



WILL COUNTY CIRCUIT CLERK

REQUEST FOR INFORMATION (RFI)

COURT CASE MANAGEMENT SYSTEM

Issued: May 16, 2011

Submission Deadline: June 15, 2011 @ 4:30 PM CDT

Will County Circuit Clerk
14 W. Jefferson
Joliet, Illinois 60432

Table of Contents

1. Purpose
2. Background Information
3. Features and Functions
4. Functional Requirements
5. 2010 Case Load
6. RFI Instructions
7. Vendor Information
 - 7.1 Company Information
 - 7.2 Product Information
 - 7.3 Training & Support
 - 7.4 Vendor's References
 - 7.5 Cost Estimates

1. Purpose

The Will County Circuit Clerk is interested in gathering information on a Court Case Management system. This RFI seeks responses specifically for the replacement of the Court Case Management System, and to obtain cost estimates for software, hardware, data conversion, and other system implementation services.

The Mission of the Will County Circuit Clerk is to accurately maintain, safeguard and store all court documents as well as collect and disburse all monies as ordered by the courts. The Circuit Clerk collects, manages, processes all court documents, and provides the public with access to these court records. It also collects and disburses all court fees and fines. The Circuit Clerk is responsible for the reporting of case dispositions and statistics to the State of Illinois.

This RFI is issued as a means of technical discovery and information gathering. This RFI is for planning purposes only and should not be considered as a solicitation for products or services. This RFI should not be considered as an obligation on the part of Will County to make any purchases. This RFI should not be considered as a means to pre-qualify vendors.

Will County may utilize the results of this RFI in drafting a Request for Proposals (RFP) for products and services. Participation in this RFI is voluntary. Will County will not pay for the preparation of any information submitted by a respondent. Will County will not pay to utilize the information gathered for this RFI. Responders are solely responsible for all expenses associated with responding to this RFI. Responses to the RFI will not be returned.

Information gathered from the responses to this RFI will be used to help determine the strategy for procuring and integrating justice applications. Vendors are asked to provide information regarding their offerings in the areas listed above and to describe how their applications share data.

The Circuit Clerk will review the RFI responses and might request further information or a product demonstration. Information received in response to the RFI is intended to assist the Circuit Clerk in understanding current commercial offerings and defining the requirements for the procurement phase.

A Request for Proposals (RFP) will follow this RFI. The goal is to select a vendor for the project by September 2011 and obtain the greatest benefit for every dollar spent.

2. Background Information

In 2010 Will County created an Integrated Justice Committee consisting of County Judicial Agencies and local Law Enforcement Agencies. Members of this committee include a representative from the Chief Judges Office, Circuit Clerks Office, States Attorney Office, Sheriff's Department, 911, Local Police Chiefs, Court Services (Probation and Public Defender), County Executive, and State Police.

One of the first acts of the committee was to hire URL Integration to do a thorough review of our current Judicial Infrastructure and create a strategic plan for implementing Integrated Justice in Will County. This review includes the documenting current business processes and work flow, identifying gaps, documenting current information exchanges, documenting the current technology landscape, identifying future functional requirements, identifying future technical requirements, identifying ways to consolidate its disparate case management applications, and ways to integrate and share information between all of the varied applications maintained by the entire Will County justice community.

As these processes are concluded, (approximately July 2011) a strategic plan will be created for the Twelfth Judicial Circuit and the Will County Justice Community. The recommendations from the strategic plan, results of the information generated from this RFI, and input from the justice community will be used to formulate an RFP for a Court Case Management System.

There are 33 judges and 175 Circuit Clerks Office personnel. There are 3 permanent court facilities. There are 8 leased outer courts facilities throughout the county. These facilities located throughout the county and are used to hear minor traffic and ordinance violations and rotate on a daily basis. Two staff from the Circuit Clerks Office, a Judge, and Sheriff Deputy travel to a different location daily.

As far as court rooms, between the permanent court facilities there are 7 felony, 6 aggravated traffic, 1 minor traffic, 6 family, 6 civil, and 1 juvenile.

The Twelfth Judicial Circuit is similar to many courts in other states. A typical flow of a case as it moves through the court system includes: case initiation, docket entry, scheduling, document generation, calendaring, hearings, disposition, case close, appeals, accounting and reporting.

The current Court Case Management System runs on an IBM iSeries. The system supports criminal processing, civil processing, accounting and reporting. It was written in the 1990's in RPG. The performance of the iSeries is outstanding. However, the application is poorly designed, rigid, has no documentation, is difficult to modify, is case based, and does not lend itself to incorporating modern information technology architecture. There is no longer vendor support of the application.

Documents are received over the counter and also as a result of many of the functions of the system such as warrants and court orders. A barcode sheet is generated which associates a case and case event to these documents. The barcode sheet is scanned along with the documents. Real Vision Imaging is the software used for scanning and image retrieval. There are over 10,000,000 images.

The current Court Case Management system supports operations of the Circuit Clerk and to a much lesser extent the States Attorney. The States Attorney is responsible for criminal case initiation. The States Attorney in essence has no Case Management System.

While justice agencies have access to view and run reports, there is very little electronic sharing of information between justice and public safety agencies at the systems level. Email, fax, inbox, paper reports and other manual processes are the norm.

A number of separate systems have been developed to support the functions of county and local agencies. The complexity of moving data between these applications and the functional and operational constraints of the current case management system limits the ability of the County to respond to automation needs of business operations and to monitor, analyze and manage the flow of case information between systems and other important areas.

The iSeries is housed at the County MIS department. The MIS department is located in the basement of the main county building which is a few blocks from the court house. A 1GB microwave links the main court house to the county building.

3. Features and Functions

The Twelfth Judicial Circuit wishes to improve its existing business processes, automated case management systems and other technology, but has reached operational performance limits that are unlikely to be surpassed without serious retooling. This begins with the deployment of a new, high-quality, case management system that incorporates case management, finance and performance measurements, in a business intelligence environment.

It is envisioned that in the future environment, different systems will interface through an integration hub or exchange broker that will provide for data access and data exchange. Although specific data access and data exchange needs have not been determined, the functionality will be a major objective in the overall strategic plan. The objective being the passage of data from one system to another based on established business rules. These information exchanges will follow national justice information exchange standards.

Interfaces will be needed with county and local law enforcement organizations as well as significant reporting and access functions with state agencies. The system must allow for monitoring, analyzing and managing performance measures at a strategic and operational level. A major goal is eliminating a significant amount of redundant data entry between the justice agencies, providing real time information to law enforcement and justice agencies and enhancing the effectiveness and performance of the courts.

The Court Case Management System must be fully compliant with all of the following:

- The National Center for State Courts Functional Standards for Case Management
- NIEM
- Uniform Rules for Illinois Courts
- Administrative Office of the Courts of Illinois
- Illinois Supreme Court and Local Court Rules

4. Functional Requirements

Any future RFP will include a functional requirements document and will detail our needs. However, included are some required features and functions:

Paper on demand

Document management

Preferably browser-based

Support exchange broker

Person based

Warrants

Bonds

Finance and Accounting

Civil process

Appeals

Attorney management

Scheduling and calendaring

Exhibit tracking

Public access

E-citation

E-filing

E-subpoena

E-payments

E-discovery

E-signature

E-guilty

IVR

Juvenile Court

Drug Court

Veterans Court

Mental Health Court

Document scanning

Compliance

Backup

Security

High Availability

5. NEW CASES FROM 2010

CIVIL

ADOPTION	102
ARBITRATION	2,738
CHANCERY	7,998
DISSOLUTION OF MARRIAGE	2,507
EMINENT DOMAIN	129
FAMILY	1,370
LAW > \$50,000 - JURY	233
LAW > \$50,000 - NON-JURY	817
LAW =< \$50,000 - JURY	7
LAW =< \$50,000 - NON-JURY	3,744
MUNICIPAL CORPORATION	1
MENTAL HEALTH	118
MISCELLANEOUS REMEDY	1,291
ORDER OF PROTECTION	2,523
PROBATE	967
SMALL CLAIM	13,263
TAX	354

TRAFFIC/DUI

CONSERVATION VIOLATION	500
DRIVING UNDER THE INFLUENCE	2,091
ORDINANCE VIOLATION	7,881
TRAFFIC VIOLATION	119,513

JUVENILE

JUVENILE	8
JUVENILE ABUSE & NEGLECT	136
JUVENILE DELINQUENT	381

CRIMINAL

CRIMINAL CONTEMPT	7
CRIMINAL FELONY	2,679
CRIMINAL MISDEMEANOR	4,097

6. Vendor Instructions

RFI Schedule of Events

The RFI schedule is as follows:

Issued: May 16, 2011

Responses due by: 4:30 P.M. CDT June 15, 2011

Pre-Response Questions

There will be no formal question and answer period for this RFI. Vendor should make whatever assumptions they feel are necessary to provide required information.

Submission of Responses

Vendors must submit one copy of their response by e-mail in Adobe PDF format.

Please send responses to: Bob Enright benright@willcountyllinois.com

Responses will not be read publicly at the opening. A confirming email reply will be sent to acknowledge receipt of submissions.

Disclosure of Response Contents

All responses and other material submitted become the property of the Will County Circuit Clerk and may be returned only at the Circuit Clerk's option.

Information provided may be shared with other offices and departments within Will County government and may be subject to requests under the Illinois Freedom of Information Act 5 ILCS 140, (herein FOIA). Vendors may make a written request that trade secrets or commercial or financial information as defined under Section 7(1)(g) of FOIA be held confidential. However, any such information must be clearly identified and the vendor must include a brief statement that sets out the reasons for confidentiality. In the event that a request for information under FOIA is submitted to Will County or one of its officers, officials, agents, employees or department heads, Will County shall use best efforts to resist disclosure of the information. In addition, Will County shall timely notify vendor of the FOIA request. In the event that a denial to disclose information identified as set forth above is appealed to either the Public Access Counselor or the Circuit Court, it shall be the obligation of the vendor to defend and justify the continued confidentiality of the information. Failure of the vendor to timely defend the denial of disclosure shall be interpreted by the County as consent by the vendor to disclose any and all information and the County, its officials, officers, agents, employees or department heads shall incur no liability whatsoever for said disclosure.

7. Vendor Information

7.1 Company Information Respondents may present information in any applicable Adobe PDF format.

Company Name:

Company Address:

Phone Number:

Fax Number:

E-Mail Address:

Web Site URL:

Describe ownership of your company

Describe any strategic partnerships of your company

Number of employees

Key employee's names

Financial statements for the previous two years

Initial year of operation

How long have you been providing this product?

Describe business continuity strategy.

Is there any outstanding legal action against your company?

Are there any acquisitions or mergers anticipated?

7.2 Product Information Respondents may present information in any applicable Adobe PDF format.

Describe the warranty

Describe your Court case management system

Do you have a Prosecution case management system?

Product name

Product history

Installations

Capabilities

Unique features

Operating system

Database supported

Hardware and network requirements

Describe the underlying architecture design

Describe how your applications share data

Describe how your applications meet the National Information Exchange Model

Describe implementation strategies

Describe your implementation timeline

Describe integration strategies

Describe data conversion strategies

Describe the licensing and ownership arrangements

What is your policy source code availability?

Describe your application security

Describe your backup / recovery plan

7.3 Training & Support Respondents may present information in any applicable Adobe PDF format.

What level of training is provided?

What documentation is provided?

Describe your software maintenance plan

Describe your support policy

What are service request response times?

What are escalation policies and practices?

Where is your support services located?

What are the hours of operation of support services?

Does support include software updates?

How often are major software upgrades available?

How are software and database updates implemented?

7.4 Vendor's References Respondents may present information in any applicable Adobe PDF format.

The vendor's references should include three (3) references of justice systems of comparable size and complexity.

The references should include:

Client name

Client address

Brief summary of the project

7.5 Cost Estimates Respondents may present information in any applicable Adobe PDF format.

It is understood that only high-level estimates can be provided until detailed information regarding requirements and other user needs is provided. Cost estimates will be treated as such and will not be considered binding. Binding cost proposals will only be requested through a formal request for proposal.

The Estimated Cost should include, but is not limited to, the following:

- Initial system purchase or licensing

- Configuration and customization

- Data conversion

- Installation

- Training

- Hardware

- Annual software maintenance