

Civil Process Solution

RQPD1400001 - Verification of Availability

Find attached the “**Scopes of Work**” and “**Special Requirements**” for an upcoming **Request For Proposals (RFP)**. Please review to determine if you would be able to **satisfy the requirements** (as applicable), and **interested in responding**; if so, please check the appropriate areas below and respond to this email confirming the same. Please pay “**CLOSE**” attention to the various sections and the “**SPECIAL & MINIMUM Requirements**”, being specified, and confirm your **ability** and **availability** to satisfy “**ALL**” sections/scopes.

2.1 INTRODUCTION

Miami-Dade County, hereinafter referred to as the “County”, as represented by the Miami-Dade Police Department, hereinafter referred to as “MDPD”, is soliciting proposals for a commercially available Civil Process Solution (Solution). The selected Solution will serve as a replacement to the existing legacy Civil Process Bureau (CPB) solution which was custom developed internally. The selected Proposer will be responsible for delivery of a complete turn-key Civil Solution inclusive of all software licensing, implementation, integration, configuration, data conversion, training, maintenance, and support services. The selected proposer shall provide the recommendation on hardware which will be procured by the County.

2.2 BACKGROUND

MDPD is one of the largest police departments in the Southeastern United States. MDPD’s Court Services Bureau (CSB) is responsible for processing and serving various types of court documents (civil and criminal subpoenas, summons, tax notices, eviction notices, etc.) to and for the 2.5 million residents throughout the County. These processes require initial entry, potential modifications, attempt documentation, service return preparation, and daily/weekly/monthly/annual reporting. Payouts, refunds, and transfers are also a part of the daily operation of the Bureau. The CSB also provides security services for all court facilities within the 11th Judicial Circuit, and coordinates MDPD’s recovery of costs from individuals that were adjudicated in accordance with Florida State Statute 938.27 upon conviction

In May 2010, the Office of Strategic Business Management conducted an efficiency study of the CSB, and recommended that the technology utilized by the CSB be updated to improve efficiency, accuracy, and the overall service provided to its customers. MDPD is seeking to replace the existing CPB solution with a Solution that completely and accurately manages the entirety of the civil process solution.

The proposed Solution shall utilize technology and agency-defined business rules to streamline processes, facilitate data movement across various agencies, and govern data access. The proposed Solution should have the capability of also tracking the CSB Sheriff’s Auctions and other essential accounting functions performed by CSB. In a time when budgets are tight and workload is increasing, the Solution should improve the product quality and operational efficiency by streamlining information and data entry while aligning interfaces with established solutions. The proposed Solution shall be designed to allow continued enhancement and incorporation of new technologies in the future. The proposed Solution should minimize much of the duplicate data entry that occurs between the Clerk of the Courts (COC) and MDPD.

Are you able to “Provide the Software” required under Section 2.5?

YES NO

Are you able to satisfy the “Interfaces To Be Provided” under Section 2.6?

YES NO

Are you able to satisfy the “Reporting Services To Be Provided” under Section 2.7?
YES _ NO _

Are you able to satisfy the “Conversion Services To Be Provided” under Section 2.8?
YES _ NO _

Are you able to satisfy the “Training To Be Provided” under Section 2.9?
YES _ NO _

Are you able to satisfy the “Project Management Services To Be Provided” under Section 2.10?
YES _ NO _

Are you able to meet the “Maintenance Services Required” for this contract Section 2.11?
YES _ NO _

Are you able to meet the “Support Services Required” for this contract Section 2.12?
YES _ NO _

Are you able to meet the “Implementation Services” required under this contract Section 2.13?
YES _ NO _

I am “NOT” interested in this solicitation.

Name of Firm: _____ SBE Exp. Date: _____

Owner’s Name: _____ Signature: _____

Please respond by **12:00pm, Tuesday November 5, 2013.**

Any questions, feel free to contact me at the number below.

(Respond to the **“Verification”** whether you are interested or not (choosing **“Yes”** or **“No”** as applicable); this helps SBD in the determination of measures).

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process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

1.7 Collusion

In accordance with Section 2-8.1.1 of the Code of Miami-Dade County, where two (2) or more related parties, as defined herein, each submit a proposal for any contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer or the principals thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership interest in another Proposer for the same contract. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

2.0 SCOPE OF SERVICES

2.1 INTRODUCTION

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designed to allow continued enhancement and incorporation of new technologies in the future. The proposed Solution should minimize much of the duplicate data entry that occurs between the Clerk of the Courts (COC) and MDPD.

2.3 ACRONYMS USED WITHIN THIS SCOPE OF SERVICES

The following Acronyms are utilized throughout this scope of services and defined below:

COC	Clerk of the Courts
CPB	Civil Process Bureau (system)
CSB	Court Services Bureau (entity)
GIS	Geographic Information System
IDMS	Integrated Data Management System
JPEG	Joint Photographic Experts Group
MDPD	Miami-Dade Police Department
PDF	Portable Document Format
ROS	Return-of-Service form
SSL	Secure Socket Layer
TIF	Tagged Image File
VPN	Virtual Private Network
XML	eExtensible Markup Language

2.4 CURRENT PROCESS

The CSB currently utilizes an in-house written Civil Process Bureau (CPB) application residing on the County's mainframe which uses the Integrated Database Management System (IDMS) and is approximately 25 years old. The current solution also interfaces to the County's Civil mainframe application (CPB) (non-Criminal information), as well as the County's Odyssey solution (Family Court information). This Civil solution is currently used to track all Sheriff functions at MDPD with close interaction to the COC.

Under the current solution, the interface that transfers data with the COC is very limited. Once writs are received by CSB, personnel enter contact information for petitioners/plaintiffs, respondents/defendants, attorneys, and/or individuals to be served. This information is used to generate a three-part (three-sheet) Return-of-Service (ROS) form. The three-part ROS form consists of three sheets: 1) the Original, 2) a duplicate, and 3) a comment sheet. Each form is attached to each writ, counted manually and then distributed to designated zones for assignment. Unsuccessful attempts are documented by assigned personnel on the comment sheet. Once service is made or attempts have been exhausted, the assigned personnel complete the first sheet of the ROS form. This information is then entered into the CPB solution. The second sheet is then mailed to either the plaintiff, or the plaintiff's representative. The original ROS and comment sheets are then sent to the COC to be docketed and filed.

2.5 SOFTWARE TO BE PROVIDED

The proposed Solution shall include perpetual software license(s) to accommodate the number of users listed below, as well as automate the current process service function. The proposed solution will be County hosted and reside on County hardware and shall provide the ability for the application to be used in a mobile environment using wireless mobile devices which will be provided by MDPD. As defined in the general requirements section, the proposed Solution should automate many of the back-office functions and provide a public facing website to allow limited functionality of inquiries by the general public.

- Must provide capability for at least 40 concurrent portable/mobile tablets and/or users
- Must provide capability for at least 25 concurrent desktop licenses and/or users
- Must provide capability for unlimited “viewer” licenses through the web-version of the proposer’s application.

The County also desires to minimize much of the duplicate data entry that occurs between the COC and MDPD. In order to minimize the amount of paper currently generated, the County desires the proposed solution to allow for inclusion of scanned documents (as attachments) that are currently received from various sources (including the COC). Moreover, the County wishes to automate the Sheriff’s Return of Service form which is an integral part of the function performed by the CSB. Additionally, the County desires to “convert” the existing CPB data into the new solution.

The proposed Solution shall provide functionality for end users to have the capability to add, modify, and delete in a mobile environment over a cellular data network as well as functionality to allow wireless users to perform data entry duties without a wireless connection. The proposed Solution shall be capable of transmitting all “offline” transactions once connectivity is re-established.

The proposed Solution (desktop and mobile) must be compatible with Microsoft Windows 7 (32-bit & 64-bit) or most recent version. The proposed Solution must also be compatible with either Android or Windows in order to run the “tablet” application for wireless clients. Proposers are required to complete the Software Requirements Table outlined in the Proposer Information Section, Attachment 1, indicating whether the proposed Solution meets, does not meet, or requires customization to meet the outlined requirements.

All software licenses that may be required to access third party software are to be included with the proposed Solution. The County will not purchase licensing for third party applications which are integrated into the Civil Process Software Solution or delivered as part of Proposed Solution to meet the requirements set forth within the solicitation. In the event that the proposed Solution requires third party software licenses in order to meet the technical and functional requirements of this solicitation, during contract negotiations, the County reserves the right to leverage software license agreements that may be in place between any proposed third party software copyright holder. The County has an existing Enterprise license for Microsoft software so this type of software licensing should not be provided.

2.6 INTERFACES TO BE PROVIDED

The proposed Solution shall include interfaces to the following County solutions:

- County’s Court Case Management Solution (Tyler Technologies - Odyssey) - Odyssey contains docket information for Family Court. This interface should function by connecting to an authenticated SOAP 1.2 based XML web service with XML messages formatted in Odyssey’s API XML format, including the ability to send an XML message with a document image (must support TIFF and searchable PDF formats) and case index data for retention within the Odyssey image repository in accordance with Odyssey’s API XML format. Additionally, this interface shall query the Odyssey repository through the case number to retrieve plaintiff and defendant information from the court docket and shall pre-populate certain fields in the proposed Solution.
- Florida Crime Information Center (FCIC) – this interface should provide the ability to automatically run subject checks on certain types of entry records such as Domestic Violence Injunctions and Civil Writs of Bodily Attachment. Data returned from this query shall be

attached to the subject record for further review. Communications to FCIC will be via an MDPD developed DLL. The proposed Solution will not be connecting directly to FCIC.

- County's in-house mainframe CIVA solution - CIVA contains docket information. This interface should function via an existing web service. The proposed Solution shall query the CIVA application through the case number. This connectivity will retrieve plaintiff and defendant information from the court docket and shall pre-populate certain fields. Additionally, a query feature needs to exist to inquire on attorney information (either by bar number or name) and transfer the attorney name, address, and phone information from CIVA into the proposed Solution.
- Active Directory – This interface shall allow users to authenticate against Active Directory such that users will not have to utilize a separate login (user ID / password).
- GIS – This interface should function via an existing web service to standardize, verify, and geo-code addresses. This functionality will be both “send to” and “receive from” GIS.

Interfaces To Be Provided (desired not mandatory)

County Payment Gateway - The Solution should provide an interface to the County's payment gateway via an existing web service. This functionality will be used for credit card processing (not to be confused with “charge accounts” which are described later in this document). This interface should function to transmit data from the proposed Solution to the in-house Payment Gateway developed by the County. Two connection options, as outlined below, are available for completing the interface:

- Proposed Solution can interface directly with the Payment Gateway via a plain HTTPS/XML interface. In order to complete the interface via this method, the proposed Solution must reside on a server inside the County's network. Should the selected Proposer opt to complete the interface via this method, the County will provide XML schemas and URLs required for web services, as well as documentation detailing fields and response error codes, will be provided at the time of award.
- Proposed Solution can use a Payment Module Application that is developed and maintained by the County. In order to complete the interface via this method, Proposers would need to accommodate a link within the proposed Solution that sends users to the Payment Module Application via HTTPS for collection of payment. The proposed Solution must accommodate transaction results to be posted back to the proposed Solution.

2.7 REPORTING SERVICES TO BE PROVIDED

The proposed Solution should provide the ability for the end user to create scheduled or ad-hoc reports using predefined fields such as: by case number, by return type, by operator, etc. This functionality will be provided either by the vendor's reporting tool or a third-party product such as Crystal Reports, Cognos, etc. The definition and mapping of database fields will be the responsibility of the vendor such that an end-user can create custom reports.

2.8 CONVERSION SERVICES TO BE PROVIDED

The selected Proposer shall be responsible for providing conversion services to move all data from the existing legacy solution into the proposed Solution. Data to be moved is in IDMS format. Proposers

should provide a description of their capability to meet this requirement in Item No. 20 of the Proposer Information Section.

2.9 TRAINING TO BE PROVIDED

Proposers shall include in their proposal response training for **25** individuals utilizing a “train-the-trainer” approach and will be conducted at the MDPD site. Proposer will be responsible for providing all curricula so that trainers will be able to conduct training for additional staff. The proposer shall prepare and provide Course Guide, How-to-Guides, Quick reference cards, and other reference materials. The proposer shall provide an electronic version of the end-user and technical documentation. Proposers should provide a detailed description of the training services to be provided in Item No.15 of the Proposer Information Section, including a timeline for training.

2.10 PROJECT MANAGEMENT SERVICES TO BE PROVIDED

The selected Proposer shall appoint a Project Manager (PM). Proposers shall submit a Project Management Plan (PMP) in response to Item No. 12 of the Proposer Information Section.

2.11 MAINTENANCE SERVICES TO BE PROVIDED

1. All software must be of the most recent release and all software upgrades issued by the Licensor must be provided to the County at no additional charge, within 6 months, and with a current maintenance plan to include any re-architecture or implementation cost associated with the support of the new release.
2. Corrections of substantial defects in the Software (“Solution”) so that the Solution will operate according to specifications to be resolved as Severity Level 1 (See Support Services To Be Provided Section).
3. Periodic updates of the Solution that may incorporate:
 - a. Corrections of any substantial defects;
 - b. Fixes of any minor bugs;
 - c. Fixes due to any conflicts with mandatory operating solution security patches, to be resolved as Severity Level 1; and,
 - d. At the sole discretion of Licensee, enhancements to the Solution.
4. Updates to the solution must be provided as determined by legally mandated requests.
5. Remote Server Access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; access will require prior approval from Miami-Dade County.
6. Maintenance of other non-production County environments, such as test and staging/training, will be included as part of support.

2.12 SUPPORT SERVICES TO BE PROVIDED

The selected Proposer shall provide support personnel on-site as outlined below to assist in the transition to the new Solution. The areas of support may include, at a minimum:

- a. Operating solution and environmental software,
- b. Application software,
- c. Data communications hardware and software,

- d. Database software,
- e. Operations staff, and
- f. Data update scripts/processes.

Following implementation, the selected Proposer should make live support (via telephone) for any issue available from 6:30 AM – 10:00 PM (ET) Monday through Friday. Proposers should provide a detailed description of the support services to be provided in Item No.17 of the Proposer Information Section. Calls for support services as delineated below shall be tracked by the Proposer and a unique (possibly numerical) designation shall be given to each reported problem. The Proposer shall provide a means for the County to periodically check the Proposer’s problem reporting solution to check on the progress of reported problems.

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the Solution, whether hardware or software, is in a non-responsive state and severely affects County’s productivity or operations. A high impact problem which affects the County.	One (1) Hour	Four (4) Hours	One (1) Hour
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	Two (2) Hours	Eight (8) Hours	Two (2) Hours
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Seventy two (72) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don’t impact the work flow. Issues that can easily be scheduled such as an upgrade or patch.	24 hours	One (1) Month for an acceptable work around until final resolution	Weekly Status Call

2.13 IMPLEMENTATION SERVICES TO BE PROVIDED

The selected Proposer shall be responsible for converting the existing IDMS mainframe civil application data to their proposed solution. The selected Proposer shall be responsible for providing on-site installation and configuration services for the proposed Solution. This should include planning and operational process redesign. The selected Proposer shall be responsible for testing the Solution and insure proper functionality prior to launching in the production environment. Proposers should provide a detailed description of implementation services and timeline in Item No.13 of the Proposer Information Section.

The selected Proposer solution shall provide a test/training environment such that users will be able to test the next release of the application without affecting the production solution. The users must also be able to use a training environment for training user staff. Proposer shall provide a mechanism to refresh the test / training environment on demand using portions of data from the production environment.

2.14 SOFTWARE ESCROW

The selected Proposer shall be required to enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed Solution at the time of Final Solution Acceptance. Proposers should provide a detailed description of escrow services and a copy of an existing sample escrow agreement as part of the Proposal Submission Package. Software escrow shall be provided by the selected Proposer. Pricing for software escrow fees shall be listed on the Form B-1 Price Schedule and will be paid to the selected Proposer. No third party invoicing shall be allowed.

2.15 DESIRED REQUIREMENTS

Proposers are required to complete the Desired Requirements table outlined in the Proposer Information Section; Items 88 - 94 indicating whether the proposed Solution meets, does not meet, or requires customization to meet the outlined Desired requirements. The requirements outlined are preferred by the County, but do not hold the same importance as the General Requirements

3.0 RESPONSE REQUIREMENTS

3.1 Submittal Requirements

In response to this Solicitation, Proposer should **return the entire completed Proposal Submission Package** (see attached). Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required.

The proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate responses are not requested or desired.

4.0 EVALUATION PROCESS

4.1 Review of Proposals for Responsiveness

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

4.2 Evaluation Criteria

Proposals will be evaluated by an Evaluation/Selection Committee which will evaluate and rank proposals on criteria listed below. The Evaluation/Selection Committee will be comprised of