



**Purchasing Contract
CITY OF AUSTIN
RECOMMENDATION FOR COUNCIL ACTION**

AGENDA ITEM NO.: 44
AGENDA DATE: Thu 06/24/2004
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SUBJECT: Authorize negotiation and execution of contracts with PROFESSIONAL COMPUTER SOFTWARE SYSTEMS, Boiling Springs, SC, for an upgrade to imaging hardware for the existing case management system and supporting hardware in an amount not to exceed \$1,417,200; and with BUSINESS INTEGRATORS, INC., Houston, TX, for an upgrade of the IBM hardware including installation and integration support in an amount not to exceed \$180,000.

AMOUNT & SOURCE OF FUNDING: Funding in the amount of \$1,597,200 is available in the Fiscal Year 2003-2004 Technology Fund account of the Municipal Court.

FISCAL NOTE: There is no unanticipated fiscal impact. A fiscal note is not required.

REQUESTING Purchasing	DIRECTOR'S
DEPARTMENT: for Municipal Court;	AUTHORIZATION: <u>Vickie Schubert</u>
Financial and	
Administrative Services -	
Communications and	
Technology	
Management;	

FOR MORE INFORMATION CONTACT: Vic Chanmugam, Specialist Senior Buyer/974-2030

PRIOR COUNCIL ACTION: January 6, 1994 - Approved contract for JEMS software and maintenance; July 17, 1997 - Approved contract for purchase, installation and configuration to upgrade the existing IBM minicomputer; March 9, 2000 - Approved contract for maintenance and support services for JEMS.

BOARD AND COMMISSION ACTION: N/A

PURCHASING: Sole Source.

MBE / WBE: This contract will be awarded in compliance with Chapter 2-9 of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

This contract is to upgrade the software and ancillary hardware for the Municipal Court Case Management System, which was originally purchased from IBM in 1993 and maintained directly by the manufacturer, Professional Computer Software Systems (PCSS). The vendor has advised Municipal Court that support and enhancements for the current version will eventually be phased out and only available for the upgraded version of the Case Management System, and has suggested a number of changes:

1. Software – The court is currently on version JEMS 6.3. The vendor will upgrade the software to version JEMS NT 5.0, which has recently been installed in 35 locations nationwide, of which 10 locations are in Texas. The new version has a number of new features. It includes the capability to image and store documents, thereby eliminating reliance on paper files and providing immediate



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access and availability to Judges, Prosecutors, Attorneys, Police and Court staff. It includes an automated workflow component, which will allow the Court to streamline its current operations, reduce errors and improve customer service. The system will enhance the Court's website to include more information and forms which may be downloaded by police officers, attorneys and citizens. It includes the use of electronic signatures, electronic production of internal documents and allows simultaneous review of case files.

The system will also further automate the payment of fines, twenty four hours a day, seven days a week both on the internet as well as the court's interactive voice response (IVR) telephone system. All of these features are extremely important to the Court, which has to deal with voluminous paper records.

2. Hardware – The current system is a character based user interface, compared to the upgrade which is a "windows" based GUI user interface. The new software will allow the Court to make this transition from emulated "dumb" terminals to windows based PC's. The server on which the software resides is an IBM minicomputer AS 400. To run the newer version of the software, the AS 400 will also require a further upgrade and the costs of this upgrade are included in the authorization now sought. Additional authorization for \$293,000 will be sought shortly to purchase Dell servers off another city contract to implement the document imaging capability of the software. Document image files will consist of large terabytes of data stored on these separate Dell servers.

The AS 400 will be provided by Business Integrators, Inc., an affiliate of PCSS and an authorized IBM distributor. Under the direction of PCSS, Business Integrators will install the AS 400 and configure IBM's proprietary operating system, assist with integration of the PCSS Case Management System proprietary software and other third party software, and assist with security issues.

PCSS has proposed that we take advantage of their current offer to upgrade our current system. The upgrade satisfies the business needs of the Court and results in a \$1,000,000 – \$1,500,000 savings over the procurement cost through a solicitation. PCSS is the only vendor that can provide this upgrade in view of the existence of patents and copyrights.

Upgrading the present system makes more business sense than going out to competitively bid out a new system, which according to information shared with us by other Texas courts, could cost well over 3 million dollars for a system of similar size and functionality. Apart from the dollar costs, there are other intangible costs in transitioning to a new system, including the time for the procurement and implementation processes, as well as getting employees trained and familiar with the new system.

CTM has determined that the JEMS upgrade is compatible with the City's technical infrastructure. The Web portion will have to be rewritten to meet City security standards, and CTM will work with Municipal Court to seek a solution. The Web issue can be resolved later in the process. The system comes standard with a document imaging component. Municipal Court's document imaging requirements are unique and will not require integration with any other City imaging system.

Funding for this upgrade is available from the Court's Technology Fund account, which by State Law can only be used for the purchase and maintenance of court technology enhancements and is funded by a



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\$4.00 court cost upon conviction of criminal cases including traffic, nuisance and ordinance violations.