismiss), in the following categories: 1. Open Assignments and 2. Cases Disposed.	Reports can be configured to return this information.		Yes					
41	**Purge Case Records (managed on the Court side of application)**								
41.1	Ability to develop a list of cases by case type, that exceed the required record retention schedule, given a specific date. *See court requirements.*	Workflow and time standards can be configured to return a list of cases exceeding required record retention schedules.		Yes					
41.2	Ability to develop a list by cases destroyed given a date range. *See Court requirements.*	A search of cases destroyed within a date range can be configured.		Yes					
41.3	Ability to display list of cases in case number order, with trial exhibits retained by the clerk which were admitted into evidence during trial. *See Court requirements.*	A search of trial exhibits can be configured.		Yes					
41.4	Ability to display list of cases in Case number order with date of trial and names of lead attorneys at trial, by a given date range. *See Court requirements.*	A search can be configured to return these results.		Yes					
41.5	Ability to generate a list of unclaimed exhibits to identify exhibits eligible for sale or destruction 30 days after notice is sent to trial exhibit owners. See Court requirements.	A search of trial exhibits can be configured.		Yes					
41.6	Ability to purge completed cases that exceed record retention rules. *See Court requirements.*	Workflow and business rules can be configured to purge cases.		Yes					
41.7	Ability to identify cases that exceed record retention rules and mark them to be destroyed. *See Court requirements.*	A search can be configured to return these results.		Yes					
41.8	Ability to generate a notice to exhibit owners that exhibits are eligible for return in closed cases. *See Court requirements.*	Workflow can be configured to generate these notices.		Yes					
42	**Configure Application to Align with Business Practices**								
42.1	Ability for role-based workflow queues for Prosecution Chief, Prosecution Attorney and Prosecution Assistant.	Workflow is configurable to allow role-based assignments.	Yes						
42.2	Ability to configure role-based workflows for routing tasks, documents and messages to work queues.	Workflow is configurable to allow role-based assignments.	Yes						
42.3	Ability to have a dropdown for workflow queues with the following choices; clerk issues warrant after judge signs it and route bond refund request to supervisor with authority to approve.	Completed task routing options can be configured.		Yes					
42.4	Ability to set up business rules appropriate to business processes as set by court policy.	Workflow and business rules are configurable.	Yes						
42.5	Ability to update the case status whenever a certain condition is detected or a case event is recorded.	Workflow can update case status based on case data updates.	Yes						
42.6	Ability for the System Administrator to modify business rule settings from a business rules table.	Workflow and business rules are configurable.	Yes						
42.7	Ability to configure Case types to include the following high-level features 1. Unique identifying number; 2. Participants in case; 3. Data used to initiate and update the case; 4. Status of case and participants; 5. Register of Actions (ROA) in the case; 6. Documents associated with events in the log; 7. Scheduled events in the case; 8. Financial information; 9. Private notes of case owners; 10. Document generation using case information; 11. Reporting.	Entities and forms are configurable.	Yes						

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42.8	Ability to configure data entry screens sequentially to lead a user through data entry.	Wizard format data entry screens lead users through data entry.	Yes						
42.9	Ability to configure the application by adding new data fields to any database table without corrupting pre-existing records; 1. Values for data fields; 2. Free text fields; 3. Formatted data fields; 4. Calculated fields	Entities are configurable without corrupting pre-existing records.	Yes						
42.10	Ability to configure searches appropriate to case type.	Searchs are configurable.	Yes						
42.11	Ability to have configurable workflows.	Workflow and business rules are configurable.	Yes						
42.12	Ability to modify a sequence of steps for capturing and presenting data with the application.	Add, update, and folder view screens are configurable.	Yes						
42.13	Ability for users to prepare their own reports through a ad hoc report genearation tool.	can use your own report writer if you wish to access the database directly.	Yes						
42.14	Ability to add customized reports to be run at the user level.	Users can run customized reports.	Yes						
42.15	Ability to display disposition measures or a set of dashboard performance metrics, that can be selected by individual users, according to their role in the organization.	Users can store searches and reports on their dashboard.	Yes						
42.16	Ability to display only relevant/available code table values on data entry screens. For example, pre-trial codes will not be displayed when a case is in sentencing status. *Checks and balances	Code table values can be filtered based on case statuses.	Yes						
42.17	Ability to configure an unlimited number of table entries, including: a) State Offense Code Tables; b) Prosecution ROA entry codes; c) Event-types; and d) Document types generated.	An unlimited number of table entries can be configured.	Yes						
42.18	Ability to manage offense codes and charging language used in chargements and information, including an effective date range for present and future crimes while maintaining the part charge effective date range on past cases, so that historical records may reflect the pertinent law at the time the offense was committed. (See Court Requirements)	Statute data can be managed.	Yes						
42.19	Ability to configure user screens according to individual preferences.	Users can configure their dashboards and the color themes of their screens.	Yes						

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42.20	Ability to configure lists of values in dropdown menus. *(See Court Requirements)*	Values in dropdown menus are configurable.	Yes						
42.21	Ability to configure entries in Case Attributes Table *(See 2.1.6). (See Court Requirements)*	Values in dropdown menus are configurable.	Yes						
43	**Expungements**								
43.1	Ability to display a list of cases with a given date range to include Case Number, Defendant Name, and Date of Expungement Order.	A search can be configured to return these results.		Yes					
43.2	Ability for a user to turn on Expunged Case Flag. (Updated on the Court side of application, must read over to Prosecutor ROA)	Case flags can be added manually or automatically added by workflow.	Yes						
44	**Use of Case Level and Person Level Conditions to Trigger Actions**								
44.1	Ability to display alerts at the top of the relevant case or person screen display. Configure Case/ Person Alerts: 1. Appealed Case, 2. Attorney Action Request, 3. CDL Commercial Driver's License, 4. Collision, 5. Confidential Work Product, 6. Counsel-Only Evidence, 7. Deferral Granted, 8. Deferral Violated, 9. Diversion Granted, 10. Diversion Violated, 11. Community Court, 12. Evidence Requested by Opposing Counsel, 13. Evidence Requested by Prosecution, 14. Expunged Case, 15. Inactive Case/ Charge, 16. In custody – Release/ Remand (Data Exchange) 17. Interpreter Needed, 18. Jury Waiver Filed, 19. Legal Assistant (LA) Action Request, 20. Person Deceased, 21. Petition for Rule to Show Cause, 22. Petition to Revoke Requested, 23. Petition to Revoke Filed Flag, 24. Prone to Violence, 25. Self-Represented Litigant (SRL), 26. State Specially Involved (Victim Deceased of Seriously Injured), 27. Teen Court Obligation Incomplete, 28. Victim Invoked Rights, 29. Warrant Outstanding, and 30. Youth Case (Age of Defendant).	Case headers can be configured to meet your requirements.		Yes					
44.2	Ability to manually update the case event flag where no event code triggers automatic update.	Case flags can be added manually or automatically added by workflow.	Yes						
44.3	Ability to automatically update the event flag triggered by a business rule.	Case flags can be updated manually or automatically updated by workflow.	Yes						
44.4	Ability to configure event codes to update case/person statuses.	An unlimited number of table entries can be configured.	Yes						
44.5	Ability to manually update the case/person alert where no event code triggers automatic update.	Case/person alerts can be updated manually or automatically updated by workflow.	Yes						
44.6	Ability to automatically update triggers by a business rule.	Triggers can be automatically updated by business rule.		Yes					
44.7	Ability to display ticklers and notifications to the user or work group they are targeted for, with the following information: 1. Defendant Name, 2. Case Number, 3. From Work Unit, 4. When the From Work Unit is Courtroom; 4a. Court Session Division, 4b.Court Session Judge, 5. Date Created, 6. Time Created, and 7. Message Contents.	Ticklers and notifications can be displayed.	Yes						
44.8	Ability to anually update the case tickler where no event code triggers automatic update, or automatically update the event flag triggered by a business rule.	Triggers can be automatically updated by business rule.		Yes					
44.9	Ability to alert a user or group of users with a screen message or email.	Email distribution groups can be configured to send email to via business rules.		Yes					
44.10	Ability for a Case Event can be visible to internal staff in a certain step of the process, even if it is not available for processing.	The ability to see case data is configurable. All data can be viewed at any time allowed by configuration and security.		Yes					
44.11	Ability for a Case Event to be in holding for a certain number of days before available for processing. For example, an appellate brief is filed and served before due date.	Case data can be held in a status for a number of configurable days.		Yes					
44.12	Ability for a Case Event to be available for processing by the allocated Resource but is also visible to a person in a higher role as overdue. For example, Service of a subpoena is late (not accomplished by the set time). Service is showing as late to the attorney who can take action. Service may still be obtained.	Workflow supervisors can see the status of overdue workflow tasks along with the assignees.	Yes						
44.13	Ability to schedule milestones for each Case Event as due date, escalate xx days before due date, and timeout xx days before due date. Example: A second letter is sent to a party 10 days after the first letter was sent and no response is received.	Time standards (deadlines) can be configured based on case activities and data updates.		Yes					
44.14	Ability to automatically notify a user's supervisor if a tickler is not responded to within a period set by parameter.	Workflow can be set to route to a supervisor if actions are not completed by a certain date parameter.		Yes					

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44.15	Ability to export ticklers to email calendaring system (Outlook 2013, Office 365).	Events can be exported to Outlook, and a tickler can be exported as an event type.	Yes						
44.16	Ability for users to subscribe to configurable notifications such as an update to a Prosecution case, and allow those notifications to be sent via e-mail or text message.	Notifications can be displayed to a user via popup.	Yes						
45	**Exchange Data with the Court and Other Agencies**								
45.1	Ability to receive data from Court CMS to populate Prosecution CMS cases.	Interfaces between the eCourt and eProsecutor application are available.		Yes					
45.2	Ability to send data from the Prosecution CMS to the Court CMS when new or amended charges are brought against a defendant.	Data can be exchanged between eCourt and eProsecutor systems based on case updates.		Yes					
45.3	Ability for new cases to be filed or additional or amended charges may be filed on an existing case.	Data can be exchanged between eCourt and eProsecutor systems based on case updates and inserts.		Yes					
45.4	Ability to send information from the Prosecution CMS to the Police RMS with case number, unique party identifiers, paper number, when a subpoena needs to be served. (Data Exchange)	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.5	Ability to receive court case records from JP, county and district court to view entire criminal history of defendants and time-served options.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.6	Ability to send an approved search warrant from the Prosecution CMS to the Police RMS for the officer to get judge signature.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.7	Ability to send defendant information updates from the Prosecution CMS to the Court CMS, and Police RMS, with defendant name, defendant's changed address and changed identifying descriptions. (Data Exchange)	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.8	Ability to send notification from the Prosecution CMS to the Court CMS of the special assignment of a prosecutor to a case, with case number, defendant name, Prosecutor name and date of case assignment.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.9	Ability to send notification from the Prosecution CMS to the Court CMS of filing of a Petition to Revoke (PTR).	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
45.10	Ability to end notification from the Prosecution CMS to the Court CMS of the Petition to Revoke (PTR) hearing date.	Interfaces between the eCourt and eProsecutor applications and external systems can be configured.		Yes					
46	**System Security (See Court Requirements)**								
46.1	Ability to genearte a list of users and their roles.	The list of users and roles is viewable via a search.	Yes						
46.2	Ability to generate a list of users sortable by name and role.	The list of users and roles is viewable via a search.	Yes						
46.3	Ability to generate list of users with access rights to case types and elements of a case.	The Security module allows administrators to view and administer user rights.	Yes						
46.4	Ability to generate a list of users with date of setup and expiration date.	The Security module allows administrators to view and administer user rights.	Yes						
46.5	Ability to configure Prosecution case access privileges based on role for Attorney and Legal Assistant.	User access rights are controlled by user group and authorities.	Yes						
46.6	Ability to configure Prosecution group access to case category by unit of the Prosecution and assigning users to groups.	User access rights are controlled by user group and authorities.	Yes						
46.7	Ability to configure user access to a single case.	Access control lists can limit user access to specific cases.	Yes						
46.8	Ability to provide manual override to deny access person-by-person to a sensitive case.	Security rules can be configured to allow person-by-person access to sensitive cases.		Yes					
46.9	Ability to provide a table of attorneys and staff containing name, title, attorney indicator, and assignment.	A search can be configured to return these results.		Yes					

Section #	Section Title	# of Reqs.
1	General	53
2	Financial	14
3	Financial; Fines / Cost Fees	51
4	Financial; Costs, Fees and Trust/Liability Accounts	5
5	Financial; Restitution	5
6	Financial; Payment Plans	19
7	Financial; Electronic Fund Transfers	1
8	Financial; Non-Monetary Payments	14
9	Financial; Reconciliation	28
10	Financial; Customer Financial View and Receipts	32
11	Financial; Voids	17
12	Financials; Judicial Waiver of Imposed Fines/Costs/Fees	4
13	Financials; Transfers	10
14	Financials; Negative Balances	9
15	Financials; Payment Hierarchy	4
16	Financials; Miscellaneous Payments	5
17	Financials; Imposed/Modified/Paid/Balance (sentencing structure)	16
18	Financials; Bad Check Logic/Flag	3
19	Financials; Refund Processing	5
20	Financials; Convenience Fee	8
21	Financials; Payment Processing	41
22	Financials; Bail/Bond /Escrow Logic	86
23	Person Identification (PID)and Case Search Management	
		430

Revised Section 0300 – Standard Purchase Terms and Conditions

CITY OF AUSTIN
PURCHASING OFFICE
STANDARD PURCHASE TERMS AND CONDITIONS
SECTION 0300

By submitting an Offer in response to the Solicitation, the Contractor agrees that the Contract shall be governed by the following terms and conditions. Unless otherwise specified in the Contract, Sections 3, 4, 5, 6, 7, 8, 20, 21, and 36 shall apply only to a Solicitation to purchase Goods, and Sections 9, 10, 11 and 22 shall apply only to a Solicitation to purchase Services to be performed principally at the City's premises or on public rights-of-way.

1. **CONTRACTOR'S OBLIGATIONS**. The Contractor shall fully and timely provide all Deliverables described in the Solicitation and in the Contractor's Offer in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.

2. **EFFECTIVE DATE/TERM**. Unless otherwise specified in the Solicitation, this Contract shall be effective as of the date the contract is signed by the City, and shall continue in effect until all obligations are performed in accordance with the Contract.

3. **CONTRACTOR TO PACKAGE DELIVERABLES**: The Contractor will package Deliverables in accordance with good commercial practice and shall include a packing list showing the description of each item, the quantity and unit price Unless otherwise provided in the Specifications or Supplemental Terms and Conditions, each shipping container shall be clearly and permanently marked as follows: (a) The Contractor's name and address, (b) the City's name, address and purchase order or purchase release number and the price agreement number if applicable, (c) Container number and total number of containers, e.g. box 1 of 4 boxes, and (d) the number of the container bearing the packing list. The Contractor shall bear cost of packaging. Deliverables shall be suitably packed to secure lowest transportation costs and to conform with requirements of common carriers and any applicable specifications. The City's count or weight shall be final and conclusive on shipments not accompanied by packing lists.

4. **SHIPMENT UNDER RESERVATION PROHIBITED**: The Contractor is not authorized to ship the Deliverables under reservation and no tender of a bill of lading will operate as a tender of Deliverables.

5. **TITLE & RISK OF LOSS**: Title to and risk of loss of the Deliverables shall pass to the City only when the City actually receives and accepts the Deliverables.

6. **DELIVERY TERMS AND TRANSPORTATION CHARGES**: Deliverables shall be shipped F.O.B. point of delivery unless otherwise specified in the Supplemental Terms and Conditions. Unless otherwise stated in the Offer, the Contractor's price shall be deemed to include all delivery and transportation charges. The City shall have the right to designate what method of transportation shall be used to ship the Deliverables. The place of delivery shall be that set forth in the block of the purchase order or purchase release entitled "Receiving Agency".

7. **RIGHT OF INSPECTION AND REJECTION**: The City expressly reserves all rights under law, including, but not limited to the Uniform Commercial Code, to inspect the Deliverables at delivery before accepting them, and to reject defective or non-conforming Deliverables. If the City has the right to inspect the Contractor's, or the Contractor's Subcontractor's, facilities, or the Deliverables at the Contractor's, or the Contractor's Subcontractor's, premises, the Contractor shall furnish, or cause to be furnished, without additional charge, all reasonable facilities and assistance to the City to facilitate such inspection.

8. **NO REPLACEMENT OF DEFECTIVE TENDER**: Every tender or delivery of Deliverables must fully comply with all provisions of the Contract as to time of delivery, quality, and quantity. The City may inspect and/or test the Deliverables in order to ensure that such Deliverables comply with the requirements set forth in this Agreement. The Contractor agrees to promptly correct, without additional charge, all Deliverables rejected by the City or its authorized inspector as defective or as failing to conform to the requirements of this Agreement.

9. **PLACE AND CONDITION OF WORK**: The City shall provide the Contractor access to the sites where the Contractor is to perform the services as required in order for the Contractor to perform the services in a timely and efficient manner, in accordance with and subject to the applicable security laws, rules, and regulations. The Contractor acknowledges that it has satisfied itself as to the nature of the City's service requirements and specifications, the location and essential characteristics of the work sites, the quality and quantity of materials, equipment, labor and facilities necessary to perform the services, and any other condition or state of fact which

could in any way affect performance of the Contractor's obligations under the contract. The Contractor hereby releases and holds the City harmless from and against any liability or claim for damages of any kind or nature if the actual site or service conditions differ from expected conditions.

10. **WORKFORCE**

A. The Contractor shall employ only orderly and competent workers, skilled in the performance of the services which they will perform under the Contract.

B. The Contractor, its employees, subcontractors, and subcontractor's employees may not while engaged in participating or responding to a solicitation or while in the course and scope of delivering goods or services under a City of Austin contract or on the City's property .

i. use or possess a firearm, including a concealed handgun that is licensed under state law, except as required by the terms of the contract; or
ii. use or possess alcoholic or other intoxicating beverages, illegal drugs or controlled substances, nor may such workers be intoxicated, or under the influence of alcohol or drugs, on the job.

C. If the City or the City's representative notifies the Contractor that any worker is incompetent, disorderly or disobedient, has knowingly or repeatedly violated safety regulations, has possessed any firearms, or has possessed or was under the influence of alcohol or drugs on the job, the Contractor shall immediately remove such worker from Contract services, and may not employ such worker again on Contract services without the City's prior written consent.

11. **COMPLIANCE WITH HEALTH, SAFETY, AND ENVIRONMENTAL REGULATIONS**: The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor's obligations under this paragraph.

12. **INVOICES**:

A. The Contractor shall submit separate invoices in duplicate on each purchase order or purchase release after each delivery. If partial shipments or deliveries are authorized by the City, a separate invoice must be sent for each shipment or delivery made.

B. **Proper Invoices must include a unique invoice number, the purchase order or delivery order number and the master agreement number if applicable, the Department's Name, and the name of the point of contact for the Department**. Invoices shall be itemized and transportation charges, if any, shall be listed separately. A copy of the bill of lading and the freight waybill, when applicable, shall be attached to the invoice. The Contractor's name and, if applicable, the tax identification number on the invoice must exactly match the information in the Vendor's registration with the City. Unless otherwise instructed in writing, the City may rely on the remittance address specified on the Contractor's invoice.

C. Invoices for labor shall include a copy of all time-sheets with trade labor rate and Deliverables order number clearly identified. Invoices shall also include a tabulation of work-hours at the appropriate rates and grouped by work order number. Time billed for labor shall be limited to hours actually worked at the work site.

D. Unless otherwise expressly authorized in the Contract, the Contractor shall pass through all Subcontract and other authorized expenses at actual cost without markup.

E. Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

13. **PAYMENT**:

A. All proper invoices received by the City will be paid within thirty (30) calendar days of the City's receipt of the Deliverables or of the invoice, whichever is later.

B. **If payment is not timely made, (per paragraph A), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate.**

C. If partial shipments or deliveries are authorized by the City, the Contractor will be paid for the partial shipment or delivery, as stated above, provided that the invoice matches the shipment or delivery.

D. The City may withhold or set off the entire payment or part of any payment otherwise due the Contractor to such extent as the parties agree may be necessary on account of:

i. delivery of defective or non-conforming Deliverables by the Contractor; or

ii. failure of the Contractor to submit proper invoices with all required attachments and supporting documentation..

D. Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City.

E. Payment will be made by check unless the parties mutually agree to payment by credit card or electronic transfer of funds. The Contractor agrees that there shall be no additional charges, surcharges, or penalties to the City for payments made by credit card or electronic funds transfer.

F. The awarding or continuation of this contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds Appropriated and available for this contract. The absence of Appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not Appropriated or available and any Deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate Appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any Appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City.

14. **TRAVEL EXPENSES**: All travel, lodging and per diem expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Solicitation will be reviewed against the City's Travel Policy as published and maintained by the City's Controller's Office and the Current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at:

http://www.gsa.gov/portal/category/21287

No amounts in excess of the Travel Policy or Rates shall be paid. All invoices must be accompanied by copies of detailed itemized receipts (e.g. hotel bills, airline tickets). No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulations.

15. **FINAL PAYMENT AND CLOSE-OUT**:

A. If an MBE/WBE Program Compliance Plan is required by the Solicitation, and the Contractor has identified Subcontractors, the Contractor is required to submit a Contract Close-Out MBE/WBE Compliance Report to the Project manager or Contract manager no later than the 15th calendar day after completion of all work under the contract.

B. The making and acceptance of final payment will constitute:

i. a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, (4) arising from the Contractor's continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (5) arising under the City's right to audit; and

ii. a waiver of all claims by the Contractor against the City other than (1) those previously asserted in writing and not yet settled and (2) those arising before the making and acceptance of such final payment and not yet discovered by Contractor in the course of using due diligence and reasonable care. Notwithstanding anything in this section to the contrary, claims by the Contractor against the City that arise after the making an acceptance of final payment are not waived as a result of the provision of final payment.

16. **SPECIAL TOOLS & TEST EQUIPMENT**: If the price stated on the Offer includes the cost of any special tooling or special test equipment fabricated or required by the Contractor for the purpose of filling this order, such special tooling equipment and any process sheets related thereto shall become the property of the City and shall be identified by the Contractor as such.

17. **AUDITS and RECORDS**:

A. The Contractor agrees that the representatives of the Office of the City Auditor or other authorized representatives of the City shall have access to, and the right to audit, examine, or reproduce, any and all records of the Contractor related to the performance under this Contract. The Contractor shall retain all such records for a period of three (3) years after final payment on this Contract or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer. The Contractor agrees to refund to the City any overpayments disclosed by any such audit.

B. Records Retention:

i. Contractor is subject to City Code chapter 2-11 (Records Management), and as it may subsequently be amended. For purposes of this subsection, a Record means all books, accounts, reports, files, and other data recorded or created by a Contractor in fulfillment of the Contract whether in digital or physical format, except a record specifically relating to the Contractor's internal administration.

ii. All Records are the property of the City. The Contractor may not dispose of or destroy a Record without City authorization and shall deliver the Records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost when requested by the City

iii. The Contractor shall retain all Records for a period of three (3) years after final payment on this Contract or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer.

C. The Contractor shall include sections A and B above in all subcontractor agreements entered into in connection with this Contract.

18. **SUBCONTRACTORS**:

A. If the Contractor identified Subcontractors in an MBE/WBE Program Compliance Plan or a No Goals Utilization Plan the Contractor shall comply with the provisions of Chapters 2-9A, 2-9B, 2-9C, and 2-9D, as applicable, of the Austin City Code and the terms of the Compliance Plan or Utilization Plan as approved by the City (the "Plan"). The Contractor shall not initially employ any Subcontractor except as provided in the Contractor's Plan. The Contractor shall not substitute any Subcontractor identified in the Plan, unless the substitute has been accepted by the City in writing in accordance with the provisions of Chapters 2-9A, 2-9B, 2-9C and 2-9D, as applicable. No acceptance by the City of any Subcontractor shall constitute a waiver of any rights or remedies of the City with respect to defective Deliverables provided by a Subcontractor. If a Plan has been approved, the Contractor is additionally required to submit a monthly Subcontract Awards and Expenditures Report to the Contract Manager and the Purchasing Office Contract Compliance Manager no later than the tenth calendar day of each month. Notwithstanding the foregoing, Contractor is permitted to engage consultants who individually or through small companies act as regular staff enhancements to Contractor. Consultants engaged by Contractor to perform work pertaining to this Agreement are subject to the same terms and conditions of this Agreement as Contractor and its employees.

B. Work performed for the Contractor by a Subcontractor shall be pursuant to a written contract between the Contractor and Subcontractor. The terms of the subcontract may not conflict with the terms of the Contract, and shall contain provisions that:

i. require that all Deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract;
ii. prohibit the Subcontractor from further subcontracting any portion of the Contract without the prior written consent of the City and the Contractor. The City may require, as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City;
iii. require Subcontractors to submit all invoices and applications for payments, including any claims for additional payments, damages or otherwise, to the Contractor in sufficient time to enable the Contractor to include same with its invoice or application for payment to the City in accordance with the terms of the Contract;
iv. require that all Subcontractors obtain and maintain, throughout the term of their contract, insurance in the type and amounts specified for the Contractor, with the City being a named insured as its interest shall appear; and
v. require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.

C. The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractor's own acts and omissions. Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subcontractor except as may otherwise be required by law.

D. The Contractor shall pay each Subcontractor its appropriate share of payments made to the Contractor not later than ten (10) calendar days after receipt of payment from the City.

19. **WARRANTY-PRICE**:

A. The Contractor warrants the prices quoted in the Offer are no higher than the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.

B. The Contractor certifies that the prices in the Offer have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such fees with any other firm or with any competitor.

C. In addition to any other remedy available, the City may deduct from any amounts owed to the Contractor, or otherwise recover, any amounts paid for items in excess of the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.

20. **WARRANTY – TITLE**: The Contractor warrants that it has good and indefeasible title to all Deliverables furnished under the Contract, and that the Deliverables are free and clear of all liens, claims, security interests and encumbrances. The Contractor shall indemnify and hold the City harmless from and against all adverse title claims to the Deliverables.

21. **WARRANTY – DELIVERABLES**: The Contractor warrants and represents that all Deliverables sold the City under the Contract shall be free from defects in design, workmanship or manufacture, and conform in all material respects to the specifications, drawings, and descriptions in the Solicitation, to any samples furnished by the Contractor, to the terms, covenants and conditions of the Contract, and to all applicable State, Federal or local laws, rules, and regulations, and industry codes and standards. Unless otherwise stated in the Solicitation, the Deliverables shall be new or recycled merchandise, and not used or reconditioned.

A. Recycled Deliverables shall be clearly identified as such.

B. The Contractor may not limit, exclude or disclaim the foregoing warranty or any warranty implied by law; and any attempt to do so shall be without force or effect.

C. Unless otherwise specified in the Contract, the warranty period shall be at least one year from the date of acceptance of the Deliverables or from the date of acceptance of any replacement Deliverables. If during the warranty period, one or more of the above warranties are breached, the Contractor shall promptly upon receipt of demand either repair the non-conforming Deliverables, or replace the non-conforming Deliverables with fully conforming Deliverables, at the City's option and at no additional cost to the City. All costs incidental to such repair or replacement, including but not limited to, any packaging and shipping costs, shall be borne exclusively by the Contractor. The City shall endeavor to give the Contractor written notice of the breach of warranty within thirty (30) calendar days of discovery of the breach of warranty, but failure to give timely notice shall not impair the City's rights under this section.

D. If the Contractor is unable or unwilling to repair or replace defective or non-conforming Deliverables as required by the City, then in addition to any other available remedy, the City may reduce the quantity of Deliverables it may be required to purchase under the Contract from the Contractor, and purchase conforming Deliverables from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such Deliverables from another source.

E. If the Contractor is not the manufacturer, and the Deliverables are covered by a separate manufacturer's warranty, the Contractor shall transfer and assign such manufacturer's warranty to the City. If for any reason the manufacturer's warranty cannot be fully transferred to the City, the Contractor shall assist and cooperate with the City to the fullest extent to enforce such manufacturer's warranty for the benefit of the City.

22. **WARRANTY – SERVICES**: The Contractor warrants and represents that all services to be provided the City under the Contract will be fully and timely performed in a good and workmanlike manner in accordance with generally accepted industry standards and practices, the terms, conditions, and covenants of the Contract, and all applicable Federal, State and local laws, rules or regulations.

A. The Contractor may not limit, exclude or disclaim the foregoing warranty or any warranty implied by law, and any attempt to do so shall be without force or effect.

B. Unless otherwise specified in the Contract, the warranty period shall be at least one year from the Acceptance Date. If during the warranty period, one or more of the above warranties are breached, the Contractor shall promptly upon receipt of demand perform the services again in accordance with above standard at no additional cost to the City. All costs incidental to such additional performance shall be borne by the Contractor. The City shall endeavor to give the Contractor written notice of the breach of warranty within thirty (30) calendar days of

discovery of the breach warranty, but failure to give timely notice shall not impair the City's rights under this section.

C. If the Contractor is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be required to purchase under the Contract from the Contractor, and purchase conforming services from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source.

23. **ACCEPTANCE OF INCOMPLETE OR NON-CONFORMING DELIVERABLES**: If, instead of requiring immediate correction or removal and replacement of defective or non-conforming Deliverables, the City prefers to accept it, the City may do so. If any such acceptance occurs prior to final payment, the City may deduct such amounts as the parties agree are necessary to compensate the City for the diminished value of the defective or non-conforming Deliverables. If the acceptance occurs after final payment, such amount will be refunded to the City by the Contractor.

24. **RIGHT TO ASSURANCE**: Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

25. **STOP WORK NOTICE**: The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Contractor shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.

26. **DEFAULT**: The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under Paragraph 24, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by the Contractor to the City.

27. **TERMINATION FOR CAUSE:**. In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective fifteen (15) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such fifteen (15) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. The City shall pay the Contractor, to the extent of funds Appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof. Nothing herein shall constitute a waiver of the City's right to recover an actual damages, costs, losses, or expenses incurred, or for the City to seek any other remedy available under law or in equity, as a result of the Contractor's default. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.

28. **TERMINATION WITHOUT CAUSE**: The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days' prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City shall pay the Contractor, to the extent of funds Appropriated or otherwise

legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.

29. **FRAUD**: Fraudulent statements by the Contractor on any Offer or in any report or deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

30. **DELAYS**:

A. The City may delay scheduled delivery or other due dates by written notice to the Contractor if the City deems it is in its best interest. If such delay causes an increase in the cost of the work under the Contract, the City and the Contractor shall negotiate an equitable adjustment for costs incurred by the Contractor in the Contract price and execute an amendment to the Contract. The Contractor must assert its right to an adjustment within thirty (30) calendar days from the date of receipt of the notice of delay. Failure to agree on any adjusted price shall be handled under the Dispute Resolution process specified in paragraph 48. However, nothing in this provision shall excuse the Contractor from delaying the delivery as notified.

B. Neither party shall be liable for any default or delay in the performance of its obligations under this Contract if, while and to the extent such default or delay is caused by acts of God, fire, riots, civil commotion, labor disruptions, sabotage, sovereign conduct, or any other cause beyond the reasonable control of such Party. In the event of default or delay in contract performance due to any of the foregoing causes, then the time for completion of the services will be extended; provided, however, in such an event, a conference will be held within three (3) business days to establish a mutually agreeable period of time reasonably necessary to overcome the effect of such failure to perform.

31. **INDEMNITY**:

A. Definitions:

i. "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:
   (1) damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or
   (2) death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),

ii. "Fault" shall mean the sale of defective or non-conforming Deliverables (excluding those Deliverables the City knowingly accepted as non-conforming pursuant to Paragraph 23), negligence or willful misconduct.

B. **THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY RESULTING FROM OR CAUSED BY THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.**

32. **INSURANCE**: (reference Section 0400 for specific coverage requirements). The following insurance requirement applies. (Revised March 2013).

A. General Requirements.

i. The Contractor shall at a minimum carry insurance in the types and amounts indicated in Section 0400, Supplemental Purchase Provisions, for the duration of the Contract, including extension options and hold over periods, and during any warranty period.

ii. The Contractor shall provide Certificates of Insurance with the coverages and endorsements required in Section 0400, Supplemental Purchase Provisions, to the City as verification of coverage prior to contract execution and within fourteen (14) calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or hold over period is exercised, as verification of continuing coverage.

iii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

iv. The City may request that the Contractor submit certificates of insurance to the City for all subcontractors prior to the subcontractors commencing work on the project.

v. The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better.

vi. The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable, provided that Contractor's Errors and Omissions Policy shall not be considered primary coverage.

vii. If insurance policies are not written for amounts specified in Section 0400, Supplemental Purchase Provisions, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

viii. The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

ix. The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.

x. The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.

xi. The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. Self-insured retentions shall be disclosed on the Certificate of Insurance.

xii. The insurance coverages specified in Section 0400, Supplemental Purchase Provisions, are required minimums and are not intended to limit the responsibility or liability of the Contractor.

B. Specific Coverage Requirements: Specific insurance requirements are contained in Section 0400, Supplemental Purchase Provisions

33. **CLAIMS**: If any claim, demand, suit, or other action is asserted against the Contractor which arises under or concerns the Contract, or which could have a material adverse affect on the Contractor's ability to perform thereunder, the Contractor shall give written notice thereof to the City within ten (10) calendar days after receipt of notice by the Contractor. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2nd Street, 4th Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

34. **NOTICES**: Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered three (3) business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, telefax, or other commercially accepted means. Notices to the Contractor shall be sent to the address specified in the Contractor's Offer, or at such other address as a party may notify the other in writing. Notices to the City shall be addressed to the City at P.O. Box 1088, Austin, Texas 78767 and marked to the attention of the Contract Administrator.

35. **RIGHTS TO BID, PROPOSAL AND CONTRACTUAL MATERIAL**: All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.

36. **NO WARRANTY BY CITY AGAINST INFRINGEMENTS**: The Contractor represents and warrants to the City that: (i) the Contractor shall provide the City good and indefeasible title to the Deliverables and (ii) the Deliverables supplied by the Contractor in accordance with the specifications in the Contract will not infringe, directly or contributorily, any patent, trademark, copyright, trade secret, or any other intellectual property right of any kind of any third party; that no claims have been made by any person or entity with respect to the ownership or operation of the Deliverables and the Contractor does not know of any valid basis for any such claims. The Contractor shall, at its sole expense, defend, indemnify, and hold the City harmless from and against all liability, damages, and costs (including court costs and reasonable fees of attorneys and other professionals) arising out of or resulting from: (i) any claim that the City's exercise anywhere in the world of the rights associated with the City's' ownership, and if applicable, license rights, and its use of the Deliverables infringes the intellectual property rights of any third party;or (ii) the Contractor's breach of any of Contractor's representations or warranties stated in this Contract. In the event of any such claim, the City shall have the right to monitor such claim or at its option engage its own separate counsel to act as co-counsel on the City's behalf. Further, Contractor agrees that the City's specifications regarding the Deliverables shall in no way diminish Contractor's warranties or obligations under this paragraph and the City makes no warranty that the production, development, or delivery of such Deliverables will not impact such warranties of Contractor. Notwithstanding the foregoing, this warranty shall not apply and Contractor will incur no liability whatsoever if there is or has been (a) the use of any non-current version (or the most recent previous version) of any Deliverable, (b) the combination of any Deliverable with any other software not recommended, provided or authorized by Contractor, (c) modification of a Deliverable by the City or its agents or representatives, or (b) any use of a Deliverable in breach of this Agreement.

37. **CONFIDENTIALITY**: In order to provide the Deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use,

disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. . The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Agreement, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.

The City acknowledges that it may receive from the Contractor Confidential Information. The City agrees to maintain the Confidential Information and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information in a manner not expressly permitted under this Agreement without the prior written consent of the Contractor, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction. The Contractor acknowledges that the City's obligation pursuant to this paragraph is subject to its requirement to comply with Chapter 552 of the Texas Government Code (Public Information Act or Act). Under the Public Information Act, this Agreement, and documents related to this Agreement, which are in the City's possession, or to which City has access, are presumed to be public and the City may be required to release these records to the public unless an exception described in the Act applies. Contractor acknowledges and understands that if the City is required to disclose Contractor's Confidential Information by law or by an order of any court or other governmental authority, that the City will promptly notify Contractor before disclosing such information, but that it is the Contractor's sole responsibility to seek an appropriate protective order or ruling; provided that the City shall reasonably cooperate with the Contractor to the extent necessary for Contractor to seek such an order or ruling.

38. **PUBLICATIONS**: All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

39. **ADVERTISING**: The Contractor shall not advertise or publish, without the City's prior consent, the fact that the City has entered into the Contract, except to the extent required by law.

40. **NO CONTINGENT FEES**: The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.

41. **GRATUITIES**: The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City of Austin with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.

42. **PROHIBITION AGAINST PERSONAL INTEREST IN CONTRACTS**: No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee

guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Contractor shall render the Contract voidable by the City.

43. **INDEPENDENT CONTRACTOR**: The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.

44. **ASSIGNMENT-DELEGATION**: The Contract shall be binding upon and enure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract.

45. **WAIVER**: No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.

46. **MODIFICATIONS**: The Contract can be modified or amended only by a writing signed by both parties. No pre-printed or similar terms on any the Contractor invoice, order or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.

47. **INTERPRETATION**: The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.

48. **DISPUTE RESOLUTION**:

    A. If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.

    B. If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty

(30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

49. **JURISDICTION AND VENUE**: The Contract is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from or related to the subject matter of this Contract shall be resolved in the federal courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts to the extent such courts have or can obtain jurisdiction. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of either party to seek and secure injunctive relief from any competent authority as contemplated herein.

50. **INVALIDITY**: The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did not contain the particular portion or provision held to be void. The parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.

51. **HOLIDAYS:** The following holidays are observed by the City:

Holiday	Date Observed
New Year's Day	January 1
Martin Luther King, Jr.'s Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

52. **SURVIVABILITY OF OBLIGATIONS:** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.

53. **NON-SUSPENSION OR DEBARMENT CERTIFICATION:**

The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a Contract with the City, the Vendor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration

List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

54. **EQUAL OPPORTUNITY**

A. **Equal Employment Opportunity:** No Contractor, or Contractor's agent, shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Offer submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Offeror has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4.

B. **Americans with Disabilities Act (ADA) Compliance:** No Contractor, or Contractor's agent, shall engage in any discriminatory practice against individuals with disabilities as defined in the ADA, including but not limited to: employment, accessibility to goods and services, reasonable accommodations, and effective communications.

55. **INTERESTED PARTIES DISCLOSURE**

As a condition to entering the Contract, the Business Entity constituting the Offeror must provide the following disclosure of Interested Parties to the City prior to the award of a contract with the City on Form 1295 "Certificate of Interested Parties" as prescribed by the Texas Ethics Commission for any contract award requiring council authorization. The Certificate of Interested Parties Form must be completed on the Texas Ethics Commission website, printed, and signed by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury. The City will submit the "Certificate of Interested Parties" to the Texas Ethics Commission within 30 days of receipt from the successful Offeror. The Offeror is reminded that the provisions of Local Government Code 176, regarding conflicts of interest between the bidders and local officials remains in place. Link to Texas Ethics Commission Form 1295 process and procedures below:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

56. **BUY AMERICAN ACT-SUPPLIES (Applicable to certain federally funded requirements)**

A. Definitions. As used in this paragraph –

i. "Component" means an article, material, or supply incorporated directly into an end product.

ii. "Cost of components" means -

(1) For components purchased by the Contractor, the acquisition cost, including transportation costs to the place of incorporation into the end product (whether or not such costs are paid to a domestic firm), and any applicable duty (whether or not a duty-free entry certificate is issued); or

(2) For components manufactured by the Contractor, all costs associated with the manufacture of the component, including transportation costs as described in paragraph (1) of this definition, plus allocable overhead costs, but excluding profit. Cost of components does not include any costs associated with the manufacture of the end product.

iii. "Domestic end product" means-

(1) An unmanufactured end product mined or produced in the United States; or

(2) An end product manufactured in the United States, if the cost of its components mined, produced, or manufactured in the United States exceeds 50 percent of the cost of all its components. Components of foreign origin of the same class or kind as those that the agency determines are not mined, produced, or manufactured in sufficient and reasonably available commercial quantities of a satisfactory quality are treated as domestic. Scrap generated, collected, and prepared for processing in the United States is considered domestic.

iv. "End product" means those articles, materials, and supplies to be acquired under the contract for public use.

v. "Foreign end product" means an end product other than a domestic end product.

vi. "United States" means the 50 States, the District of Columbia, and outlying areas.

B. The Buy American Act (41 U.S.C. 10a - 10d) provides a preference for domestic end products for supplies acquired for use in the United States.

C. The City does not maintain a list of foreign articles that will be treated as domestic for this Contract; but will consider for approval foreign articles as domestic for this product if the articles are on a list approved by another Governmental Agency. The Offeror shall submit documentation with their Offer demonstrating that the article is on an approved Governmental list.

D. The Contractor shall deliver only domestic end products except to the extent that it specified delivery of foreign end products in the provision of the Solicitation entitled "Buy American Act Certificate".

Revised Section 0400 – Supplemental Terms and Conditions

CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

   All requests for explanations or clarifications must be submitted in writing to the Purchasing Office by no later than 4:00 PM on October 11, 2016 via email at jim.howard@austintexas.gov .

2. **INSURANCE:** Insurance is required for this solicitation.

   A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

      i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
      ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
      iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
      iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

         City of Austin Purchasing Office
         P. O. Box 1088
         Austin, Texas 78767

   B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

      i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are $100,000 bodily injury each accident, $500,000 bodily injury by disease policy limit and $100,000 bodily injury by disease each employee.
         (1) The Contractor's policy shall apply to the Contractor's employees working in the State of Texas and include these endorsements in favor of the City of Austin:
            (a) Waiver of Subrogation, Form WC420304, or equivalent coverage
            (b) Form WC420601, or equivalent coverage
      ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are $500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
         (1) The policy shall contain the following provisions:
            (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project subject to the policy terms, conditions and exclusions of its Commercial General Liability policy.
            (b) Contractor Work.
            (c) Products/Completed Operations Liability for the duration of the warranty period.
            (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.

(2) The policy shall also include these endorsements in favor of the City of Austin:
  (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
  (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage, provided that only ten (10) days Notice of Cancellation is required in the case of nonpayment of premiums.
  (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage

iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned (to the extent that owned vehicles are used in performance of this Contract), non-owned and hired vehicles with a minimum combined single limit of $500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are $250,000 bodily injury per person, $500,000 bodily injury per occurrence and at least $100,000 property damage liability per accident.

(1) The policy shall include these endorsements in favor of the City of Austin:
  (a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage
  (b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage
  (c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.

iv. **Professional Liability:** The Contractor shall provide coverage, at a minimum limit of $ 1 million per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Agreement, subject to the policy terms, conditions and exclusions of its Professional Liability policy.

If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.

C. **Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

3. **TERM OF CONTRACT:**

A. The Contract shall be in effect for an initial term of 12 months and may be extended thereafter for up to 4 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).

C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.

D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

4. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)

A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	CTM
Attn:	Carla Jobe-Partington, PMP, Carla.jobe-partington@austintexas.gov
Address	1124 S. IH-35, Suite 300
City, State Zip Code	Austin, Texas 78704

B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

5. **DATA LOCATION**: The Service Provider shall provide its Services to the City and its end users solely from data centers in the U.S. Storage of City Data at rest shall be located solely in data centers in the U.S. The Service Provider shall not allow its personnel or contractors to store City Data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The service provider shall permit its personnel and contractors to access City data remotely only as required to provide technical support. The service provider shall provide technical user support on a 24/7 basis unless otherwise prohibited in this contract.

6. **LIVING WAGES:**

A. The minimum wage required for any Contractor employee directly assigned to this City Contract is $13.50 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.

B. The City requires Contractors submitting Offers on this Contract to provide a certification **(see the Living Wages Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than $13.50 per hour. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.

C. The Contractor shall maintain throughout the term of the resultant contract basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA).

D. The Contractor shall provide to the Department's Contract Manager with the first invoice, individual Employee Certifications for all employees directly assigned to the contract. The City reserves the right to request individual Employee Certifications at any time during the contract term. Employee Certifications shall be signed by each employee directly assigned to the contract. The Employee Certification form is available on-line at

https://www.austintexas.gov/financeonline/vendor_connection/index.cfm"
https://www.austintexas.gov/financeonline/vendor_connection/index.cfm.

E. Contractor shall submit employee certifications annually on the anniversary date of contract award with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract. The Employee Certification Forms shall be submitted for employees added to the contract and/or to report any employee changes as they occur.

F. The Department's Contract Manager will periodically review the employee data submitted by the Contractor to verify compliance with this Living Wage provision. The City retains the right to review employee records required in paragraph C above to verify compliance with this provision.

7. **IMPORT AND EXPORT OF DATA:** The City shall have the ability to import or export data in piecemeal or in entirety at its discretion without interference from the service provider. This includes the ability for the City to import or export data to/from other service providers.

8. **WARRANTY - PERFORMANCE***:* Provider represents and warrants that: (a) Subscription Services provided under any SaaS Subscription Schedule and Non-subscription Services provide under a Statement of Work shall be provided and performed by qualified personnel in a professional, workmanlike manner, consistent with the prevailing standards of the industry; (b) services rendered in performance of this Contract shall be performed in a competent and professional manner by personnel with training, background and skills commensurate with the level of performance reasonable expected for the tasks to which such personnel are assigned; and (c) any deliverables provided by Provider shall operate in conformance with the terms of this Master Software as a Service Agreement and the applicable SaaS Subscription Schedules and Statements of Work.

9. **WARRANTY – AUTHORITY***:* Provider warrants that it has all authority necessary to provide for Client's access and use of the Subscription Services and the Non-subscription Services for the purposes set forth in this Master Software as a Service Agreement, in any SaaS Subscription Schedule and in any Statement of Work. Provider further represents and warrants that sale, licensing or use of any of the Subscription Services and of the Non-subscription Services furnished under this Agreement does not and shall not infringe, misappropriate or otherwise violate any Third Party's intellectual property rights.

10. **WARRANTY – SOFTWARE***:* Unless otherwise expressly provided in this Master Software as a Service Agreement, a SaaS Subscription Schedule or Statement of Work, Provider for itself and for and on behalf of its service providers, licensors, employees and agents warrants that: (a) the functions contained in the software provided under this Agreement shall perform in accordance with the descriptions set forth in Provider's proposal, (b) the operation of the Subscription Services and any Non-subscription Services shall be uninterrupted and error free, and (c) the Subscription Services and any Non-subscription Services shall have the capacity to meet the demand during the times specified in the Subscription Services Schedule(s) and in the Statement(s) of Work for Non-subscription Services Provider's indemnification obligation under this section includes any claim, damage, loss or expense arising from or in connection with any willful or negligent misconduct by an agent, contractor, subcontractor, consultant, or employee of Provider that results in, or is intended by such agent, contractor, subcontractor, consultant, or employee to result in, harmful or otherwise unauthorized access into any of Client's systems, data, Client's Confidential Information, or Client's technology.

11. **WARRANTY – AGAINST UNDISCLOSED ILIICIT CODE**: Provider warrants that, unless authorized in writing by Client, any software program or any other part or portion of the Subscription Services or Non-subscription Services developed by Provider, passed through to Client from Third Parties under this Agreement or provided to Client by Provider for use by Provider or Client shall:

A. Not contain any hidden executable file;

B. Not replicate, transmit or activate itself without control of a human operating the computing equipment on which it resides;

C. Not alter, damage or erase any data or computer programs without control of a human operating the computing equipment on which it resides;

D. Not contain any key, node lock, time-out or other function, whether implemented by electronic, mechanical or other means, that restricts or may restrict use or access to any software programs, Subscription Services or Non-subscription Services developed or data created under this Agreement, based on residency on a specific equipment configuration, frequency of duration of use or other limiting criteria;

E. Not contain any virus, malicious, illicit or similar unrequested code, whether known or unknown to Provider; and

F. Not use electronic self-help, including but not limited to preventing electronically Client's further or continued use of and/or access to the subscription Services, No-subscription Services or any software or other portion thereof.

G. Notwithstanding any provision in this Agreement to the contrary, if any Subscription Service or Non-subscription Service has any of the foregoing attributes (collectively "Illicit Code"), Provider shall be in default of this Agreement, and no cure period shall apply unless approved by the City. At the request of and at no cost to Client, Provider shall remove any such Illicit Code from the licensed software as promptly as possible.

H. To protect Client from damages that may be caused intentionally or unintentionally by the introduction of Illicit Code into Client's computer systems, no software may be installed, executed or copied onto Client's equipment without an express warranty to Client that Illicit Code does not exist. Such warranty shall be set forth on an exhibit attached to and made a part of this Agreement.

I. Provider agrees that in the event of any dispute with Client regarding an alleged breach of this Agreement, Provider shall not use any type of electronic means to prevent or interfere with Client's use of any portion of the Subscription Services and Non-subscription Services. Provider understands that a breach of this provision could foreseeably cause substantial harm to Client and to numerous Third Parties having business relationships with Client.

12. <u>DATA:</u>

A. "Personal Data" means data that includes information relating to a person that identifies the person by name and has any of the following personally identifiable information (PII): government-issued identification numbers (e.g., Social Security, driver's license, passport), financial account information, including account number, credit or debit card numbers, or protected health information (PHI) relating to a person.

B. Protected Health Information" (PHI) means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. PHI excludes education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv), and employment records held by a covered entity in its role as employer.[1]

[1] U.S. Department of Health and Human Services, National Institute of Health, HIPAA Privacy Rule, Definitions

C. Data Ownership: The City will own all right, title and interest in its data that is related to the services provided by this contract. The service provider shall not access City user accounts or City data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract, or (4) at the City's written request.

D. Data Protection: Protection of personal privacy and data shall be an integral part of the business activities of the service provider to ensure there is no inappropriate or unauthorized use of City information at any time. To this end, the service provider shall safeguard the confidentiality, integrity and availability of City information and comply with the following conditions:

i. The service provider shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind.
ii. All data obtained by the service provider in the performance of this contract shall become and remain property of the City.
iii. All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data. Any stipulation of responsibilities will identify specific roles and responsibilities and shall be included in the service level agreement (SLA), or otherwise made a part of this contract.
iv. Unless otherwise stipulated, the service provider shall encrypt all non-public data at rest and in transit. The City shall identify data it deems as non-public data to the service provider. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.
v. At no time shall any data or processes – that either belong to or are intended for the use of a City or its officers, agents or employees – be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the City.
vi. The service provider shall not use any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.

E. Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.

F. Security: The service provider shall disclose its non-proprietary security processes and technical limitations to the City such that adequate protection and flexibility can be attained between the City and the service provider. For example: virus checking and port sniffing – the City and the service provider shall understand each other's roles and responsibilities.

G. Security in Compliance with Chapter 521 of the Texas Business and Commerce Code: Service provider shall comply with all requirements under Chapter 521 of the Texas Business and Commerce Code, including but not limited to being responsible for a program that protects against the unlawful use or disclosure of personal information collected or maintained in the regular course of business. The program shall include policies and procedures for the implementation of administrative, technical, and physical safeguards, and shall also address appropriate corrective action for events of any security breach and proper methods of destroying records containing sensitive personal information.

H. Security Incident or Data Breach Notification: The service provider shall inform the City of any security incident or data breach.

i. Incident Response: The service provider may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and

seeking external expertise as mutually agreed upon, defined by law or contained in the contract. Discussing security incidents with the City should be handled on an urgent as-needed basis, as part of service provider communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

ii. Security Incident Reporting Requirements: The service provider shall report a security incident to the appropriate City identified contact immediately as defined in the SLA.

iii. Breach Reporting Requirements: If the service provider has actual knowledge of a confirmed data breach that affects the security of any City content that is subject to applicable data breach notification law, the service provider shall (1) promptly notify the appropriate City identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.

I. Breach Responsibilities: This section only applies when a data breach occurs with respect to personal data within the possession or control of service provider.

i. The service provider, unless stipulated otherwise, shall immediately notify the appropriate City identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.

ii. The service provider, unless stipulated otherwise, shall promptly notify the appropriate City identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a data breach. The service provider shall (1) cooperate with the City as reasonably requested by the City to investigate and resolve the data breach, (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

iii. Unless otherwise stipulated, if a data breach is a direct result of the service provider's breach of its contract obligation to encrypt personal data or otherwise prevent its release, the service provider shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state law; (3) a credit monitoring service required by state (or federal) law; (4) establishing a website or a toll-free number and call center for affected individuals required by state law – all not to exceed the average per record per person cost calculated for data breaches in the United States (currently $201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute[2] at the time of the data breach; and (5) complete all corrective actions as reasonably determined by service provider based on root cause; all [(1) through (5)] subject to this contract's limitation of liability.

13. **BUSINESS CONTINUITY AND DISASTER RECOVERY:** The service provider shall provide a business continuity and disaster recovery plan upon request and ensure that the City's recovery time objective (RTO) of is met.

14. **TERMINATION AND SUSPENSION OF SERVICE***:*

A. In the event of a termination of the contract, the service provider shall implement an orderly return of City data in a CSV or another mutually agreeable format at a time agreed to by the parties and the subsequent secure disposal of City data.

[2] "2013 Cost of Data Breach Study: Global Analysis," Ponemon Institute, May 2013.

B. During any period of service suspension, the service provider shall not take any action to intentionally erase any City data.

C. In the event of termination of any services or agreement in its entirety, the service provider shall not take any action to intentionally erase any City data for a period of:

- 10 days after the effective date of termination, if the termination is in accordance with the contract period
- 30 days after the effective date of termination, if the termination is for convenience
- 60 days after the effective date of termination, if the termination is for cause

After such period, the service provider shall have no obligation to maintain or provide any City data and shall thereafter, unless legally prohibited, delete all City data in its systems or otherwise in its possession or under its control.

D. The City shall be entitled to any post-termination assistance generally made available with respect to the services unless a unique data retrieval arrangement has been established as part of the SLA.

E. The service provider shall securely dispose of all requested data in all of its forms, such as disk, CD/DVD, backup tape and paper, when requested by the City. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the City.

15. <u>NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING</u>:

A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.

C. If an Offeror has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Offeror is given written notice and a hearing in advance of the debarment.

D. The City requires Offerors submitting Offers on this Solicitation to certify that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at: http://www.ci.austin.tx.us/edims/document.cfm?id=161145

16. <u>WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID)</u>:

A. Contractors who work on-site or with court or justice system data will be required to obtain a certified criminal background report with fingerprinting (referred to as the "report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's personnel").

B. The report may be obtained by reporting to one of the below governmental entities, submitting to fingerprinting and requesting the report [requestors may anticipate a two-week delay for State reports and up to a four to six week delay for receipt of a Federal report.].

   i. Texas Department of Public Safety for any person currently residing in the State of Texas and having a valid Texas driver's license or photo ID card;
   ii. The appropriate governmental agency from either the U.S. state or foreign nation in which the person resides and holds either a valid U.S. state-issued or foreign national driver's license or photo ID card; or
   iii. A Federal Agency. A current Federal security clearance obtained from and certified by a Federal agency may be substituted.

C. Contractor shall obtain the reports at least 30 days prior to any onsite work commencement. Contractor also shall attach to each report the project name, Contractor's personnel name(s), current address(es), and a copy of the U.S. state-issued or foreign national driver's license or photo ID card.

D. Contractor shall provide the City a Certified Criminal Background Report affirming that Contractor has conducted required security screening of Contractor's personnel to determine those appropriate for execution of the work and for presence on the City's property. A list of all Contractor Personnel requiring access to the City's site shall be attached to the affidavit.

E. Upon receipt by the City of Contractor's affidavit described in (D) above and the list of the Contractor's personnel, the City will provide each of Contractor's personnel a contractor ID badge that is required for access to City property that shall be worn at all times by Contractor's personnel during the execution of the work.

F. The City reserves the right to deny an ID badge to any Contractor personnel for reasonable cause, including failure of a Criminal History background check. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's reports. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) calendar days of the receipt of notification of denial.

G. Contractor's personnel will be required to wear the ID badge at all times while on the work site. Failure to wear or produce the ID badge may be cause for removal of an individual from the work site, without regard to Contractor's schedule. Lost ID badges shall be reported to the City's Contract Manager. Contractor shall reimburse the City for all costs incurred in providing additional ID badges to Contractor Personnel.

H. ID badges to enter and/or work on the City property may be revoked by the City at any time. ID badges must be returned to the City at the time of project completion and acceptance or upon removal of an individual from the work site.

I. Contractor is not required to obtain reports for delivery personnel, including but not limited to FedEx, UPS, Roadway, or other materials delivery persons, however all delivery personnel must present company/employer-issued photo ID and be accompanied by at least one of Contractor's personnel at all times while at the work site.

J. The Contractor shall retain the reports and make them available for audit by the City during regular business hours (reference paragraph 17 in Section 0300, entitled Right to Audit).

K. Each member of the Contractor's team must sign a non-disclosure agreement.

17. **OWNERSHIP AND USE OF DELIVERABLES:** The City shall own all rights, titles, and interests throughout the world in and to the Deliverables; excluding any materials that were developed by Contractor before

undertaking the tasks contemplated by this Agreement or developed by Contractor independent of this Contract ("Contractor Materials").

A. **Patents:** As to any patentable subject matter contained in the Deliverables (excluding Contractor Materials), the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.

B. **Copyrights:** As to any Deliverable containing copyrighted subject matter (excluding Contractor Materials), the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 17 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

C. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables. The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this Paragraph 17 A., B., and C. shall continue after the termination of this Contract with respect to such Deliverables. In the event the City does not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but determines to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the City of Austin's Purchasing Office Standard Purchasing terms and Conditions, Section 300, Paragraph 37 Confidentiality.

D. Notwithstanding the foregoing, the City hereby grants a perpetual, non-exclusive, fully paid-up, royalty-free license to Contractor to use, reproduce, modify, and distribute all work product and intellectual property specifically produced in the performance of this Contract, including as contained in any Deliverables, for the purpose of incorporating such work product and intellectual property into products prepared by Contractor for other customers.

18. **CONTRACT MANAGER:** The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Carla Jobe-Partington, PMP Carla.jobe-partington@austintexas.gov

1124 S. IH-35, Suite 300

Austin, Texas 78704

*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

19. **LIMITATION OF LIABILITY**:

To the extent permitted by the Constitution and the laws of the State of Texas, neither party shall be liable to the other for any punitive, indirect, special, or consequential damages arising under or related to the subject matter of this Agreement. Furthermore, the Contractor's liability for damages of any kind to the City shall be limited to the total amount paid to Contractor for the first 5 years of the Contract.

Contractor's Software License, Maintenance and Support Agreement

Journal Technologies, Inc.

SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT

This SOFTWARE LICENSE, MAINTENANCE AND SUPPORT AGREEMENT (this "**Agreement**"), by and between Journal Technologies, Inc., a Utah corporation (hereinafter "**Licensor**"), and the Municipal Court of the City of Austin, Texas (hereinafter "**Licensee**"), is made as of the date executed by both Licensor and Licensee (the "**Effective Date**"). In consideration for the representations and agreements contained herein, the parties hereby covenant and agree as follows:

1. DEFINITIONS

1.1 **Application Administrator** is a designated employee or contractor of Licensee responsible for managing the case management system. This role includes communicating with Licensor staff for support, troubleshooting problems, and coordinating maintenance tasks.

1.2 **Documentation** includes user, administrative and technical electronic guides which facilitate the use of and relate to the Licensed Software, together with any written product information, instructions, specifications or use guidelines made available by Licensor.

1.3 **Go Live** means that the Licensed Software is being Used (as defined below) in an operational capacity with operational data in Licensee's production environment.

1.4 **Licensed Software** means the proprietary computer software program or programs identified in Exhibit A ("LICENSE, MAINTENANCE AND SUPPORT FEES"), together with all related Documentation.

1.5 **License, Maintenance and Support Fees** means the fees to be paid by Licensee to Licensor annually in advance of each year of the License Term pursuant to Section 2.2.2 ("License, Maintenance and Support Fees").

1.6 **Maintenance** means enhancements, upgrades and new releases of the Licensed Software, which includes only those additions and/or modifications to the Licensed Software which (A) enhance functionality and/or performance without fundamentally altering the nature or manner in which the Licensed Software operates, and (B) are made generally available without additional or increased charges to other persons entitled to receive maintenance from Licensor.

1.7 **Primary Services Contract** means the [City of Austin Purchasing Office Agreement] between the parties of even date herewith.

1.8 **Support** means access to technical assistance for the Licensed Software, including support for questions about functionality, the resolution of error messages, bug fixes and troubleshooting.

1.9 **Use** or **Using** means (i) transferring any portion of the Licensed Software from storage units or media into computer or terminal equipment for utilization or processing; (ii) accessing any portion of the Licensed Software for any purpose (including, without limitation, viewing information already in the Licensed Software); or (iii) merging any Licensed Software in machine readable form into another program.

1.10 **User** means (a) any individual person, computer terminal or computer system (including, without limitation, any workstation, pc/cpu, laptop and wireless or network node) that has been authorized by the Licensee (through a username and password) to use the Licensed Software, (b) any other non-court government employees and contractors who are performing their jobs, or a computer terminal or computer system used by such a person, in each case, interfacing with or accessing the Licensed Software through an interface or its public portal or (c) any individual person who is a member of the general public (including litigants and their attorneys, reporters and interested citizens, but not government employees or contractors who are performing their jobs), or a computer terminal or computer system used by such a person, accessing the Licensed Software at any given time for any reason through its public portal (including to file documents electronically or to view information already in or accessible through the Licensed Software).

2. LICENSE

2.1 Grant of License. Upon commencement of the License Term, Licensor grants to Licensee and Licensee hereby accepts from Licensor a non-exclusive, non-transferable, personal license to install and Use the Licensed Software; provided, however, that Licensee's rights with respect to the Licensed Software are at all times and in all respects subject to the terms and conditions of this Agreement. Licensee's authorized Users may Use the Licensed Software only during the License Term and only so long as Licensee has paid the required License, Maintenance and Support Fees and is not otherwise in default under this Agreement. This license includes the right to make one copy of the Licensed Software in machine-readable form solely for Licensee's back-up purposes. The Licensed Software is the proprietary information and a trade secret of Licensor and this Agreement grants Licensee no title or rights of ownership in the Licensed Software. The Licensed Software is being licensed and not sold to the Licensee. The Licensed Software is protected by United States copyright laws and international copyright treaties, as well as other intellectual property laws.

2.2 License Term and License, Maintenance and Support Fees.

2.2.1 License Term. The License Term shall commence on the date of Go Live; provided that the License, Maintenance and Support Fees for the first year of the License Term and any unpaid fees for implementation services under the Primary Services Contract must have been received prior to such date (and the license file shall not be delivered, and the License Term shall not begin, until such License, Maintenance and Support Fees and fees for implementation services have been received by Licensor). The License Term shall continue until the first anniversary of the date of Go Live, and shall thereafter automatically renew for successive one-year periods (the "**License Term**"),

unless Licensee elects to not renew the License Term upon written notice to Licensor given not less than ninety (90) days prior to the end of the then-current License Term.

2.2.2 License, Maintenance and Support Fees. Licensee shall make payment of the License, Maintenance and Support Fees to Licensor based on the number of Users and calculated in accordance with Exhibit A, in advance of each applicable year of the License Term, including each year of the original License Term and each one-year extension; provided that the License, Maintenance and Support Fees for the first year of the License Term and any unpaid fees for implementation services under the Primary Services Contract must be paid prior to Go Live. Annual License, Maintenance and Support Fees are subject to increase in accordance with Exhibit A. Licensee may increase the number of Users at any time upon written notice to Licensor, which shall be promptly followed by payment reflecting the increased License, Maintenance and Support Fees, calculated according to Exhibit A, and pro-rated for any partial year of the License Term. Licensee may also reduce the number of Users of the Licensed Software, and the commensurate fee payable, but such reduction shall only become effective at the beginning of the following year of the License Term, and the written reduction notice must be given at least sixty (60) days before the next anniversary of the start of the License Term. All sales taxes or similar fees levied on account of payments to Licensor are the responsibility of Licensee.

2.2.3 Certain Specific Limitations. Licensee shall not, and shall not permit any User or other party to, (a) copy or otherwise reproduce, reverse engineer or decompile all or any part of the Licensed Software, (b) make alterations to or modify the Licensed Software, (c) grant sublicenses, leases or other rights in or to the Licensed Software, or (d) permit any party access to the Licensed Software for purposes of programming against it. Licensee is solely responsible for all data entered, contained in and modified while using the Licensed Software, including, without limitation, the accuracy, responsibility for archival, loss of, use and misuse of all such data.

2.2.4 E-Commerce Functionality Fees. If Public Portal is included in the Licensed Software and the e-commerce functionality of Public Portal is utilized, Licensor shall provide a PCI compliant payment gateway and payment processing functionality. A merchant services agreement will be provided to Licensee upon request. If Licensee requires an alternate payment processor provider, Licensee is responsible for all additional development costs to connect Public Portal with the payment processor provider.

2.2.5 Source Code Escrow. Licensee shall have the opportunity to be added as a beneficiary under the Software Source Code Agreement between Licensee and InnovaSafe, Inc., as it may be amended from time to time, a copy of which is attached as Exhibit B ("SOURCE CODE ESCROW AGREEMENT"). Licensee shall complete the beneficiary enrollment form and pay the required fees directly to InnovaSafe.

2.2.6 Hosted Services. If Licensee desires for Licensor to provided hosted services for the Licensed Software, Licensor can provide such services subject to the terms and conditions set forth in Exhibit D ("HOSTED SERVICES") and to the payment of the requisite hosting fees set forth in Exhibit A. Notwithstanding the foregoing, Licensor

shall not provide hosted services unless included in the proposal attached to Exhibit A, or Licensee and Licensor have entered into a separate written agreement for such services.

3. MAINTENANCE AND SUPPORT

3.1 Maintenance. Maintenance will be provided for the Licensed Software provided that Licensee has paid the applicable License, Maintenance and Support Fees described in Section 2.2.2, and subject to all of the terms and conditions of this Agreement. Maintenance for the Licensed Software will be available when the applicable enhancement, upgrade or release is first made generally available to persons entitled to receive maintenance from Licensor.

3.2 Support. Support for eCourt and Public Portal is available by telephone, e-mail, or internet support forum from 5:00 am to 6:00 pm Mountain time, Monday through Friday, except for federal holidays. Support for interfaces using eCourt API provided by Licensor is available by the same contact methods and during the same times for ninety (90) days following Go Live. Licensor shall generally provide an initial response within four (4) hours of first contact. Licensor shall use all reasonable diligence in correcting verifiable and reproducible errors reported to Licensor. Licensor shall, after verifying that such an error is present, initiate work in a diligent manner toward development of a solution. If the error is categorized as "Critical" (meaning an error for which there is no workaround and which causes data loss, affects a mission critical task or poses a possible security risk that could compromise the system), Licensor shall provide a solution through a service release as soon as possible. Licensor shall not be responsible for correcting errors in any version of the Licensed Software other than the current version, with the exception of Critical errors, for which a service release will be provided for the most recent previous version as well. Licensor shall not be responsible for errors caused by hardware limitations or failures, network infrastructure, operating system problems, operator errors or any errors related to processes, interfaces or other software.

3.3 Conditions to Receive Support.

3.3.1 Licensee must designate one or more Application Administrators, each of whom shall be an employee or contractor of Licensee. Only a designated Application Administrator may request Support. It is the responsibility of Licensee to instruct Users to route Support requests through the Application Administrator.

3.3.2 Licensee must maintain a dedicated connection, approved by Licensor, to the Licensed Software's database and/or application server, with full screen access to the server and full administrative rights to publish information and make changes.

3.3.3 Licensee must maintain all related hardware and software systems required for the operation of the Licensed Software. Minimum System requirements are attached as Exhibit C ("SYSTEM REQUIREMENTS"). Licensor shall have no responsibility for configuring, maintaining or upgrading Licensee's operating system,

hardware, network, or any other software not provided by Licensor. Licensor is not responsible for creating or maintaining database or storage backup files.

3.3.4 Licensee must keep current and have installed the latest generally available version of the Licensed Software or the most recent previous version.

3.4 Other Support. Services that go beyond routine Support may be provided under the terms of a professional services agreement upon agreement of the parties.

4. TERM AND TERMINATION

4.1 Term. The term of this Agreement shall expire at the end of the License Term or, if earlier, upon termination of this Agreement in accordance with the terms of this Section 7 ("Term and Termination") or termination of the Primary Services Contract in accordance with the terms thereof.

4.2 Termination by Licensor.

4.2.1 Payment Default. Licensor shall have the right to terminate the license granted in Section 2.2 ("License Term and License, Maintenance and Support Fees"), and this Agreement (but reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity), for any failure of Licensee to make payments of moneys due when the same are due, and such failure continues for a period of thirty (30) days after written notice thereof by Licensor to Licensee.

4.2.2 Other Licensee Defaults. Licensor may terminate the license granted in Section 2.2 ("License Term and License, Maintenance and Support Fees"), and this Agreement (but reserving cumulatively all other rights and remedies under this Agreement, in law and/or in equity), for any other material breach by Licensee which breach continues for a period of thirty (30) days after written notice thereof by Licensor to Licensee.

4.3 Actions Upon and Following Termination. Termination of this Agreement shall not affect any rights and/or obligations of the parties which arose prior to any such termination and such rights and/or obligations shall survive any such termination. Licensee must cease use of the Licensed Software immediately upon termination, and must remove and return the Licensed Software and all other products and information received by Licensee from Licensor within thirty (30) days after termination. If not removed and returned within such thirty (30) day period, Licensee hereby grants Licensor the right to remove the Licensed Software. In addition, the confidentiality obligations of the parties in Section 37 ("Confidentiality") of the Primary Services Contract shall survive the termination of this Agreement.

5. GENERAL

5.1 Notice. All notices under this Agreement shall be in writing and shall be deemed to have been duly given if delivered in person, by commercial overnight courier or by registered or certified mail, postage prepaid, return receipt requested, and addressed as follows:

To Licensor: Journal Technologies, Inc.
915 East First Street
Los Angeles, CA 90012
Attention: President

and

Munger, Tolles & Olson LLP
350 South Grand Avenue, 50th Floor
Los Angeles, CA 90071
Attention: Michael O'Sullivan

To Licensee: City of Austin
P.O. Box 1088
Austin, Texas 78767
Attention: Carla Jobe-Partington, PMP

5.2 No Third Party Beneficiaries. This Agreement is not intended to create any right in or for the public, or any member of the public, any subcontractor, supplier or any other third party, or to authorize anyone not a party to this Agreement to maintain a suit to enforce or take advantage of its terms.

5.3 Severability. In the event any one or more of the provisions of the Agreement shall for any reason be held to be invalid, illegal or unenforceable, the remaining provisions of this Agreement shall be unimpaired, and the invalid, illegal or unenforceable provision shall be replaced by a provision, which, being valid, legal and enforceable, comes closest to the intention of the parties underlying the invalid, illegal or unenforceable provision.

5.4 Entire Agreement. This Agreement is being entered into in connection with the Primary Services Contract and shall be read in conjunction with the Primary Services Contract as a single agreement constituting the entire agreement between the parties which supersedes any prior oral or written understandings, agreements, or representations by or between the parties, written or oral, to the extent they relate in any way to the subject matter hereof.

[Continued on Next Page]

IN WITNESS WHEREOF, the parties have caused this instrument to be duly executed as of the date last written below.

JOURNAL TECHNOLOGIES, INC:

By: Gerald L. Salzman Date: 6/6/17

Printed Name and Title: Gerald L. Salzman, President

THE CITY OF AUSTIN:

By: Date: 6/15/17

Printed Name and Title: JANA T. HOWARD, Procurement Manager

EXHIBIT A
LICENSE, MAINTENANCE AND SUPPORT FEES

Pricing Overview

	One-Time Costs		Annual License and Maintenance Fees		Combined	
	Court	Prosecutor	Court	Prosecutor	One-Time	Annual
	(In thousands)					
Professional services, including expenses						
Implementation	$ 750	$ 50			$ 800	
Conversions (Notes)	75	-			75	
Interfaces (Notes)	150	-			150	
Licenses and Maintenance	____	____	$240	$40	_____	$ 280
	$ 975	$ 50	$240	$40	$ 1,025	$ 280
Hosting via Amazon Web Services, including 22TB storage						$ 175

Since governments normally have limited capital budgets, we lease our systems so that our clients are not confronted with large initial capital investments. We have found that this model allows the agency to plan for growth in a cost conscious way and provides reinforcement and incentives in a "succeed-or-lose" environment for us to provide high-quality products and continuing services to our clients. For a highly service-oriented software agreement, the agency pays an annual fee. These costs include licenses, maintenance, updates, upgrades and routine support. This approach also spreads costs over the life of the project. The continuing licenses are subject to the payment of the annual fees. *Because we lease eCourt/eProsecutor, it is under continuous warranty.*

There are no upfront, one-time license fees or implementation progress payments. The annual license and maintenance fees and the professional service fees to date are due just before each rollout. We do not charge licenses and maintenance fees during the implementation which we assume will take about one year. Because eCourt/eProsecutor are configurable, there should be no customization required, except for any interfaces.

eCourt and eProsecutor are two unique configurations of the same core product, each with a separate pricing schedule. This provides the necessary separation of the two branches of city government while allowing for the seamless and immediate transfer of data between the court and the prosecutor to share events, dispositions, sentencing conditions, financial information, attorney assignments and schedules. (Both of these configurations can be on the same database, but most prosecutors do not want to take that risk.)

Municipal Court

We will include eCourt user licenses for 200 court users and additional user licenses (10% of agency users) for unlimited use of eCourt Public Portal by the public, including lawyers, and (20% of those users) for unlimited use by other governmental agencies, including those accessing eCourt via interfaces, for a total of 260 user licenses. If the number of users increases (decreases), there will be additional annual eCourt fees pursuant to the following schedule with an annual CPI adjustment.

Pricing Schedule for Court User Licenses

User Groups*	Licenses	Annual License and Maintenance Fees: Per License	Annual License and Maintenance Fees: For Group
1-100	100	$ 890	$ 89,000
101-200	100	1,010	101,000
201-500	300	830	249,000

* The actual number of agency users will determine the final pricing. The Annual License and Maintenance fee is governed by a one-year agreement with options and an annual CPI adjustment.

Prosecutors

We will include eProsecutor user licenses for 20 agency users and additional user licenses (10% of agency users) for unlimited use of eProsecutor Public Portal by the public, including lawyers, and (20% of those users) for unlimited use by other governmental agencies, including those accessing eProsecutor via interfaces, for a total of 26 user licenses. Our minimum annual fee is $50,000 (50 licenses), but we have modified it to $40,000 to encourage you to use eProsecutor. There will be additional annual eProsecutor fees, adjusted for the annual CPI, for each additional user – the next 24 licenses (then total of 50) will each cost about $420.

Hosting

The annual hosting fee consists of a basic operating fee and a storage fee. We do not have the information to allocate the estimated storage requirements of 22TB; we have provided a combined annual fee which will be adjusted to include any additional users ($250/user) and storage ($3,000/TB).

Notes

Training will be integrated into all facets of configuration and implementation. Training begins day one. The more you do, the more you learn…and that is the basic training! Then you will be able to configure eCourt and eProsecutor when your business processes change; we have an unlimited budget for implementation training of internal users; we will train until you want no more.

There must be significant involvement from your IT personnel during the installation of the hardware and system software, data conversion and the development of the interfaces.

We have assumed that your IT department, in consultation with our project team, will complete the mapping and transfer of the legacy data to a common database system provided by your IT department. From the common database we will insert it into *eCourt,* thus completing a full data conversion. Your team may need to do data cleaning or scrubbing in the source database before the initial conversion and after running each iteration of the conversion.

Since your IT department will become familiar with eCourt's API, you will be able to assist with and maintain any interfaces as well as develop interfaces.

There are no software escrow fees; see Software Escrow Agreement. We have prepared our proposal on the assumption that the City is hereby exempt from federal excise taxes and is not subject to any Texas or other local sales or use taxes.

The annual license and maintenance fees include licenses, updates, upgrades and routine support. Non-routine projects will be done pursuant to a Statement of Work using an agreed upon hourly rate plus expenses. However, because eCourt is configurable, the IT department and power users will be able to make most changes. The current blended hourly rate is $175, and it is subject to future annual adjustments.

<u>Electronic Filing fees</u> (Most, if not all, paid by the filer.)

This Price Proposal includes the eCourt Public Portal which also provides for eFiling and ePay-it functionalities. The pricing structure follows:

$5.00/filing (unlimited documents).

- There are no additional charges for Electronic Service ("eService") when combined with a filing.
- A credit card fee of 2.75% is passed on to the filer unless alternate forms of payment are established. There is no fee for ACH fund transfers.
- There are no transaction charges for fee waiver cases.

<u>ePay-it</u>

a. JTI's charges for processing electronic payments made to the agency, including but not limited to payments made using the ePay-it system, and including but not limited to the payment of fees, fines, penalties, assessments and any other agency-ordered debt, will be as follows. These payments can be borne totally by the public or partially offset by the agency. Many agencies absorb the credit card fees and have the public pay the fixed fee.
    i. Payments in full - JTI will charge a fixed fee of $5.95 per transaction;
    ii. Partial payments - JTI will charge a fixed fee of $2.95 per transaction.
b. JTI will credit the agency $.50 per transaction with no increase to this pricing schedule, which JTI will forward to agency on a monthly basis within ten (10) days of the end of each calendar month.
c. On transactions paid via credit card JTI may charge an additional fee of 2.75% of the total amount paid in each transaction. These fees may be absorbed directly by the agency and paid upon invoice from JTI to the agency if requested by the agency.
    i. JTI will provide a weekly ACH transfer of funds at no additional charge

EXHIBIT C
MINIMUM SYSTEM REQUIREMENTS

Module Architecture and Hardware Configuration

eCourt *can be in the Cloud or on your servers.*

Hosted
Your system can be hosted by large cloud hosting companies which have industry-leading security. Disaster recovery is included in your hosted solution.

We conduct quarterly third-party penetration and vulnerability tests on every hosted customer environment. Tests span discovery, exploitation, brute-forcing and reporting, providing advanced evasion and post-exploitation methods. In addition to these tests, the hosted facility has stringent data access controls.

Your Servers
We have included in-house system configurations of hardware and system software which also provides for the Public Portal. The system includes fail-over application and database servers that allow uninterrupted access to eCourt/eProsecutor if the primary servers are down. A duplicate system will probably be required if you want off-site disaster recovery. All can be virtualized using VMWare or equivalent.

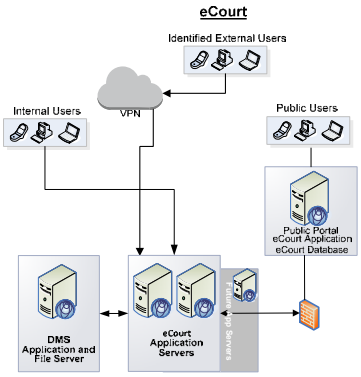
Your IT department will want to determine the physical environment and network requirements for the widely used hardware and install the centralized hardware and system software; we will provide assistance, if needed. The basic network requires a minimum 100MB to end-users and a 1G core switching.

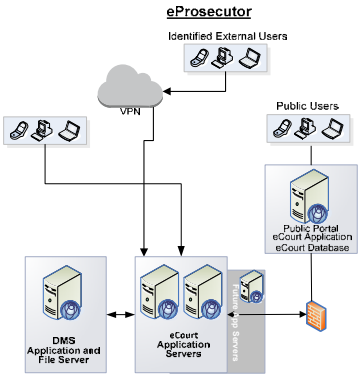
There are several choices for the hardware. You can purchase/lease equipment at significant discounts or you might already have some of the equipment. eCourt supports twain compliant scanners such as Kodak i2800, as well as the Fujitsu fi-5530C, fi-5750C, and fi-6770 models. Consequently, you should use your costs of any additional equipment and system software you need in the planning process. We do not provide/install hardware and its maintenance and support.

Users only need a web browser (Internet Explorer 10+, Chrome, Firefox, etc.) to access eCourt and the Public Portal from desktops, laptops, smartphones (iPhone, Android) and tablet devices (iPad, Galaxy, etc.) The system's graphical user interface, including all screens and dashboards, is natively touch screen enabled. Software recommendations include: Windows 2012 R2 Server Standard Edition, Microsoft SQL 2014 Standard Edition, Apache Tomcat and Jasper iReport.

Hardware and System Software

Multiple instances of eCourt can reside on the same hardware and a single database server connected to a SAN can have different databases.





Court Virtual Server and Storage Configuration

		# Machines	Memory GB	# Cores
Production				
	eCourt	1	8	8
	eCourt DB	1	32	8
Optional	Report DB	1	16	4
	Portal	1	4	4
	Portal DB	1	8	4
Staging/Testing*				
	eCourt	1	4	2
	eCourt DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2
Development*				
	eCourt	1	4	2
	eCourt DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2

* Can be used on demand.

Prosecutor Virtual Server and Storage Configuration

		# Machines	Memory GB	# Cores
Production				
	eProsecutor	1	8	8
	eProsecutor DB	1	32	8
Optional	Report DB	1	16	4
	Portal	1	4	4
	Portal DB	1	8	4
Staging/Testing*				
	eProsecutor	1	4	2
	eProsecutor DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2
Development*				
	eProsecutor	1	4	2
	eProsecutor DB	1	4	2
	Portal	1	2	2
	Portal DB	1	2	2

* Can be used on demand.

Workstation Hardware Configuration

Component	Minimum Specification
Processor	1 @ 2.0 Ghz or faster
Hardware	Any
Memory	4 GB minimum
Monitor Size	Minimum resolution: 1600x1200
Video Card	Standard
Disc space	100 GB minimum
Network interface	Ethernet NIC
Operating system/version	Windows 7 or 8/8/1
Other required software and versions	Browser of your choice. Supported browsers IE 10+, Firefox, Chrome. Java Runtime Environment 7 for printing.
Third-party applications and versions, what they are used for	MS Word, Adobe (This is for viewing and generating documents in Word and PDF format).

EXHIBIT D
HOSTED SERVICES

Licensor Hosting. In exchange for an annual hosting fee, Licensor will provide Licensed Software hosted services (the "**Hosted Service**"), which Licensee may access via an Internet connection. Access to the Hosted Service will be secured and encrypted via HTTPS and/or a VPN connection.

Licensor hosting includes fully redundant hardware, network/internet, power backup, in temperature and humidity-controlled rooms with electronics-safe fire suppression which eliminates single point of failure interruptions to uptime within the data center. To protect against physical disasters at the data center the entire operating environment is replicated at the SAN level to a secondary site in a geographically distinct location. Together, this guarantees 99.9% uptime with a 24 hour Recovery Point Objective (RPO) and 24-48 hour Recovery Time Objective (RTO).

Licensor Responsibilities. Licensor's responsibilities with respect to the Hosted Service are as follows:

a. Provide infrastructure for the hosting of Licensee data.
b. Provide maintenance of the Hosted Service.
c. Provide hourly snapshot backups of data (daily backups are also taken and kept for two weeks).
d. Provide copies of Licensee data upon Licensee's request not to exceed once per month.
e. Treat all information, data and files provided by Licensee as confidential, maintaining secure access to such material only for Licensor's support personnel for purposes of investigating or solving a support request.

Licensee Responsibilities. Licensee's responsibilities with respect to the Hosted Service are as follows:

a. Pay the annual hosting fees listed in Exhibit A.
b. Ensure that all activity occurring under User accounts abides by all applicable laws and regulations in connection with use of the Hosted Service, including those related to data privacy, international communications and the transmission of technical or personal data. Without limiting the foregoing, Licensee shall: (i) notify Licensor immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to Licensor immediately and use reasonable efforts to stop immediately any copying or distribution of content that is known or suspected by Licensee or Users; and (iii) not impersonate another Licensor user or provide false identity information to gain access to or use the Hosted Service.

c. Accept that each hosted instance allows for 100 gigabytes of filing cabinet storage. Storage required for the database server is covered by the Hosting Fees. Licensee will be notified when storage usage thresholds exceed 80%, 90%, 95%, and 100%. At 100% usage, storage will automatically be expanded by 50 gigabytes and Licensee's hosting fees will be adjusted accordingly at the then current yearly rate. The current rate is listed in Exhibit A. Additional storage may be pre-purchased at any time, however is not required.
d. Provide Licensor support personnel with accurate configuration information, screen shots, or other files and documentation as required for a support request.

System Period of Maintenance.

a. *Weekly Maintenance Outage* (Wednesday, 9:00PM to Thursday, 4:00AM MT). The Hosted Service shall be subject to a maintenance outage each Wednesday evening (Hosted Service downtime may include loss of network access, the servers, and the operating system). The Hosted Service will not always be disrupted during each weekly maintenance outage.

b. *Monthly Website and Internet Services Maintenance Outage* (Third Wednesday of each month 9:00PM to Thursday, 4:00AM MT). Website and Internet related services shall be subject to a maintenance outage the third Wednesday of each month. The Hosted Service will not always be disrupted during each maintenance outage.

c. *Extended Maintenance Outage***.** If Licensor requires additional time for maintenance or installation, Licensor shall provide written notification to Licensee at least 24 hours prior to implementing an extended maintenance outage. Licensor's notice shall explain the nature and expected duration for the extended maintenance outage.

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY
CERTIFICATION OF FILING

Certificate Number:
2017-219782

Date Filed:
06/06/2017

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Journal Technologies, Inc.
Los Angeles, CA United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

City of Austin, Texas

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

Supersedes cert2017-219664
Case Management System

4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
		Controlling	Intermediary
Munger, Charles	Los Angeles, CA United States	X	
Guerin, J.P.	Los Angeles, CA United States	X	
Salzman, Gerald	Los Angeles, CA United States	X	
Kaufman, Peter	Los Angeles, CA United States	X	
Wilcox, Gary	Los Angeles, CA United States	X	
Munger, Tolles & Olson	Los Angeles, CA United States		X

5 Check only if there is NO Interested Party. ☐

6 AFFIDAVIT

I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

Gerald L. Salzman, Gerald L. Salzman, President
Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said _____, this the _____ day of _____, 20_____, to certify which, witness my hand and seal of office.

SEE ATTACHED

Signature of officer administering oath | Printed name of officer administering oath | Title of officer administering oath

City of Austin, Texas
NON-DISCRIMINATION AND NON-RETALIATION CERTIFICATION

City of Austin, Texas

Equal Employment/Fair Housing Office

To: City of Austin, Texas,

I hereby certify that our firm complies with the Code of the City of Austin, Section 5-4-2 as reiterated below, and agrees:

(1) Not to engage in any discriminatory employment practice defined in this chapter.

(2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter, including affirmative action relative to employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rate of pay or other forms of compensation, and selection for training or any other terms, conditions or privileges of employment.

(3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Equal Employment/Fair Housing Office setting forth the provisions of this chapter.

(4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, sex or age.

(5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.

(6) To cooperate fully with City and the Equal Employment/Fair Housing Office in connection with any investigation or conciliation effort of the Equal Employment/Fair Housing Office to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.

(7) To require of all subcontractors having 15 or more employees who hold any subcontract providing for the expenditure of $2,000 or more in connection with any contract with the City subject to the terms of this chapter that they do not engage in any discriminatory employment practice as defined in this chapter

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Non-Discrimination and Non-Retaliation Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination and Non-Retaliation in Employment Policy

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion,

recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

The Contractor agrees to prohibit retaliation, discharge or otherwise discrimination against any employee or applicant for employment who has inquired about, discussed or disclosed their compensation.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their compliant, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination and non-retaliation employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE THE CITY A COPY OF THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICIES ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION AND NON-RETALIATION POLICIES, AS SET FORTH HEREIN, **OR** THIS NON-DISCRIMINATION AND NON-RETALIATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION AND NON-RETALIATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 and the City's Non-Retaliation Policy may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4 and the Non-Retaliation Policy.

Term:

The Contractor agrees that this Section 0800 Non-Discrimination and Non-Retaliation Certificate of the Contractor's separate conforming policy, which the Contractor has executed and filed with the City, will remain in force and effect for one year from the date of filling. The Contractor further agrees that, in consideration of the receipt of continued Contract payment, the Contractor's Non-Discrimination and Non-Retaliation Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 6th day of May, 2017

CONTRACTOR Journal Technologies, Inc.

Authorized Signature

Gerald L. Salzman

Title President

City of Austin
SMBR
Small & Minority Business Resources
Opening the door to opportunities

GOAL DETERMINATION REQUEST FORM

Buyer Name/Phone	J Howard (512)974-2031	**PM Name/Phone**	Carla Jobe-Partington (512)-974-1647
Sponsor/User Dept.	CTM	**Sponsor Name/Phone**	Kimberly Chadwick (512)974-4820
Solicitation No	RFP JTH0306	**Project Name**	Municipal Court Case Management System
Contract Amount	$ 2,160,462	**Ad Date (if applicable)**	

Procurement Type

- ☐ AD – CSP
- ☐ AD – Design Build Op Maint
- ☐ IFB – IDIQ
- ☒ Nonprofessional Services
- ☐ Critical Business Need
- ☐ Sole Source*
- ☐ AD – CM@R
- ☐ AD – JOC
- ☐ PS – Project Specific
- ☒ Commodities/Goods
- ☐ Interlocal Agreement
- ☐ AD – Design Build
- ☐ IFB – Construction
- ☐ PS – Rotation List
- ☐ Cooperative Agreement
- ☐ Ratification

Provide Project Description**

Austin Municipal Court, including the Downtown Community Court (DACC) and the Prosecutor's Office of the City of Austin are replacing the current case management system that supports operations of their divisions. Contractor work shall include design, software installation , programming, migration of existing data and information, testing, performance tuning, training, documentation and implementation required for the system.

Project History: Was a solicitation previously issued; if so were goals established? Were subcontractors/subconsultants utilized? Include prior Solicitation No.

Sole Source . Application used since 1994 by Court. No subcontracting opportunities. No Goals

List the scopes of work (commodity codes) for this project. *(Attach commodity breakdown by percentage; eCAPRIS printout acceptable)*

92000 Data processing Services and Software (73%); 92045 Software Maintenance/Support (21%); Business Software, Misc. (6%) (Attached SOW).

Jim Howard	8/2/2016
Buyer Confirmation	**Date**

** Sole Source must include Certificate of Exemption*
***Project Description not required for Sole Source*

FOR SMBR USE ONLY

Date Received	8/3/2016	**Date Assigned to BDC**	8/3/2016

In accordance with Chapter2-9(A-D)-19 of the Austin City Code, SMBR makes the following determination:

☐ Goals	% MBE	% WBE
☐ Subgoals	% African American	% Hispanic
	% Asian/Native American	% WBE

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Opening the door to opportunities

GOAL DETERMINATION REQUEST FORM

☐ Exempt from MBE/WBE Procurement Program	☒ No Goals

City of Austin
SMBR
Small & Minority Business Resources
Opening the door to opportunities

GOAL DETERMINATION REQUEST FORM

This determination is based upon the following:

- ☐ Insufficient availability of M/WBEs
- ☐ Insufficient subcontracting opportunities
- ☐ Sufficient availability of M/WBEs
- ☐ Sole Source
- ☐ No availability of M/WBEs
- ☒ No subcontracting opportunities
- ☐ Sufficient subcontracting opportunities
- ☐ Other

If Other was selected, provide reasoning:

MBE/WBE/DBE Availability

30 MBE/WBE firms within the SLBP area..

Subcontracting Opportunities Identified

NA.

Mariza Aldrete	08/04/2016
SMBR Staff	**Signature/ Date** 8/4/16
SMBR Director or Designee	**Date** 8/8/16
Returned to/ Date:	

Section 0900: Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Form

SOLICITATION NUMBER: RFP JTH0306

PROJECT NAME: : MUNICIPAL COURT CASE MANAGEMENT

The City of Austin has determined that no goals are appropriate for this project. Even though goals were not assigned for this solicitation, the Bidder/Proposer is required to comply with the City's MBE/WBE Procurement Program, if areas of subcontracting are identified.

If any service is needed to perform the Contract and the Bidder/Proposer does not perform the service with its own workforce or if supplies or materials are required and the Bidder/Proposer does not have the supplies or materials in its inventory, the Bidder/Proposer shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Bidder/Proposer must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract, using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

Will subcontractors or sub-consultants or suppliers be used to perform portions of this Contract?

No	____	**If no, please sign the No Goals Form and submit it with your Bid/Proposal in a sealed envelope**
Yes	X	**If yes, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Bid/Proposal in a sealed envelope.**

After Contract award, if your firm subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any subcontractor, sub-consultant, or supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though goals were not assigned, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

Journal Technologies, Inc.

Company Name

Gerald L. Salzman, President

Name and Title of Authorized Representative (Print or Type)

Gerald L. Salzman — 10/19/2016

Signature — **Date**

Minority- and Women-Owned Business Enterprise (MBE/WBE) Procurement Program No Goals Utilization Plan *(Please duplicate as needed)*

SOLICITATION NUMBER:	RFP JTH0306
PROJECT NAME: MUNICIPAL COURT CASE MANAGEMENT	

PRIME CONTRACTOR / CONSULTANT COMPANY INFORMATION

Name of Contractor/Consultant	Journal Technologies, Inc.		
Address	915 E 1st Street		
City, State Zip	Los Angeles, CA 90012		
Phone Number	213-229-5434	Fax Number	213-229-5375
Name of Contact Person	Gerald L. Salzman, President		
Is Company City certified?	Yes ☐ No ☒ MBE ☐ WBE ☐ MBE/WBE Joint Venture ☐		

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

Gerald L. Salzman, President

Name and Title of Authorized Representative (Print or Type)

Gerald L. Salzman

Signature

10/19/2016

Date

Provide a list of all proposed subcontractors / sub-consultants / suppliers that will be used in the performance of this Contract. **Attach Good Faith Effort documentation if non MBE/WBE firms will be used.**

Sub-Contractor/Sub-Consultant	Texas GovLink		
City of Austin Certified	MBE ☒ WBE ☐ Ethics / Gender Code: ☐ Non-Certified		
Vendor ID Code	TEX8311381		
Contact Person	Mariano Camarillo	Phone Number	512-217-0728
Amount of Subcontract	$ Approximately $200,000		
List commodity codes & description of services	541511 programming services		

Sub-Contractor/Sub-Consultant	Managing to Excellence		
City of Austin Certified	MBE ☐ WBE ☐ Ethics / Gender Code: ☒ Non-Certified		
Vendor ID Code			
Contact Person	Mark Kenneth	Phone Number	817-917-4817
Amount of Subcontract	$ Approximately $300,000		
List commodity codes & description of services	541511 project management, business analysis		

FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:

Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor _____ **Date** 10/20/16 **Director/Deputy Director** _____ **Date** 11/7/16