

City of Charleston

Procurement Division

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ADDENDUM #1 Q&A

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DATE: July 22, 2021

TO: All Bidders

FROM: Robin B. Robinson

RE: 21-P018R – Case Management System RFP

The addendum #1 Q&A to the solicitation is being made for the following reasons:

Q-1 Whether companies from outside USA can apply for this (like from India or Canada)?

A-1 Any company that can meet the requirements of the RFP is able to submit a proposal.

Q-2 Whether we need to come over there for meetings?

A-2 Yes, expect in-person meetings, support, and training.

Q-3 Can we perform the tasks (related to RFP) outside USA (like from India or Canada)?

A-3 No

Q-4 Can we submit the proposals via email?

A-4 No. The RFP states that proposals are to be mailed and how many copies are and original need to be submitted.

Q-5 Is it possible to get a copy of the above reference RFP formatted in Microsoft Word?

A-5 No, we do not give the document out in Word.

Q-6 On page 31 you stipulate you need the following requirement: The product must be customized to manage the accounting required by South Carolina laws for distribution of fine proceeds through the complex statutory disbursement system of specialized funds. Can you please provide additional information or clarification on what integration is needed? Do you require the new system to calculate the fine totals based off of predetermined logic or are you looking for the new system to actually process the payment?

A-6 Yes, we need the system to calculate the fine totals. See attachments.

Q-7 What is the total number of users that will need access to the new system?

A-7 40

Q-8 What is the name of the current CMS System?

A-8 JEMS

Q-9 Are you having a Pre-Bid Meeting to allow vendors to ask additional questions and gain additional knowledge regarding your requirements?

A-9 Top 3 candidates will have an opportunity to demonstrate the software and service.

Q-10 Can the City clarify what systems contain data that needs to be migrated to the new system? Can the number of tables and fields that need to be migrated be given for each system?

A-10 Data from the current JEMS solution.

Q-11 What is the current Electronic Document Management System being used? Is integration to this system necessary if the proposed system includes document management?

A-11 Our EDMS by TEAMia is the central repository for documentation produced and/or processed by the City of Charleston. The ability to integrate is necessary.

Q-12 To give accurate server requirements for an on-premise installation and a cost estimate for a hosted service, can the City provide the current amount of data storage being used? As well as any storage usage estimates for future storage growth.

A-12 (JEMS APPLICATION SERVER) 450GB (JEMS DATABASE SERVER) 500GB

Q-13 Can all external systems that require integration be listed with the type of data to be transferred? Such as one-way or two-way integration.

A-13 Possibly

Q-14 Is migration of existing, historical cases and associated documents part of the expected response and estimate?

A-14 Yes

Q-15 Do you currently have a cloud solution in place, and if so, is this Office/Microsoft 365?

A-15 Yes and Microsoft Azure

Q-16 Are external, non-domain or domain, remote users going to access the data and documents of this case system?

A-16 Domain only

Q-17 Define the major processes around both cases and documents?

A-17 All municipal court cases (citations) are manually entered into the case management system. Additional documents scanned for individual cases are Rule 5, Entry of Appearances and Leave of Absence for Attorneys, Request for Continuances and any paperwork filed by an attorney or defendant are scanned into the system. Once a case is expunged, it cannot be reopened unless a password is entered. Only 3 court staff have the ability to reopen an expunged case.

Q-18 Are there any approvals required for case documentation?

A-18 No

Q-19 Are there any electronic signatures required for case documents?

A-19 No

Q-20 Does the system need to be in compliance with any framework such as CJIS or similar?

A-20 Yes, CJIS

Q-21 Are there any needs around archiving and retaining case data and documents?

A-21 Yes

Q-22 What is the current number of cases you have in your system?

A-22 Over 778,087

Q-23 Please provide the current size of the content (in GB/TB).

A-23 JEMS server storage total is 759 Gb.

Q-24 What system do you currently have in place?

A-24 JEMS

Q-25 Any paper documents that are currently taken in for cases that are currently filed manually or need to be scanned into the system? Please elaborate on number of such documents.

A-25 Yes, 248

Q-26 How do you currently take in case information? Via digital forms?

A-26 Case information is entered manually.

Q-27 Please describe the current environment and security restrictions you may have in place? (Do you have an identity provider? If so, which one?)

A-27 Only Active Directory

Q-28 Are all 40 participants AD users?

A-28 Yes

Q-29 Please describe how you would like to query and report on cases and documents.

A-29 By entering any identifying information such as first name, last name, date of birth, or case number.

Q-30 Can you describe your ‘Municipal Court’ data needs?

A-30 Scan documents, process payments, process/generate daily weekly and monthly reports, generate dockets for court, generate reports based on race, charges, and/or date of offenses, ability to have multiple cases open at a time, integration with NIC, includes fields for each citation entered into the system to include, name, date of birth, address, driver’s license number, and any additional information listed on a citation issued by an officer

Q-31 Can you describe your ‘litigation management’ requirements?

A-31 N/A

Q-32 Can you describe your e-filing requirements?

A-32 The court does not currently have e-filing.

Q-33 Can you describe the accounting required by South Carolina for the distribution of fine proceeds through the complex statutory disbursement system of specialized funds?

A-33 See disbursement report.

Q-34 Can you describe your warrant process for the police department? Where does this data reside? Is the data going to reside in the case management system?

A-34 See attachments.

Q-35 What application/product do you currently use ‘Electronic Document Management System’? Would you consider replacing this solution?

A-35 TEAMia Electronic Document Management System, No.

Q-36 What application/product do you use ‘over the counter/online payments’?

A-36 Plug-N-Pay via SC.GOV

Q-37 Is City of Charleston’s preference more towards Cloud based or On-Premise Case Management System?

A-37 Cloud based

Q-38 Do you have budget already available for this project? If yes, what is the maximum budget you are planning to spend on this project?

A-38 Yes... Decline to Answer

Q-39 How many users would access Case Management System? Out of the total users, how many would need full rights (upload, edit documents) and how many will need read-only rights (only view the documents)?

A-39 40, 20

Q-40 Are you looking for insurance form with proposal response?

A-40 Yes

Q-41 Has the City seen demonstrations of any Case Management System? If yes, what is the name of the solution and vendor which provided the demonstration?

A-41 Yes, E Force and Tyler Technology.

Q-42 Will the CMS selected need to be integrated with the City's General Ledger/Financial software?

A-42 Possibly

Q-43 Do law enforcement agencies covering the jurisdiction of the municipal court utilize citation issuing devices?

A-43 They generate citations with laptops in their patrol cars.

Q-44 If law enforcement agencies covering the jurisdiction of the municipal court utilize citation issuing devices, what system do they use?

A-44 JEMS

Q-45 What Electronic Document Management System does the city utilize?

A-45 TEAMia

Q-46 On page 32 the RFP states: “Please outline all requirements necessary to integrate all third-party products with your solution.”

What third-party products will the CMS system be required to integrate with?

A-46 TEAMia EDMS, SC.GOV Over the Counter and Online Payments

Q-47 On page 32 the RFP states: “This system should be able to integrate with third party solutions for “Records Management” and “Online/Over the Counter Payments.”

What Record Management solutions does the court use currently? What Online/Over the Counter Payments solution(s) does the court use currently?

A-47 We do not currently use a record management solution. The court uses NIC for online/over the counter payments.

Q-48 On page 32 the RFP states: The City of Charleston envisions an operating configuration consisting of multiple environment, such as production, training, testing and development. Describe and provide a diagram of the proposed operating environment.

Is the City envisioning a test environment?

A-48 Yes

Q-49 How many databases are there to be converted?

A-49 2

Q-50 How many cases are processed annually?

A-50 Normally it is 50,000. For 2020 it was 20,000 due to the Pandemic.

Q-51 Can the Court provide an average number of cases per case type?

A-51 FY2020 for Criminal cases: 2,325
Traffic cases: 6,000
Uniform ordinance summons: 600 cases.

Q-52 How many eFilings is the municipal court accepting annually?

A-52 The court does not currently have e-filings.

Q-53 Does the Court have interest in allowing the public to resolve their disputes (i.e. Traffic tickets) online?

A-53 No.

Q-54 “The system must be scalable to accommodate growth in the number of courts, caseload volumes, associated data, documents, and users”. Could you provide an estimate on the current volume of cases/year associated with the 40 users and the current average storage size per case as well as a high end estimate of possible growth?

A-54 Refer to A-55 Out of the 40 users, only 20 have full access to our current case management system.

Q-55 “Each firm should address their capability to convert the data and images in the current Sustain, Fines & Restitution Payments, and CMS”. Can you please give a rough estimate as to amount of data and images that need to be converted, as well as the format of the data?

A-55 There are over 78,000 cases that need to be converted over. I am unsure of the format.

Q-56 “All documents must be assigned a Document Type consistent with the current CMS”. Can you please summarize the document types in the current CMS?

A-56 Word document, Adobe PDF and some crystal reports

Q-57 “The product must include document management capabilities for the courts to can all court documents into the system”. Can you please give an estimate on the current volume of scanning?

A-57 6,500 for FY2020

Q-58 “Current forms and cases will need to be transferred to the new CMS (there are currently 178 Word documents in our current system”. Does the 178 Word documents represent the number of forms?

A-58 There are currently 248 forms that represents the total number of forms.

Q-59 Our preferred payment collection method is Company Check, EFT or ACH. Which of these is your preferred payment type?

A-59 The City accepts company check, credit card, debit card, cashier’s check, money orders and cash.

Q-60 Can you clarify the accounting requirements regarding the distribution of fine proceeds?

A-60 See attachment for distribution report.

Q-61 Are there any other integrations that need to be considered?

A-61 We will want to eventually integrate with our current Electronic Document Management System by TEAMia.

Q-62 What is the size of the database that needs to be migrated over the old CMS?

A-62 (JURY) 34GB (JEMS) 1.5GB

Q-63 Can you provide a sample police department warrant for scoping purposes?

A-63 See attachment.

Q-64 What solution are you using as your electronic document system?

A-64 The court does not currently use an electronic document system.

Q-65 What organizational goals are behind this RFP?

A-65 To replace our existing/aging system.

Q-66 What are some of the biggest pain-points in the current state?

A-66 Our current system is reaching end of life.

Q-67 Has the City seen any demonstration of any solutions available in the marketplace? If so, which ones?

A-67 No

Q-68 If so, would the City identify what they liked and disliked about the demonstrated products (without naming the product name)?

A-68 N/A

Q-69 Does the City utilize its own IT helpdesk or do they end users simply call the vendor themselves?

A-69 The City of Charleston Department of Information Technology maintains an internal helpdesk.

Q-70 Would the City like a dedicated the vendor to provide technical resource to manage and administer the system?

A-70 Yes

Q-71 Would the City be interested in outsourcing any of the administrative services?

A-71 No

Q-72 Is there an excel file for the pricing section? If not, could the vendor use excel for their cost proposal?

A-72 No

If you have any questions, please feel free to call 843-724-7312 or 724-7314. Thank you in advance for your cooperation.

Signature of Acknowledgement

Date

Company Name