

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New OTR Sole Source Legacy Emergency Previous Contract/Project No. 2002-129-1169(E)
 Contract Re-Bid Other LIVING WAGE APPLIES: YES NO
 Requisition No./Project No.: RQCL1600001 TERM OF CONTRACT 5 YEAR(S) WITH 2 5 YEAR OTRs
 Requisition /Project Title: Computerized Court Case Management System
 Description:
 Issuing Department: Clerk of Courts Contact Person: Juliana Manjarres Phone: 305-375-3065
 Estimate Cost: \$14,762,891
 Funding Source: Clerk's Revenue

ANALYSIS

Commodity Codes:	<u>205-54</u>			
Contract/Project History of previous purchases three (3) years Check here <input checked="" type="checkbox"/> if this is a new contract/purchase with no previous history.				
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>	
Contractor:				
Small Business Enterprise:				
Contract Value:				
Comments:				
Continued on another page (s): <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				

RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
SBE				
Basis of recommendation: <u>See Non-Competitive Acquisition Business Case Justification</u>				
Signed: <u>Juliana Manjarres</u>			Date sent to SBD: <u>09/20/2016</u>	
			Date returned to ISD Procurement:	



**INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES**

Justification/Input Document for Non-Competitive Acquisition

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes consultation with Internal Service Department's procurement staff can help avoid delays and facilitates effective market research. However, there may be instances when other than full and open competition may be justified. When a user department(s) determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to ISD for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process:

Department:	Miami-Dade Clerk of Courts		
Contact Person:	Melissa Adames / John Gutierrez	Phone Number:	(305) 349-6805 / (786) 469-2409
Requisition No.:	RQCL1600001	Estimated Value:	Initial Term (5 Yrs.) - \$4,312,467 OTR1 - \$4,879,185 OTR2 - \$5,571,240 <i>*Cumulative Total: \$14,762,891</i>
Proposed Vendor:	Tyler Technologies Inc.		
Previous Contract Number:	No. 2002-129-1169 Computerized Court Case Management/ Maintenance System	Previous Contract Value:	\$12,323,413.19 <i>(Cumulative Value All Terms)</i>

Purpose of the Purchase

Please describe your minimum requirements and the benefits of making the acquisition.

To establish a term legacy agreement for the continued software maintenance and support of the Odyssey Courts Case Management System (System) used by the Clerk of Courts (COC) and Administrative Office of the Courts (AOC) for the 11th Judicial Circuit's civil court case maintenance and case management. This System is managed and maintained by the COC, in partnership with the AOC, and is an integral part of civil daily court operations. The System is used throughout the twelve Miami-Dade County court office locations daily to support COC and AOC operations pertaining to Civil, Family, Probate, Mental Health, and Domestic Violence cases.

This System requires ongoing software maintenance and support to remain in compliance with the software licensing agreement to ensure no disruption to service delivery. Additionally, access to required professional services and System enhancements, on an as needed basis, is required to assist in the optimization and enhancement of the features and functionality provided to the users throughout Miami-Dade. Continual maintenance of the System is also required to ensure compliance with Federal and State legislative mandates and requirements.

Best Interest of the County / Uniqueness of Product

Please provide a detailed description as to why a waiver of formal bidding is in the County's best interest (e.g., product standardization, compatibility, proprietary access or distributorship, how vendor is uniquely qualified to provide the needed product or service, etc.). Please note that a lack of advance planning is not an acceptable justification for a non-competitive acquisition.

The Odyssey System is proprietarily owned and maintained by Tyler Technologies Inc. There is no other source of supply available to procure the required software maintenance and support services, software licensing, or required professional services. The System is diverse and provides seamless access to the COC and AOC for their mission-critical operations and supports the public, Judiciary, and Bar. The System has been integrated into daily operations and procedures to provide uniformity, automation, and information sharing throughout Miami-Dade County civil operations. To achieve this, several enhancements and interfaces have been developed to provide real-time information and enhanced functionality based on the operational needs of the courts.

Leverage of the Odyssey System has allowed for paper-based case maintenance and management functions to be migrated from a legacy mainframe to a distributed platform and introduced paper-less operations across all civil courts. To achieve the required collaboration, the System was enhanced to automate and streamline the end user functionality through integration and interface to various applications and systems. These systems include but are not limited to the following:

- State of Florida Court Clerks and Comptrollers (FCCC) eFiling Portal ,
- AOC's Mentis Viewer,
- RealAuction System for processing of foreclosures and property deed sales,
- State Attorney's Office calendaring and scheduling system,
- FCCC's Comprehensive Case Information System (CCIS),
- COC and AOC Datamart Reporting,
- CSI Intellidact Redaction Software,
- State of Florida ClerkC,
- Bureau of Vital Statistics,
- New Vision eRecording,
- iNovah cashiering system,
- Electronic Document Processor (EDP),
- Office of the State Courts Administrator (OSCA) State Reporting System (SRS).

The initial System implementation for circuit and county civil courts was conducted in a phased approach with the first phase moved into production in 2008 and was completed in 2015. The System is in full production use at this time. The COC has a perpetual, enterprise license structure in place and requires ongoing maintenance and support services to remain in compliance with the software license agreement and obtain the available software version releases and upgrades. This provides the COC and AOC with enriched functionality and fixes to issues reported as well as provide for access to continuous business process improvements made within the System.



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Market Research

Please describe your market research and the results thereof. This should include a description of other, similar sources or products available in the market if any and why they are not acceptable.

Tyler Technologies Inc. (Tyler) Odyssey Case Management software is the market leader for public sector court operations. The Odyssey System is proprietarily owned and maintained by Tyler Technologies Inc. There is no other source of supply available to procure the required software maintenance and support services, software licensing, or required professional services.

Tyler continues to deliver robust, industry-leading, unified case management software that meets the needs of both individual counties and statewide court systems. The Odyssey tool has become the leading case management system in the country, serving clients in more than 600 counties across 21 states — more than 100 million residents, a third of the U.S. population. Specifically within the State of Florida, the System is used by Miami-Dade, Broward, Clay, Hillsborough, Lee, Monroe, Orange and Pinellas.

Proposed Actions

Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.

Due to the sunk costs and infrastructure in place, the civil courts use of this System is anticipated for the long term to provide daily operational support for the 11th Judicial Circuit's civil courts. At this time, there is no other System that has been identified as being capable of handling all of the complexities in a single solution to satisfy the needs of Miami-Dade civil courts. As the System matures, it is recommended for the long term continued use throughout Miami-Dade County.

Leveraging the modular based System allows for flexibility and optimization that can only be achieved with a strategic partner who is committed to continuous improvement of their System. Miami-Dade as well as all other Florida counties using this System are engaged as partners with the vendor to provide feedback and obtain consensus of new functionality based on legislative and State of Florida requirements. The System provides a comprehensive view of party and case records that results in greater efficiencies by providing users integrated justice information and data among the various district offices and partners. Shared data is the crux of Odyssey's power, fueling core applications with unified case management, integrated document management, and improved workflow processes.

As additional software technologies are introduced into the marketplace, assessments will be made to gauge the available functionality and feasibility of introduction into civil court operations. A long term legacy contract is requested to be established to ensure continuity of services and access to technical support services for this mission critical System. The requested allocation has been analyzed and is aligned with the current strategic technology roadmap and actions anticipated over the next five year term for both the fixed maintenance and support fees in addition to the required estimate of hours for professional services that will be required to support future initiatives and mandates that may occur. An allocation breakdown of costs has been attached for reference to this justification.

Department Director's Approval

Date Approved