No. 19 1063
BCC 12-14-10
3:04 P.M. SMITKE/Burgess

#19 Final negotiated contract with Tyler Technologies, Inc. for the purchase and implementation of a Consolidated Case Management System (the "Justice CCMS" System) (Contract No. 089-0408-P) approved; total contract expenditure not to exceed $5,800,000.00 (total estimated expenditure for the entire Justice CCMS project, $11,439,000.00). Chairman authorized to sign the agreement and the Clerk of the Court to attest (Business Technology Services/CJIS Policy Board/Purchasing).

Justice CCMS Project Sponsor Susan M. Jennings conducted a PowerPoint presentation, a copy of which has been filed and made part of the record, consisting of the following elements:

- Project Recap
- Scope of Services
- Contract Highlights
- Timeline of Implementation Major Events
- Project Budget
- Risks of No Action
- Benefits

Thereupon, Chief Judge J. Thomas McGrady, Sixth Judicial Circuit, related that the Justice CCMS project will benefit the Courts by providing consistent, user-friendly screen navigation with a single log-on access to all court types; that users will have the ability to access statistical data as needed and create automated and on-demand reports and documents; that the system will provide automated, balanced case assignment across all court divisions; that electronic files will allow concurrent access by multiple users and reduce the chance of file damage or loss; and that security will be increased by limiting displays to users with proper security clearance.

Chief Judge McGrady referred to a letter dated December 13, 2010 from Clerk of the Circuit Court Ken Burke, a copy of which has been filed and made part of the record, and indicated that Mr. Burke has expressed concern regarding a contract provision allowing the Pasco County Clerk to use the Justice software; that it is his understanding that no Pinellas County funds are included in the contract to allow such use; that the provision would benefit the circuit-wide offices of the Court, State Attorney and Public Defender by allowing them access to their Pasco County records, but would not benefit the Pasco County Clerk; and that any associated costs would have to be borne by Pasco County.

Ms. Jennings indicated that Mr. Burke had planned to attend today's meeting but was unable to do so; and that he had expressed his support in his December 13 letter to the Chairman.

State Attorney Bernie McCabe urged the members to support the project, indicating that the legacy Consolidated Justice Information System (CJIS) is 35 years old; that there is a need for a modern system; that most counties have separate systems for the each office; and that the Business Technology Services (BTS) and CJIS Boards have shown great foresight in seeking an off-the-shelf solution to serve all elements of the system. Referring to the Pasco County provision, Mr. McCabe related that the Pasco County Clerk of Court has recently purchased a new Case Management System and would not be better served by use of the Pinellas CCMS; and that the only beneficiaries would be those offices with multi-county responsibilities.

Public Defender Bob Dillinger reiterated the comments of the Chief Judge and State Attorney, noting that the new system is needed; that the proposed contract was not rushed, as the project was started in 1998; that the contract is detailed and provides protection for the County and a good value for the citizens; and that, with recent budget cuts, County government must rely on technology to make it more efficient.

In closing, Ms. Jennings reviewed the Justice CCMS Project Guiding Principles and, on behalf of the Justice Support Team and the stakeholders, thanked the CJIS Policy Board members for their continued support of the project.

Commissioner Welch noted that he is the County Commission appointee to the CJIS Board; whereupon, he expressed his support of the project and commended the stakeholders for working together to achieve an integrated system. Responding to queries by Commissioner Welch regarding the $4.9 million project cost which remains unfunded, Ms. Jennings indicated that the preliminary cash flow projection calls for an additional appropriation of $700,000.00 in Fiscal Year 2012 and the $4.2 million balance in Fiscal Year 2013; and Mr. LaSala noted that the funding issues will be addressed by the BTS Board and the County Commission on an annual basis.

Commissioner Latvala noted for the record that she is the Chairman of the BTS Board, and thanked Ms. Jennings, the CJIS Policy Board, and everyone involved in the project. Noting that the new system is necessary to keep the workload moving smoothly and

efficiently, she urged the members to support the project; whereupon, she moved, seconded by Commissioner Welch, that the contract be approved.

Responding to queries by Commissioner Roche, Ms. Jennings provided further clarification regarding the Pasco County case management system and project sequencing and testing procedures; and Chief Assistant County Attorney Dennis Long provided input regarding the proposed 20-percent contingency.

During discussion and responding to query by Commissioner Brickfield, Mr. LaSala indicated that staff would look at all sources of funding for the project and identify the most appropriate in its recommendation to the Board.

In response to queries by Chairman Seel, Ms. Jennings indicated that she is unaware of the typical market value of the Pasco County option; that the contract amount was reduced significantly as a result of the six-month negotiation process; that the Pinellas County contract is a benefit to Tyler Technologies; that Pasco County would be liable for professional service fees and labor costs should they choose to exercise the option; that the maintenance and support cost for all system modules is estimated at $267,000.00 annually; and that the County will only pay maintenance and support fees for modules that have been put into full production. Chairman Seel referred to budget projections and noted that it appears the savings could cover the full project cost sooner than the estimated 15 years; and Ms. Jennings stated that additional savings will be achieved as a result of the reduction in paper processing, elimination of redundancy in data entry, and the elimination of warehouse costs for document storage.

Responding to query by Chairman Seel, BTS Executive Director Paul F. Alexander provided information regarding the 20-percent contingency for the Oracle Project Unified Solution (OPUS) project.

Vote - 7 – 0

* * * *

At this time, 5:41 P.M., Commissioner Roche left the meeting.

* * * *

BOARD OF COUNTY COMMISSIONERS

DATE: December 14, 2010
AGENDA ITEM NO. 19

Consent Agenda ☐ **Regular Agenda** ☑ **Public Hearing** ☐

County Administrator's Signature:

Subject:

Approval of Final Negotiated Contract - Consolidated Case Management System
Contract No. 089-0408-P(JL)

Department:

Business Technologies Services / CJIS Policy Board / Purchasing

Staff Member Responsible:

Paul Alexander / Thomas McGrady / Ken Burke / Jim Coats / Bob Dillinger / Gay Inskeep / Bernie McCabe / Ken Welch / Charles Harmon / Anthony Holloway / John Carroll / Joe Lauro

Recommended Action:

I RECOMMEND THE BOARD OF COUNTY COMMISSIONERS (BOARD) APPROVE THE FINAL NEGOTIATED CONTRACT FOR THE PURCHASE AND IMPLEMENTATION OF A CONSOLIDATED CASE MANAGEMENT SYSTEM (CCMS) WITH TYLER TECHNOLOGIES, PLANO TEXAS.

IT IS FURTHER RECOMMENDED THE CHAIRMAN SIGN THE AGREEMENT AND THE CLERK OF THE COURT ATTEST.

Summary Explanation/Background:

On June 5, 2009, the Purchasing Department on behalf of the Consolidated Justice Information System Board (CJIS) released a Request for Proposal (RFP) for the purpose of purchasing and implementing a new system to replace the legacy CJIS. The new system titled "Justice CCMS" will be utilized for common core case management processing and many other related functions.

The Justice CCMS will be utilized by the following primary stakeholders; the Courts, Clerk of the Court, Public Defender, State Attorney, Sheriff, Board of County Commissioners and local law enforcement. The Justice CCMS will provide a single common, unified platform for both data sharing and the agency specific case management needs of stakeholders.

After the initial evaluation of proposals and subsequent ranking of firms, the Board on April 6, 2010, approved staff recommendation to proceed with negotiations with the number one ranked firm, Tyler Technologies (Tyler).

Negotiations with Tyler centered on the project statement of work, functional requirements, master agreement and cost. The final negotiated not to exceed contract amount is $5,800,000.00. Included in the final agreement is an option for the County to obtain Tyler's Jail Management System software for a period of five years following the Project Notice to Proceed for an additional $750,000.00. Additionally, the agreement allows for the Pasco County Clerk of the Court to procure, at no license cost, the Tyler enterprise case management license and related modules for a period of thirty (30) months following the Project Notice to Proceed date. After thirty (30) months, and up until sixty (60) months, the Pasco County Clerk of the Court shall have the option to procure the Tyler enterprise case management license and related modules at a discounted price.

The contract period will begin with a formal Analysis Period Notice to Proceed whereby Tyler will first provide the Justice CCMS Project Charter consistent with the staffing plan in the Justice CCMS Statement of Work, and describe the level of staff effort, roles, and responsibilities, project tasks and sequencing necessary to perform the contracted services. On County approval, Tyler will proceed with Gap Fit Analysis, which shall involve the review and consideration of the data and system functionality currently provided in the County's legacy CJIS and other supporting systems compared to the Tyler enterprise case management software and related modules. Tyler will then provide any additional cost for enhancements and any impact to the project schedule for County review. The expected time for completion of the Justice CCMS Project, with all court types in production/live is approximately thirty six (36) months.

The contract provides for Board delegation of signature authority to the County Administrator or his designee for each change order(s) not exceeding $250,000.00 that arises during the term of the contract for the purpose of maintaining project schedule continuity and mitigating additional cost and risk associated with approval delays. No further Board action will be required pending the net value of a change order does not exceed $250,000.00 and the total project cost does not exceed $11,439,000.00.

Maintenance and support costs begin at the end of each go live warranty period (45 days) for that respective court type(s). The first maintenance and support costs, for the first court type is projected to begin approximately 12 months from the issuance of the formal Analysis Period Notice to Proceed. Additionally, costs associated with maintenance and support shall be firm for the first two fiscal years after the fiscal year in which all court types are in production/live and the system warranty is completed. The agreed cost for the first two full fiscal years after system warranty is $267,288 per year. Thereafter, any increase in annual maintenance and support shall be limited to the lesser of six percent (6%) or the annual cost of living increases according to the Consumer Price Index for All Urban Consumers, US City Average as published by the United States Department of Labor.

Fiscal Impact/Cost/Revenue Summary:

Total Contract Expenditure not to exceed $5,800,000.00

In addition to the purchase of software and implementation services associated with the software, the following project areas will have additional associated costs:

Project Staff and Operating Expenses (3 years) - Project Sponsor (1 FTE), Change Management Coordinator (1 FTE) and a Project Implementation Specialist (1 FTE) $1,105,000.00. The positions will expire at the end of project implementation.

Hardware and Supporting Software requirements (includes provision for disaster recovery and business continuity) $675,000.00

Backfill Staffing (3 years)- $1,615,000.00

Quality Assurance (3 years-NCSC Optional Tasks) - $350,000.00

Contingency - (20% of total project costs) $1,894,000.00

Total Estimated Expenditure for the entire Justice CCMS project $11,439,000.00

Exhibits/Attachments Attached:

Contract Review
Master Agreement including the following exhibits:

Exhibit A Statement of Work
Exhibit B Deliverables Schedule
Exhibit C Project Schedule
Exhibit D Functional Requirements
Exhibit E Interface and Extracts
Exhibit F Maintenance and Support Agreement
Exhibit G Defect Escalation Procedures
Exhibit H Hardware and Software Requirements
Exhibit I Escrow Agreement
Exhibit J Tyler's Key Personnel
Exhibit K Pinellas' Non-Disclosure Agreement

Insurance
Vendor Bid Documents
Request for Proposal
Addendums

Pinellas County PURCHASING

PURCHASING DEPARTMENT
CONTRACT REVIEW TRANSMITTAL SLIP

CATS NO.: 35284

PROJECT: Justice CCMS – CONSOLIDATED CASE MANAGEMENT SYSTEM

BID NUMBER: 089-0408-P (JL) **REQ. NUMBER:**

TYPE: ☒ Purchase Contract ☐ Other: ☐ Construction-Less than $100,000 ☐ One Time

In accordance with Contract Administration and its Review Process, the attached documents are submitted for your review and comment. Please complete this Purchasing Contract Review Transmittal Slip below with your assessment and forward to the next Review Authority on the list. Indicate suggested changes by noting those in "Comments" column, or by revising, **in RED,** the appropriate section(s) of the document(s) reflecting the exact wording of the desired change(s).

RISK MANAGEMENT: Please enter required liability coverage on pages: **PRODUCT ONLY** ☐

This is an annual/semi-annual/one-time requirement contract. Estimated Expenditure: $ 5,800,000
(circle or underline choice above)

REVIEW SEQUENCE	REVIEW AUTHORITY	REVIEW DATE	REVIEW SIGNATURE	COMMENTS (Attach Separate page if necessary)	COMMENTS INCORPORATED
1.	Purchasing Dept. Joe Lauro	11/8/10			
2.	Using Department Director: Paul Alexander & Suzie Jennings, Justice CCMS Project Sponsor	11/8/10 11/8/10			
Using Dept.: please check attached vendor list. Circle vendors to whom you want bids mailed. Add additional vendors with complete information (Name, Address, Phone, Fax, Email).					
3.	Risk Management Attn: Will Davis *(Check applicable box at right)*	11/8/10		See changes to pg. 2 Agreed upon $3,000,000 for 15.3(d)	☐ HIGH RISK ☐ NOT HIGH RISK
4.	BCC Finance Attn: Cassandra Williams	11/15/10		Legal - See attached Comments.	
5.	Office of Management and Budget Attn: John Woodruff	11/15/10			
6.	Asst. County Administrator Attn: Mark Woodard	11/18/10			
7.	Legal Attn: Dennis Long	11/15/10		addressed the comments by email and resolved same	

****RETURN ALL DOCUMENTS TO PURCHASING****

Make all inquiries to:	Suzie Jennings, Justice CCMS Project Sponsor	at Extension 45330
In order to meet the following schedule, please return your requirements to Purchasing by:		

TENTATIVE DATES
Legal Ad-BID/RFP Mail Out:
BID/RFP Opening:
Board/County Admin/Purchasing Director Approval: 12/14/2010

KEN BURKE

CLERK OF THE CIRCUIT COURT — PINELLAS COUNTY, FLORIDA

Clerk of the County Court
Recorder of Deeds
Clerk and Accountant of the Board of County Commissioners
Custodian of County Funds
County Auditor
Clerk of the Water and Navigation Control Authority

315 Court Street
Clearwater, FL 33756-5165
Telephone: (727) 464-3341

December 13, 2010

RECEIVED
BOARD OF
2010 DEC 14 AM 10:51
BOARD OF COUNTY
COMMISSIONERS
PINELLAS COUNTY FLORIDA

The Honorable Commissioner Karen Williams Seel
Commission Chair
Pinellas County Board of County Commissioners
315 Court Street
Clearwater, FL 33756

Dear Commissioner Seel:

Item number 19 on tomorrow's Board of County Commissioners Agenda deals with the Consolidated Case Management System. This contract is the result of extensive work on the part of the justice partners through a series of committees and workgroups. Special recognition should go to Suzie Jennings for her leadership, and to Dennis Long for his legal guidance.

Based on the thorough review and the deliberative process, I join with the other members of the CJIS board in requesting your approval of the contract.

There are two concerns I would like to bring to your attention:

1. Page 10, Item 3.7 of the contract: This section of the contract gives the Pasco County Clerk of the Circuit Court the option to use the Justice software at no cost for the License Fee. At the CJIS meeting Dennis Long acknowledged when questioned that this is a unique clause in that another county explicitly benefits from a Pinellas County contract. In my role as County Auditor, it is my concern that Pinellas County has contracted to provide a benefit to another county that only is gained by the taxpayers of Pinellas County purchasing the Tyler product. Further, it is my concern that no Pinellas County funds or resources (BCC, Clerk, BTS) be expended in any manner as it relates to this provision in the contract. If the Board of County Commissioners allows this provision to remain as part of the contract, it is my recommendation that the Board express its direction that no Board or BTS resources be used as it relates to this provision. The Clerk from Pasco has not requested this provision, and Pasco should not receive anything "free" as a result of a contract paid for by the taxpayers of Pinellas County.

2. Timetable: We need to be vigilant with regard to the way progress is made through the milestones. Each step of the project should have the proper testing completed and issues resolved prior to forging on with the next milestone. Through our consultations with other counties in the state of Florida that have implemented the Tyler software, the common error that caused significant problems was moving forward before the proper testing was completed and technical issues were resolved. All the entities involved are committed to moving the project along in an acceptable timetable. The timetable, however, shall not dictate movement but should be used as a tool.

Thank you for your support of agenda item #19. This is a significant milestone for the justice partners involved with the project and for Pinellas County.

Very truly yours,



Ken Burke

KB/ss

Pinellas County

Justice Guiding Principles:
We are committed to each other's success
Retire Legacy CJIS
Limit changes to Legacy CJIS
Leverage Industry Best Practices
Customize only as a last resort
Design for flexibility and integration

Justice CCMS Project

presentation to the

Board of County Commissioners

December 14, 2010

Suzie Jennings, Justice CCMS Project Sponsor

Pinellas County
JUSTICE
Consolidated Case Management System

Pinellas County

Project Recap

- The Justice Consolidated Case Management System (CCMS) will replace our current 30 year old Consolidated Justice Information System (CJIS).
- Justice CCMS procurement activities began in October, 2008
- Governance is provided by the CJIS User Policy Board

Pinellas County
JUSTICE
Consolidated Case Management System

Pinellas County

Scope of Services

- Enterprise Case Management License
  - Probate and Mental Health
  - Civil and Family
  - Criminal and Traffic
- State Attorney Module
- Public Defender Module

Pinellas County JUSTICE Consolidated Case Management System

Pinellas County

Scope of Services

- Professional Services
  - pre-implementation planning
  - gap fit analysis
  - development and integration
  - data conversion
  - testing
  - training
  - support

Pinellas County JUSTICE Consolidated Case Management System

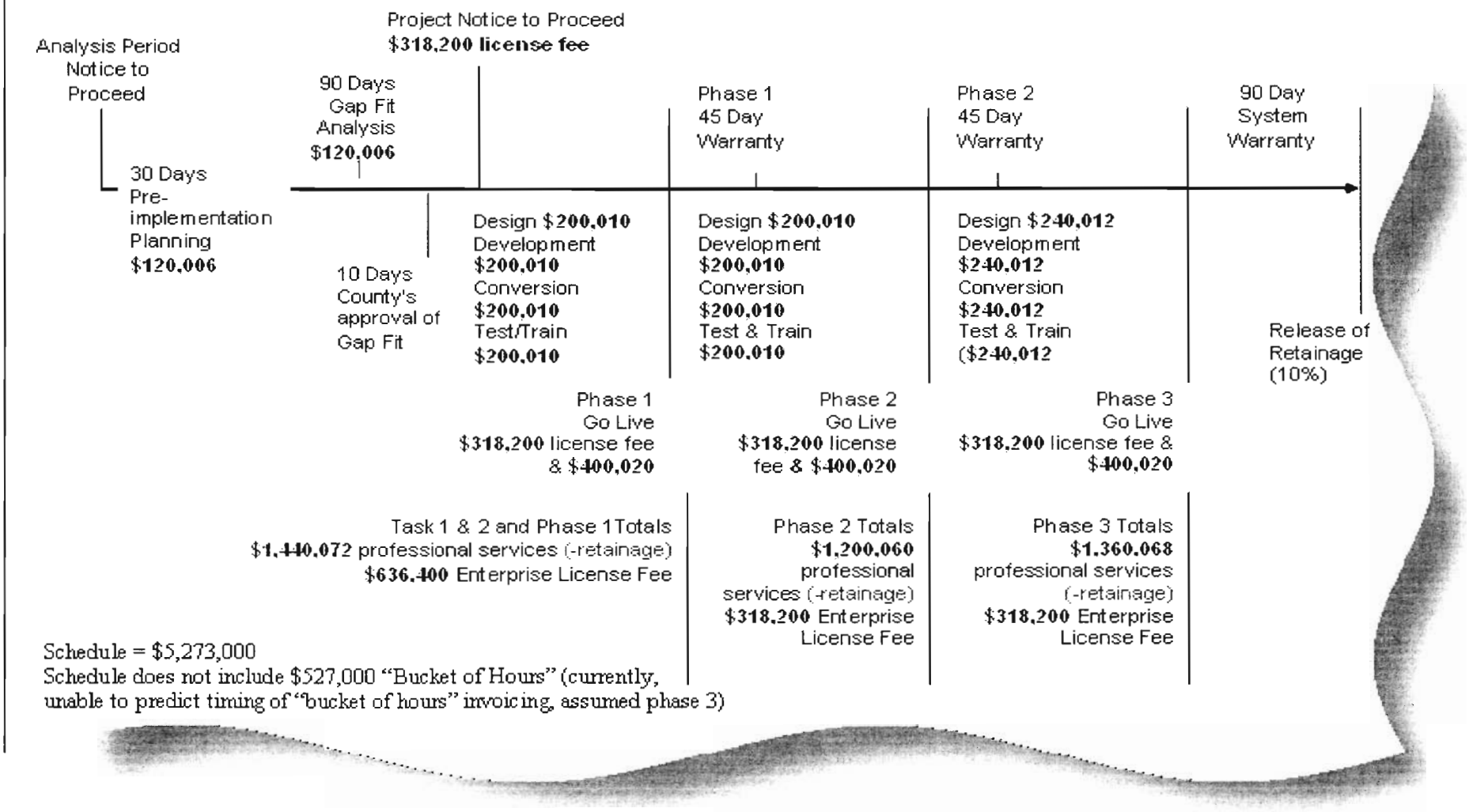
Pinellas County

Contract Highlights

- Analysis Period Notice to Proceed
- Project Notice to Proceed
- Jail Management Option
- Pasco Clerk of the Court Option
- De-scoping of Licenses and Services
- Escrow Agreement
- Change Orders
- Fixed Fee Contract
- Maintenance and Support

Pinellas County JUSTICE Consolidated Case Management System

Justice CCMS Project Implementation Major Events



Justice CCMS Project Budget *(3 years)*

Tyler Licenses and Implementation		**$5,800,000**
	Tyler's professional services	$4,527,200
	Licenses	$1,272,800
Hardware/Software		**$675,000**
Backfill (average annual @ $538,333)		**$1,615,000**
Quality Assurance (average annual @ $116,667)		**$350,000**
Project Management and Operating Costs		**$1,105,000**
	Operating costs	$182,522
	Project Sponsor burdened @ $114,150	$352,826
	Change Manager burdened @ $101,290	$313,077
	Project Implementation Specialist burdened @ $83,000	$256,545
	Sub-total	**$9,545,000**
	Contingency 20%	**$1,894,000**
	Estimated Project Cost	**$11,439,000**
	FY11 budget (year 1 of 3 project implementation)	**$6,533,910**
	Estimated Project Cost (3 years)	**$11,439,000**
	FY11/12, FY12/13 Non-recurring funds	**($4,905,090)**

Risks of No Action

- Increased demands on an already reduced staff pool.
- Increased application procurement and legacy enhancement demands to keep up with technology and mandates.
  - Increased complexity
  - Increases the number of single points of failure
  - Limits the likelihood of full business continuity

Pinellas County JUSTICE Consolidated Case Management System

Pinellas County

Benefits

- Provides a foundation for electronic filing
- Provides an integrated system with functional consistency across all court types
- Enables automated workflows
- Increases staff efficiencies
- Cost Savings

Pinellas County JUSTICE Consolidated Case Management System

Pinellas County

Justice CCMS Support

- Chief Judge J. Thomas McGrady, Sixth Judicial Circuit
- Ken Burke, Clerk of the Circuit Court
- Bernie McCabe, State Attorney, Sixth Judicial Circuit
- Bob Dillinger, Public Defender, Sixth Judicial Circuit

Pinellas County JUSTICE Consolidated Case Management System

Pinellas County

Justice Guiding Principles:

We are committed to each other's success

Retire Legacy CJIS

Limit changes to Legacy CJIS

Leverage Industry Best Practices

Customize only as a last resort

Design for flexibility and integration

Pinellas County JUSTICE Consolidated Case Management System

JUSTICE CCMS PROJECT: MASTER AGREEMENT

Justice CCMS Guiding Principles:

- We are committed to each other's success
- Retire Legacy CJIS
- Limit Changes to Legacy CJIS
- Leverage Industry Best Practices
- Customize only as a last resort
- Design for flexibility and integration

MASTER AGREEMENT

BETWEEN

PINELLAS COUNTY

AND

TYLER TECHNOLOGIES, INC.

MASTER AGREEMENT CONTENTS

TAB	SUBJECT
1	Software License and Professional Services Agreement
2	Exhibit A – Statement of Work
3	Exhibit B – Deliverables and Payment Schedule
4	Exhibit C – Project Schedule
5	Exhibit D – Functional Requirements
6	Exhibit E – Justice CCMS Required Interfaces and Extracts
7	Exhibit F – Maintenance and Support Services Agreement
8	Exhibit G – Defect Escalation Procedures
9	Exhibit H – Graphic of Hardware and Software Requirements
10	Exhibit H – Hardware and Software Requirements
11	Exhibit I – Escrow Enrollment Agreement
12	Exhibit I – Tyler's Master Escrow Agreement Executed
13	Exhibit J – Tyler Key Personnel
14	Exhibit K – Pinellas County Non-Disclosure Agreement

SOFTWARE LICENSE AND
PROFESSIONAL SERVICES AGREEMENT

THIS SOFTWARE LICENSE AND PROFESSIONAL SERVICES AGREEMENT is made as of this 14 day of December, 2010 ("Effective Date"), by and between Pinellas County, a political subdivision of the State of Florida, ("County") and Tyler Technologies, Inc., a Delaware corporation authorized to do business in Florida ("Tyler") (jointly, the "Parties").

W I T N E S S E T H:

WHEREAS, the County requested proposals pursuant to RFP No. 089-0408-P(JL) ("RFP") for the development and implementation of the Justice Consolidated Case Management System ("Justice CCMS"); and

WHEREAS, based upon the County's assessment of Tyler's proposal, including the Detailed Proposal Assessment, the Functional Assessment and Solution Demonstration, and the Discovery Phase evaluation, the County selected Tyler to provide, enhance, develop, implement, and maintain the System as defined herein; and

WHEREAS, based on its skilled personnel, track record for product innovation, and successful implementations for its customers, Tyler represents that it has the experience and expertise to implement the System as set forth in this Agreement.

In consideration of the mutual covenants, agreements, terms and conditions herein contained, along with other good and valuable consideration, the receipt and sufficiency of which is hereby mutually acknowledged, the Parties hereby agree as follows:

1. Definitions.

1.1 "Additional Services" means the services described in Section 2.8 of this Agreement.

1.2 "Agreement" means this Software License and Professional Services Agreement, including all Exhibits, which are expressly incorporated herein by reference, and any amendments thereto.

1.3 "Authorization Order" means a signed, written approval from the County Project Manager authorizing Tyler to perform Services in accordance with this Agreement.

1.4 "Authorized User" means those entities, governmental units, organizations, and individuals authorized by the County to use the System, including but not limited to, the Board of County Commissioners and its departments, boards, commissions, and agencies; special districts; the Sixth Judicial Circuit, Pinellas County Clerk of the Circuit Court, State Attorney for the Sixth Judicial Circuit, Public Defender for the Sixth Judicial Circuit, Pinellas County Sheriff, Pinellas County Property Appraiser, Pinellas County Supervisor of Elections, Pinellas County Tax Collector, other federal, state, local or municipal agencies and other entities or organizations authorized by the Pinellas County CJIS User Policy Board to access the System, any official, officer, employee or representative of any of the above, and members of the public.

1.5 "Business Day" means any day, Monday through Friday, excepting any County holiday.

1.6 "Change Order" means a document describing potential or actual changes to the scope of the Services, as further defined in Section 27 of this Agreement.

1.7 "County" means Pinellas County, a political subdivision of the State of Florida, its officials, officers, employees, and representatives, and includes all current and future Authorized Users as defined herein.

1.8 "County Confidential Information" means any County information deemed confidential and/or exempt from Section 119.07, Florida Statutes, and Section 24(a), Article 1 of the Florida Constitution, or other applicable law, including, but not limited to, data processing software obtained by County under a licensing agreement and County-produced data processing software and security systems, and any other information designated in writing by the County.

1.9 "County Project Manager" means the person designated by the County to oversee the provision of the Services by Tyler on a day-to-day basis, as designated pursuant to this Agreement.

1.10 "CPI" means the cost of living increases according to the Consumer Price Index for All Urban Consumers, All Items, U.S. City Average, as published by the United States Department of Labor, Bureau of Labor Statistics for the preceding calendar year.

1.11 "Defect" means any bug, inaccuracy, error, contaminate, or malfunction in the Licensed Software not caused by the County, and arising or emanating from the control of Tyler, including the Embedded Third Party Software, that renders the Licensed Software in non-conformance with the Specifications, including, without limitation, (i) the failure of the Licensed Software to perform according to the performance metrics and/or other performance standards specifically set forth in the Specifications, (ii) the failure of the Licensed Software to perform in accord with its established performance standards in judicial systems of similar size and similar transaction volume as the County. The overall effect of performance defects on the County's ability to utilize the Licensed Software shall be considered in classifying the appropriate response time in accordance with Exhibit G.

1.12 "Deliverables" means the items identified as "Deliverables" in the Exhibit B.

1.13 "Documentation" means, collectively: (i) all of the written, printed, electronic, or otherwise formatted materials that relate to the System provided by Tyler as set out in the SOW; (ii) all user, operator, system administration, technical, support, and other manuals, and all other written, printed, electronic, or other format materials that describe the functional, operational, and/or performance capabilities of the System; and (iii) all Specifications, materials, flow charts, notes, outlines, manuscripts, writings, pictorial materials, schematics, and other documents that represent, demonstrate, or explain the System.

1.14 "Embedded Third Party Software" means any current or future licensed third party software (other than Third Party Software) that is required to provide the functionality of the Licensed Software as set forth in the Specifications, which as of the date of this Agreement,

consists of the software set forth in Exhibit H, which Exhibit will be updated by Tyler as new third party software is embedded in the Licensed Software.

1.15 "Enhancements" means a customization or modification of the Licensed Software to meet the functional requirements set forth in this Agreement, Exhibits and Documentation.

1.16 "Fees" shall mean the License Fee, Services Fee, and Maintenance and Support Fee as defined in Section 6 of this Agreement.

1.17 "Gap Fit Analysis" means the process of identifying gaps between the current Consolidated Justice Information System and supporting systems being operated by the County and the Licensed Software, as further defined in the SOW, Task 2. Gap Fit Analysis shall include but is not limited to system functionality, configuration, integration, reports, and business process workflows.

1.18 "Go-Live" means the date on which a Licensed Software Component or the entire System, as the case may be, has entered Operational Use. The Go-Live tasks are further described in the SOW.

1.19 "Hardware" means the physical components or equipment which makes up a computer system including the programs that control the operations of the computer and support the software.

1.20 "Licensed Software" means the most current production version of software described in Exhibit B, to be provided by Tyler and includes each computer program or module, application and patent which makes up the Licensed Software and each copy, translation, update, or modification of all or any part of the Licensed Software in any medium, delivered to the County by and capable of running on Hardware identified in the Exhibit H, together with any materials related thereto, such as any human readable program listings, flow charts, logic diagrams, output forms, manuals, specifications, instructions, documentation, and other materials, and any copies of the foregoing, in any medium, related to the Licensed Software and normally provided by Tyler to any other licensee of the Licensed Software and all released modifications, Enhancements, upgrades or new versions acquired by County. Licensed Software includes Embedded Third Party Software.

1.21 "Licensed Software Component" means a portion of the System Licensed Software which shall be tested in accordance with the procedures described in this Agreement. The Licensed Software Components are more specifically described in the SOW and Exhibit B.

1.22 "Maintenance and Support" means those services set forth in the Maintenance and Support Agreement that are intended to remediate Defects or to improve or to keep the System in satisfactory working condition, including tests, measurements, adjustments, and changes, modifications, Enhancements or repairs, and updates.

1.23 "Notice-to-Proceed Date" means the date on which the County, by written notice, authorizes Tyler to begin the Analysis Period or the Project as described in this Agreement.

1.24 "Phase" means a contained portion of the Project dedicated to implementing a particular portion of the System. The Phases comprising the Project are further described in the SOW.

1.25 "Operational Use" means actual use of the Licensed Software Component(s), or the System, to support the furtherance of the business operations of the County.

1.26 "Project" means the delivery and license of the System and the performance of all Services to be provided by Tyler in accordance with the terms of this Agreement.

1.27 "Project Charter" means the Deliverable as defined in Section 2 Task 1 of the SOW.

1.28 "Project Milestone" means the Deliverables in Exhibit B of this Agreement and identified as "Project Milestones."

1.29 "Project Schedule" means the planned dates for performing schedule activities and the planned dates for meeting Project Milestones as set forth in Exhibit C of this Agreement.

1.30 "Release(s)" means those versions of the Licensed Software which add functionality to the Software, including any Updates and Upgrades provided under the License Agreement.

1.31 "Services" means the work, duties and obligations to be carried out and performed by Tyler under Section 2 of this Agreement and pursuant to the Exhibits. Without limiting the foregoing, the Services to be performed by Tyler fall into the following categories: (i) consulting, design, and software development; (ii) installation of Licensed Software; (iii) modification/configuration of the Licensed Software; (iv) project management; (v) programming agreed upon interfaces; (vi) conversion of all data; (vii) requirements definition; (viii) Gap Fit Analysis; (ix) change management; (x) report development; (xi) Documentation; (xii) testing; (xiii) consulting, design, and configuration of hardware; (xiv) staff training; and (xv) any component task, subtask, service, or function inherent, necessary, or a customary part of the Services, but is not specifically described in this Agreement or any Exhibit, which such task, subtask, service or function shall be deemed to be part of the Services.

1.32 "SOW" means the Statement Of Work, the document attached hereto as Exhibit A and incorporated into this Agreement which describes, in more detail, the Services and anticipated schedule for delivering the Services and Deliverables, as may be amended or updated from time to time as provided for in this Agreement.

1.33 "Specifications" means the descriptions of the System and all other Deliverables hereunder, and their components, capacities, functions and/or methods, set forth in this Agreement (including all Exhibits hereto) and the Documentation.

1.34 "Sublicense" means Tyler-provided Embedded Third Party Software granting license(s) to County under its original license.

1.35 "System" means Tyler's Licensed Software including Embedded Third Party Software, Enhancements, Hardware, Services, Documentation, and other items, tangible and

intangible, which together will allow the County to have and maintain an integrated justice suite of applications as defined in Exhibit B.

1.36 "System Warranty Period" means the warranty period defined in Section 17.6 of this Agreement.

1.37 "Third Party Software" means the operating systems and other software, set forth in Exhibit H, to be licensed, purchased, or otherwise acquired by the County from a third party that is minimally required to operate the System and such operating systems and other software that the County has actually licensed, purchased, or otherwise acquired and/or may be minimally required in the future to operate the System.

1.38 "Tyler Confidential Information" means any Tyler information that constitutes a trade secret pursuant to Chapter 688, Florida Statutes, and is designated in this Agreement or in writing as a trade secret by Tyler (unless otherwise determined to be a public record by applicable Florida law), and any data processing software exempt from the public records law as defined in Chapter 119, Florida Statutes. To the extent permitted by applicable law, for purposes of this Agreement, Tyler hereby notifies the County, and County acknowledges receipt of the notification, that the following constitutes a trade secret as defined by Chapter 688, Florida Statutes: all information contained in, embodied in (in any media whatsoever) or relating to Tyler's inventions, ideas, creations, works of authorship, works of visual art, business documents, operations, manuals, performance manuals, operating data, projections, bulletins, test results, product or service literature, product or service concepts, process data, specification data, know how, show how, software, databases, research and development information and data, including, without limitation, information relating to the Licensed Software, its design documents, release notes, database layouts, algorithms, techniques, processes, systems designs, source code, and screen shots. Notwithstanding the foregoing, Tyler Confidential Information does not include information that: (a) becomes public other than as a result of a disclosure by the County in breach of the Agreement; (b) becomes available to the County on a non-confidential basis from a source other than Tyler, which is not prohibited from disclosing such information by obligation to Tyler; (c) is known by the County prior to its receipt from Tyler without any obligation or confidentiality with respect thereto; or (d) is developed by the County independently of any disclosures made by Tyler.

1.39 "Tyler Key Personnel" means the Tyler project manager and other employees and subcontractors of Tyler who are identified in Exhibit J hereto, along with their respective positions, and any other persons as the parties may agree, in writing, to designate as Tyler Key Personnel.

1.40 "Tyler Personnel" means the Tyler project manager and all employees of Tyler, and all employees of subcontractors of Tyler, who are providing the Services at any time during the project term.

1.41 "Update(s)" means periodic release(s) of the Licensed Software that may contain fixes or incremental Enhancements to the Software and are included in Maintenance Support Services.

1.42 "Upgrade(s)" means a software application that replaces an installed version of a product with a newer version of the same product.

2. System Implementation Services.

2.1 Services. The County retains Tyler, and Tyler agrees to furnish all labor, materials, equipment, products, tools, transportation, supplies, and other costs required to perform the Services and all of its obligations related thereto, in accordance with the terms of this Agreement and the Exhibits hereto. The scope of Services, including but not limited to the performance standards, timetables, staffing plan, and Deliverables are defined in the SOW, and the other Exhibits attached to this Agreement and incorporated herein by reference.

2.2 Analysis Period. Tyler shall complete the planning and analysis as defined in the SOW, Section 2, Task 1 and Task 2 as follows:

2.2.1 Project Charter. The Project Charter as set forth in the SOW, Section 2, Task 1 shall be completed and delivered to the County within thirty (30) calendar days from the Analysis Period Notice to Proceed Date. The Project Charter shall be consistent with the staffing plan in the SOW, and describe the level of staff effort, roles, and responsibilities, project tasks and sequencing necessary to perform the Services.

2.2.2 Gap Fit Analysis.

(a) Upon approval of the Project Charter by the County in accordance with Section 9 of this Agreement, Tyler shall commence the Gap Fit Analysis in accordance with the SOW, Section 2, Task 2, which shall be completed within ninety (90) calendar days from commencement thereof. The Gap Fit Analysis shall involve the review and consideration of the data and system functionality currently provided in the County's legacy case management system and other supporting systems as identified in Exhibit B, and shall identify gaps between the current systems operated by the County and the Licensed Software being provided by Tyler, and shall develop or revise, as the case may be:

1. Enhancements, including a brief functional description of each Enhancement in sufficient detail for both Tyler and the County to understand and approve the requirements and scope of each such Enhancement. Upon approval by the County, as provided in subsection (b) herein, the Enhancements shall supersede related functional requirements as set forth in the SOW.

2. Hardware and Third Party Software as set forth in the SOW and Exhibit B.

3. The SOW.

4. The Project Charter, and the Project Schedule.

(b) Upon completion and acceptance of the Gap Fit Analysis tasks in accordance with Section 9 of this Agreement, the County shall have ten (10) Business Days to either: (i) issue a Project Notice to Proceed for the Project, subject to the terms and conditions of this Agreement; or (ii) terminate this Agreement by providing written notice to Tyler of its election to terminate

("Notice of Termination") pursuant to this subsection, because the Gap Fit Analysis extends the Project Schedule, changes the scope of work that did not result from new requirements established by the County during the Gap Fit Analysis Period, or results in an increase in the Fees.

(c) If the County issues a Notice of Termination, then: (i) this Agreement shall terminate upon Tyler's receipt of the Notice of Termination (ii) County shall have no further obligation to participate in the project, except for paying Tyler for the costs and expenses incurred by Tyler in performing the Gap Fit Analysis in accordance with Exhibit B, which shall be paid within thirty (30) Business Days of the termination; and (iii) within thirty (30) Business Days of any such termination, each party shall return all products, documentation, confidential information, and other information disclosed or otherwise delivered to the other party prior to such termination.

2.3 De-Scoping Services. The County reserves the right, in its sole discretion, to de-scope Services and Deliverables in the SOW, upon written notification to Tyler by the County Project Manager. Upon issuance and receipt of the notification, Tyler shall submit a Change Order as set forth in this Agreement reducing or reallocating to other Services or Deliverables, at the County's sole discretion, the appropriate Fees set forth in Exhibit B, for the impacted Deliverable by a sum equal to the amount associated with the de-scoped Services as defined in the payment schedule in Exhibit B. In the event that notification is issued after commencement of work on the de-scoped Services, the reduction shall be determined by mutual consent of both parties based upon hours of work performed prior to issuance of notification.

2.4 Services Requiring Authorization Order Approval. Tyler shall not commence work on the Services described in the Agreement and/or the SOW that require prior authorization, including but not limited to the Use Cases and Interfaces described in Section C of Exhibit B, until such time as Tyler submits a written proposal describing the scope of the Services, the number of hours required for the Services if applicable, and the total cost, and receives written Authorization Order approval from the County Project Manager.

2.5 Substitution of Deliverables. If requested by the County in writing, the Parties may substitute the Deliverables or Services for new Deliverables or Services that are reasonably and substantially equivalent to those Deliverables or Services being substituted and any such substitution shall not result in any adjustment to the Fees, unless otherwise mutually agreed by the Parties. Any substitution of Deliverables or Services shall only be done after an approved Change Order is signed in accordance with Section 27.

2.6 Independent Contractor Status and Compliance with the Immigration Reform and Control Act. Tyler is and shall remain an independent contractor and is neither agent, employee, partner, nor joint venturer of County. Tyler acknowledges that it is responsible for complying with the provisions of the Immigration Reform and Control Act of 1986 located at 8 U.S.C. 1324, et. seq, and regulations relating thereto, as either may be amended from time to time. Failure to comply with the above provisions shall be considered a material breach of the Agreement.

2.7 Location. The Services to be performed pursuant to any Statement of Work shall be performed at locations specified in the Statement of Work or as otherwise agreed by the County Project Manager in writing.

2.8 Additional Services. From the Effective Date and for the duration of the Project, the County may elect to have Tyler perform Services that are not specifically described in this Section 2 or the SOW hereto but are related to the Services (the "Additional Services"), in which event Tyler shall perform such Additional Services on a time and materials basis, at an hourly rate not to exceed that described in Exhibit B. For an additional two years following the System Warranty period, the hourly rates shall increase by no more than 3% or the CPI, whichever is less. Thereafter, such services shall be performed at Tyler's then current hourly rates. Tyler shall commence performing the applicable Additional Services promptly upon receipt of a Notice to Proceed.

2.9 Performance Bond or Other Security. Tyler shall furnish a Performance Bond (or other form of security approved by the County in its sole discretion) in the amount equal to 50% of the Services Fee within ten (10) calendar days from the Project Notice to Proceed Date. Tyler shall not commence performance of any Services and the County shall not incur any License Fee until Tyler delivers and the County approves the Performance Bond required herein.

2.10 Financial Records/Audit. Tyler shall maintain records of all its financial transactions, including all expenses and disbursements, which relate to this Agreement. Such records shall be kept in accordance with Tyler's ordinary course of business practices or for a period of five (5) years after final payment to Tyler, whichever is longer, and each transaction shall be documented. Such records shall be made available to County for inspection or audit, upon request. Any such inspection shall be conducted at Tyler's principal place of business during normal business hours and shall occur at County's sole expense.

2.11 Project Monitoring. Through the expiration of the System Warranty Period as set forth herein, Tyler shall reasonably cooperate with the County, either directly or through its contractors, in monitoring Tyler's performance of this Agreement. The production of any documentation, reports, meetings, travel, consultation, or review that is requested by the County or its contractors beyond the requirements set forth specifically in the Statement of Work shall be at the County's sole expense, and subject to prior approval by the County in writing. Tyler may require any contractors engaged by the County to monitor Tyler's performance to execute a Tyler Confidentiality Agreement. Monitoring shall be conducted at the locations provided for in Section 2.7 of the Agreement.

3. Software License, Maintenance and Support.

3.1 License. Tyler grants to the County, and the County accepts, a perpetual, without limit in time, non-exclusive, royalty-free (except as otherwise provided in Section 3.8.2 of this Agreement), fully paid, non-transferable, worldwide license to the Licensed Software and sublicense to the Embedded Third Party Software for unlimited use (including, without limitation, on an unlimited number of operating systems, CPU's, cores, servers, virtual instances, partitions, locations, disaster recovery and business continuity requirements and sites, or multiplexing) by the County and its unlimited present, concurrent and future Authorized Users, as specified in Exhibit B, to use the Licensed Software and Embedded Third Party Software solely for its business purposes that are not in violation of any third-party rights or applicable

laws. Upon the County's payment of the License Fee for each Phase as provided in Section 6.1.1 of this Agreement, the license for such Licensed Software Component applicable to each Phase shall become irrevocable subject to the restrictions on use set forth herein.

3.2 Maintenance and Support Services. Commencing upon the completion of the Phase Warranty for each Phase, Tyler shall provide Maintenance and Support Services for the Licensed Software Component(s), including Embedded Third Party Software, for that Phase as set forth in the Maintenance and Support Agreement attached hereto as Exhibit F. In consideration of the County maintaining an active Software Maintenance Agreement as provided herein, the County shall be entitled to: (a) receive version releases to the System as set forth in the Software Maintenance Agreement; and (b) exchange the System for a replacement product developed by Tyler that is similar in features, functionality, performance, and price (as adjusted for inflation, based upon the US Consumer Price Index for All Urban Consumers, All Items, U.S. City Average, as published by the United States Department of Labor, Bureau of Labor Statistics) to the System, without additional license fees.

3.3 Restrictions. Unless otherwise expressly set forth in this Agreement or otherwise agreed in writing by Tyler, the County shall not (a) reverse engineer, de-compile, or disassemble any portion of the System or (b) sublicense, transfer, rent, or lease the System or its usage.

3.4 Embedded Third Party Software. The license grant set forth in this Section 3 includes the right to use any Embedded Third-Party Software as provided in Section 3.1 of this Agreement. All such embedded Third-Party Software shall be included in the License Fee. Tyler shall pass through to the County any and all warranties granted to Tyler by the owners, licensors, and/or distributors of such Embedded Third Party Software.

3.5 Title.

(a) Tyler represents and warrants that it is the owner of all right, title, and interest in and to the Licensed Software (other than Embedded Third-Party Software) and all components and copies thereof. Nothing in this Agreement shall be deemed to vest in the County any ownership or intellectual property rights in and to Tyler's intellectual property (including, without limitation, Tyler Confidential Information), any components and copies thereof, or any derivative works based thereon prepared by Tyler.

(b) All training materials developed solely by either Party shall be the sole property of such Party. Any training materials developed jointly by the Parties shall be owned jointly by the Parties, and each Party shall be entitled to exercise all rights of ownership of such materials without any duty to account to the other Party.

(c) Any data or other materials furnished by the County for use by Tyler under this Agreement shall remain the sole property of the County and will be held in confidence in accordance with this Agreement. Such materials shall be returned to County upon Final System Acceptance of the Licensed Software Components or upon termination of this Agreement. Tyler shall provide the County with Documentation of the underlying database structure and full-access rights to the Licensed Software Database in accordance with but not limited to the SOW, Section 9.

3.6 Odyssey Jail Manager Option. At no additional cost, other than the License Fee payable in accordance with Exhibit B, Tyler grants to the County a limited, non-exclusive,

revocable and non-transferable license (and sublicense with respect to any Embedded Third Party Software), to use the Odyssey Jail Manager software for a period of five years following the Project Notice to Proceed Date. For a period of five years following the Project Notice to Proceed Date, upon written notice to Tyler, the County shall have the option to obtain a perpetual, without limit in time, non-exclusive, fully paid, nontransferable worldwide license to the Odyssey Jail Manager software (and sublicense with respect to any Embedded Third Party Software) as defined in Section 3.1 of this Agreement for an additional license fee of $750,000.00 plus annual Maintenance and Support equal to 21% of this license fee, and Tyler shall perform all related implementation services at the time and material rates set forth herein. The Odyssey Jail Manager Software shall be deemed to be Licensed Software if the County proceeds with this option. If the County does not exercise the option to obtain a perpetual license within five years of the Project Notice to Proceed Date, the limited license for the Odyssey Jail Manager software will terminate.

3.7 Pasco County Option. Tyler hereby grants to the Pasco County Clerk of the Circuit Court ("Pasco Clerk") a limited, non-exclusive, revocable and non-transferable license (and sublicense with respect to any Embedded Third Party Software), to use the Licensed Software for a period of sixty (60) months following the Project Notice to Proceed Date. For a period of sixty (60) months following the Project Notice to Proceed Date, upon written notice to Tyler, the Pasco Clerk shall have the option to obtain a perpetual, without limit in time, non-exclusive, fully paid, non-transferable worldwide license to the Licensed Software (and sublicense with respect to any Embedded Third Party Software) as defined in Section 3.1 of this Agreement for additional license and maintenance and support fees as set forth in the table below, and Tyler shall perform all related implementation services at the time and material rates set forth herein. If the option to obtain a perpetual license is not exercised within sixty (60) months of the Project Notice to Proceed Date, the limited license for the Licensed Software will terminate. Nothing in this Agreement shall prevent the County from charging such fees and costs as may be agreed to by the County and Pasco County for any services provided by the County relating to the rights granted in this Section and Section 3.1.

If exercised prior to:	License Fee	Annual Maintenance and Support Fee
0-30 months after the Project Notice to Proceed Date	$0	$73,500.00
31-60 months after the Project Notice to Proceed Date	$350,000.00	$73,500.00

3.8 Revenue Sharing. From time to time, the County may authorize funding for software development projects that Tyler and the County may mutually agree to designate as "Strategic Features". The Parties agree that the minimum criteria for such Strategic Features shall be: (i) functionality jointly identified by Tyler and the County as having significant value and return-on-investment to any potential purchasers of the software; (ii) functionality that can be offered as optional software for a separate, optional license fee; and (iii) the existence of a reasonable expectation by Tyler that a market exists for the resale of such functionality.

3.8.1 For each Strategic Feature authorized by the County pursuant to a signed writing, Tyler shall prepare a Conceptual Project Design ("CDP") document, at the County's expense, and deliver it to the County for inspection and approval. The CDP

document shall include Tyler's good-faith estimate of the effort and cost necessary to develop the Strategic Feature. Upon approval by the County, Tyler shall use its commercially reasonable efforts to develop the Strategic Feature in accordance with the applicable CDP document and good-faith estimate. Any updates to the scope of work or good-faith estimates shall be delivered to the County in a revised CDP document for review and approval prior to continuing work on the project in excess of the good-faith estimates previous approved by the County. Tyler shall perform its functions hereunder, and shall invoice the County monthly, on an hourly time and materials basis.

3.8.2 Tyler may market, sell, and license the Strategic Features to counties, states, and other jurisdictions. For a period of four years after the completion of each such Strategic Feature, Tyler will annually pay to the County a royalty for such Strategic Features sold by Tyler as follows:

a. 25% of the license fees sold in the first year;
b. 25% of the license fees sold in the second year; and
c. 25% of the license fees sold in the third year; and
d. 25% of the license fees sold in the fourth year.

3.8.3 Nothing in this Agreement shall be deemed to vest in the County any ownership or intellectual property rights in and to the Strategic Features, Tyler's intellectual property, any components and copies thereof, or any derivative works based thereon prepared by Tyler.

4. Personnel.

4.1 Tyler Key Personnel. The County shall have the right to interview the initial Tyler Key Personnel and any replacement personnel assigned to the project, and Tyler shall not designate any key personnel without the County's prior written consent. Tyler shall not reassign any individual designated as Tyler Key Personnel without the County's prior written consent during the period beginning on the date such individual commences performing the Services hereunder, to other functions if doing so would require the alteration or reduction of such individual's contribution to, or involvement with, the Services. Tyler shall obtain the County's prior written consent fourteen (14) days, or such shorter time as agreed by the Parties, in advance of any assignment of any Tyler Key Personnel resulting in the alteration or reduction of time expended by such individual in performance of Tyler's duties under this Agreement, which consent may be withheld in the County's sole discretion. In the event any one of the Tyler Key Personnel is reassigned, becomes incapacitated, or ceases to be employed by Tyler and therefore becomes unable to perform the functions or responsibilities assigned to him or her, Tyler shall: (i) within five (5) County Business Days, temporarily replace such person with another person properly qualified to perform the functions of such replaced person; and (ii) within twenty (20) Business Days, permanently replace such replaced person with another person approved by the County and properly qualified to perform the functions of such replaced person.

4.2 Project Management. Tyler and the County shall designate and cause the employees identified in Exhibit J (or other qualified employees designated to replace such employee in accordance with this Agreement) to serve as such Party's Project Manager, who shall manage and implement the Party's respective obligations pursuant to this Agreement and serve as the primary contact for the respective Party, who shall have authority to execute

Authorization Orders, and provide such other approvals as authorized in this Agreement. Each Party represents that its respective Project Manager is qualified and authorized to perform the tasks assigned to him/her and any written execution by such individual shall be binding on the respective Party.

4.3 Qualified Personnel. Tyler agrees that each person performing Services in connection with this Agreement shall have the qualifications and shall fulfill the requirements set forth in this Agreement. For each person, to the extent permitted by, and in accordance with, applicable law, Tyler shall conduct routine reference checks (e.g., work experience), verification of education and technical training, drug testing in accordance with Tyler's employment policies, and background checks (e.g., felony and misdemeanor conviction check), and any other checks required by law. Tyler agrees that each person shall be properly trained to perform the Services and is oriented with respect to the policies and procedures of the County. The County is not required to pay any Fees relating to any person for hourly rate services prior to such time as the training and orientation is completed and such person commences performing the Services hereunder.

4.4 Replacement of Personnel. The County, on a reasonable basis, shall have the right to require the removal and replacement on the project of any of the Tyler Key Personnel, including the Tyler Project Manager, at any time during the Project Term. The County will notify Tyler in writing in the event the County requires such action. Tyler shall accomplish any such removal within forty-eight (48) hours after receipt of notice from the County and shall promptly replace such person with another person, acceptable to the County, with sufficient knowledge and expertise to perform the Services assigned to such individual in accordance with this Agreement. Tyler shall not be responsible or liable for any delays in the Project Plan resulting from County's request to remove any Tyler Key Personnel from the Project without cause.

5. Hardware Requirements.

The Parties acknowledge that the County has relied on Tyler's assessment of the Hardware requirements necessary to perform the Services in establishing budgeting priorities for, and where applicable, acquiring the Hardware referenced in the SOW that is critical to the success of the Project. Providing that information relating to the Specifications provided by the County is substantially correct and complete, and the County configures the Hardware as directed by Tyler, in the event that Tyler determines that it is necessary for the County to acquire additional Hardware to complete the Project, Tyler shall be solely responsible for those costs incurred by the County for the additional Hardware. The County shall receive a credit for, and the right of set off against, the payments due Tyler. Tyler's obligation as provided herein shall terminate, and be of no further force and effect, on the last day of the System Warranty Period as defined in Section 17 of this Agreement. Notwithstanding anything to the contrary contained herein, Tyler shall not be responsible for any additional Hardware costs incurred that are: (a) the result of the County's failure to disclose correct or complete information to Tyler regarding the County's operating environment; (b) the County's failure to follow Tyler's recommendations for configuration or operation of the Hardware; or (c) additional Hardware costs that arise after the System Warranty period.

6. Compensation of and Method of Payment.

6.1 Pricing. The County agrees to pay Tyler the following sums for the Licensed Software, Services, and Maintenance and Support pursuant to the following terms and conditions.

6.1.1 Licensed Software. The County shall pay Tyler the sum of not to exceed One Million Two Hundred Seventy Two Thousand Eight Hundred Dollars ($1,272,800.00) for the licenses to the Licensed Software ("License Fee") to be paid as specified in Section D of Exhibit B, upon submittal of an invoice as provided in Section 6.3 of this Agreement. This amount includes any and all of Tyler's developmental, overhead, and operating costs, outlays, profit, and all other associated out-of-pocket costs for the Licensed Software.

6.1.2 Services. The County shall pay Tyler the sum of not to exceed Four Million Five Hundred Twenty Seven Thousand Two Hundred Dollars ($4,527,200.00) for the Services that are actually performed and completed pursuant to this Agreement ("Services Fee"). The Services Fee paid to Tyler shall constitute full compensation for all such work, and shall be paid as specified below. It is acknowledged and agreed by Tyler that this amount constitutes a limitation upon County's obligation to compensate Tyler for such Services required by this Agreement, but does not constitute a limitation upon Tyler's obligation to perform all of the Services required by this Agreement, the SOW and other Exhibits.

6.1.2.1 County shall pay Tyler the undisputed amounts due as provided herein on a "fixed fee basis," except for the "bucket" of hours relating to the development of the Use Cases as described in the SOW and Interfaces described in Section 6.1.2.2, the not to exceed Services Fee in periodic payments for Deliverable(s) and Project Milestones as set forth in Section C of Exhibit B. As used in this Section 6.1.2.1, "fixed fee" means that Tyler will perform the Services required by the Agreement even if it is required to expend more than the time and materials it used to determine the Services Fee set forth in Exhibit B.

6.1.2.2 The Parties acknowledge that the cost of the Interfaces identified in Exhibit E as the Jail Inmate Management System (JIMS) Interface, the Florida Department of Law Enforcement (FDLE) Interface, and the Bond Tracking Interface will be further evaluated during the Gap Fit Analysis and any adjustment to the Services Fee relating to these Interfaces may be either approved by the Parties by Change Order in accordance with Section 27 of this Agreement, or the County shall have the option to terminate the Agreement in accordance with Section 2.2.2(b) of this Agreement. The County agrees to dedicate full-time staff or a consultant to participate in the investigation of these Interfaces jointly with Tyler Personnel during the Gap Fit Analysis.

6.1.2.3 The County will retain ten percent (10%) of each Services Fee payment amount made to Tyler in accordance with Section C of Exhibit B. Tyler will be paid the retainage upon the completion of the System Warranty Period.

6.1.2.4 Tyler may submit invoices for Deliverable(s) only after the Deliverable(s) required to be completed for a Project Milestone payment for which the invoices are submitted have been completed and accepted in accordance with Sections 8 and 9 herein. While Tyler, at its option, may complete Deliverables out-of-sequence from the Deliverables necessary to invoice a Project Milestone payment as set out in Exhibit B, Tyler shall not be entitled to either invoice or receive payment for that completed out-of-sequence Deliverable until all necessary Deliverables for a Project Milestone payment have been completed, unless the parties have agreed otherwise in writing. An original invoice is due by Tyler to County within fifteen (15) calendar days after acceptance of the Deliverable or Project Milestone, except the final invoice, which shall include the retainage, which must be received by the County no later than sixty (60) days after the System Warranty Period in accordance with Section 6.3 of this Agreement. Each invoice will at a minimum include an invoice number, indicate the Deliverable included in the Project Milestone task covered by the invoice or the Project Milestone, and state the number of hours worked for Services billed on a time and materials basis, if applicable. Any Tyler Personnel or authorized subcontractors performing Services will maintain a log of time worked in a manner sufficient to preserve an accurate record for Services performed on a time and materials basis.

6.1.3 Maintenance and Support Services. Upon completion of the Phase Warranty or System Warranty period, as applicable, Tyler shall provide the County with Maintenance and Support Services for the Licensed Software in accordance with the terms and conditions of the Maintenance and Support Agreement, and the County shall pay the Maintenance and Support Fee as set forth in the Maintenance and Support Agreement.

6.2 Tax Exempt Status. It is understood that County is a tax exempt entity and shall only be responsible for the payment of applicable taxes, if any, if and when it loses tax exempt status.

6.3 Payments. Tyler shall submit invoices for payments due in accordance with Exhibit B herein with such documentation as required in this Agreement, and all payments shall be made in accordance with the requirements of Section 218.70 et. seq., Florida Statutes, "The Local Government Prompt Payment Act." The County may dispute any payments invoiced by Tyler in accordance with the County's Invoice Payments Dispute Resolution Process established in accordance with Section 218.76, Florida Statutes.

7. Delivery of the Licensed Software.

7.1 Risk of Loss. Risk of loss of the Licensed Software, and media on which such may be delivered, shall remain with Tyler at all times until delivery to, and if required pursuant to this Agreement, installation at the County's places of business.

7.2 Shipments. Tyler shall ship the Deliverables to the County's place of business in accordance with the timetables set forth in the Project Schedule. Shipments shall be prepared and packed at Tyler's expense and delivered at Tyler's expense via air or other fast transportation to minimize delay.

8. Licensed Software Components Testing.

8.1 User Acceptance Testing ("UAT"). Upon Tyler's written notification to the County that Tyler has completed the installation and testing of Licensed Software Component(s) in any particular Phase, and that such Licensed Software Component(s) is ready for UAT, the County will begin testing such Licensed Software Component(s) in a non-production environment using the test procedures and standards established herein and contained in the SOW, unless other standards as are agreed upon in writing by the County, to determine whether each Licensed Software Component(s) meets in all material respects, the applicable acceptance criteria set forth in this Agreement, or such other criteria as are agreed upon in writing by the County. After the County has completed the UAT for a Licensed Software Component(s) and has operated such Licensed Software Component(s) for an additional period of at least five (5) Business Days at the County's sole discretion, in accordance with the Agreement, the County will notify Tyler in writing that the UAT of such Licensed Software Component(s) has been completed. Upon the completion of the UAT, if the County determines that a Licensed Software Component(s) does not perform as provided for in this Agreement, including all Exhibits, the County will deliver to Tyler a report describing any material Defects. Tyler shall then provide a schedule within five (5) Business Days for the correction of the Defects for review and approval by the County. Upon successful remediation of the Defects, the County may re-test the Licensed Software Component(s) for an additional test period of a duration not to exceed the duration of the original UAT for that Licensed Software Component as determined in the sole discretion of the County.

8.2 Operational Use. Upon successful completion of the UAT for the Licensed Software Component(s) associated with a particular Phase, the County will begin using the Software Component(s) in a production environment ("Operational Use"), and in accordance with the SOW, Sections 3.14, 4.13, and 5.13. In no event shall the Operational Use of any Phase constitute Final System Acceptance as defined in Section 8.3 of this Agreement.

8.3 Final System Acceptance Testing. The County will inform Tyler in writing of Final System Acceptance after Go-Live of all Phases and upon successful completion and approval of the System Acceptance Test ("SAT") in accordance with the SOW, Section 2.3 and the Warranty Period in accordance with Section 17 of this Agreement. Notwithstanding anything to the contrary contained herein, in no event shall any Phase acceptance or subsequent Phase Warranty or Final System Acceptance be deemed a waiver of any right or remedy available to the County under this Agreement, at law, or in equity as a result of any Defect in a Licensed Software Component(s) or Deliverable(s) not discovered by the County during the testing periods.

8.4 Failure of Testing. If after testing the Licensed Software Component(s) or the System, the Licensed Software Component(s) or the System does not function in accordance with the Agreement, and as accepted in accordance with this Section of the Agreement, the County shall have the option, upon notice to Tyler to:

(a) Conditionally accept the System or Licensed Software Component(s) at its then level of performance; or

(b) Extend the testing for such period as determined by the County; or

(c) Accept those portions of the System or Licensed Software Component(s) which pass the acceptance criteria and require Tyler to correct the remaining portions, in which event the County shall not be liable for any payments associated with the implementation of such remaining portions until they have been accepted; or

(d) Pursue such remedies as may be available to the County at law or in equity.

Final System Acceptance by the County will not release Tyler from complying with the Warranties and Maintenance and Support requirements set forth herein.

8.5 Test Criteria. Unless otherwise specifically provided in the SOW, the testing for Licensed Software Component(s) of the System shall be in accordance with the SOW, Section 2.3.

9. Acceptance of Deliverables.

Except as specified in Section 8 of this Agreement relating to Licensed Software Components Testing and acceptance, for all other Deliverables, the County, through the County Administrator or designee, will have ten (10) Business Days to review the Deliverable(s) after receipt or completion of same by Tyler, and either accept or reject the Deliverables by written notice to Tyler's Project Manager. If the Deliverable(s) is rejected, the written notice from the County will specify any required changes, deficiencies, and/or additions necessary. Tyler shall then have five (5) Business Days to revise the Deliverable(s) to resubmit and/or complete the Deliverable(s) for review and approval by the County, through the County Administrator or designee, who will then have five (5) Business Days to review and approve, or reject the Deliverable(s), provided however, that Tyler shall not be responsible for any delays in the overall project schedule that result from the County's failure to timely approve or reject Deliverables as provided herein. Upon final acceptance of the Deliverable(s), the County, through the County Administrator or designee, will sign a deliverable acceptance form.

10. Stop Work.

10.1 Stop-Work Order. The County may, at any time by written notice to Tyler, require Tyler to stop all, or any part, of the work called for by this Agreement (a "Stop-Work Order"), for a period up to ten (10) Business Days after the Stop-Work Order is delivered to Tyler, and for any further period to which the Parties may agree. The Stop-Work Order shall be specifically identified as such and shall indicate it is issued under this clause.

Upon receipt of the Stop-Work Order, Tyler shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the Services covered by the Stop-Work Order during the period of work stoppage. During the Stop-Work Order, Tyler shall communicate and cooperate with the County to resolve issues related to the Stop-Work Order.

Within a period of ten (10) Business Days after a Stop-Work Order is delivered to Tyler, or within any extension of that period to which the Parties shall have agreed, the County will either in writing issued by the County, through its County Administrator: (i) cancel the Stop-Work Order; or (ii) either de-scope the Services or Deliverables in accordance with Section 2.3

of this Agreement, or terminate the work covered by the Stop-Work Order pursuant to Section 12 of this Agreement.

10.2 Cancellation of Stop-Work Order. If a Stop-Work Order issued under this clause is canceled, Tyler shall resume work. The County will make an equitable adjustment in the Project Schedule, the Fee amount, or both, in accordance with this Agreement if: (i) the Stop-Work Order results in an increase in the time required for performance, or in Tyler's cost; and (ii) Tyler asserts a claim for an equitable adjustment with adequate documentation to support the claim within five (5) Business Days after the cancellation of the Stop-Work Order. If the Parties agree the facts justify the equitable adjustment of time and/or Fees, the County will process a Change Order in accordance with Section 27. Any claim for an equitable adjustment not asserted within the time periods herein will be deemed to have been waived by the Tyler.

10.3 Payment to Tyler for Services Rendered. If the County does not cancel the Stop Work Order, the County will pay Tyler for all Licensed Software delivered and Services performed by Tyler up through and including the date of the Stop Work Order.

10.4 Lost Profits. The County shall not be liable to Tyler for loss of profits because of a Stop-Work Order issued under this clause.

11. Term/Services Commencement Date.

11.1 The term of this Agreement shall commence on the Effective Date and shall continue and be in full force and effect for a period of thirty-six (36) months, or completion of the Services as provided in the Agreement, whichever occurs first, unless terminated or extended in accordance with the provisions of this Agreement.

11.2 The County, at its sole option, may elect to extend the term for an additional twelve (12) month period pursuant to the same terms, conditions, and pricing set forth in the Agreement, by giving written notice to Tyler of its election at least sixty (60) days prior to the expiration of the initial term.

11.3 The Services for the Analysis Period and Project shall be commenced by Tyler on the Notice to Proceed Date and each Phase shall be commenced upon approval of an Authorization Order, except as otherwise provided herein.

11.4 In the event of an expiration of the term of this Agreement prior to completion of the Services, the Parties shall comply with and be subject to the provisions of Sections 12.4, 12.5, and 12.7 in this Agreement.

11.5 Notwithstanding the expiration of the term, including extensions, as provided herein, any rights, benefits, or privileges granted to the County pursuant to this Agreement, including but not limited to term and perpetual licenses, warranties, indemnification, and claims or remedies, shall survive the expiration of the term and as further provided in Section 12.3 of this Agreement.

12. Termination.

12.1 Tyler Default Provisions and Remedies of County.

12.1.1 Events of Default. Any of the following shall constitute a "Tyler Event of Default" hereunder: (i) Tyler fails to maintain the staffing levels as outlined in the Agreement, deliver the Deliverables, or perform the Services within the time specified in the Agreement; (ii) Tyler breaches Section 13 (Confidential Information); (iii) Tyler fails to perform or observe any of the other material provisions of this Agreement; or (iv) Tyler fails Licensed Software Components Testing as per Section 8 or fails to gain acceptance of a Deliverable per Section 9, and such failure results in an extension to the overall Project Schedule.

12.1.2 Cure Provisions. Upon the occurrence of a Tyler Event of Default as set out in Section 12.1.1 (i), (ii), or (iii), the County shall provide written notice of such Tyler Event of Default to Tyler ("Notice to Cure"), and Tyler shall have thirty (30) calendar days after the date of a Notice to Cure to correct, cure, and/or remedy the Tyler Event of Default described in the written notice. The County shall not be required to provide Tyler with a Notice to Cure for a Tyler Event of Default set out in Section 12.1.1 (iv).

12.1.3 Termination for Cause by the County. In the event that Tyler fails to cure a Tyler Event of Default as authorized herein, or upon the occurrence of a Tyler Event of Default as specified in Section 12.1.1 (iv) herein, the County may terminate this Agreement in whole or in part, effective upon receipt by Tyler of written notice of termination pursuant to this provision.

12.2 County Default Provisions and Remedies of Tyler.

12.2.1 Events of Default. Any of the following shall constitute a "County Event of Default" hereunder: (i) the County fails to perform its tasks outlined in the Agreement SOW; (ii) the County fails to make timely undisputed payments as described in this Agreement; (iii) the County breaches Section 13 (Confidential Information); or (iv) the County fails to perform any of the other material provisions of this Agreement.

12.2.2 Cure Provisions. Upon the occurrence of a County Event of Default as set out in Section 12.2.1 (i), (ii), (iii), or (iv), Tyler shall provide written notice of such County Event of Default to the County ("Notice to Cure"), and the County shall have thirty (30) calendar days after the date of a Notice to Cure to correct, cure, and/or remedy the County Event of Default described in the written notice.

12.2.3 Termination for Cause by Tyler. In the event the County fails to cure a County Event of Default as authorized herein, Tyler may terminate this Agreement in whole or in part effective on receipt by the County of written notice of termination pursuant to this provision.

12.3 Survival. The following provisions shall survive the expiration or termination of the Term of this Agreement: 1; 3; 7; 11; 12; 13; 14; 16; 18; 20-24; 26; 28-31; 33; 34; and 35.

12.4 Party Obligations. If the Agreement is terminated as provided herein, the County may require Tyler to deliver to the County, as directed by the County, any: (i) completed Deliverables; (ii) partially completed Deliverables related to the terminated portion of this Agreement; and (iii) any plans, working papers, forms, Documentation formats necessary for

understanding the Deliverables. Upon direction of the County, Tyler shall also protect and preserve property in its possession in which the County has an interest. The County shall pay the Fees for Deliverables as provided in Section 12.5 herein. The County may withhold from these amounts any sum it determines to be necessary to protect the County against loss because of outstanding liens or claims of subcontractors.

12.5 Remedies. In the event of all or any partial termination of this Agreement as provided herein, Tyler shall be entitled to the unpaid compensation for Services actually rendered up to and including the applicable termination date of the Agreement: (i) on a time and materials basis at an hourly rate not to exceed the rate set forth in Exhibit B for hourly rate Services; (ii) the Fees due for Deliverables completed and accepted in accordance with the requirements of this Agreement; and (iii) a prorated amount as mutually agreed to by the Parties for partially completed Deliverables required to be delivered by Tyler in accordance with Section 12.4 herein. The County shall also return any sums held back as retainage from the compensation previously paid to Tyler within forty five (45) days of the Termination Date, unless the Parties have not agreed upon the amount of Services rendered as of the Termination Date or the amount of such additional payments, in which case the issue will be treated as a dispute under this Agreement subject to the remedies provides herein.

12.6 Rights. Upon termination, in addition to the Remedies described herein, either party may pursue such remedies at law or in equity as may be available to it as limited or defined in this Agreement.

12.7 Disengagement. In connection with any expiration or termination of this Agreement, for reasons other than a County Event of Default for failure to make timely undisputed payments as provided in Section 12.2.1 (ii) of this Agreement, or of the provision of any of the Services provided hereunder, Tyler shall use reasonable efforts to accomplish a complete and timely transition from Tyler to the County, or to any replacement providers (the "RP"), of the Services being terminated (a "Disengagement"), without material impact on the Services or any other Services provided by third parties. Tyler shall cooperate with the County and the RP and otherwise take all steps reasonably required to assist the County in effecting a complete and timely Disengagement. Tyler shall provide the County and the RP with reasonable information regarding the Services or as is otherwise needed for Disengagement, subject to RP agreeing to maintain the confidentiality of Tyler Confidential Information pursuant to Tyler's standard confidentiality agreement. Tyler shall provide for the prompt and orderly conclusion of all work, as the County may direct, including completion or partial completion of projects, Documentation of work in process, and other measures to assure an orderly transition to the County or the County's RP. In the event of any expiration or termination of this Agreement for reasons other than a breach or default by Tyler, Tyler shall provide the Disengagement Services set forth herein on a time and materials basis, at an hourly rate not to exceed the applicable rates set forth in Exhibit B. Tyler shall provide any additional Disengagement Services as County reasonably requests for a period of up to one (1) year, on a time and materials basis, at an hourly rate not to exceed the rate set forth in Exhibit B, per hour for each Tyler Personnel member that is reasonably required to perform such Disengagement Services as requested by County.

13. Confidential Information.

13.1 County Confidential Information. Tyler shall not disclose to any third party County Confidential Information that Tyler, through its Tyler Personnel, has access to or has

received from the County pursuant to its performance of Services pursuant to the Agreement, unless approved in writing by the County's Project Manager. All such County Confidential Information will be held in trust and confidence from the date of disclosure by the County, and discussions involving such County Confidential Information shall be limited to Tyler's Personnel. Tyler agrees to sign the County's Non-Disclosure Agreement prior to commencing any work and agrees to be responsible for any breach by any Tyler Personnel.

13.2 Tyler Confidential Information. All Tyler Confidential Information received by the County from Tyler will be held in trust and confidence from the date of disclosure by Tyler and discussions involving such Tyler Confidential Information shall be limited to the members of the County's staff and the County's subcontractors who require such information in the performance of this Agreement. The County acknowledges that disclosure of source codes related to or software comprising Tyler's Confidential Information to any third parties not involved in completion of the Project will result in irreparable harm to Tyler for which monetary damages would be an inadequate remedy and agrees that no such disclosure shall be made to anyone without first notifying and receiving written consent of Tyler, except as otherwise provided by law. The County further acknowledges and agrees to respect the copyrights, registrations, trade secrets and other proprietary rights of Tyler in the Tyler Confidential Information during and after the term of the Agreement and shall at all times maintain the confidentiality of the Tyler Confidential Information provided to the County, subject to federal law and the laws of the State of Florida related to public records disclosure. Tyler shall be solely responsible for taking any and all action it deems necessary to protect its Tyler Confidential Information except as provided herein. Tyler acknowledges that the County is subject to public records legislation, including but not limited to Chapter 119, Florida Statutes, and the Florida Rules of Judicial Administration, and that any of the County's obligations under this Section may be superseded by its obligations under and requirements of said laws. To the extent the County employs information technology contractors, subcontractors, or other third parties to assist in the Project, the County shall obtain from such third parties an executed Tyler Confidentiality Agreement prior to such parties being permitted access to Tyler Confidential Information. Nothing in this Section shall be deemed to restrict, limit or otherwise prevent the full deployment and use by the County of the public access module of the System to members of the general public or the County's criminal justice business partners.

14. Covenant Not To Hire.

For a period of one (1) year following expiration of the term of this Agreement, neither party shall directly solicit employment (but employees of one party may reply to generally circulated job postings of the other party) of the other party's employees who are directly involved in the performance of this Agreement.

15. Insurance.

15.1. Prior to issuance of the Analysis Period Notice to Proceed, Tyler shall procure and maintain in effect during the term of this Agreement the following insurance coverages with an insurance company or companies authorized to do business in the State of Florida and approved by the County:

(a) Workers' Compensation and Employers Liability insurance in accordance with the laws of the State of Florida with liability limits of One Hundred Thousand Dollars ($100,000.00) per accident.

(b) Comprehensive General Liability and Broad Form Comprehensive General Liability or Commercial General Liability including bodily injury, personal injury, and property damage including death of not less than Five Hundred Thousand Dollars ($500,000.00), each occurrence, property damage of not less than One Hundred Thousand Dollars ($100,000.00) each occurrence. The County requires coverage for both "ongoing operations" and "products-completed operations hazard."

(c) Comprehensive Auto Liability including bodily injury, personal injury and property damage in the amount of a combined single limit of Five Hundred Thousand Dollars ($500,000.00). Coverage shall include all automobiles utilized by Tyler in connection with its performance of the Services hereunder.

(d) Errors and Omissions including coverage for professional malpractice, in the amount of Three Million Dollars ($3,000,000.00). The policy shall provide for coverage of all claims occurring during the term of the policy and three (3) years beyond completion and acceptance of the Project with proof of "tail coverage" to be submitted with the invoice for final payment.

(e) One Million Dollars ($1,000,000.00) combined single limits, personal injury and/or bodily injury, including death and property damage liability insurance as an excess of the primary coverage required above.

(f) All certificates of insurance and endorsements must be in a form acceptable to and approved by the County's Risk Management Department and the County shall be endorsed to the required policy or policies as an additional insured.

(g) All subcontractors or persons hired by subcontractors shall maintain the same level of insurance coverage as Tyler.

(h) Prior to commencing work on the Project and execution of the Agreement, Tyler shall provide County with a Certificate of Insurance naming County as an Additional Insured. Additional insured coverage shall apply as primary insurance with respect to any other insurance afforded to County. Upon request the policy declaration page will be provided to the County.

(i) Tyler hereby waives subrogation rights for loss or damage against the County.

15.2. Thirty (30) days prior written notice shall be given to the County in the event of any material change in or cancellation of the policy. Tyler shall also notify the County within twenty-four (24) hours after receipt of any notices of expiration, cancellation, non-renewal or material change in coverage received by said Tyler from its insurer.

15.3. Tyler shall give prompt written notice to the County of all known losses, damages, or injuries to any person or to property of the County or third persons that may be in

any way related to the Services being provided hereunder or for which a claim might be made against the County. Tyler shall promptly report to the County all such claims that Tyler has noticed, whether related to matters insured or uninsured. No settlement or payment for any claim for loss, injury or damage or other matter as to which the County may be charged with an obligation to make any payment or reimbursement shall be made by Tyler without the prior written approval of the County.

16. Indemnity.

16.1 Indemnification. Tyler shall, in addition to any other obligation to indemnify the County, protect, defend, indemnify and hold harmless the County, its agents, elected officials and employees from and against all claims, actions, liabilities, losses, costs, including attorney's fees, arising out of any actual or alleged bodily injury, sickness, disease or death, or injury to or destruction of tangible property including the loss of use resulting therefrom, or any other damage or loss arising out of or resulting from or claims to have resulted in whole or in part from any actual or alleged act or omission of Tyler, any subcontractor, anyone directly or indirectly employed by any of them, of anyone for whose acts any of them may be liable in the performance of the work; or violation of law, statute, ordinance, governmental administration order, rule or regulation by Tyler in the performance of the work; or liens, claims or actions made by Tyler or any subcontractor or other party performing the Services; provided, however, that Tyler shall not be liable herein to indemnify the County against liability for damages arising out of bodily injury to people or damage to property to the extent that such bodily injury or property damage is caused by or resulting from the sole actions, negligent or otherwise, of the County, its agents, contractors, subcontractors, or employees.

16.2 Infringement.

(a) Notwithstanding any other provision of this Agreement, if any claim is asserted, or action or proceeding brought against the County or any Authorized User that alleges that all or any part of the Licensed Software or Deliverables in the form supplied, or modified by Tyler, or the County's use thereof, infringes or misappropriates any United States intellectual property, intangible asset, or other proprietary right, title, or interest (including, without limitation, any copyright or patent or any trade secret right, title, or interest), or violates any other contract, license, grant, or other proprietary right of any third party, the County, upon its awareness, shall give Tyler prompt written notice thereof. Tyler shall defend, and hold the County harmless against, any such claim or action with counsel of Tyler's choice and at Tyler's expense and shall indemnify the County against any liability, damages, and costs resulting from such claim. Without waiving any rights pursuant to sovereign immunity, the County shall cooperate with and may monitor Tyler in the defense of any claim, action, or proceeding and shall, if appropriate, make employees available as Tyler may reasonably request with regard to such defense. This indemnity does not apply to the extent that such a claim is attributable to modifications to the Licensed Software made by the County, or any third party pursuant to the County's directions, or upon the unauthorized use of the Licensed Software by the County.

(b) If the Licensed Software becomes the subject of a claim of infringement or misappropriation of a copyright, patent, or trade secret or the violation of any other contractual or proprietary right of any third party, Tyler shall, at its sole cost and expense,

select and provide one of the following remedies, which selection shall be in Tyler's sole discretion:

(i) promptly replace the Licensed Software with a compatible, functionally equivalent, non-infringing system; or

(ii) promptly modify the Licensed Software to make it non-infringing; or

(iii) promptly procure the right of the County to use the Licensed Software as intended as provided in this Agreement.

16.3 Third-Party Services. Tyler shall indemnify and defend, at its expense, and hold the County harmless from and against any and all claims, demands, judgments, awards, liabilities, losses, damages, and expenses, including reasonable legal costs, based on allegations, of non- payment, from Tyler's subcontractors arising out of or related to Services performed or products provided by them hereunder.

16.4 Technology. Tyler shall indemnify, defend, and hold the County harmless from and against any and all claims, demands, judgments, awards, liabilities, losses, damages, and expenses, including reasonable legal costs, arising out of Tyler's failure to observe and follow any written requirements or specifications issued by manufacturers, vendors, or lessors of equipment, software, and other products furnished by County for use by Tyler under this Agreement; provided however that: (i) County shall be responsible for obtaining any consents required or necessary for Tyler to use such equipment, software or other products provided by County; and (ii) unless such requirements or specifications are already in Tyler's possession, County shall provide Tyler with written copies thereof.

17. Warranties.

17.1 Third-Party Agreements Warranty. Tyler represents and warrants that Tyler's Agreement to perform the Services pursuant to this Agreement does not violate any Agreement or obligation between Tyler and a third party.

17.2 Third-Party Intellectual Property Rights Warranty. Tyler represents and warrants that the Licensed Software delivered to the County does not infringe any copyright, patent, trade secret, or other proprietary right held by any third party.

17.3 Professional Services Warranty. The Services provided by Tyler shall be performed in a professional manner and shall be of a high grade, nature, and quality consistent with industry best practices and standards.

17.4 Performance Warranty. Tyler represents and warrants that the Services and all Deliverables furnished hereunder by Tyler will: (i) meet the requirements and acceptance or completion criteria as set forth in the Agreement, including the Exhibits, and any Change Order(s); (ii) comply in all material respects with the Documentation and Specifications; (iii) be free from all material Defects; and (iv) with respect to any modifications, customizations or changes made to the System by Tyler as part of the Services, perform in accordance with the technical, functional or other requirements set forth in, or as otherwise delivered in accordance with the Agreement, Exhibits, Deliverables, and any Change Order(s). The Parties acknowledge that, under the provisions of this Warranty (Section 17), in the event that the implementation of

one Licensed Software Component causes Defects in another Software Component(s), Tyler shall be obligated to remedy the Defects in one or all Licensed Software Component(s), as the case may be. Tyler represents and warrants that all Licensed Software, programs, customizations and all components thereof: (i) shall function properly and in accordance with the Agreement, and Gap Fit Analysis as defined in the SOW and the requirements set forth in Attachment 2 of the SOW, separately and as a fully integrated system; and (ii) when operated together shall not cause any material delays, Defects, or problems with the System. Tyler further warrants that the Licensed Software functionality that is identified in the SOW shall be delivered to the County by Tyler as base-line software, without modifications to the source code, bolt-on programs, or extensive work-arounds, unless previously authorized, in writing, by the County. In addition, Tyler warrants that the modifications to the Licensed Software performed by Tyler hereunder will not detract from or otherwise interfere with the full functionality of the System as described in the SOW hereto, except as may be otherwise contemplated in such SOW.

17.5 Phase Warranty. Tyler warrants Phases 1 and 2 from each Phase Go-Live for a period of forty five (45) calendar days in accordance with the requirements of Section 17.4 of the Agreement.

17.6 System Warranty. Tyler warrants the System for a period of ninety (90) calendar days from Phase 3 Go-Live in accordance with Section 17.4 of the Agreement.

18. Limitation on Liability.

18.1 Notwithstanding anything in this Agreement to the contrary, Tyler shall have no liability pursuant to this Agreement or the Software Maintenance Agreement for any damages or defects to the System caused, directly or indirectly, by County modifications to the System, that are implemented without the prior written consent of Tyler, provided that such modifications extend beyond the design specifications, configuration parameters, or intended use of the system.

18.2 The liability of Tyler to the County for damages arising out of or in connection with this Agreement, whether based on a theory of contract or tort, including negligence and strict liability shall be limited to a sum up to twice the Fees as set out in Section 6 of this Agreement. The foregoing limitation does not apply to Tyler's indemnification obligations described in Section 16 herein.

18.3 In no event shall either party be liable to the other (nor to any person claiming any right, title, or interest derived from or as successor to the Agreement) for incidental, consequential, or special damages of any kind, including without limitation, lost profits, or loss of business arising out of this Agreement irrespective of whether the parties have advance notice of the possibility of such damage; provided however, the foregoing limitation does not apply to the indemnification obligations described in Section 16 of this Agreement.

19. Assignment and Subcontractors.

19.1 Assignment. Tyler shall not assign, sublet or transfer or otherwise dispose of its interest in this Agreement without the prior written consent of the County.

19.2 Subcontractors. Tyler shall not subcontract the Services to be provided by it under this Agreement, and no subcontracting of the Services to be provided under this

Agreement or any right or interest therein by Tyler shall be effective, without the prior written consent by the County of such subcontract, which consent will not be unreasonably withheld. In the event of any subcontract, including with Software Vendor, Tyler shall remain primarily liable for all of its obligations under this Agreement. Any subcontractors shall be fully subject to the provisions of Section 3 of this Agreement.

20. Force Majeure.

Notwithstanding anything herein to the contrary, the Parties hereto shall not be deemed in default with respect to the performance of any, or in compliance with, the terms, covenants, agreements, conditions, or provisos of the Agreement, if the failure to perform or comply shall be due to any strike, lockout, civil commotion, invasion, rebellion, hostilities, sabotage, acts of God or causes otherwise beyond the control of the Parties.

21. Waiver.

No waiver by either party of any breach or violation of any covenant, term, condition, or provision of this Agreement or of the provisions of any ordinance or law, shall be construed to waive any other term, covenant, condition, provisions, ordinance or law, or of any subsequent breach or violation of the same.

22. Severability.

The terms and conditions of this Agreement shall be deemed to be severable. Consequently, if any clause, term, or condition hereof shall be held to be illegal or void, such determination shall not affect the validity or legality of the remaining terms and conditions, and notwithstanding any such determination, this Agreement shall continue in full force and effect unless the particular clause, term, or condition held to be illegal or void renders the balance of the Agreement impossible to perform.

23. Governing Law and Venue.

This Agreement is made pursuant to, and shall be, resolved in, governed by and construed in accordance with the laws of the State of Florida. Jurisdiction and venue shall be exclusively found in a court of competent jurisdiction located in Pinellas County, Florida.

24. Exhibits, Amendments and Attachments.

The following documents are incorporated by reference into this Agreement:

- Exhibit A – Justice CCMS Statement of Work
- Exhibit B – Deliverables and Payment Schedule
- Exhibit C – Justice CCMS Project Schedule
- Exhibit D – Functional Requirements
- Exhibit E – Justice CCMS Required Interfaces and Extracts
- Exhibit F – Maintenance and Support Agreement
- Exhibit G – Defect Escalation Procedures
- Exhibit H – Hardware and Operating Requirements

- Exhibit I – Escrow Agreement
- Exhibit J – Key Personnel
- Exhibit K – Pinellas County's Non-Disclosure Agreement

25. Compliance with Laws.

Tyler shall comply with all applicable federal, state, county and local laws, ordinances, rules and regulations in the performance of its obligations under this Agreement, including the procurement of permits and certificates where required, and including, but not limited to, laws related to Workers' Compensation, occupational safety and health and the environment.

26. County's Funding.

The Agreement is not a general obligation of the County. It is understood that neither this Agreement nor any representation by any County employee or officer creates any obligation to appropriate or make monies available for the purpose of the Agreement beyond the fiscal year in which this Agreement is executed. No liability shall be incurred by the County, or any department, beyond the monies budgeted and available for this purpose. If funds are not appropriated by the County for any or all of this Agreement for a new fiscal period, the County shall not be obligated to pay any sums provided pursuant to this Agreement beyond the portion for which funds are appropriated. The County agrees to promptly notify Tyler in writing of such failure of appropriation, and upon such notice, this Agreement shall terminate on the last day of the current fiscal period without penalty to the County. In the event the County terminates this Agreement pursuant to this provision, all revocable licenses granted herein shall terminate, and the Parties shall comply with and shall be subject to the provisions of Sections 12.4, 12.5 and 12.7 in this Agreement.

27. Change Orders.

If the County requires the performance of Services (other than Additional Services) that are not then being performed, or if either party requests a change to the existing Services, the Project Manager of the party requesting or proposing the change in the Services shall deliver to the other party's Project Manager a Change Order specifying the proposed work with sufficient detail to enable the party to evaluate it. Tyler shall provide the County with an evaluation of the Change Order containing the following: (i) a detailed description of the Tyler Personnel required to perform the requested Services; (ii) specifications (if applicable); (iii) implementation plans, with implementation to commence not later than thirty (30) days after approval thereof, unless otherwise mutually agreed by the Project Managers; (iv) the timeframe for performance; (v) acceptance criteria; and (vi) the estimated price for such performance based on the applicable charges set forth in this Agreement. If the Change Order request is initiated by the County, this evaluation shall be provided within five (5) Business Days of receipt of the proposed Change Order from the County, unless otherwise mutually agreed by the Project Managers. All Change Orders shall be governed by the terms and conditions of this Agreement, including either the hourly rates for consulting Services, or fixed fees, as directed by the County, and warranties, unless mutually agreed otherwise. Within a reasonable timeframe specified by Tyler, which timeframe shall not be less than ten (10) Business Days from the Project Manager's receipt of the Change Order with the evaluation required herein (the "Response Period"), the County shall notify Tyler in writing if the County elects to proceed with the Change Order (the "Proceed

Order"). If, within the Response Period, the County gives notice to Tyler not to proceed, or fails to give any notice to Tyler, then the Change Order shall be deemed withdrawn and Tyler shall take no further action with respect to it. Tyler shall promptly commence performing the Services described in the Change Order upon the County's approval of the applicable Change Order and such Change Order being executed by an authorized representative of the Parties, which shall be the County Administrator or designee for any Change Orders decreasing Fees or increasing Fees not more than the sums authorized in Section 2-62(a)(1), Pinellas County Code, amending the SOW, Project Plan or Documentation without any change to the Fees or Project Schedule as revised in Exhibit A, Task 2, or increases the expected completion of a Project Milestone, as identified in Exhibit B by not more than sixty (60) days, and which shall be the Board of County Commissioners for all other Change Orders. A Change Order shall not become binding upon the County, and the County shall not be obligated to pay Tyler for any Services performed pursuant to a Proceed Order, unless and until the Change Order related to such Proceed Order is approved by the County as provided herein.

28. Notices.

All notices, authorizations, and requests in connection with this Agreement shall be deemed given on the day they are: (1) deposited in the U.S. mail, postage prepaid, certified or registered, return receipt requested; or (2) sent by air express courier (e.g., Federal Express, Airborne, etc.), charges prepaid, return receipt requested; or (iii) sent via email and addressed as set forth below, which designated person(s) may be amended by either party by giving written notice to the other party:

For County:	For Tyler:
Pinellas County Purchasing Department Attn: Purchasing Director 400 South Fort Harrison Avenue Clearwater, FL 33756 jlauro@pinellascounty.org	Tyler Technologies, Inc. Attn: Chief Operating Officer 6500 International Pkwy, Suite 2000 Plano, Texas 75093 bret.dixon@tylertech.com

29. Agreement Order of Preference.

If there is a conflict between the terms of this Agreement and the Exhibits, then the conflict shall be resolved in the following order of preference:

(a) The Agreement;
(b) Exhibit A SOW; and
(c) Remaining Exhibits to this Agreement

30. Drafting.

The County and Tyler negotiated this Agreement (including the exhibits annexed hereto) at arm's length. The County and Tyler jointly prepared this Agreement, and its provisions shall be construed on parity between all parties. As such, no rule of construction shall apply which construes the language of this Agreement more favorably for, or more strictly against, any party by reason of the preparation of this Agreement. All captions and headings appearing are for

convenience only and shall not be considered in construing or giving effect to the provisions hereof.

31. Source Code Escrow.

31.1 Escrow Assignments. Tyler has entered into an Escrow Agreement with Escrow Agent, pursuant to which Tyler has deposited the Licensed Software source code. Tyler shall within thirty (30) days following payment of the License Fee as defined in Section 6.1.1 provided herein, add the County as a beneficiary under its Escrow Agreement. As provided herein, Tyler shall deposit with the Escrow Agent the following: one copy each of: (a) the commented source code to all Licensed Software furnished in accordance with the Agreement; and (b) technical documentation, and such other materials pertaining to the Licensed Software as the County would reasonably require in order to configure, install, modify and support the Licensed Software in the event that the County will become entitled to do so under the source code escrow agreement attached hereto as Exhibit I ("Escrow Agreement").

31.2 Updates and Verification. Tyler shall update the escrow deposit upon any major release of any new version of the Licensed Software, but at least on an annual basis. Tyler shall provide the County with thirty (30) calendar days notice prior to updating the escrow deposit. The County shall have the right, at the County's expense, to be present to verify the creation and viability of the escrowed materials.

31.3 Fees. The fees of the escrow agreement shall be paid by Tyler provided that the County maintains a current and fully paid Maintenance and Support Agreement with Tyler, otherwise the fees for maintaining the escrow agreement shall become the sole responsibility of the County.

31.4 License for Use of Escrowed Material. The materials deposited in escrow may be released to the County according to the terms of the Escrow Agreement. Upon such release, the County is hereby granted the right and license to make use of such material, utilizing the services of such employees and outside consultants as it may require, to do all things reasonably necessary to perform, for its own benefit, such maintenance, support, modification and Enhancement of the Licensed Software as Tyler was obligated but failed to provide under this Agreement, the Maintenance and Support Agreement, or any other agreement between Tyler and the County, which shall include but not be limited to failure to meet the scope and timing of all legislative, Florida Supreme Court, and federal mandates.

32. Time is of the Essence.

Time is of the essence with respect to all provisions of this Agreement that specify a time for performance, including the Services as described in Exhibits attached hereto; provided, however, that the foregoing shall not be construed to limit a party's grace period allowed in the Agreement.

33. Non-Binding Mediation.

Prior to terminating the Agreement as a result of a Tyler or County Event of Default as defined in Section 12 of this Agreement, the parties agree to submit the dispute to non-binding mediation to attempt in good faith to resolve the Event of Default giving rise to the termination

of the Agreement. The non-binding mediation will take place in Pinellas County, Florida, or pursuant to agreement of the parties, may take place by telephone, video conference or other online technology, utilizing a mediator selected by mutual agreement of the parties. The parties recognize that mediation is a non-binding process to assist them to resolve their disputes by making their own free and informed choices, and that the mediator will have no authority to impose a resolution or settlement on any party but only to discuss and suggest options for resolution. If the parties do not reach a mutually agreeable resolution within thirty (30) days after initiation of mediation, they may pursue such remedies as are available pursuant to this Agreement and applicable Florida law.

34. Customer Pricing Commitments.

(a) County shall pay Tyler the annual Maintenance and Support Fee as set forth on and in accordance with the timetables of Exhibit F (the "Maintenance and Support Agreement"). Maintenance and Support Fee shall commence as provided in this Agreement, and for a period of two County fiscal years after the County fiscal year in which the System Warranty is completed, there shall be no increase in the Annual Maintenance and Support Fee. Thereafter, any increase in the Annual Maintenance and Support Fee shall be limited to the lesser of six percent (6%), or the annual cost of living increases according to the Consumer Price Index for All Urban Consumers, All Items, U.S. City Average, as published by the United States Department of Labor, Bureau of Labor Statistics.

(b) From time to time, Tyler may offer certain new products and services including, without limitation, optional features, modules, or other functionality enhancements (collectively, "Optional Products") to its clients. Provided that the County maintains an active Maintenance and Support Agreement, County shall be entitled to acquire such Optional Products at a price and under terms and conditions substantially similar to those that Tyler has provided to its other new or existing clients similar in size (based upon population) to County.

35. Migration Provision. If Tyler is acquired by, merges with, enters into a joint venture with, or is otherwise controlled by another individual or entity (collectively referred to as a "Successor Event"), and subsequent to the Successor Event, the Licensed Software is not maintained and supported (for a period of five (5) years from the date of the Successor Event) to at least the same level that Tyler supported the Licensed Software prior to the Successor Event, County, at its sole option, may elect to return the Licensed Software and transfer, without cost or penalty, to another product similar in price, functionality and features within Tyler's assignee's or successor's product offering ("Replacement Product"). Without limiting the generality of the foregoing, such assignee's or successor's failure to support the Licensed Software may be because, for example, Tyler's assignee or successor chooses to support other product with similar functions, or Tyler's assignee or successor chooses to sunset the products. In addition, the following terms and conditions shall apply if the County elects to transfer to a Replacement Product:

(a) County shall not pay any additional license fees for the Replacement Product;

(b) Any prepaid maintenance and support shall transfer in full force and effect for the balance of the Replacement Product's maintenance and support term (or equivalent service) at no additional cost. If the prepaid moneys are greater than the Replacement Product's maintenance

and support fee for the same term, the credit balance will be applied to future maintenance and support fees;

(c) Any and all updates, releases, third party integration products, or other software offered separately, and needed to match the original Licensed Software level of functionality, shall be supplied by Tyler's assignee or successor without additional cost or penalty, and shall not affect the calculation of any maintenance and support fees;

(d) Tyler shall provide all integration, implementation, migration, and/or training services at no cost to County (including, but not limited to, the costs associated with migrating/converting any data from Licensed Software to the Replacement Product);

(e) All surviving terms and conditions of this Agreement shall remain in full force and effect with no additional fees or costs imposed on County (including, but not limited to, license fees, implementation costs, third party licensing fees, third party integration costs, and/or consulting costs); and

(f) The definition of Licensed Software under this Agreement shall then mean the Replacement Product.

36. Entire Agreement/No Modification.

This Agreement constitutes the entire Agreement between the Parties and supersedes all prior negotiations, representations or agreements either oral or written. It may not be modified except by a writing signed by the Parties.

(Signature Page Follows)

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement the day and year first written.

PINELLAS COUNTY, FLORIDA
by and through its Board of County Commissioners

By: Karen Williams Seel
Chairman

TYLER TECHNOLOGIES, INC.,
a Delaware Corporation

By: Bruce Graham
Name: BRUCE GRAHAM
Title: PRESIDENT, TYLER COURTS & JUSTICE

ATTEST:
CLERK

By: [illegible]
Deputy Clerk

APPROVED AS TO FORM
OFFICE OF THE COUNTY ATTORNEY

By: [illegible]
Chief Assistant County Attorney

ATTEST:

By: [illegible]
Name: JEFF PUCKETT
Title: VICE PRESIDENT OF SALES

Pinellas County

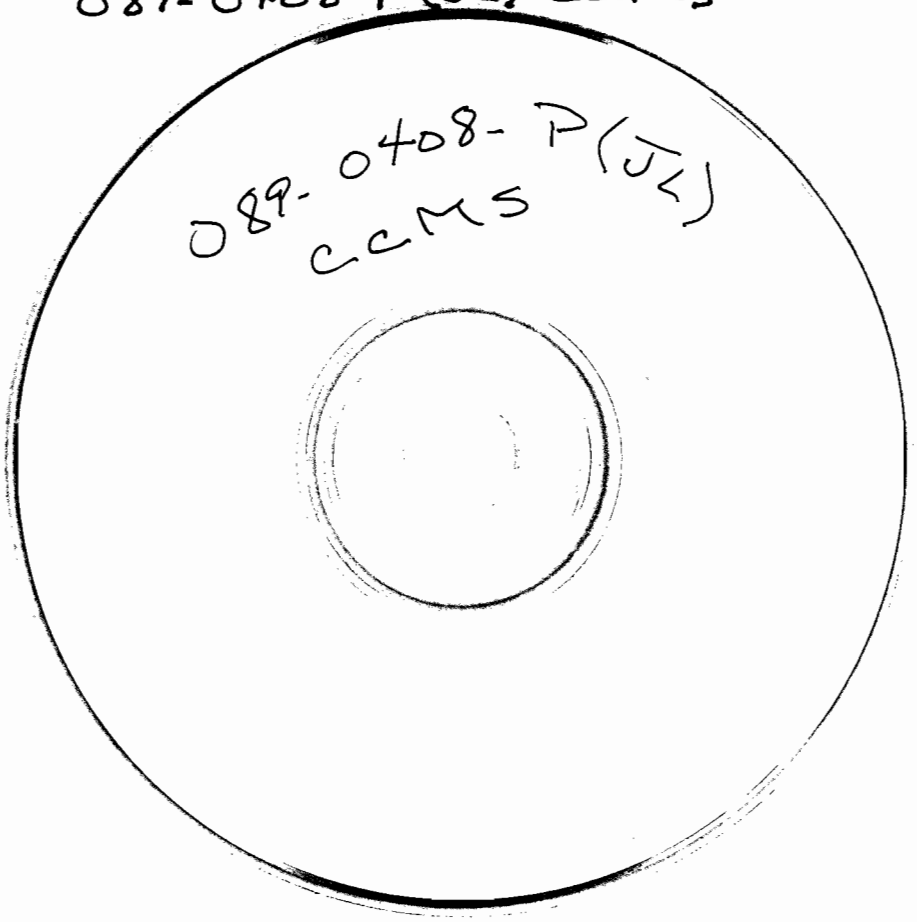
JUSTICE CCMS PROJECT: MASTER AGREEMENT

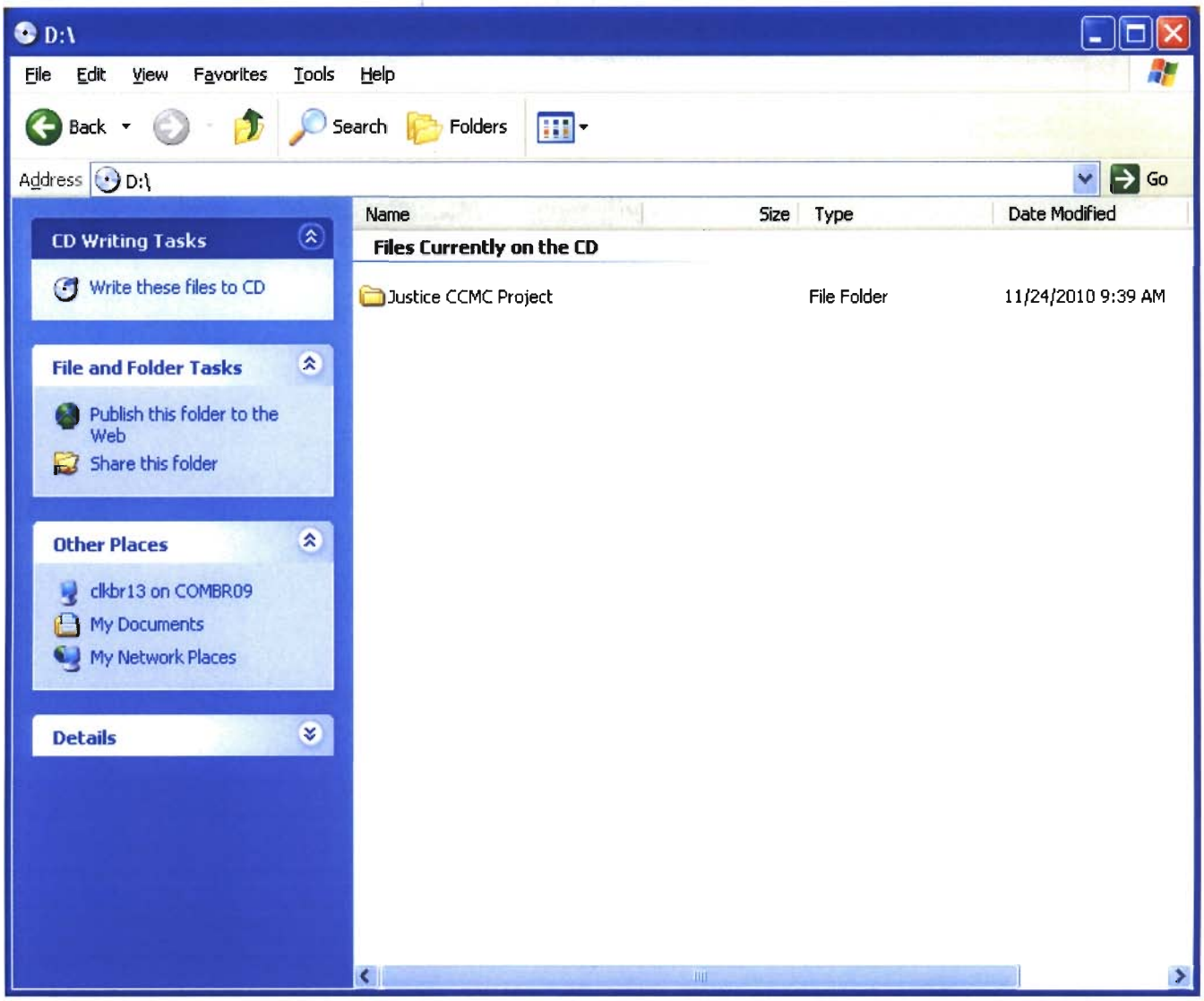
Pinellas County JUSTICE Consolidated Case Management System

Justice CCMS Guiding Principles:

- We are committed to each other's success
- Retire Legacy CJIS
- Limit Changes to Legacy CJIS
- Leverage Industry Best Practices
- Customize only as a last resort
- Design for flexibility and integration

089-0408-P(JL) CCMS




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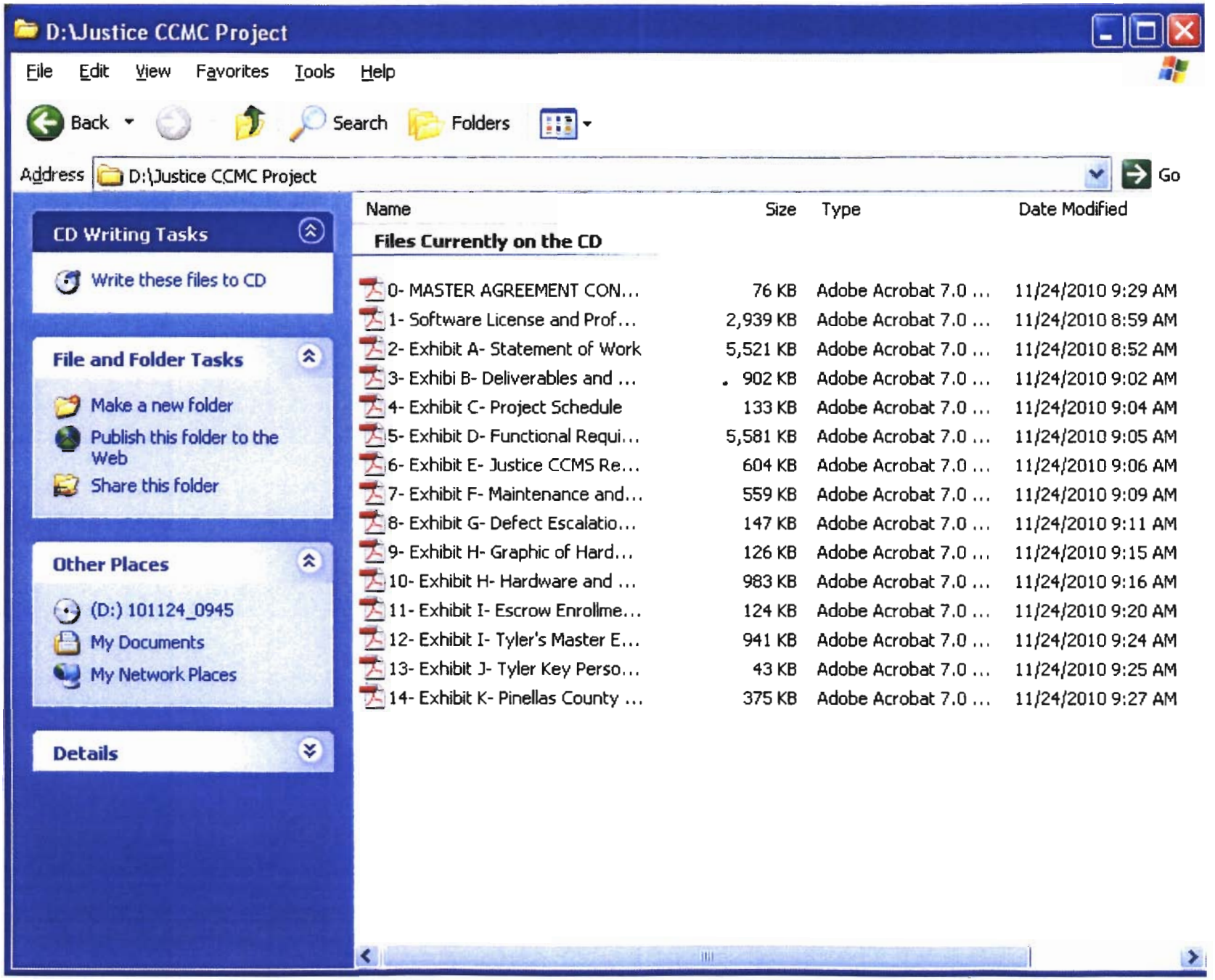

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0- MASTER AGREEMENT CON... 76 KB Adobe Acrobat 7.0 ... 11/24/2010 9:29 AM
1- Software License and Prof... 2,939 KB Adobe Acrobat 7.0 ... 11/24/2010 8:59 AM
2- Exhibit A- Statement of Work 5,521 KB Adobe Acrobat 7.0 ... 11/24/2010 8:52 AM
3- Exhibi B- Deliverables and ... 902 KB Adobe Acrobat 7.0 ... 11/24/2010 9:02 AM
4- Exhibit C- Project Schedule 133 KB Adobe Acrobat 7.0 ... 11/24/2010 9:04 AM
5- Exhibit D- Functional Requi... 5,581 KB Adobe Acrobat 7.0 ... 11/24/2010 9:05 AM
6- Exhibit E- Justice CCMS Re... 604 KB Adobe Acrobat 7.0 ... 11/24/2010 9:06 AM
7- Exhibit F- Maintenance and... 559 KB Adobe Acrobat 7.0 ... 11/24/2010 9:09 AM
8- Exhibit G- Defect Escalatio... 147 KB Adobe Acrobat 7.0 ... 11/24/2010 9:11 AM
9- Exhibit H- Graphic of Hard... 126 KB Adobe Acrobat 7.0 ... 11/24/2010 9:15 AM
10- Exhibit H- Hardware and ... 983 KB Adobe Acrobat 7.0 ... 11/24/2010 9:16 AM
11- Exhibit I- Escrow Enrollme... 124 KB Adobe Acrobat 7.0 ... 11/24/2010 9:20 AM
12- Exhibit I- Tyler's Master E... 941 KB Adobe Acrobat 7.0 ... 11/24/2010 9:24 AM
13- Exhibit J- Tyler Key Perso... 43 KB Adobe Acrobat 7.0 ... 11/24/2010 9:25 AM
14- Exhibit K- Pinellas County ... 375 KB Adobe Acrobat 7.0 ... 11/24/2010 9:27 AM

Exhibit A-Statement of Work

Justice Consolidated Case Management System "CCMS"

Pinellas County JUSTICE Consolidated Case Management System

Authored by: Pinellas County Government and Tyler Technologies

Version: 4.5

Release Date: November 5, 2010

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1. Scope

This Statement of Work ("SOW") states the nature, amount, duration, and timing of professional services to be provided by the vendor, Tyler Technologies, Inc. (hereinafter "Tyler"). It also specifies the Tyler "Odyssey" Licensed Software Components (and enhancements or integrations thereto) to be provided by Tyler to Pinellas County (hereinafter "County"). It further specifies the roles, responsibilities, approaches, and interactions between Tyler and the County and specifies the tasks and deliverables to be provided by Tyler and articulates the method or level of review and approval of Tyler deliverables by the County. The responsibility level descriptions used in this SOW shall have the following meaning:

- Lead: Ownership of the task and performing the work.
- Assist: Assist the task leader by actively creating part of the Deliverable or performing activities.
- Participate: Be available to review and engage in task activities.

This SOW covers all phases of analysis, design, development, training, data conversion, testing and production deployment of all Licensed Software through all phases and implementation of all court types, thereby completing the migration from the County's current legacy CJIS to the Licensed Software. Upon complete implementation and Final Acceptance of all Deliverables by the County, the SOW shall be deemed fully executed and completed, and a transition to the ongoing software Maintenance and Support of the Licensed Software will occur, as specified in the Master Agreement.

2. Project Tasks

Task 1: Pre-Implementation Planning

1.1. Tyler shall develop a Project Charter that will include, but is not limited to:

- A statement of the Justice CCMS Scope
- Identifying the roles and responsibilities of Tyler Personnel required for project implementation
- A description of the project objectives and success factors
- Project authority
- Issue Management and resolution processes
- Review and Verification processes
- Change and Authorization processes
- Documentation of major project milestones
- Risk Analysis and Mitigation
- Success Indicators

Deliverables: Tyler shall develop the Project Charter and obtain County approval in accordance with Section 9 of the Agreement.

1.2. Tyler shall conduct a planning session to review the Statement of Work and necessary start-up activities included but not limited to: project organization, project tracking and reporting tools, implementation life cycle, and product development lifecycle. Additionally, Tyler shall update the schedule for the pre-Gap Fit Analysis Basic Training Class, Gap Fit Analysis, Site Installation, Data Conversion workshops, Configuration workshops, and Public Defender Module Development (and related roles and responsibilities). Tyler shall lead the County in an evaluation of the current County hardware/software infrastructure in preparation for site implementation activities.

Deliverables: Tyler shall update the schedule for the Basic Training Class, the Gap Fit Analysis, Site Installation, Data Conversion workshops, Configuration workshops and Public Defender Module Development (with related roles and responsibilities) and lead the County in a hardware/software infrastructure evaluation for site installation preparation and obtain County approval in accordance with Section 9 of the Agreement.

1.3. As part of the pre-implementation planning, Tyler shall conduct on-site pre-implementation planning meetings for business units affected by the System. The primary purpose of these pre-implementation planning meetings is to identify prerequisites for installation, and to identify the business units that will be involved/impacted by the installation of the new licensed application software for each of the 3 court types/phases (such as, but not limited to: Probate, Mental Health, Civil/Family, Criminal, Traffic, Juvenile, Supervision), and the State Attorney and Public Defender Modules. Participation in the Tyler led planning meetings will include representatives from the Court, Clerk of Court, State Attorney, Public Defender, the Sheriff, and

Business Technology Services. Tyler shall also share information and examples of the scenarios that Pinellas shall develop in preparation Gap Fit Analysis.

1.4. During pre-implementation planning activities described in 1.3, Tyler shall review business processes, evaluate the infrastructure and integrations, outline major processes, case types, and State Attorney and Public Defender work product as identified in 1.3, at a conceptual level. In addition, Tyler shall provide a review for each of the "intersections" between court type/phases, business unit, and business process to ensure that all data workflows are accounted for using the new software (e.g., what flows will remain outside the new software vs. what flows will be handled by shared access or internal data flows within the new software, including determination of segregation of data as required by separation of duties/responsibilities), at a high level.

Deliverables: Tyler shall document the results of the on-site pre-implementation meetings in 1.3 and additional information/results obtained in 1.4 and review with designated County project representatives and obtain County approval in accordance with Section 9 of the Agreement.

1.5. Prior to the on-site Gap Fit Analysis task (Task 2 of the SOW), Tyler shall conduct on-site Licensed Software Basic Training Classes, providing hands-on training for all participants that will be actively involved in the Gap Fit Analysis task. Tyler shall provide a training manual to participants.

Deliverables: Tyler shall complete the Licensed Software Basic Training Class for the Gap Fit Analysis team members.

Project Activity: Task 1	**Tyler Technologies**	**County**
1.1 Tyler shall develop the Project Charter for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
1.2 Tyler shall update the schedule for the Basic Training Class, the Gap Fit Analysis, Site Installation, Data Conversion workshops, Configuration workshops and Public Defender Module Development (with related roles and responsibilities) and lead the County in a hardware/software infrastructure evaluation for site installation preparation and for County approval in accordance with Section 9 of the Agreement.	Lead	Assist

Project Activity: Task 1	Tyler Technologies	County
1.3 & 1.4 Tyler shall document the results of the on-site pre-implementation meetings in 1.3 and additional information/results obtained in 1.4 and review with designated County project representatives for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
1.5 Tyler shall complete the Licensed Software Basic Training Class for the Gap Fit Analysis team members.	Lead	Participate

Task 2: Gap Fit Analysis

2.1 During the on-site Gap Fit Analysis, Tyler Personnel shall test the County specific work product scenarios within the Licensed Software. Based on results, and with the assistance of the County, Tyler shall determine the "fit" between current County practices and the functionality within the Licensed Software and document any identified gaps. The on-site Gap Fit Analysis shall cover all three court types/phases, business units, Courts, State Attorney and Public Defender business processes identified in tasks 1.3 and 1.4. The Gap Fit Analysis report shall indicate what required functionality is met by the baseline product (including an indication of which configuration files, templates, etc. need populating), what functionality must be developed through baseline software modification, what data must be converted, and what integration components are required to accomplish each business process.

2.1.1 The fit analysis begins with Pinellas preparing scenarios that outline, at a high level, the major processes or case types. Tyler works with Pinellas team members on this task, and then arranges the scenarios into a schedule for the on-site fit analysis. Tyler shall provide sample scenarios to help facilitate this process. The County shall also provide a list, description and sample of necessary reports.

2.1.2 During the on-site Gap Fit Analysis, a Tyler analyst shall attempt to perform the current County scenarios within the Licensed Software. Through this process, Pinellas and Tyler shall jointly determine the "fit" between current practices and the functionality within the Licensed Software. With the output from the Gap Fit Analysis, project teams will validate the solution, the project approach and the phased delivery of the project schedule. At the completion of the Gap Fit Analysis, Tyler shall prepare and review the findings with the County and present the options for any gaps identified.

2.1.3 Tyler shall identify proposed solutions to gaps identified as a result of completed activities in 1.3, 1.4, 2.1.1 and 2.1.2. Tyler's proposed solutions shall include but not be limited to time estimates for enhancing the baseline Licensed Software product as well as no cost solutions using existing software functionality. This shall also include an analysis and reduction of reports in accordance with Section 6 of this SOW.

2.1.4 Overall Testing Requirements are needed for each project phase, articulated for each significant new module, as identified in the Functional Requirements Document Exhibit D of the Agreement, or added Licensed Software functionality. These test requirements shall be produced during the Gap Fit Analysis. The test requirements shall be updated in each Phase where they will be utilized, typically just before the actual Licensed Software development work begins for that Phase. Tyler shall document testing considerations for the development projects and integrations identified in the Gap Fit analysis.

Deliverables: Tyler shall develop and present to the County a Gap Fit Analysis Report that will include results from 1.3, 1.4, and recommendations as a result of 2.1 and 2.1.1, 2.1.2, 2.1.3, and 2.1.4 activities and obtain County approval in accordance with Section 9 of the Agreement.

2.2 During the Gap Fit Analysis, Tyler shall also analyze needed integrations. Tyler shall produce an Integration Strategy Document that outlines the approach to designing and building the translation layer broker for needed interfaces and data extracts, as follows:

- What proposed interfaces or extracts will be developed, versus which ones can be eliminated by existing (or new) Licensed Software functionality.
- When each needed interface or extract will be developed and deployed, noting the Phase and anticipated delivery date.
- How each interface or extract will be developed, by whom, and utilizing what software or API.
- Description of the characteristics of the needed interfaces (report, batch, real-time, volume, etc.).
- Technology basis for each needed interface (deployment environment—infrastructure, hardware, software, etc.; web services, FTP, enterprise service bus, ODBC, etc.).
- A narrative and graphical description of each integration flow to be implemented.
- Methods to be utilized for testing by Tyler, and also by the County, citing acceptance criteria, and presenting a proposed Interface/Extract sign-off procedure.
- The Interface Strategy Document must also specify the business requirements implemented in each interface (e.g., such as a functional description of the FCIC warrants interface and a list of which business requirements are met in each needed code domain).

Additionally, a phased implementation of the Licensed Software may require temporary interfaces between the Licensed Software and the existing Pinellas CJIS application (while the legacy system is still in production). Certain case and party data may need to be present in both systems, and in some instances data present in one system must also be visible in the other system. In other instances data must be synchronized (to be the same) in both systems. Utilizing the information gained from the Task 2: Gap Fit Analysis, Tyler shall include, in the Interface Strategy Document a phased transition plan for multi-systems (court types and related functions) production use. As part of the Interface Strategy Document, the plan shall include but not be limited to identification and procedures for creating and maintaining and terminating temporary interfaces, cross-system data accessibility and data exchanges.

Further, any needed enhancements to the Licensed Software Integration Toolkit shall be noted in the Integration Strategy Document, identifying reusable enhancements to the Licensed Software Integration Toolkit. As part of the Gap Fit Analysis, Tyler shall lead onsite workshops to determine the direction regarding currently undecided interfaces. A listing of interfaces can be found in Exhibit E of this document. Interface-specific workshops are needed to ascertain

whether Tyler can make the necessary enhancements to its existing Licensed Software functionality so that the need for several interfaces (to be designated) can be eliminated. However, in the event that Tyler cannot make the necessary enhancements to its Licensed Software as required by the County, or cannot do so without impact to the implementation schedule, then interfaces between the Tyler Licensed Software and existing County interface-related software shall be developed. Required interfaces needing development will be determined based upon the results of all tasks performed in Task 2: Gap Fit Analysis. A narrative describing the decisions arising from these interface-specific workshops must be included in the Integration Strategy Document.

Deliverables: Based upon the information obtained through activities in 1.4 and utilizing the results from tasks identified in 2.2, Tyler shall provide an Integration Strategy Document and obtain County approval in accordance with Section 9 of the Agreement.

2.2.1 Tyler shall provide information related to benefits, risks, and mitigation strategies for the order of court types and related module implementation for the County's consideration. Based on those results and the status of state mandates that will impact the Justice CCMS Project, the County will provide the order of software implementation through the change order process defined in Section 27 of the Agreement.

Deliverables: Tyler shall provide documentation as described in 2.2.1 and the recommended order of implementation for court types and related modules for the County's consideration and approval in accordance to Section 9 of the Agreement.

2.2.2 Tyler shall develop a list of the specific conversions, integrations, customizations, if any, and reports as referenced in Section 6 and 7 of this SOW, that must be completed prior to installation of the Licensed Software in each phase. Tyler shall provide a list to include but not be limited to, the outcomes of tasks 2.1, 2.2, and 2.2.1. Desired customizations will be considered for implementation as provided in a Change Order in accordance with Section 27 of the Agreement.

Deliverables: Tyler shall develop a list of specific conversions, integrations, customizations, and reports for County prioritization and approval in accordance with Section 9 of the Agreement.

2.2.3 Based upon the results of task 1.3, 1.4, 2.1, 2.1.1 and 2.2.2, Tyler shall produce a high level design document for the Public Defender module. This document will include the scope and any related cost impact of the Public Defender development if extended beyond what was defined in Exhibit D of this Agreement. Tyler shall begin development of Public Defender Conceptual Process Design(s) (CPD) in a separate track from Task 1 and 2, but during the same timeframe as Task 1 and 2. Delivery of Public Defender CPD(s) is part of the implementation phase for phases 1, 2, and 3.

Deliverables: Tyler shall develop the high level design document for the Public Defender Module and obtain County approval in accordance with Section 9 of the Agreement.

2.2.4 Tyler shall conduct an infrastructure workshop with the County to evaluate the current status of the County infrastructure environment. This effort will begin with the hardware infrastructure recommendation as identified in Exhibit H of this agreement. Tyler shall prepare a hardware/software/ infrastructure deployment document indicating required components and dates these components will be deployed and operational. The document shall also include an indication of the types of IT personnel resources and their time requirements needed for deployment activities, initial test/acceptance, Go-Live, and ongoing support.

Deliverables: Tyler shall develop a hardware/software/ infrastructure deployment plan document as described in 2.2.4 and obtain approval by the County in accordance with Section 9 of the Agreement. Tyler shall conduct an on-site workshop for the County.

2.2.5 Utilizing the project schedule provided in Exhibit C as a framework, and based upon the results of all tasks performed in Task 2: Gap Fit Analysis, Tyler shall work with Pinellas County to finalize the Baseline Project Schedule.

Deliverables: Tyler shall provide Baseline Project Schedule and obtain approval by the County in accordance with Section 9 of the Agreement.

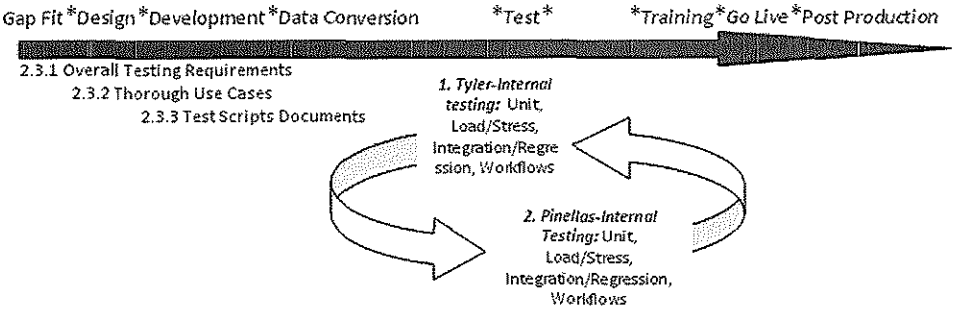
2.2.6 Tyler shall confirm the Licensed Software with any modifications and added interfaces will provide the required functionality that was identified during the Gap Fit Analysis task. Additionally, Tyler shall present the project approach, the phased delivery plan of the project, and review findings with the County management team to determine the resolution to any gaps identified.

Deliverables: Tyler shall confirm the Licensed Software fulfills the functional requirements (as may be amended by the Gap Fit Analysis results) and shall present the project approach, including resolution to any gaps identified and present to the Justice CCMS Management Team and obtain County approval in accordance with Section 9 of the Agreement.

2.3 User Acceptance and Testing Life Cycle

Tyler's software development and testing work shall include several key elements executed in sequence. These elements include a thorough User Acceptance Test (UAT) sub-process during each project Phase 1-3 (see *figure 2.3a*), and a full System Acceptance Test (SAT) at the end of the project prior to the Phase 3 software Go-Live. Typically, some key elements in the County change process will overlap new Tyler development that occurs in subsequent project phases.

Sub-Process User Acceptance Testing Per Phase *figure 2.3a*



Deliverables: Tyler shall deliver, install, and test the licensed software at the County's site as identified in the Project Schedule. Upon installation, Tyler shall conduct its standard diagnostic evaluation at the County site to determine that the Licensed Software is properly installed. Tyler shall notify the Pinellas' Project Manager after installation and evaluation. Tyler and Pinellas shall produce the following deliverables to complete the required UAT in each project phase 1-3, utilizing the Overall Testing Requirements, Functional Requirements as identified in Exhibit D of the Agreement, Use Cases, and Test Scripts approved by the County; for any phases that have moved to the production environment that require change, a change order shall be submitted to the County and administered through the County's change control process.

2.3.1 ***Overall Testing Requirements*** are needed for each project phase, articulated for each significant new module, as identified in the Functional Requirements Document Exhibit D of the Agreement, or added Licensed Software functionality. The test requirements shall be updated in each Phase where they will be utilized, typically just before the actual Tyler software development work begins for that Phase. Tyler shall produce this document as identified in Task 2.1.4.

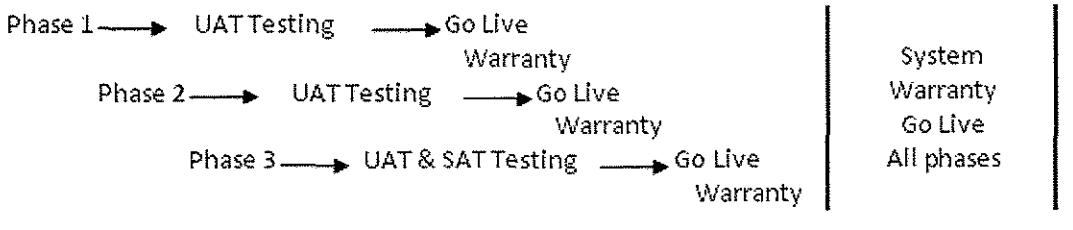
2.3.2 ***Use Cases***, articulating inputs, outputs, casts, key data elements, and workflows—multiple Use Cases for key processes or workflows in each significant new module or with added functionality. Use Cases shall also include a data dependencies narrative regarding the creation, deletion, current module usage of the data, and the transformed or added data's usage in subsequent modules executed downstream in other workflows. The Use Cases shall be updated in each Phase where they will be utilized,

typically just before the actual software development work begins. Tyler shall assist Pinellas with the development of thorough Use Cases, included but not limited to, use case development workshops, use case template development, and work sessions to review documented Use Cases for accuracy and completeness.

2.3.3 ***Test Scripts Documents***, both for Tyler's own 1) unit testing, 2) integration/regression testing, 3) load/stress testing and 4) workflows testing, but also additional test scripts for County's use in unit testing, end-to-end workflow testing, load/stress testing, and phase integration/regression testing. The test scripts shall be updated in each Phase where they will be utilized, typically just before the actual software testing work begins. Test scripts will include environment-related, workflow-related and user/role-related configuration information needed to execute each script in either the County Test or Stage environments. Tyler shall produce test scripts for the development and integration projects.

The County's UAT is comprised of 1) unit testing, 2) integration/regression testing, 3) load/stress testing and 4) workflows testing. UAT will occur at the County after Tyler's internal testing in the above areas. When the County is executing UAT for each project Phase, Tyler may proceed to new development activities in the next project Phase, adding new changes/functionality or new modules into the County Development environment. The County's' UAT will be executed in the Stage environment; Tyler's testing in the above areas, (just prior to turnover to the County for UAT), shall be executed in the County Test environment. UAT for each Phase must be approved by the County before the software delivered for that phase can be deployed into production. Thus, the software shall move through a sequence of deployments, from the development to the test to the stage environments and finally to the production environment. After UAT for the final Phase 3 has been completed and approved by the County, there will be one final System Acceptance Test (SAT) conducted by the County on the entire, complete Licensed Software with County additions (see *figure 2.3b*). During SAT, there will be testing on end-to-end workflows, regression testing of all Licensed Software modules, and load/stress testing. Following SAT completion and approval by the County, the software delivered in the final Phase 3 will be implemented into production.

Justice CCMS Project Licensed Software Testing *figure 2.3.b*



Project Activity Summary: Task 2	Tyler Technologies	County
2.1 Tyler shall develop and present to the County a Gap Fit Analysis Report that will include results from 1.3, 1.4, and recommendations as a result of 2.1 and 2.1.1, 2.1.2, 2.1.3, and 2.1.4 activities and obtain County approval in accordance with Section 9 of the Agreement.	Lead	Participate
2.2 Based upon the information obtained through activities in 1.4 and utilizing the results from tasks identified in 2.2, Tyler shall provide an Integration Strategy Document for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
2.2.1 Tyler shall provide documentation as described in 2.2.1 and the preferred order of implementation for court types and related modules for the County's consideration and approval in accordance to Section 9 of the Agreement.	Lead	Assist
2.2.2 Tyler shall develop a list of specific conversions, integrations, customizations, and reports for County prioritization and approval in accordance with Section 9 of the Agreement.	Lead	Participate
2.2.3 Tyler shall develop the high level design document for the Public Defender Module and obtain County approval in accordance with Section 9 of the Agreement.	Lead	Participate
2.2.4 Tyler shall develop a hardware/software/ infrastructure deployment plan document as described in 2.2.4 and obtain approval by the County in accordance with Section 9 of the Agreement. Tyler shall conduct an on-site workshop for the County.	Lead	Assist
2.2.5 Tyler shall provide the Baseline Project Schedule and obtain approval by the County in accordance with Section 9 of the Agreement.	Lead	Participate
2.2.6 Tyler shall confirm the Licensed Software fulfills the functional requirements (as may be amended by the Gap Fit results) and shall present the project approach, including resolution to any gaps identified and present to the Justice CCMS Management Team and obtain County approval in accordance with Section 9 of the Agreement.	Lead	Participate
2.3. *(For Each Phase)* Tyler shall deliver, install, and test the licensed software at the County as identified in the Project Schedule. Upon installation, Tyler shall conduct its standard diagnostic evaluation at the County site to determine that the Licensed Software is properly installed. Tyler shall notify the Pinellas' Project Manager after	Lead	Assist

Project Activity Summary: Task 2	Tyler Technologies	County
installation and evaluation. Tyler and Pinellas shall produce the following deliverables to complete the required UAT in each project phase 1-3, utilizing the Overall Testing Requirements, Use Cases, and Test Scripts approved by the County; for any phases that have moved to the production environment that require change, a change order shall be submitted to the County and administered through the County's change control process.		

Task 3: Probate and Mental Health Court Types (Phase 1) Implementation

3.1 Phase 1 Component Review

3.1.1 Tyler shall review the results from the Gap Fit Analysis to develop a comprehensive list of Licensed Software components (both in the existing baseline product, and the enhancements and integration additions), that will be used to implement the first set of court types (includes required functionality for each business unit (e.g., Court, Clerk of Court, State Attorney, Public Defender), needed functionality (e.g., case creation, docketing, financials, in-court, etc.), as well as a priority schedule for delivering the enhancements and integration additions. Tyler shall create an Authorization Order including each identified development and integration project in the component list. The Authorization Order will identify the requirements and high-level approach for the design.

Deliverables: Tyler shall develop the Phase 1 Authorization Order and obtain County approval in accordance with Section 9 of the Agreement.

3.2 Phase 1 Infrastructure and Environment

3.2.1 Tyler shall work with the County on tasks to prepare the County data center to support the Licensed Software application environments.

3.2.2 Tyler technical staff shall review with the County required hardware and software to support the Licensed Software application environments. Tyler and the County must *also discuss the details of the County planned infrastructure. These details include* whether clustering is planned, the use of replicas, active directory usage, virtualization, etc. Tyler shall provide technical guidance related to the expected performance in the proposed infrastructure. Tyler shall approve the designed infrastructure as confirmation the desired plan maximizes the Licensed Software application's operational function. This tasks ends with the County preparing the technical infrastructure to support the Licensed Software application environments.

Deliverables: Tyler shall provide a detailed implementation plan for Phase 1 based on the IT hardware/software/ infrastructure deployment document developed in task 2.2.4 and obtain County approval in accordance with Section 9 of the Agreement.

3.3 Phase 1 Site Installation

3.3.1 Tyler shall coordinate with the County to schedule the implementation of the Licensed Software application environments.

3.3.1.1 *Conversion* – The Conversion environment is used to test the data conversion process. This is required for the life of the implementation phases and is one of the first environments installed.

3.3.1.2 *Development* – The Development environment is used during the implementation phases, and after completion of the project for use by internal County development staff for post-Phase 3 local modifications or new interfaces. This application environment is also typically installed at the start of the project. Tyler shall lead the development environment management during the implementation phases. The County will assist Tyler in the management of the development environment during implementation phases. The County will lead the development environment management post production of all phases.

3.3.1.3 *Test* – The Test environment is used during the implementation phases to build and test County configuration and business processes. Post implementation of the final phase, this environment is kept as a mirror of production to test process or software changes. This application environment is also typically installed at the start of the project. Tyler shall lead the test environment management during the implementation phases. The County will assist Tyler in the management of the test environment during implementation phases. The County will lead the test environment management post production of all phases.

3.3.1.4 *Stage/Training* – The Stage/Training environment is used to stage new release or patch versions of the application software. It will be needed during the Implementation phase as software modifications are delivered, but it is not required at the very start of the project. The environment will be needed just prior to Phase 1 Training. Tyler shall lead the Stage/Training environment management during the implementation phases. The County will assist Tyler in the management of the Stage/Training environment during implementation phases.

3.3.1.5 *Production* – The Production environment must be built prior to the first Go-Live, so that it can be exercised and determined to be properly configured and installed. This environment is typically not implemented until needed, so as to obtain the most favorable pricing on server hardware. Tyler will lead the development of the

production environment. The County will assist Tyler in the development of the production environment (pre-production). The County will lead production environment management post production.

Deliverables: Phased implementation of five application environments and obtain County approval in accordance with Section 9 of the Agreement.

3.4 Phase 1 Application Development/Enhancement

For each customization approved as part of 2.2.2 and included in the Phase 1 Authorization Order developed in task 3.1:

3.4.1 Tyler shall prepare a Conceptual Process Design (CPD) Document which describes the software modification in sufficient detail to understand the specific modifications requested by the County.

3.4.2 The County and Tyler personnel shall meet or teleconference to review the CPD documents as deemed necessary by County personnel.

3.4.3 Based on the contents of CPD document(s) reviewed in the above task, the County may either approve Tyler to proceed with development, ask for changes to the design, or cancel the development. If the changes to the design are beyond the scope defined in the Authorization Order, then Tyler shall use best efforts to accommodate the changes without changing the cost of the project. If the change is within the scope of the Authorization Order, and the cost is not impacted, then Tyler will accommodate the request.

3.4.4 Using the CPD documents developed and approved above, Tyler shall implement the modifications consistent with the CPD Documents.

3.4.5 Tyler shall deliver and install an updated product baseline and/or local enhancements (integrated into the base Licensed Software if applicable) consistent with the CPD documents approved in activity above. The local enhancements are delivered via either a version release or version patch.

3.4.6 Use Cases, articulating inputs, outputs, casts, key data elements, and workflows—multiple Use Cases for key processes or workflows in each significant new module or with added functionality. Use Cases shall also include a data dependencies narrative regarding the creation, deletion, current module usage of the data, and the transformed or added data's usage in subsequent modules executed downstream in other workflows. Tyler shall assist Pinellas with the development of thorough Use Cases, included but not limited to, use case development workshops, use case template development, and work sessions to review documented Use Cases for accuracy and completeness.

3.4.7 Test Scripts Documents, both for Tyler's own 1) unit testing, 2) integration/regression testing, 3) load/stress testing and 4) workflows testing, but also additional test scripts for County's use in unit testing, end-to-end workflow testing, load/stress testing, and phase integration/regression testing. The test scripts shall be updated in each Phase where they will be utilized, typically just before the actual software testing work begins. Test scripts will include environment-related, workflow-related and user/role-related configuration information needed to execute each script in either the County Test or Stage environments. Tyler shall produce test scripts for the application development environment and the County will test the new modifications in the County test environment. The modifications will be tested for conformance to the CPD.

Deliverables: For each Change/Authorization Order approved by the County, County approval in accordance with Section 27/9 of the Agreement will be required for the CPD document, the delivery and installation of product baseline or local enhancements, and the configuration and testing of the modifications. [Note: This shall include the possible adjustments to the test scripts/plan associated with each module impacted by the enhancement.]

3.5. Phase 1 Public Defender and Prosecutor Module

The new Public Defender Module component of the Licensed Software shall be developed in time for production deployment in Phase 1 (first court type), along with the other needed Licensed Software components. The same is true for any additional configuration needed to the Licensed Software Prosecutor Module, so that upon production implementation for the first court type, the State Attorney will access case data through its deployed operational Prosecutor module just as the Public Defender shall also access case data through its new operational Public Defender module. Thus,

3.5.1 Based on the Gap Fit Analysis results, the high level design developed in task 2.2.3, and the Functional Requirements Document specific to the Public Defender's requirements identified in Exhibit D, Tyler shall prepare a Conceptual Process Design (CPD) Document which describes the new module's operational workflow in sufficient detail to allow the County and Tyler to understand and confirm that the module specific requirements have been identified and incorporated into the design. This activity shall start prior to the initiation of Phase 1.

3.5.2 Development efforts for the Public Defender module shall be initially focused in this phase on functionality that has been identified as needed for the Probate and Mental Health case type, as defined in task 2.2.3.

3.5.3 Based on the Authorization Order for the State Attorney's requirements, Tyler shall prepare a Conceptual Process Design document which describes the software modification, as applicable, in sufficient detail to allow the County and Tyler to understand and confirm the requirements have been fully identified and incorporated into the design.

3.5.4. The County and Tyler personnel shall meet or teleconference to review the CPD documents as deemed necessary by the County personnel.

3.5.5. Based on the contents of CPD document(s) reviewed in the above task, the County may either approve Tyler to proceed with development, require changes to the design, or cancel the development.

3.5.6. Using the CPD documents developed and approved above, Tyler shall implement the modifications consistent with the CPD Documents.

3.5.7. Tyler shall deliver and install onto the County server, the local enhancements (integrated into the base software) consistent with the CPD documents approved in activity above.

3.5.7. The County will test the new modifications in the County test environment. The modifications must be tested for conformance to the CPD. Tyler shall assist the County in the configuration and testing of the modifications.

3.5.8. Analysis, design and development of the Public Defender module, and County-driven improvements to the Prosecutor module, shall be part of the Licensed Software Suite baseline.

Deliverables: Tyler shall configure and test the Public Defender and Prosecutor Modules, deliver and install Phase 1 Public Defender and Prosecutor Modules and obtain County approval in accordance with Section 9 of the Agreement. [Note: This shall include the possible adjustments to the base test scripts/plan associated with each module.]

3.6 Phase 1 Integration

For the translation layer and for each integration flow, and for each temporary interface described and approved as part of 2.2 and included in the Phase 1 Implementation Component List developed in task 3.1:

3.6.1 Tyler shall prepare a CPD Document, for the translation layer, which describes the translation layer in sufficient detail to allow both the County and Tyler to understand the translation layer broker, and translation layer development. For each Integration flow, Tyler shall prepare a CPD Document which describes each interface. The CPD document shall show detailed business requirements associated with either the translation layer enhancements or the specific integration. The County will provide subject matter experts and/or external vendor system resources to provide business and technical information for the CPD document.

3.6.2 Tyler and County personnel shall meet or teleconference to review the CPD documents as deemed necessary by County personnel. Review shall include

translation layer definitions, detailed business requirements and needed enhancements.

3.6.3 Tyler shall create detailed design documentation (data mapping documentation, sample message formats and directional mapping diagram) for the proposed integrations. The County will provide subject matter experts and/or external vendor system resources to provide mapping information and business rules for each external system.

3.6.4 Tyler and County personnel will meet or teleconference to verify detailed design documentation.

3.6.5 Using agreed upon CPD and detailed design documentation, Tyler shall develop and implement the integration broker, integrations and APIs as defined.

3.6.6 Tyler shall deliver and install onto the County server, the integration broker, integrations and APIs consistent with the approved CPD documentation.

3.6.7 Tyler, County and potentially external vendor system resources must mutually verify that the integration broker, integrations and APIs are ready for deployment based on conformance to the CPD and detailed design documents.

3.6.8 During Phase 1, Tyler shall build the core integration framework elements (APIs, messages) needed to support the integrations in later Phases (2 and 3) of the project. Within later Phases these elements shall be reviewed, finalized, and any additional transformation layer work must be performed.

Deliverables: For the translation layer enhancements and for each Integration flow approved by the County: Tyler shall develop the CPD document, the detailed design documentation for County approval in accordance with Section 9 of the Agreement. Additionally, Tyler shall deliver and install the core Integration Framework elements, integration broker, integrations and APIs and obtain County approval in accordance with Section 9 of the Agreement.

3.7 Phase 1 Data Conversion

Conversion activities begin after the Gap Fit Analysis is complete in accordance with the project schedule. Tyler and the County shall assemble a conversion team that shall remain in place throughout the project. Tyler shall provide a "turnkey" data conversion solution, taking full responsibility for all aspects of data conversion services, subject to the County's verification and validation of the results. This approach will allow the County to leverage Tyler's prior data conversion knowledge and experience, especially as it relates to the new target CCMS database provided by the Licensed Software suite.

All current legacy CJIS data for all case types, all entities, and all prior years shall be converted and loaded into the Licensed Software. Tyler shall provide guidance to the County for data

extraction and Tyler shall analyze the data, transform the data, create appropriate entity relationships, and then load the converted data into the Licensed Software.

3.7.1 Tyler shall conduct a data conversion workshop to review the overall approach to the conversion, as it pertains to Phase 1 data conversion. Tyler shall continue to review the data from the legacy system needed for Phase 1.

3.7.2 Tyler, with the assistance of the County shall develop a Phase 1 data mapping document between legacy system data and the new Licensed Software system data storage layouts, identifying any required data transformation requirements and manual data input that will be performed in lieu of data conversion.

3.7.3 The County, with participation from Tyler, will develop data conversion extract scripts/programs/routines needed to convert data needed for Phase 1. The County shall provide definitions of the data and continued guidance on the treatment of data. Pinellas County shall be responsible for reviewing and approving the data in the Licensed Software.

3.7.4 Tyler shall develop data conversion load scripts/programs/routines needed to convert data needed for Phase 1, including any required data transformation routines.

The conversion teams shall map, convert, review, and compare data elements in the County legacy system with same data elements in the Licensed Software. As Is data shall be available via the Licensed Software and must present internal users with the ability to view the original data as it was carried over from the legacy system. Tyler shall make available (online for real-time access) any As Is data; this access must be accessible within the Licensed Software application so that users can fix the data manually as it is identified during normal business operations and then store the newly corrected data in the Licensed Software. Further, the public-facing (website) module must identify As Is data as not being available to the general public through the County Website. The conversion team shall work together to determine where in the Licensed Software the As Is converted data will be located and whether the information will appear on the public facing website.

County's acceptance and approval on the converted data will be based upon the completeness of the converted data. Unless waived by the County, Tyler shall successfully convert (into usable data in the new CCMS) all data strings in the legacy data extracts.

To complete the conversion cycle for each court type Go-Live, Tyler shall work with the County to perform a complete data conversion and data validation. Unless the County and Tyler agree the level of effort no longer benefits or improves the quality of data, Tyler shall complete sufficient cycles to ensure a minimum of 98% accuracy of mapped data per court type. Tyler and the County shall agree to a resolution plan for any critical data conversion issues.

The following tasks shall be completed for each conversion cycle:

- Extract legacy data from the legacy system into the staging SQL tables
- Execute conversion scripts pushing data to the IFL intermediate data base
- Review the validation and verification reports from the IFL toolkit
- Use the IFL toolkit to push data to a configured site
- Review data with lead business advisor and subject matter experts
- Document data exceptions and business rules to be applied
- Document mapping assumptions and decisions applied to converted data
- Update scripts as needed to influence different or additional data behavior

3.7.5 Once the data has been validated, Tyler shall stage the conversion routines and any procedural instructions for the transition to the new Licensed Software.

3.7.6 Tyler shall perform the physical data conversion programming tasks remotely unless analysis or consulting requires on site discussions. To secure the data, County technicians will encrypt data files and send these to a secured FTP site. Once the data is on Tyler's secure FTP site, the data shall be transferred to a secured access drive which is only available to Tyler conversion team members. After the data is staged in the SQL server instance, permissions must be set to only allow access to conversion team members who are responsible for the data conversion.

Deliverables: Tyler shall complete the Phase 1 data conversion workshop, Phase 1 data mapping document, Phase 1 data conversion extract scripts/programs/routines, Phase 1 data conversion load scripts/programs/routines, final Phase 1 test data validation process for County approval in accordance with Section 9 of the Agreement.

3.8 Phase 1 Configuration

The configuration team will reuse scenarios prepared and information learned during the Gap Fit Analysis (Task 2 of the Statement of Work) as the starting point for configuration and workflow. The lead business advisor, subject matter experts, and the Tyler configuration team shall review and document the case processing workflow in the Licensed Software application.

3.8.1 Tyler shall provide configuration workshops. The purpose of the workshops is to jointly configure the system with County SMEs. For the first court type phase, the focus will be on the configuration needs for that court type (Probate & Mental Health) and other related stakeholders, and will also consider the configuration needs for general system administration. Tyler workshops shall include, but not be limited to the following main areas of system configuration:

- Licensed Software organization chart definition
- Rights and roles security administration

- Non-financial configuration
- Financial configuration
- Forms and flexible printed calendar template configuration

3.8.2 Tyler shall provide configuration workshops for the County with information and education specific to the court type and administration requirements. After the configuration workshops, the success of the workshops will be measured by the County Team's ability to successfully complete specified and mutually agreed upon configuration tasks.

3.8.3 Tyler's approach for forms, reports, and process review and design shall require additional educational workshops. Workshops must communicate the method for forms and reports development, and development documentation.

At the end of the configuration/workflow design milestone, the teams must have successfully configured the new Licensed Software application for Phase 1 implementation and defined selected critical processes. Additionally, the County team will confirm their ability to support and make changes to the configuration to meet new business needs.

Deliverables: Tyler shall complete configuration, forms/reports/process review and design workshops, General system administration and Probate and Mental Health Court system configuration shall be completed, including forms, reports and process review and design for County approval in accordance with Section 9 of the Agreement.

3.9 Phase 1 Workflow Design

Workflow design is a subset of configuration that is focused on advanced topics that will affect the overall flow of work through the system for each business unit involved in Phase 1 and will delve deeper into the options available for implementing workflow in the application.

3.9.1 Pinellas shall provide an overview of the current processes in place for processing the work within each of the business units involved in the court types being implemented.

3.9.2 Tyler shall review the current processes in place for processing the work within each of the business units involved in the court types being implemented. This builds on the material and knowledge gathered from the Gap Fit Analysis. Consideration must be given to how much change will be implemented with the system implementation versus phased in after implementation.

3.9.3 Tyler shall lead a workshop covering the Licensed Software functionality in workflow queues; document processing, escalation, time standards, reporting, and list processing. This workshop shall be focused on capabilities, best practices, and applicability to County' needs. The County will configure workflow support with consulting assistance and support provided by Tyler.

3.9.4 The output of the configuration and workflow design efforts will feed into the development of the training labs. Every training session shall have a lab component to reinforce the business process for performing the work for each business unit involved in that court type being implemented in Phase 1.

Deliverables: Tyler shall complete a current process review. Tyler shall lead the workshop defined in section 3.9.3 above for County approval in accordance with Section 9 of the Agreement.

3.10 Load and stress testing acceptance of operational data/functionality for Go-Live for Phase 1

Load and stress testing shall be performed by Tyler with participation by the County at the County's discretion, at Tyler's location, and verified by the County to ensure that the fully-configured Phase 1 components, complete with converted and configuration data, will perform within agreed-upon transaction/operation speeds so as not to adversely affect workflow time constraints.

Unless otherwise mutually agreed to by the Parties, Tyler shall meet the following application performance standards given an average per packet round trip time of 10ms and provide recommendations for infrastructure including network and server to accomplish the required response time objective:

- Average screen refresh rate (per function) of 3 seconds or better over 8 hour consecutive time period(s).
- Excluding historical and analytical reports, daily operational and interactive process reports identified in the Gap Fit and Phase implementations, reports shall generate within 20 seconds or better per 100 lines of data.

Excluding maintenance, utilities, and batch functions, Tyler shall meet the above performance standards and specifications of the Licensed Software for daily operational use and such performance standards shall not degrade as the system is scaled.

Additionally, the County reserves the right to initiate and perform additional load and stress testing at the County's expense to confirm the Phase 1 components perform within the agreed upon transaction/operation speeds.

Deliverables: Tyler shall complete load and stress testing for Phase 1 for County approval in accordance with Section 9 of the Agreement.

3.11 Phase 1 Organizational Readiness Assessment

3.11.1 Tyler shall lead a Readiness Assessment with participation from County project team members and stakeholders. The Readiness Assessment will review conversion,

configuration, infrastructure, application modifications, integrations, load and stress testing, business processes, and the end-users' overall adaptation to the functional features of the Court type. Users must know how to use the system and when and why to use the software capabilities. Overall, the review shall focus on each business unit's readiness to move forward with Go-Live for that phase (court type). It shall be noted that a positive Readiness Assessment of this phase does not indicate a final acceptance of the software.

3.11.2 The assessment will review each area, identify any risk factors, and suggest mitigation activities. The results shall be jointly reviewed and acted on by the County and Tyler project teams. Update the Risk Register.

Deliverables: Tyler shall complete the Readiness Assessment, the Phase 1 Readiness Assessment document and an update the Risk Register and obtain County approval in accordance with Section 9 of the Agreement.

3.12 Phase 1 Training

3.12.1 Tyler personnel shall work with the County personnel to develop a detailed plan for training delivery for Phase 1. This includes a classification of personnel by their job roles, to determine which classes each person needs. This allows constructing a delivery plan that focuses on training the individuals in the functions they perform, rather than implementing a "one size fits all" training plan.

3.12.2 Tyler shall administer training so as to minimally impact the day-to-day operations of each office. The schedule and plan are created with area supervisors, so that the operation of the office can continue during training.

3.12.3 Tyler shall provide course materials for the Licensed Software functionality specific to County processes and end-users required for Phase 1. The County will assist Tyler in building training lab materials that cover specific processes and reinforce the functionality training. Tyler will provide the required course materials electronically and in revisable format and hard copy.

3.12.4 Tyler shall team with the County for training delivery. Tyler training staff will lead the functionality and lab portion of the training sessions. The County will provide the appropriate Subject Matter Experts (SME) to assist with facilitating the lab portion of the training sessions. At the conclusion of the training session, participants must complete a training evaluation. Feedback obtained will be reviewed to improve training approaches and assist with determining Organizational Readiness.

Deliverables: Tyler shall develop the Phase 1 Training Delivery plan, Phase 1 Training Course Materials and provide Phase 1 related training to related end-users and disseminate and collect evaluation forms for review and analysis.

3.13 Conduct Phase 1 Technical and System Administration Training

3.13.1 The Tyler personnel shall work with County personnel to develop a detailed plan for Technical and System Administration training delivery for Phase 1; training will not include Microsoft technology training; rather it will be focused on the implementation of the Licensed Software on these technologies.

3.13.2 Tyler shall provide course materials for the Licensed Software technical and system administration functionality specific to County processes for Phase 1. The County will assist Tyler in building training lab materials that cover specific processes and reinforce the functionality training. Tyler will provide the required course materials electronically and in revisable format and hard copy. At a minimum, topics shall cover:

Technical Training Topics

- Infrastructure planning and maintenance considerations
- Software components and how they work together
- Installation of new software releases
- System startup and shutdown procedures
- Backup strategies within pre and post Go-Live timeframes
- SQL backups, SQL maintenance plans, system recovery, SQL recovery
- Application and job server components
- Imaging storage and document repository recovery
- Replication setup and teardown
- Routine application, integration, and job servers, including troubleshooting, best practices and tips

System Administration Training Topics

- Maintaining system code tables
- Release procedures
- Business Continuity and Disaster Recovery: Procedures for control and back-up of configuration files, master data and process data (converted from the legacy system during phase implementation).
- Transition and communication plans for support teams

3.13.3 Tyler shall team with the County for training delivery. Tyler training staff shall lead the functionality and lab portion of the training sessions. The County will provide the appropriate Subject Matter Experts (SMEs) to assist with facilitating the lab portion of the training sessions. At the conclusion of the training session, participants must

complete a training evaluation. Feedback obtained will be reviewed to improve training approaches and assist with determining technical support readiness.

Deliverables: Tyler shall develop the Phase 1 Technical and System Administration Training Delivery plan, Phase 1 Technical and System Administration Training Course Materials and provide Phase 1 related training to related technical and system administration users and disseminate and collect evaluation forms for review and analysis.

3.14 Go-Live

3.14.1 To assist with the actual Go-Live transition, the Tyler project management team shall bring additional personnel to assist with the transition. In coordination with the County, Tyler shall engage additional project implementation personnel to be available on site during Go-Live transition, as deemed mutually appropriate. In coordination with the County, Tyler shall have conversion personnel, integration specialists and support personnel on call remotely. Additionally, the County will have key personnel on call and on site as necessary through this period. The composition of the Phase 1 Transition Team will be determined closer to Phase 1 Go-Live, after review of special conditions which may be present, and the availability of County personnel to fill these roles.

3.14.2 The week prior to and the week after the Go-Live must be planned in detail. This includes all activities such as but not limited to configuration, environments, data conversion, operations, court calendars and personnel, and procedures for roll-back from the Licensed Software application to the legacy system. The County and Tyler personnel shall establish the Go-Live plan and determine how its status will be communicated to all involved.

3.14.3 Tyler shall develop the Go-Live plan, which shall emphasize the need to minimize downtime during regular business hours. The preferred strategy is to start the process on Friday and finish by Monday morning, allowing for maximum use of non-business hours for preparation of Go-Live.

Deliverables: Tyler shall develop the Phase 1 Go-Live Support plan and Phase 1 Go-Live activities and obtain County approval in accordance with Section 9 of the Agreement.

3.14.4 Immediately following Phase 1 Go-Live, the County will be in the transition period. This transition period, identified as Operational Use, lasts 45 calendar days. During this period on site, Tyler Personnel and County Personnel shall be actively engaged with individual divisions and stakeholders helping end-users with transition activities. In addition to the Project Manager, Tyler shall have two project implementation personnel on-site for the two weeks immediately following Go-Live.

3.14.5 The final step, with each court type rollout, is formally transitioning to support. To accomplish this, the Tyler project management and implementation teams shall actively work with the Tyler support team and the County support team. Tyler shall designate an Account Manager or Managers to assist with coordinating post-implementation transitioning support needs. The County will designate a lead Support Manager to assist the Tyler Account Manager(s) in communication and resolution activities. To insure consistency, the Tyler Account Manager(s) and the County Support lead will be consistent throughout the transition period and life of the project.

3.14.6 As part of each phase transition, the respective teams shall complete the following:

- Participation by a Tyler support representative in the Go-Live and transition period
- Introduction of the Tyler Account Manager(s) to the County help desk personnel and the County lead Support Manager
- Review and remediation of incidents in accordance with Section 9 of the Master Agreement
- Review of procedures for issue escalation and mitigation

3.14.7 Tyler and County Project Teams shall review the overall Phase 1 tasks and results to identify strengths and weaknesses of the Phase 1 implementation. Information will be used to adjust the implementation of remaining phases, as necessary.

Deliverables: Tyler shall assign a Tyler Account Manager and provide Phase 1 Issue documentation on procedures for issue escalation and mitigation and obtain County approval in accordance with Section 9 of the Agreement.

Project Activity Summary: Task 3	Tyler Technologies	County
3.1. Tyler shall develop the Phase 1 Authorization Order for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
3.2 Tyler shall provide a detailed implementation plan for Phase 1 based on the IT hardware/software/ infrastructure deployment document developed in task 2.2.4 for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
3.3 Phased implementation of five application environments for County approval in accordance with Section 9 of the Agreement.	Lead	Participate

Project Activity Summary: Task 3	Tyler Technologies	County
3.4 For each Change/Authorization Order approved by the County, County approval in accordance with Section 27/9 of the Agreement will be required for the CPD document, the delivery and installation of product baseline or local enhancements, and the configuration and testing of the modifications. [Note: This shall include the possible adjustments to the test scripts/plan associated with each module impacted by the enhancement.]	Lead	Participate
3.5 Tyler shall configure and test the Public Defender and Prosecutor Modules, Delivery and installation of Phase 1 Public Defender and Prosecutor Modules for County approval in accordance with Section 9 of the Agreement. [Note: This shall include the possible adjustments to the base test scripts/plan associated with each module.]	Lead	Participate
3.6 For the translation layer enhancements and for each Integration flow approved by the County: Tyler shall develop the CPD document, the detailed design documentation for County approval in accordance with Section 9 of the Agreement. Additionally, Tyler shall deliver and install the core Integration Framework elements, integration broker, integrations and APIs for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
3.7 Tyler shall complete the Phase 1 data conversion workshop, Phase 1 data mapping document, Phase 1 data conversion extract scripts/programs/routines, Phase 1 data conversion load scripts/programs/routines, final Phase 1 test data validation process for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
3.8 Tyler shall complete configuration, forms/reports/process review and design workshops, General system administration and Probate and Mental Health Court system configuration shall be completed, including forms, reports and process review and design for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
3.9 Tyler shall complete a current process review. Tyler shall lead the workshop defined in section 3.9.3, all for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
3.10 Tyler shall complete load and stress testing for Phase 1 for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
3.11 Tyler shall complete the Readiness Assessment, the Phase 1 Readiness Assessment document and update the Risk Register for County approval in accordance with Section 9 of the Agreement.	Lead	Assist

Project Activity Summary: Task 3	Tyler Technologies	County
3.12 Tyler shall develop the Phase 1 Training Delivery plan, Phase 1 Training Course Materials and provide Phase 1 related training to related end-users and disseminate and collect evaluation forms for review and analysis.	Lead	Assist
3.13 Tyler shall develop the Phase 1 Technical and System Administration Training Delivery plan, Phase 1 Technical and System Administration Training Course Materials and provide Phase 1 related training to related technical and system administration users and disseminate and collect evaluation forms for review and analysis.	Lead	Participate
3.14 Tyler shall develop the Phase 1 Go-Live Support plan and Phase 1 *Go-Live activities for County approval in accordance with Section 9 of* the Agreement. Tyler shall assign a Tyler Account Manager and provide Phase 1 Issue documentation on procedures for issue escalation and mitigation for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
Completion of UAT as described in SOW Section 2.3	Assist	Lead

Task 4: Civil and Family Court Types (Phase 2) Implementation

4.1 Phase 2 Component Review

With the start of each subsequent phase, updates and maintenance may need to be applied to the Licensed Software application environments. These updates include applying new application or integration functionality needed for the phase. It can also include enabling new system or product options that are needed in the phase. With the start of this phase, the test environments shall be reviewed to confirm that the additional products are enabled (e.g., a component of the Prosecutor, Public Defender, or In-Court Processing was not implemented in Phase 1 but is needed for Phase 2).

4.1.1 Reviewing the documentation developed as a result of the Gap Fit Analysis, Tyler shall develop a comprehensive list of the Licensed Software components (both in existing baseline product and enhancements and integration additions), that will make up the second set of court types (includes required functionality for each business unit (e.g., Court/Clerk of Court, State Attorney, Public Defender), needed functionality (e.g., case creation, docketing, financials, in-court, etc.), as well as a priority schedule for delivering the enhancements and integration additions. Additionally, if a component is already in production from Phase 1, that component will be noted in the Phase 2 Implementation Component List. Tyler shall create an Authorization Order including each identified development and integration project in the component list. The Authorization Order will identify the requirements and high-level approach for the design.

Deliverables: Tyler shall develop the Phase 2 Authorization Order and obtain County approval in accordance with Section 9 of the Agreement.

4.2 Phase 2 Infrastructure and Environment

4.2.1 The County and Tyler Project Managers shall lead a review of the current use of each of the five (5) environments to ensure that changes to procedures or changes to components of each environment are defined (e.g., database changes needed, additional network connectivity, etc.).

Deliverables: Tyler shall develop a detailed implementation plan for Phase 2 based on the IT hardware/software/ infrastructure deployment document developed in task 2.2.4 and obtain County approval in accordance with Section 9 of the Agreement.

4.3 Phase 2 Site Installation

4.3.1 Tyler shall coordinate with the County to schedule the implementation of additional components of the Licensed Software application environments. [Note: Updating

the production application environment to meet Phase 2 requirements will be performed as part of the Phase 2 Go-Live task.]

Deliverables: Tyler shall update the five application environments for County approval in accordance with Section 9 of the Agreement. [Note: Updates to the Production environment will be performed later than the other three environments.]

4.4 Phase 2 Application Development/Enhancement

For each customization approved as part of 2.2.2 and included in the Phase 2 Authorization Order developed in task 4.1:

4.4.1 Tyler shall prepare a Conceptual Process Design (CPD) Document which describes the software modification in sufficient detail to allow both the County and Tyler to understand the specific modifications requested by the County.

4.4.2 The County and Tyler personnel shall meet or teleconference to review the CPD documents as deemed necessary by County personnel.

4.4.3 Based on the contents of CPD document(s) reviewed in the above task, the County may either approve Tyler to proceed with development, ask for changes to the design, or cancel the development. If the changes to the design are beyond the scope defined in the Authorization Order, then Tyler shall use best efforts to accommodate the changes without changing the cost of the project. If the change is within the scope of the Authorization Order, and the cost is not impacted, then Tyler will accommodate the request.

4.4.4 Using the CPD documents developed and approved above, Tyler shall implement the modifications consistent with the CPD Documents.

4.4.5 Tyler shall deliver and install the updated product baseline and/or local enhancements (integrated into the base Licensed Software) consistent with the CPD documents approved in activity above. The local enhancements are delivered via either a version release or version patch.

4.4.6 Use Cases, articulating inputs, outputs, casts, key data elements, and workflows—multiple Use Cases for key processes or workflows in each significant new module or with added functionality. Use Cases shall also include a data dependencies narrative regarding the creation, deletion, current module usage of the data, and the transformed or added data's usage in subsequent modules executed downstream in other workflows. Tyler shall assist Pinellas with the development of thorough Use Cases, included but not limited to, use case development workshops, use case template development, and work sessions to review documented Use Cases for accuracy and completeness.

4.4.7 Test Scripts Documents, both for Tyler's own 1) unit testing, 2) integration/regression testing, 3) load/stress testing and 4) workflows testing, but also additional test scripts for County's use in unit testing, end-to-end workflow testing, load/stress testing, and phase integration/regression testing. The test scripts shall be updated in each Phase where they will be utilized, typically just before the actual software testing work begins. Test scripts will include environment-related, workflow-related and user/role-related configuration information needed to execute each script in either the County Test or Stage environments. Tyler shall produce test scripts for the development and The County will test the new modifications in the County test environment. The modifications will be tested for conformance to the CPD.

4.4.8 The County will test the new modifications in the County test environment. The modifications shall be tested for conformance to the CPD.

Deliverables: For each Change/Authorization Order approved by the County, County approval in accordance with Section 27/9 of the Agreement will be required for the CPD document, the delivery and installation of product baseline or local enhancements, and the configuration and testing of the modifications. [Note: This shall include the possible adjustments to the test scripts/plan associated with each module impacted by the enhancement.]

4.5. Phase 2 Public Defender and Prosecutor Module

Development of the new Public Defender Module component of the Licensed Software will begin in time for production deployment in Phase 1 (first court type), along with the other needed Licensed Software components. The same is true for any configuration needed to the Licensed Software Prosecutor Module. Upon production implementation for the second court type, the Public Defender will access case data through its deployed new operational Public Defender's module just as the State Attorney shall also access case data through its Prosecutor module. Thus,

4.5.1 Based on the Gap Fit Analysis results, the high level design developed in task 2.2.3, and the Functional Requirements Document specific to the Public Defender's requirements identified in Exhibit D, Tyler shall prepare a Conceptual Process Design (CPD) Document which describes the new module's operational workflow in sufficient detail to allow the County and Tyler to understand and confirm that the module specific requirements have been identified and incorporated into the design.

4.5.2 Development efforts for the Public Defender module shall be focused in this phase on functionality that has been identified as needed for the Civil and Family case type, as defined in task 2.2.3.

4.5.3 Based on the Authorization Order for the State Attorney's requirements, Tyler shall prepare a Conceptual Process Design document which describes the software modification, as applicable, in sufficient detail to allow the County and Tyler to understand and confirm the requirements have been fully identified and incorporated into the design and applicable to the implementation of Civil and Family case type.

4.5.4. The County and Tyler personnel shall meet or teleconference to review the CPD documents as deemed necessary by the County personnel.

4.5.5. Based on the contents of CPD document(s) reviewed in the above task, the County may either approve Tyler to proceed with development, require changes to the design, or cancel the development.

4.5.6. Using the CPD documents developed and approved above, Tyler shall implement the modifications consistent with the CPD Documents.

4.5.7. Tyler shall deliver and install onto the County server, the local enhancements (integrated into the base software) consistent with the CPD documents approved in activity above.

4.5.8. The County will test the new modifications in the County test environment. The modifications must be tested for conformance to the CPD. Tyler shall assist the County in the configuration and testing of the modifications.

4.5.9. Analysis, design and development of the Public Defender module, and County-driven improvements to the Prosecutor module, shall be part of the Licensed Software Suite baseline.

Deliverables: Tyler shall configure and test the Public Defender and Prosecutor Modules, deliver and install Phase 2 Public Defender and Prosecutor Modules and obtain County approval in accordance with Section 9 of the Agreement. [Note: This shall include the possible adjustments to the base test scripts/plan associated with each module.]

4.6 Phase 2 Integration

For the translation layer and for each Integration flow, and for each temporary interface described and approved as part of 2.2 and included in the Phase 2 Implementation Component List developed in task 4.1:

4.6.1 Tyler shall prepare a CPD Document, if needed for the translation layer, which describes the required modifications to the translation layer in sufficient detail needed to perform Integration flows required for Phase 2. For each Integration flow, Tyler shall prepare a CPD Document which describes each interface. The CPD document shall show detailed business requirements, as well as a breakdown of costs associated with either the translation layer enhancements or the specific integration. The County will provide subject matter experts and/or external vendor

system resources to provide business and technical information for the CPD document. [Note: If Integration flows needed for this Phase require changes to any Integration flows and/or APIs already in production, the CPD(s) for the flow(s) shall also contain a detailed description of the changes to the flows.]

4.6.2 *Tyler and County personnel shall meet or teleconference to review the CPD* documents as deemed necessary by County personnel. The review shall include translation layer definitions, detailed business requirements and needed enhancements.

4.6.3 Tyler shall create detailed design documentation (data mapping documentation, sample message formats and directional mapping diagram) for the proposed integrations. The County will provide subject matter experts and/or external vendor system resources to provide mapping information and business rules for each external system.

4.6.4 *Tyler and the County personnel shall meet or teleconference to verify detailed* design documentation.

4.6.5 Using agreed upon CPD and detailed design documentation, Tyler shall develop or modify, and implement the updated integration broker (if required), new or updated integrations and new or updated APIs as defined.

4.6.6 Tyler shall deliver and install onto the County server, the integration broker, integrations and APIs consistent with the approved CPD documentation.

4.6.7 Tyler, the County, and potentially external vendor system resources shall mutually verify that the integration broker, integrations, and APIs are ready for deployment based on conformance to the CPD and detailed design documents.

Deliverables: For the translation layer enhancements and for each Integration flow approved by the County: Tyler shall develop the CPD document, the detailed design documentation for County approval in accordance with Section 9 of the Agreement. Additionally, delivery and installation of the core Integration Framework elements, integration broker, integrations and APIs for County approval in accordance with Section 9 of the Agreement

4.7 Phase 2 Data Conversion

To the extent possible, conversion activities will build upon the conversion routines developed during the Probate and Mental Health phase. Additionally, in preparation for this Phase, and during the previous Phase, Tyler and the County shall work concurrently on data conversion tasks identified in tasks 3.7 for Phase 2 implementation. Tyler shall provide a "turnkey" data conversion solution, taking full responsibility for all aspects of data conversion services, subject to the County's verification and validation of the results.

All current legacy CJIS data for all case types, all entities, and all prior years must be converted and loaded into the Licensed Software. Tyler shall provide guidance to the County for data extraction and Tyler shall analyze the data, transform the data, create appropriate entity relationships, and then load the converted data into the Licensed Software.

4.7.1 Tyler shall conduct a data conversion workshop to review the overall approach to the conversion, as it pertains to Phase 2 data conversion. Tyler shall continue to review the data from the legacy system needed for Phase 2.

4.7.2 Tyler, with the assistance from the County, shall develop a Phase 2 data mapping document between legacy system data and the Licensed Software system data storage layouts, identifying any required data transformation requirements and manual data input that will be performed in lieu of data conversion. [Note: If data mapping developed in Phase 1 can be reused (with little or no modifications) for this Phase, it will be incorporated into the Phase 2 data mapping document.]

4.7.3 The County, with participation from Tyler, will develop data conversion extract scripts/programs/routines needed to convert data needed for Phase 2. The County shall provide definitions of the data and continued guidance on the treatment of data. Pinellas County shall be responsible for reviewing and approving the data in the Licensed Software.

4.7.4 Tyler shall develop data conversion load scripts/programs/routines needed to convert data needed for Phase 2, including any required data transformation routines. [Note: If load scripts/programs/routines developed in Phase 1 can be reused (with little or no modifications) for this Phase, they will be incorporated into the Phase 2 data loads.]

The conversion teams shall map, convert, review, and compare data elements in the County legacy system with same data elements in the Licensed Software. As Is data shall be available via the Licensed Software and must present internal users with the ability to view the original data as it was carried over from the legacy system. Tyler shall make available (online for real-time access) any As Is data; this access must be accessible within the Licensed Software application so that users can fix the data manually as it is identified during normal business operations and then store the newly corrected data into the Licensed Software. Further, the public-facing (website) module must identify As Is data as not being available to the general public through the County Website. The conversion team shall work together to determine where in the Licensed Software the As Is converted data will be located and whether data should appear within the public-facing Web site.

County's acceptance and approval on the converted data will be based upon the completeness of the converted data. Unless waived by the County, Tyler shall successfully convert (into usable data in the new CCMS) all data strings in the legacy data extracts.

To complete the conversion cycle for each court type Go-Live, Tyler shall work with the County to perform a complete data conversion and data validation. Unless the County and Tyler agree the level of effort no longer benefits or improves the quality of data, Tyler shall complete sufficient cycles to ensure a minimum of 98% accuracy of mapped data per court type. Tyler and the County shall agree to a resolution plan for any critical data conversion issues.

The following tasks shall be completed for each conversion cycle:

- Extract legacy data from the legacy system into the staging SQL tables
- Execute conversion scripts pushing data to the IFL intermediate data base.
- Review the validation and verification reports from the IFL toolkit
- Use the IFL toolkit to push data to a configured site.
- Review data with lead business advisor and subject matter experts.
- Document data exceptions and business rules to be applied.
- Document mapping, assumptions and decisions applied to converted data.
- Update scripts as needed to influence different or additional data behavior.

4.7.5 Once the data has been validated, Tyler shall stage the conversion routines and any procedural instructions for the transition to the Licensed Software application.

4.7.6 Tyler shall perform the physical data conversion programming tasks remotely unless analysis or consulting requires on-site discussions. To secure the data, the technicians shall encrypt data files and send these to a secured FTP site. Once the data is on Tyler's secure FTP site, the data shall be transferred to a secured access drive which is only available to Tyler conversion team members. After the data is staged in the SQL server instance, permissions shall be set to only allow access to conversion team members who are responsible for the data conversion.

Deliverables: Tyler shall complete the Phase 2 data conversion workshop, develop the Phase 2 data mapping document, Phase 2 data conversion extract scripts/programs/routines, Phase 2 data conversion load scripts/programs/routines, Phase 2 final test data validation process, Phase 2 Go-Live data validation process in accordance with Section 9 of the Agreement.

4.8 Phase 2 Configuration

The configuration team will reuse scenarios prepared and information learned during the Gap Fit Analysis as the starting point for configuration and workflow. The lead business advisor, subject matter experts, and Tyler configuration team shall review and document the case processing workflow in the Licensed Software.

4.8.1 Configuration activities for Civil and Family also begin with configuration workshops. *The purpose of the workshops is to jointly configure the system with County' SMEs.* Since the first court types in Phase 1 will have been already configured, there will be a baseline of configuration that will not need to be repeated. These Phase 2 workshops shall include but are not limited to the Case Manager, Prosecutor, Public Defender, and Jury products. The Tyler lead workshops for Phase 2 shall include, but are not limited to the needs of Civil and Family in the following main areas of configuration administration:

- Licensed Software organization chart review
- Rights and roles security administration
- Non-financial configuration
- Financial configuration
- Forms and flexible printed calendar template configuration

4.8.2 Configuration workshops will be conducted to provide the County with information and education specific to the court type and administration requirements. After the configuration workshops, the success of the workshops will be measured by the County's ability to successfully complete specified and mutually agreed upon configuration tasks.

4.8.3 Tyler's approach for forms, reports, and process review and design will require additional educational workshops. Tyler lead workshops shall communicate the method for forms and reports development, and development documentation.

At the end of the configuration/workflow design milestone, the team shall have successfully configured the Licensed Software application for Phase 2 and defined selected critical processes. Additionally, the County' team will confirm their ability to support and make changes to the configuration to meet new business needs.

Deliverables: Tyler shall complete configuration, forms/reports/process review and design workshops, Civil and Family Court system configuration completed, including forms, reports and process review and design and obtain County approval in accordance with Section 9 of the Agreement.

4.9 Phase 2 Workflow Design

Workflow design is a subset of configuration that is focused on advanced topics that will affect the overall flow of work through the system for each business unit involved in Phase 2 and will delve deeper into the options available for implementing workflow in the application.

4.9.1 Pinellas shall provide an overview of the current processes in place for processing the work within each of the business units involved in the court types being implemented.

4.9.2 Tyler shall review the current processes in place for processing the work within each of the business units involved in the court types being implemented. This builds on the material and knowledge gathered from the Gap Fit Analysis. Consideration must be given to how much change will be implemented with the system implementation versus phased in after implementation.

4.9.3 Tyler shall lead a workshop covering software functionality in workflow queues, document processing, escalation, time standards, reporting, and list processing. This workshop shall be focused on capabilities, best practices, and applicability to County' needs. The County will configure workflow support with consulting assistance and support provided by Tyler.

4.9.4 The output of the configuration and workflow design efforts will feed into the development of the training labs. Every training session has a lab component to reinforce the County business process for performing the work for each business unit involved in the Phase 2 court types and related work processes.

Deliverables: Tyler shall complete a process review; provide a workshop as defined in section 4.9.3 and obtain County approval in accordance with Section 9 of the Agreement.

4.10 Load and stress testing acceptance of operational data/functionality for Go-Live for Phase 2

Load and stress testing shall be performed by Tyler with participation by the County at the County's discretion, at Tyler's location, and verified by the County to ensure that the fully-configured Phase 2 components, complete with converted and configuration data, will perform within agreed-upon transaction/operation speeds so as not to adversely affect workflow time constraints.

Unless otherwise agreed to by the Parties, Tyler shall meet the following application performance standards given an average per packet round trip time of 10ms and provide recommendations for infrastructure including network and server to accomplish the required response time objective:

- Average screen refresh rate (per function) of 3 seconds or better over 8 hour consecutive time period(s).
- Excluding historical and analytical reports, daily operational and interactive process reports identified in the Gap Fit and Phase implementations, reports shall generate within 20 seconds or better per 100 lines of data.

Excluding maintenance, utilities, and batch functions, Tyler shall meet the above performance standards and specifications of the Licensed Software for daily operational use and such performance standards shall not degrade as the system is scaled.

Additionally, the County reserves the right to initiate and perform additional load and stress testing at the County's expense to confirm the Phase 2 components perform within the agreed upon transaction/operation speeds.

Deliverables: Tyler's shall complete the load and stress testing for Phase 2, including retesting Phase 1; provide the Phase 2 load and stress testing results document and obtain County approval in accordance with Section 9 of the Agreement.

4.11 Phase 2 Organizational Readiness Assessment

4.11.1 Tyler shall lead a Readiness Assessment with participation from County project team members and stakeholders. The Readiness Assessment will review conversion, configuration, infrastructure, application modifications, integrations, load and stress testing, business processes, and the end-users' overall adaptation to the functional features of the Court type. User's must know how to use the system and when and why to use the new software capabilities. Overall, the review shall focus on each business unit's readiness to move forward with Go-Live for that phase (court type). It should be noted that a positive Readiness Assessment of this phase does not indicate a final acceptance of the software.

4.11.2 Tyler's Readiness Assessment shall review each area, identify any risk factors, and suggest mitigation activities. The results shall be jointly reviewed and acted on by the County and Tyler project teams. Update the Risk Register.

Deliverables: Tyler's shall complete the Readiness Assessment, the Phase 2 Readiness Assessment document, and update the Risk Register and obtain County approval in accordance with Section 9 of the Agreement.

4.12 Phase 2 Training

4.12.1 Tyler personnel shall work with the County personnel to develop a detailed plan for training delivery for Phase 2. This includes a classification of personnel by their job roles to determine which classes each person needs. This allows constructing a delivery plan that focuses on training the individuals in the functions they perform, rather than implementing a "one size fits all" training plan. The Phase 2 training syllabus, for related sessions, will be constructed in a manner that decreases training redundancies for repeat training participants (from previous phase 1 trainings). This will help reduce or eliminate the need to participate in a repeat of sessions (or topics in sessions) where no new functionality is covered.

4.12.2 Tyler shall administer training so as to minimally impact the day-to-day operations of each office. The schedule and plan are created by Tyler with area supervisors, so that the operation of the office can continue during training.

4.12.3 Tyler shall provide course materials for Licensed Software functionality specific to *County processes and end-users required for Phase 2.* The County will assist Tyler in building training lab materials that cover specific processes and reinforce the functionality training. Tyler shall provide the required course materials electronically and in revisable format and hard copy. [Note: Materials developed during Phase 1 will be used as the starting point for developing the materials needed for Phase 2.]

4.12.4 Tyler shall team with the County for training delivery. Tyler training staff shall lead the functionality and lab portion of the training sessions. The County will provide the appropriate Subject Matter Experts (SMEs) to assist with facilitating the lab portion of the training sessions. At the conclusion of the training session, participants must complete a training evaluation. Feedback obtained will be reviewed to improve training approaches and assist with determining Organizational Readiness.

Deliverables: Tyler shall develop the Phase 2 Training Delivery plan, Phase 2 Training Course Materials and provide Phase 2 training to related end-users, disseminate and collect evaluation forms for review and analysis.

4.13 Conduct Phase 2 Technical and System Administration Training

4.13.1 The Tyler personnel shall work with County personnel to develop a detailed plan for Technical and System Administration training delivery for Phase 2; training will not include Microsoft technology training; rather it will be focused on the implementation of the Licensed Software on these technologies.

4.13.2 Tyler shall provide course materials for the Licensed Software technical and system administration functionality specific to County processes for Phase 2. The County will assist Tyler in building training lab materials that cover business specific processes and reinforce the functionality training. Tyler shall provide the required course materials electronically and in revisable format and hard copy. At a minimum, topics shall cover:

Technical Training Topics

- Infrastructure planning and maintenance considerations
- Software components and how they work together
- Installation of new software releases
- System startup and shutdown procedures

- Backup strategies within pre and post Go-Live timeframes
- SQL backups, SQL maintenance plans, system recovery, SQL recovery
- Application and job server components
- Imaging storage and document repository recovery
- Replication setup and teardown
- Routine application, integration, and job servers, including troubleshooting, best practices and tips

System Administration Training Topics

- Maintaining system code tables
- Business Continuity and Disaster Recovery: Procedures for control and back-up of configuration files, master data and process data (converted from the legacy system during phase implementation).
- Release procedures
- Transition and communication plans for support teams

4.13.3 Tyler shall team with the County for training delivery. Tyler training staff shall lead the functionality and lab portion of the training sessions. The County will provide the appropriate Subject Matter Experts (SMEs) to assist with facilitating the lab portion of the training sessions. At the conclusion of the training session, participants must complete a training evaluation. Feedback obtained will be reviewed to improve training approaches and assist with determining technical support readiness.

Deliverables: Tyler shall develop the Phase 2 technical and system administration training delivery plan, Phase 2 technical and system administration training course materials and provide Phase 2 related training to related technical and system administration users and evaluation forms for review and analysis.

4.14 Phase 2 Go-Live

4.14.1 To assist with the actual Go-Live transition, the Tyler project management team shall bring additional personnel to assist with the transition. In coordination with the County, Tyler shall engage additional project implementation personnel to be available on site during Go-Live transition, as deemed mutually appropriate. In coordination with the County, Tyler shall have conversion personnel, integration specialists and support personnel on call remotely. Additionally, the County will have key personnel on call and on site as necessary through this period. The composition of the Phase 2 Transition Team will be determined closer to Phase 2 Go-Live, after review of special conditions which may be present, and the availability of County personnel to fill these roles.

4.14.2 The week prior to and the week after the Go-Live must be planned in detail. This includes all activities such as but not limited to configuration, environments, data conversion, operations, court calendars and personnel, and procedures for roll-back from the Licensed Software application to the legacy system. The County and Tyler personnel shall establish the Go-Live plan and determine how its status will be communicated to all involved.

4.14.3 Tyler shall develop the Go-Live plan, which shall emphasize the need to minimize downtime during regular business hours. The preferred strategy is to start the process on Friday and finish by Monday morning, allowing for maximum use of non-business hours for preparation of Go-Live.

Deliverables: Tyler shall develop the Phase 2 Go-Live Support plan and Phase 2 Go-Live activities and obtain County approval in accordance with Section 9 of the Agreement.

4.14.4 Immediately following the Phase 2 Go-Live, the County will still be in a transition period. This transition period, identified as operational use, varies by court type and stakeholder, but lasts approximately four weeks. During this period on site, Tyler personnel and the County project personnel shall be actively engaged with individual divisions and Stakeholders helping end-users with transition activities. In addition to the Project Manager, Tyler shall have two project implementation personnel on-site for the two weeks immediately following Go-Live.

4.14.5 The final step, with each court type rollout, is formally transitioning to support. To accomplish this, the Tyler project management and implementation teams shall actively work with the Tyler support team and the County support team. Tyler shall designate an Account Manager or Managers to assist with coordinating post-implementation transitioning support needs. The County will designate a lead Support Manager to assist the Tyler Account Manager(s) in communication and resolution activities. To insure consistency, the Tyler Account Manager(s) and the County Support lead will be consistent throughout the transition period and life of the project.

4.14.6 As part of each phase transition, the respective teams shall complete the following:

- Participation by a Tyler support representative in the Go-Live and transition period
- Introduction of the Tyler Account Manager(s) to the County help desk personnel and the County lead Support Manager
- Review and remediation of incidents in accordance with Section 9 of the Master Agreement
- Review of procedures for issue escalation and mitigation

4.14.7 Tyler and County Project Teams shall review the overall Phase 2 tasks and results to identify strengths and weaknesses of the Phase 2 implementation. Information will be used to adjust the implementation of remaining phases, as necessary.

Deliverables: Tyler shall designate a Tyler Account Manager; provide a Phase 2 Issues documentation, procedures for issue escalation and mitigation, and documentation of changes to the Implementation Plan for remaining phases and in accordance with Section 9 of the Agreement.

Project Activity Summary: Task 4	**Tyler Technologies**	**County**
4.1. Tyler shall develop the Phase 2 Authorization Order for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
4.2 Tyler shall develop a detailed implementation plan for Phase 2 based on the IT hardware/software/ infrastructure deployment document developed in task 2.2.4 for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
4.3 Tyler shall update the five application environments for County approval in accordance with Section 9 of the Agreement. [Note: Updates to the Production environment will be performed later than the other three environments.]	Lead	Participate
4.4 For each Change/Authorization Order approved by the County, County approval in accordance with Section 27/9 of the Agreement will be required for the CPD document, the delivery and installation of product baseline or local enhancements, and the configuration and testing of the modifications. [Note: This shall include the possible adjustments to the test scripts/plan associated with each module impacted by the enhancement.]	Lead	Participate
4.5 Tyler shall configure and test the Public Defender and Prosecutor Modules, deliver and install Phase 2 Public Defender and Prosecutor Modules and obtain County approval in accordance with Section 9 of the Agreement. [Note: This shall include the possible adjustments to the base test scripts/plan associated with each module.]	Lead	Participate
4.6 For the translation layer enhancements and for each Integration flow approved by the County: Tyler shall develop the CPD document, the detailed design documentation for County approval in accordance with Section 9 of the Agreement. Additionally, delivery and installation of the core Integration Framework elements, integration broker, integrations and APIs	Lead	Participate

Project Activity Summary: Task 4	Tyler Technologies	County
for County approval in accordance with Section 9 of the Agreement		
4.7 Tyler shall complete the Phase 2 data conversion workshop, develop the Phase 2 data mapping document, Phase 2 data conversion extract scripts/programs/routines, Phase 2 data conversion load scripts/programs/routines, Phase 2 final test data validation process, Phase 2 Go-Live data validation process in accordance with Section 9 of the Agreement.	Lead	Assist
4.8 Tyler shall complete configuration, forms/reports/process review and design workshops, Civil and Family Court system configuration completed, including forms, reports and process review and design for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
4.9 Tyler shall complete current process review. Tyler shall lead the workshop defined in section 4.9.3, all for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
4.10 Tyler shall complete the load and stress testing for Phase 2, including retesting Phase 1; provide the Phase 2 load and stress testing results document for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
4.11 Tyler shall complete the Readiness Assessment, the Phase 2 Readiness Assessment document, and the updated Risk Register for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
4.12 Tyler shall develop the Phase 2 Training Delivery plan, Phase 2 Training Course Materials and provide Phase 2 training to related end-users, disseminate and collect evaluation forms for review and analysis.	Lead	Assist
4.13 Tyler shall develop the Phase 2 technical and system administration training delivery plan, Phase 2 technical and system administration training course materials and provide Phase 2 related training to related technical and system administration users and evaluation forms for review and analysis.	Lead	Participate
4.14 Tyler shall develop the Phase 2 Go-Live Support plan and Phase 2 Go-Live activities for County approval in accordance with Section 9 of the Agreement. Tyler shall assign a Tyler Account	Lead	Participate

Project Activity Summary: Task 4	Tyler Technologies	County
Manager and provide Phase 2 Issue documentation on procedures for issue escalation and mitigation for County approval in accordance with Section 9 of the Agreement.		
Completion of UAT as described in SOW Section 2.3	Lead	Assist

Task 5: Criminal, Traffic, Juvenile Court Types, Supervision and Jury Management (Phase 3) Implementation

5.1 Phase 3 Component Review

With the start of each subsequent phase, updates and maintenance may need to be applied to the Licensed Software application environments. These updates include applying new application or integration functionality needed for Phase 3. It can also include enabling new system or product options that are needed in the phase. With the start of this phase, the test environments shall be reviewed to confirm that the additional products are enabled (e.g., a component of the Prosecutor, Public Defender or In-Court Processing was not implemented in Phase 1 or 2 but is needed for Phase 3).

5.1.1 Reviewing the documentation developed as a result of the Gap Fit Analysis, Tyler shall develop a comprehensive list of the Licensed Software components (both in existing baseline product and enhancements and integration additions), that will make up the third set of court types (includes required functionality for each business unit (e.g., Court/Clerk of Court, State Attorney, Public Defender), needed functionality (e.g., case creation, docketing, financials, in-court, etc.), as well as a priority schedule for delivering the enhancements and integration additions. Additionally, if a component is already in production from Phase 1 or 2, that component will be noted in the Phase 3 Implementation Component List. Tyler shall create an Authorization Order including each identified development and integration project in the component list. The Authorization Order will identify the requirements and high-level approach for the design.

Deliverables: Tyler shall develop the Phase 3 Authorization Order and obtain County approval in accordance with Section 9 of the Agreement.

5.2 Phase 3 Infrastructure and Environment

5.2.1 Tyler and the County shall review the current use of each of the environments to ensure that changes to procedures or changes to components of each of the five (5) environments are defined (e.g., database changes needed, additional network connectivity, etc.).

Deliverables: Tyler shall develop a detailed implementation plan for Phase 3 based on the IT hardware/software/ infrastructure deployment document developed in task 2.2.4 for County approval in accordance with Section 9 of the Agreement.

5.3 Phase 3 Site Installation

5.3.1 Tyler shall coordinate with the County to schedule the implementation of additional components of the Licensed Software application environments. [Note: Updating

the Production application environment to meet Phase 3 requirements will be performed as part of the Phase 3 Go-Live task.]

Deliverables: Tyler shall complete updates to five application environments and obtain County approval in accordance with Section 9 of the Agreement. [Note: Updates to the Production environment will be performed later than the other four environments.]

5.4 Application Development/Enhancement

For each Integration flow approved as part of 2.2.2 and included in the Phase 3 Authorization Order developed in task 5.1:

5.4.1 Tyler shall prepare a Conceptual Process Design (CPD) Document which describes the software modification in sufficient detail to allow Tyler and the County to understand the specific modifications requested by the County.

5.4.2 Tyler and County personnel shall meet or teleconference to review the CPD documents as deemed necessary by County personnel.

5.4.3 Based on the contents of CPD document(s) reviewed in the above task, the County may either approve Tyler to proceed with development, ask for changes to the design, or cancel the development. If the changes to the design are beyond the scope defined in the Authorization Order, then Tyler shall use best efforts to accommodate the changes without changing the cost of the project. If the change is within the scope of the Authorization Order, and the cost is not impacted, then Tyler will accommodate the request.

5.4.4 Using the CPD documents developed and approved above, Tyler shall implement the Modifications consistent with the CPD Documents.

5.4.5 Tyler shall deliver and install an updated product baseline and/or Local Enhancements (integrated into the Base Licensed Software if applicable) consistent with the CPD documents approved in activity above. The local enhancements are delivered via either a version release or version patch.

5.4.6 Use Cases, articulating inputs, outputs, casts, key data elements, and workflows—multiple Use Cases for key processes or workflows in each significant new module or with added functionality. Use Cases shall also include a data dependencies narrative regarding the creation, deletion, current module usage of the data, and the transformed or added data's usage in subsequent modules executed downstream in other workflows. Tyler shall assist Pinellas with the development of thorough Use Cases, included but not limited to, use case development workshops, use case template development, and work sessions to review documented Use Cases for accuracy and completeness.

5.4.7 Test Scripts Documents, both for Tyler's own 1) unit testing, 2) integration/regression testing, 3) load/stress testing and 4) workflows testing, but also additional test scripts for County's use in unit testing, end-to-end workflow testing, load/stress testing, and phase integration/regression testing. The test scripts shall be updated in each Phase where they will be utilized, typically just before the actual software testing work begins. Test scripts will include environment-related, workflow-related and user/role-related configuration information needed to execute each script in either the County Test or Stage environments. Tyler shall produce test scripts for the development and The County will test the new modifications in the County test environment. The modifications will be tested for conformance to the CPD.

5.4.8 The County will test the new modifications in the County test environment. The modifications shall be tested for conformance to the CPD.

Deliverables: For each Change/Authorization Order approved by the County, County approval in accordance with Section 27/9 of the Agreement will be required for the CPD document, the delivery and installation of product baseline or local enhancements, and the configuration and testing of the modifications. [Note: This shall include the possible adjustments to the test scripts/plan associated with each module impacted by the enhancement.]

5.5. Phase 3 Public Defender and Prosecutor Module

Development of the new Public Defender Module component of the Licensed Software will begin in time for production deployment in Phase 1 (first court type), along with the other needed Licensed Software components. The same is true for any configuration needed to the Licensed Software Prosecutor Module. Upon production implementation for the third court type, the Public Defender will access case data through its deployed new operational Public Defender's module just as the State Attorney shall also access case data through its Prosecutor module. Thus,

5.5.1 Based on the Gap Fit Analysis results, the high level design developed in task 2.2.3, and the Functional Requirements Document specific to the Public Defender's requirements identified in Exhibit D, Tyler shall prepare a Conceptual Process Design (CPD) Document which describes the new module's operational workflow in sufficient detail to allow the County and Tyler to understand and confirm that the module specific requirements have been identified and incorporated into the design.

5.5.2 Development efforts for the Public Defender module shall be focused in this phase on functionality that has been identified as needed for the of Criminal, Traffic, Juvenile Court Types, Supervision and Jury Management as defined in task 2.2.3.

5.5.3 Based on the Authorization Order for the State Attorney's requirements, Tyler shall prepare a Conceptual Process Design document which describes the software

modification, as applicable, in sufficient detail to allow the County and Tyler to understand and confirm the requirements have been fully identified and incorporated into the design and applicable to the implementation of Criminal, Traffic, Juvenile Court Types, Supervision and Jury Management.

5.5.4 The County and Tyler personnel shall meet or teleconference to review the CPD documents as deemed necessary by the County personnel.

5.5.5 Based on the contents of CPD document(s) reviewed in the above task, the County may either approve Tyler to proceed with development, require changes to the design, or cancel the development.

5.5.6 Using the CPD documents developed and approved above, Tyler shall implement the modifications consistent with the CPD Documents.

5.5.7 Tyler shall deliver and install onto the County server, the local enhancements (integrated into the base software) consistent with the CPD documents approved in activity above.

5.5.8 The County will test the new modifications in the County test environment. The modifications must be tested for conformance to the CPD. Tyler shall assist the County in the configuration and testing of the modifications.

5.5.9 Analysis, design and development of the Public Defender module, and County-driven improvements to the Prosecutor module, shall be part of the Licensed Software Suite baseline.

Deliverables: Tyler shall configure and test the Public Defender and Prosecutor Modules, deliver and install Phase 3 Public Defender and Prosecutor Modules and obtain County approval in accordance with Section 9 of the Agreement. [Note: This shall include the possible adjustments to the base test scripts/plan associated with each module.]

5.6 Phase 3 Integration

For the translation layer and for each Integration flow, and for each temporary interface described and approved as part of 2.2 and included in the Phase 3 Authorization Order developed in task 5.1:

5.6.1 Tyler shall prepare a CPD Document, if needed for the translation layer, which describes the required modifications to the translation layer in sufficient detail needed to perform Integration flows required for all Court Types and related modules in Phase 3. For each Integration flow, Tyler shall prepare a CPD Document which describes each interface. The CPD document shall show detailed business requirements, as well as a breakdown of costs associated with either the translation layer enhancements or the specific integration, as applicable. The County will provide subject matter experts and/or external vendor system resources to provide

business and technical information for the CPD document. [Note: If Integration flows needed for this Phase require changes to any Integration flows and/or APIs already in production, the CPD(s) for the flow(s) shall also contain a detailed description of the changes to the flows.]

5.6.2 Tyler and County personnel shall meet or teleconference to review the CPD documents as deemed necessary by the County personnel. Review shall include translation layer definitions, detailed business requirements and needed enhancements.

5.6.3 Tyler shall create detailed design documentation (data mapping documentation, sample message formats and directional mapping diagram) for the proposed integrations. The County will provide subject matter experts and/or external vendor system resources to provide mapping information and business rules for each external system.

5.6.4 Tyler and County personnel shall meet or teleconference to verify detailed design documentation.

5.6.5 Using agreed upon CPD and detailed design documentation, Tyler shall develop or modify, and implement the updated integration broker (if required), new or updated integrations and new or updated APIs as defined.

5.6.6 Tyler shall deliver and install onto the County server, the integration broker, integrations and APIs consistent with the approved CPD documentation.

5.6.7 Tyler, the County, and potentially external vendor system resources shall mutually verify that the integration broker, integrations and APIs are ready for deployment based on conformance to the CPD and detailed design documents.

Deliverables: For the translation layer enhancements and for each Integration flow and for each temporary interface described and approved by the County: Tyler shall develop the CPD document, the detailed design documentation for County approval in accordance with Section 9 of the Agreement. Additionally, delivery and installation of the core Integration Framework elements, integration broker, integrations and APIs for County approval in accordance with Section 9 of the Agreement

5.7 Phase 3 Data Conversion

To the extent possible, conversion activities will build upon the conversion routines developed during the previous phases. Additionally, in preparation for this Phase, and during the previous Phases, Tyler and the County shall work concurrently on data conversion tasks identified in tasks 3.7 for the Phase 3 implementation. Tyler shall provide a "turnkey" data conversion solution, taking full responsibility for all aspects of data conversion services, subject to the County's verification and validation of the results.

All current legacy CJIS data for all case types, all entities, and all prior years must be converted and loaded into the Licensed Software. Tyler shall provide guidance to the County for data extraction and Tyler shall analyze the data, transform the data, create appropriate entity relationships, and then load the converted data into the Licensed Software.

5.7.1 Tyler shall conduct a data conversion workshop to review the overall approach to the conversion, as it pertains to Phase 3 data conversion. Tyler shall continue to review the data from the legacy system needed for Phase 3.

5.7.2 Tyler, with the assistance from the County, shall develop a Phase 3 data mapping document between legacy system data and the Licensed Software system data storage layouts, identifying any required data transformation requirements and manual data input that will be performed in lieu of data conversion. [Note: If data mapping developed in Phase 1 and 2 can be reused (with little or no modifications) for this Phase, it will be incorporated into the Phase 3 data mapping document.]

5.7.3 The County, with participation from Tyler, will develop data conversion extract scripts/programs/routines needed to convert data needed for Phase 3. The County shall provide definitions of the data and continued guidance on the treatment of data. Pinellas County shall be responsible for reviewing and approving the data in the Licensed Software.

5.7.4 Tyler shall develop data conversion load scripts/programs/routines needed to convert data needed for Phase 3, including any required data transformation routines. [Note: If load scripts/programs/routines developed in Phase 1 and 2 can be reused (with little or no modifications) for this Phase, they will be incorporated into the Phase 3 data loads.]

The conversion teams shall map, convert, review, and compare data elements in the County legacy system with same data elements in the Licensed Software. As Is data shall be available via the Licensed Software and must present internal users with the ability to view the original data as it was carried over from the legacy system. Tyler shall make available (online for real-time access) any As Is data; this access must be accessible within the Licensed Software application so that users can fix the data manually as it is identified during normal business operations and then store the newly corrected data into the Licensed Software. Further, the public-facing (website) module must identify As Is data as not being available to the general public through the County Website. The conversion team shall work together to determine where in the Licensed Software the As Is converted data will be located and whether data should appear within the public-facing Web site.

County's acceptance and approval on the converted data will be based upon the completeness of the converted data. Unless waived by the County, Tyler shall successfully convert (into usable data in the new CCMS) all data strings in the legacy data extracts.

To complete the conversion cycle for each court type Go-Live, Tyler shall work with the County to perform a complete data conversion and data validation. Unless the County and Tyler agree the level of effort no longer benefits or improves the quality of data, Tyler shall complete sufficient cycles to ensure a minimum of 98% accuracy of mapped data per court type. Tyler and the County shall agree to a resolution plan for any critical data conversion issues.

The following tasks shall be completed for each conversion cycle:

- Extract legacy data from the legacy system into the staging SQL tables
- Execute conversion scripts pushing data to the IFL intermediate data base.
- Review the validation and verification reports from the IFL toolkit
- Use the IFL toolkit to push data to a configured site.
- Review data with lead business advisor and subject matter experts.
- Document data exceptions and business rules to be applied.
- Document mapping, assumptions and decisions applied to converted data.
- Update scripts as needed to influence different or additional data behavior.

5.7.5 Once the data has been validated, Tyler shall stage the conversion routines and any procedural instructions for the transition to the Licensed Software application.

5.7.6 Tyler shall perform the physical data conversion programming tasks remotely unless analysis or consulting requires on-site discussions. To secure the data, the technicians shall encrypt data files and send these to a secured FTP site. Once the data is on Tyler's secure FTP site, the data shall be transferred to a secured access drive which is only available to Tyler conversion team members. After the data is staged in the SQL server instance, permissions shall be set to only allow access to conversion team members who are responsible for the data conversion.

Deliverables: Tyler shall complete the Phase 3 data conversion workshop, provide the Phase 3 data mapping document, the Phase 3 data conversion extract scripts/programs/routines, the Phase 3 data conversion load scripts/programs/routines, the Phase 3 final test data validation process, and the Phase 3 Go-Live data validation process for County approval in accordance with Section 9 of the Agreement.

5.8 Phase 3 Configuration

The configuration team will reuse scenarios prepared and information learned during the Gap Fit Analysis as the starting point for configuration and workflow. The lead business advisor, subject matter experts, and Tyler configuration team shall review and document the case processing workflow in the Licensed Software application.

5.8.1 Configuration activities for Criminal, Traffic, and Juvenile also begin with configuration workshops. The purpose of the workshops is to jointly configure the system with County' SMEs. Since the first court types in Phases 1 and 2 will have

been already configured, there will be a baseline of configuration that will not need to be repeated. These Phase 3 workshops shall be lead by Tyler and include the Case Manager, Prosecutor, Public Defender, and Jury products. The Tyler Workshops for Phase 3 shall include, but are not limited to the needs of Criminal, Traffic, and Juvenile in the following main areas of configuration administration:

- Licensed Software organization chart definition
- Rights and roles security administration
- Non-financial configuration
- Financial configuration
- Forms and flexible printed calendar template configuration

5.8.2 Tyler shall provide configuration workshops to the County with information and education specific to the court type and administration requirements. After the configuration workshops, the success of the workshops will be measured by the County team's ability to successfully complete specified and mutually agreed upon configuration tasks.

5.8.3 Tyler's approach for forms, reports, and process review and design shall require additional educational workshops. Workshops shall communicate the method for forms and reports development, and development documentation.

At the end of the configuration/workflow design milestone, the teams shall have successfully configured the Licensed Software application and defined critical processes. Additionally, the County team must confirm their ability to support and make changes to the configuration to meet new business needs.

Deliverables: Tyler shall complete configuration, forms/reports/process review and design workshops, and complete Phase 3 configuration, including forms, reports and process review and design and obtain County approval in accordance with Section 9 of the Agreement.

5.9 Phase 3 Workflow Design

Workflow design is a subset of configuration that is focused on advanced topics that will affect the overall flow of work through the system for each business unit involved in Phase 3 and will delve deeper into the options available for implementing workflow in the application.

5.9.1 Pinellas shall provide an overview of the current processes in place for processing the work within each of the business units involved in the court types being implemented.

5.9.2 Tyler shall review the current processes in place for processing the work within each of the business units involved in the court types being implemented. This builds on the material and knowledge gathered from the Gap Fit Analysis. Consideration must

be given to how much change will be implemented with the system implementation versus phased in after implementation.

5.9.3 Tyler shall lead a workshop covering the Licensed Software functionality in workflow queues, document processing, escalation, time standards, reporting, list processing, and an integrated justice deployment. In addition to handling traditional case management requirements and workflows, the workshop shall include the application and workflows that support the consolidated justice Licensed Software application. The workshop shall be focused on capabilities, best practices, and applicability to the County's needs. The County will configure workflow with support and consulting assistance from Tyler.

5.9.4 The output of the configuration and workflow design efforts will feed into the development of the training labs. Every training session has a lab component to reinforce the County business process for performing the work for each business unit involved in the Court types being implemented in Phase 3.

Deliverables: Tyler shall complete a process review and provide a workshop as defined in section 5.9.3 and obtain County approval in accordance with Section 9 of the Agreement.

5.10 Load and stress testing acceptance of operational data/functionality for Go-Live for Phase 3.

Load and stress testing shall be performed by Tyler with participation by the County at the County's discretion, at Tyler's location, and verified by the County to ensure that the fully-configured Phase 3 components, complete with converted and configuration data, will perform within agreed-upon transaction/operation speeds so as not to adversely affect workflow time constraints.

Unless otherwise agreed to by the Parties, Tyler shall meet the following application performance standards given an average per packet round trip time of 10ms and provide recommendations for infrastructure including network and server to accomplish the required response time objective:

- Average screen refresh rate (per function) of 3 seconds or better over 8 hour consecutive time period(s).
- Excluding historical and analytical reports, daily operational and interactive process reports identified in the Gap Fit and Phase implementations, reports shall generate within 20 seconds or better per 100 lines of data.

Excluding maintenance, utilities, and batch functions, Tyler shall meet the above performance standards and specifications of the Licensed Software for daily operational use and such performance standards shall not degrade as the system is scaled.

Additionally, the County reserves the right to initiate and perform additional load and stress testing at the County's expense to confirm the Phase 3 components perform within the agreed upon transaction/operation speeds.

Deliverables: Tyler shall complete load and stress testing for Phase 3 including retesting Phases1 and 2, and provide the Phase 3 load and stress testing results document and obtain County approval in accordance with Section 9 of the Agreement.

5.11 Phase 3 Organizational Readiness Assessment

5.11.1 Tyler shall lead a Readiness Assessment with participation from County project team members and stakeholders. The Readiness Assessment shall review conversion, configuration, infrastructure, application modifications, integrations, load and stress testing, business processes, and the end-users' overall adaptation to the functional features of the Court type. User's must know how to use the system and when and why to use the Licensed Software capabilities. Overall, the review shall focus on each business unit's readiness to move forward with Go-Live for that phase (court type). It should be noted that a positive Readiness Assessment of this phase still does not yet indicate a final acceptance of the Licensed Software application.

5.11.2 The assessment shall review each area, identify any risk factors, and suggest mitigation activities. The results shall be jointly reviewed and acted on by the County and Tyler project teams. Update the Risk Register.

Deliverables: Tyler shall complete the Readiness Assessment, Phase 3 Readiness Assessment document and the updated Risk Register and obtain County approval in accordance with Section 9 of the Agreement.

5.12 Phase 3 Training

5.12.1 Tyler personnel shall lead the County personnel in the development of a detailed plan for training delivery for Phase 3. This includes a classification of personnel by their job roles, to determine which classes each person needs. This allows constructing a delivery plan that focuses on training the individuals in the functions they perform, rather than implementing a "one size fits all" training plan. The Phase 3 Training Syllabus, for related sessions, will be constructed in a manner that decreases training redundancies for repeat training participants (from previous Phase 1 and 2 trainings). This will help reduce or eliminate the need to participate in a repeat of sessions (or topics in sessions) where no new functionality is covered.

5.12.2 Training shall be administered so as to minimally impact the day-to-day operations of each office. The schedule and plan are created with area supervisors, so that the operation of the office can continue during training.

5.12.3 Tyler shall provide course materials for the Licensed Software functionality specific to County processes and end-users required for Phase 3. The County will assist Tyler in building training lab materials that cover business specific processes and reinforce the functionality training. Tyler shall provide the required course materials electronically and in revisable format and hard copy. [Note: Materials developed during Phases 1 and 2 will be used as the starting point for developing the materials needed for Phase 3.]

5.12.4 Tyler shall team with the County for training delivery. Tyler training staff shall lead the functionality and lab portion of the training sessions. The County will provide the appropriate Subject Matter Experts (SMEs) to assist with facilitating the lab portion of the training sessions. At the conclusion of the training session, participants must complete a training evaluation. Feedback obtained will be reviewed to improve training approaches and assist with determining organizational readiness.

Deliverables: Tyler shall develop the Phase 3 Training Delivery plan, Phase 3 Training Course Materials and provide Phase 3 training to related end-users and evaluation forms for review and analysis.

5.13 Conduct Phase 3 Technical and System Administration Training

5.13.1 The Tyler personnel shall work with County personnel to develop a detailed plan for Technical and System Administration training delivery for Phase 3; training will not include Microsoft technology training; rather it will be focused on the implementation of the Licensed Software on these technologies.

5.13.2 Tyler shall provide course materials for the Licensed Software technical and system administration functionality specific to County processes for Phase 3. The County will assist Tyler in building training lab materials that cover business specific processes and reinforce the functionality training. Tyler shall provide the required course materials electronically and in revisable format and hard copy. At a minimum, topics shall cover:

Technical Training Topics

- Infrastructure planning and maintenance considerations
- Software components and how they work together
- Installation of new software releases
- System startup and shutdown procedures
- Backup strategies within pre and post Go-Live timeframes
- SQL backups, SQL maintenance plans, system recovery, SQL recovery
- Application and job server components
- Imaging storage and document repository recovery

- Replication setup and teardown
- Routine application, integration, and job servers, including troubleshooting, best practices and tips

System Administration Training Topics

- Maintaining system code tables
- Business Continuity and Disaster Recovery: Procedures for control and back-up of configuration files, master data and process data (converted from the legacy system during phase implementation).
- Release procedures
- *Transition and communication plans for support teams*

5.13.3 Tyler shall lead the County for training delivery. Tyler training staff will lead the functionality and lab portion of the training sessions. The County will provide the appropriate Subject Matter Experts (SMEs) to assist with facilitating the lab portion of the training sessions. At the conclusion of the training session, participants must complete a training evaluation. Feedback obtained will be reviewed to improve training approaches and assist with determining technical support readiness.

Deliverables: Tyler shall develop the Phase 3 technical and system administration training delivery plan, Phase 3 technical and system administration training course materials, and provide Phase 3 related training to related technical and system administration users, and disseminate and collect evaluation forms for review and analysis.

5.14 Go-Live

5.14.1 *To assist with the actual Go-Live transition, the Tyler project management team* shall bring additional personnel to assist with the transition. In coordination with the County, Tyler shall engage additional project implementation personnel to be available on site during Go-Live transition, as deemed mutually appropriate. In coordination with the County, Tyler shall have conversion personnel, integration specialists and support personnel on call remotely. Additionally, the County will have key personnel on call and on site as necessary through this period. The composition of the Phase 3 Transition Team will be determined closer to Phase 3 Go-Live, after review of special conditions which may be present, and the availability of County personnel to fill these roles.

5.14.2 The week prior to and the week after the Go-Live must be planned in detail. This includes all activities such as but not limited to configuration, environments, data conversion, operations, court calendars and personnel, and procedures for roll-back from the Licensed Software application to the legacy system. The County and Tyler *personnel shall establish the Go-Live plan and determine how its status will be* communicated to all involved.

5.14.3 Tyler shall develop the Go-Live plan, which shall emphasize the need to minimize downtime during regular business hours. The preferred strategy is to start the process on Friday and finish by Monday morning, allowing for maximum use of non-business hours for preparation of Go-Live.

Deliverables: Tyler shall develop the Phase 3 Go-Live Support plan and Phase 3 Go-Live activities and obtain County approval in accordance with Section 9 of the Agreement.

5.14.4 Immediately following the Phase 3 Go-Live, the County will still be in a transition period. This transition period, identified as operational use, varies by court type and stakeholder, but lasts approximately four weeks. During this period on site, Tyler personnel and the County project personnel shall be actively engaged with individual divisions and Stakeholders helping end-users with transition activities. In addition to the Project Manager, Tyler shall have six project implementation personnel on-site for the three weeks immediately following Go-Live.

5.14.5 The final step, with each court type rollout, is formally transitioning to support. To accomplish this, the Tyler project management and implementation teams shall actively work with the Tyler support team and the County support team. Tyler shall designate an Account Manager or Managers to assist with coordinating post-implementation transitioning support needs. The County will designate a lead Support Manager to assist the Tyler Account Manager(s) in communication and resolution activities. To insure consistency, the Tyler Account Manager(s) and the County Support lead will be consistent throughout the transition period and life of the project.

5.14.6 As part of each phase transition, the respective teams shall complete the following:

- Participation by a Tyler support representative in the Go-Live and transition period
- Introduction of the Tyler Account Manager(s) to the County help desk personnel and the County lead Support Manager
- Review and remediation of incidents in accordance with Section 9 of the Master Agreement
- Review of procedures for issue escalation and mitigation

5.14.7 Tyler and County Project Teams shall review the overall Phase 3 tasks and results to identify strengths and weaknesses of the Phase 3 implementation. Information will be used to adjust implementation strategies, as necessary.

Deliverables: Tyler shall designate a Tyler Account Manager, provide a Phase 3 Issues document and define procedures for issue escalation and mitigation and obtain County approval in accordance with Section 9 of the Agreement.

Project Activity Summary: Task 5	Tyler	County
5.1 Tyler shall develop the Phase 3 Authorization Order for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
5.2 Tyler shall develop a detailed implementation plan for Phase 3 based on the IT hardware/software/ infrastructure deployment document developed in task 2.2.4 for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
5.3 Tyler shall complete updates to five application environments for County approval in accordance with Section 9 of the Agreement. [Note: Updates to the Production environment will be performed later than the other four environments.]	Lead	Participate
5.4 For each Change/Authorization Order approved by the County, County approval in accordance with Section 27/9 of the Agreement will be required for the CPD document, the delivery and installation of product baseline or local enhancements, and the configuration and testing of the modifications. [Note: This shall include the possible adjustments to the test scripts/plan associated with each module impacted by the enhancement.]	Lead	Participate
5.5 Tyler shall configure and test the Public Defender and Prosecutor Modules, deliver and install Phase 3 Public Defender and Prosecutor Modules and obtain County approval in accordance with Section 9 of the Agreement. [Note: This shall include the possible adjustments to the base test scripts/plan associated with each module.]	Lead	Assist
5.6 For the translation layer enhancements and for each Integration flow approved by the County: Tyler shall develop the CPD document, the detailed design documentation for County approval in accordance with Section 9 of the Agreement. Additionally, delivery and installation of the core Integration Framework elements, integration broker, integrations and APIs for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
5.7 Tyler shall complete the Phase 3 data conversion workshop, provide the Phase 3 data mapping document, the Phase 3 data conversion extract scripts/programs/routines, the Phase 3 data conversion load scripts/programs/routines, the Phase 3 final test data validation process, and the Phase 3 Go-Live data validation process for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
5.8 Tyler shall complete configuration, forms/reports/process review and design workshops, and Phase 3 configurations completed, including forms, reports and process review and design for County approval in accordance with Section 9 of the Agreement.	Lead	Participate

Project Activity Summary: Task 5	Tyler	County
5.9 Tyler shall complete current process review. Tyler shall lead the workshop defined in section 5.9.3, all for County approval in accordance with Section 9 of the Agreement.	Lead	Participate
5.10 Tyler shall complete load and stress testing for Phase 3 including retesting Phases1 and 2, and provide the Phase 3 load and stress testing results document for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
5.11 Tyler shall complete the Readiness Assessment, Phase 3 Readiness Assessment document and the updated Risk Register for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
5.12 Tyler shall develop the Phase 3 Training Delivery plan, Phase 3 Training Course Materials and provide Phase 3 training to related end-users and evaluation forms for review and analysis.	Lead	Assist
5.13 Tyler shall develop the Phase 3 technical and system administration training delivery plan, Phase 3 technical and system administration training course materials, and provide Phase 3 related training to related technical and system administration users, and disseminate and collect evaluation forms for review and analysis.	Lead	Participate
5.14 Tyler shall develop the Phase 3 Go-Live Support plan and Phase 3 Go-Live activities for County approval in accordance with Section 9 of the Agreement. Tyler shall assign a Tyler Account Manager and provide Phase 3 Issue documentation on procedures for issue escalation and mitigation for County approval in accordance with Section 9 of the Agreement.	Lead	Assist
Completion of UAT and SAT as described in SOW Section 2.3.	Assist	Lead

3. Project Staffing Roles and Responsibilities

Project Staffing Roles and Responsibilities	Tyler	County
Executive Sponsorship and Stakeholders		√
Project Management	√	√
Subject Matter Experts	√	√
Change Manager		√

Project Staffing Roles and Responsibilities	Tyler	County
Business Analysts	√	√
Infrastructure Technicians / IT Staff		√
Developers	√	√
Testers – Unit, Load/Stress, Integration/Regression, and Workflows	√	
Testers – UAT/SAT		√
Data Conversion Developers – Licensed Software system-related	√	
Data Conversion Developers – existing system extract-related		√
Data Conversion Verification	√	√
System Configuration Team	√	√
Licensed Software Trainers	√	√
Business Subject Matter Trainers		√
Go-Live Support Personnel	√	√
Account/Support Manager	√	√

4. Training Plan, Tasks, Roles and Responsibilities

The system users shall receive training specific to their job requirements. For court administration, court division and modules specific to the Public Defender and State Attorney, Tyler shall identify specific position categories (judicial, file clerk, cashier, etc) and develop a job specific training checklist for each position. Training shall be process oriented to that participants can apply the training to *real* job environment responsibilities and tasks.

Power Users: Tyler and County shall identify "Power Users" in each office or location who will receive up-front and in-depth training. These users will supplement functional support within their respective locations and responsibility and act as subject matter experts as required throughout the training rollout for each phase.

Additionally, the County will have a large end-user (functional) training participant base. It is estimated that approximately 600 end-users will require training to some extent. Training needs range from simple look and view to training across all court and related functions (data entry). Tyler and the County shall explore the most effective and efficient means of preparing stakeholders for the implementation of the Licensed Software. Tyler and the County will develop a training strategy that will utilize hands-on classroom settings, train-the-trainer approach, and additional technically advanced training approaches, such as, but not limited to: remote web-based training and computer-based training courses. The training plan shall be subject to County approval in accordance with Section 9 of the Agreement.

Training Tasks and Responsibilities

Training Task	Tyler	County
Create Training Plan	Lead	Participate
Develop Training Syllabus	Lead	Participate
Develop Training Material as defined initially in Section 3.10	Lead	Assist
Review of Training Materials	Lead	Participate
Provide the Training Site(s)	Participate	Lead
Set-up the Training System and training Data	Lead	Participate
Deliver End-User Training	Lead	Assist
Develop Training Evaluation Form	Lead	Participate
Review Training Feedback	Lead	Participate
Based on participants feedback, adjust training processes and materials, as necessary	Lead	Participate

#	Statement of Work—Training Services By Phase, Subject Area and Type:	*Method of Training:* C= Classroom, Tyler Led onsite P= Classroom, County Led, Tyler Assist W= Web based, remote Tyler Led CBT= Computer Based, Tyler Provided	Maximum Number of Students for each *Method of Training*	Estimated Number of Students	Cost per class, per method of training
0	**Licensed Software Basic Training** For Gap/Fit Preparation	**C,W, CBT**		80	
1	**Licensed Software Technical Training** System Administration, Configuration, Operations, Maintenance	**C**		35	
2	**Probate – Data Entry** End-users	**C, P**		75	
3	**Probate –View, query** End-users	**C,W**		125	
4	**Civil – Data Entry** End-users	**C, P, CBT**		220	
5	**Civil – view, query**	**C, P, CBT**		250	
6	**Traffic – data entry** End-users	**C, P, CBT**		210	
7	**Traffic - view, query** End-users	**W, CBT**		90	
8	**Adult Criminal- data entry** End-users	**C,P, CBT**		300	
9	**Adult Criminal –view, query** End-users	**C, P,CBT**		88	
10	**Juvenile-data entry** End-users	**C,P, CBT**		190	
11	**Juvenile- view, query** End-users	**C, P, CBT**		200	
12	***Licensed Software*** Basic Training	**C, P, CBT**		600	

#	Statement of Work—Training Services By Phase, Subject Area and Type:	*Method of Training:* C= Classroom, Tyler Led onsite P= Classroom, County Led, Tyler Assist W= Web based, remote Tyler Led CBT= Computer Based, Tyler Provided	Maximum Number of Students for each *Method of Training*	Estimated Number of Students	Cost per class, per method of training
	End-users				
13	Jury Management Training	**C, CBT**		30	
14	Public Defender Module (view, query incorporated with data entry)	**C, P, CBT**		160	
15	Prosecutor Module (view, query incorporated with data entry)	**C, P, CBT**		125	
16	Court/Court Administration Specialized Training Topics (view, query incorporated with data entry)	**C,P, CBT**		50	
17	Pinellas County Sheriff's Office Specialized Training Topics (view, query incorporated with data entry)	**C,P, CBT**		100	
18	Licensed Software Integration ToolKit Training	**C**		15	
19	Basic Training Class for IT Staff (hardware and infrastructure installation, architectural design and component	**C, W**		20	

#	Statement of Work—Training Services By Phase, Subject Area and Type:	*Method of Training:* C= Classroom, Tyler Led onsite P= Classroom, County Led, Tyler Assist W= Web based, *remote Tyler Led* CBT= Computer Based, Tyler Provided	Maximum Number of Students for each *Method of Training*	Estimated Number of Students	Cost per class, per method of training
20	Technical and System Administration Training (pre-production, per phase)	**C, W**		20	
21	Document/Report Development Training	**C, W**		10	

5. Project & Change Management Roles and Responsibilities

Project Management

The Tyler Project Manager shall manage the continuity of the project to meet the project schedule in coordination with the County Project Manager and utilize Microsoft Project. Tyler's Project Manager shall provide regular communications, maintain the project schedule, provide bi-weekly progress reports, and be available for periodic project team meetings.

Change Management Responsibilities

Tyler shall work with the County in the collaborative execution of the Project incorporating the following Change Management elements:

- Roles and responsibilities relating to change management.
- Applicable processes for deployment of system updates (including provisions for separate Development, Test, Training, and Production environments) and how those processes will be applied.
- A strategy for communication with, and implementation planning for, all Authorized Users affected by the System.
- A strategy for conducting an operational analysis of each organizational unit *affected by the System for each Phase being implemented (including reviewing* and evaluating business processes and documenting workflows for all case types).
- A plan for assigning appropriate resources to each organizational unit for planning and assistance in advance of, and during, initial implementation of the given Phase.

- A strategy for how each organizational unit will be engaged in configuration and development of code tables.
- A strategy for how each organizational unit will be engaged for testing and Quality Assurance during phases of the project that impact that organizational unit.
- A training plan for each organizational unit impacted by the System.
- A strategy for assessing effectiveness of the change management plan so that plans may be adjusted as needed during the course of the project.

Tyler and the County shall work collaboratively to plan change management activities throughout the duration of the project including but not limited to:

Addressing the Human Side – This involves validating staffs' perception about the change while emphasizing the positive aspects of the System. Positive aspects include new features, new services available, and ease of use, the county's investment in their area, and management's interest and involvement in the project.

Starting at the Top – Change management activities start with the leadership team. The first task is identifying and distilling the messages to staff. The leadership team, including the County and Tyler Change Managers, must be conversant and agreeable with the goals as outlined in the Change Management Plan.

Involving Every Layer – It is important to clearly identify supervisors, key team leads and business users early in the change process. These people become champions for the System.

Integrating with the Implementation – Staff and leadership involved with implementation will attempt to incorporate change management principles at each step of the implementation. An Organizational Readiness Assessment will be performed at specific points in the project.

While the majority of change management activities are focused on the user community, these principles also apply to other major threads in implementation: configuration, development, integration, and data conversion.

6. Reports Analysis and Generation

Tyler shall provide a plan to reduce the number of reports for each Phase as part of the Gap Fit Analysis. Tyler shall provide:

- Necessary training to enable the County to perform self-service query and generation of legacy system reports, including training on the Meta Data Layer.
- Development of the reports identified in the Gap Fit Analysis.

7. Documentation Requirements

With each version release deployed to the County, each release shall be accompanied by a comprehensive set of release notes that shall contain at a minimum:

- A comprehensive listing of what new/updated/deleted components are in the release,
- A comprehensive list and description of new functionality in the release and a detailed summary of what changes were made to, deleted from, or added to any new or updated component.

Tyler shall either provide or develop the following documentation in accordance with the Agreement including its Exhibits:

- Network Diagrams, including a listing of all dependencies for the applications
- Architectural Diagrams
- Process that shows how to test the application to determine up/down status
- Process to perform password resets
- All known solution errors and workarounds for the current version release
- Application Security Management
- Application System Administration
- Configuration/Setup
- Data Conversion and IFL Documentation
- Data Model Information (detailed data dictionary, schemas, Entity Relationship Diagram (ERD), logical data model diagrams, etc.)
- Database/Hardware Management Information
- Integration Toolkit Documentation
- Sample Test Plans & Procedures

The County further requires Tyler to provide a final technical architecture document/drawing that details the final solution as implemented that will include all hardware, software, server names, database names, IP addresses, and the relationships between all components for Development, Test, Training, Reporting, and Production environments.

8. Tyler On-site/Off-site Work Tasks Requirements

The table below outlines the anticipated percentage of time that the activities shall be performed on-site by Tyler personnel, by the phase or task. To assist Tyler with tasks identified as off-site, the County will provide related Tyler personnel access to the County data site via a Virtual Private Network (VPN).

Phase / Task	Location	Physical Requirements
Pre-Implementation Planning	75% On-Site	-Meeting Room for Joint Project Team -Internet Access
Gap Fit Analysis	60% On-Site	-Meeting Room for Joint Project Team

Phase / Task	Location	Physical Requirements
		-Internet Access
PHASE 1 – Probate and Mental Health Court		
Infrastructure and Environment	25% On-site	-Access to Server Rooms -Internet Access
Site Installation	Offsite	
Data Conversion	Offsite	
Configuration	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Workflow Design	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Integration	25% On-Site	-Meeting Room for Joint Project Team -Internet Access
Non-Criminal and Criminal Development	Off-Site	N/A
Site Validation	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Training	100 % Onsite	-Training Rooms to Facilitate End User Training -Internet Access -Work Area for Tyler Trainers
Go-Live & Immediate Post-Go-Live Support	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for project implementation personnel -Access to user areas (to work with end users)
Post Support and Phase Closure	10 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access

Phase / Task	Location	Physical Requirements
PHASE 2 – Civil and Family Court		
Infrastructure and Environment	25% On-site	-Access to Server Rooms -Internet Access
Site Installation	Offsite	
Data Conversion	Offsite	
Configuration	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Workflow Design	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Integration	25% On-Site	-Meeting Room for Joint Project Team -Internet Access
Non-Criminal and Criminal Development	Off-Site	N/A
Site Validation	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Training	100 % Onsite	-Training Rooms to Facilitate End User Training -Internet Access -Work Area for Tyler Trainers
Go-Live & Immediate Post-Go-Live Support	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for project implementation personnel -Access to user areas (to work with end users)
Post Support and Phase Closure	10 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access
PHASE 3 – Criminal, Traffic and Juvenile Court		

Phase / Task	Location	Physical Requirements
Infrastructure and Environment	25% On-site	-Access to Server Rooms -Internet Access
Site Installation	Offsite	
Data Conversion	Offsite	
Configuration	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Workflow Design	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Integration	25% On-Site	-Meeting Room for Joint Project Team -Internet Access
Non-Criminal and Criminal Development	Off-Site	N/A
Site Validation	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Training	100 % Onsite	-Training Rooms to Facilitate End User Training -Internet Access -Work Area for Tyler Trainers
Go-Live & Immediate Post-Go-Live Support	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for project implementation personnel -Access to user areas (to work with end users)
Post Support and Phase Closure	10 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access

9. Glossary of Terms

As Is- Legacy data that has been converted over to the new Licensed Software, but due to data structure or error is unable to be mapped to a corresponding table/field.

Basic Training Class (functional)-provides a fundamental understanding of the navigation functions and capabilities within the Licensed Software.

Basic Training Class (technical)-specific to County Personnel who will be supporting the new software and infrastructure environment. Topics include architectural design and component relationship procedures for system start up and shut down, as well as back up strategies for pre and post live activities

Business Units-Department, Entity or Agency (e.g., the Court, Clerk of the Court, State Attorney, Public Defender, Sheriff's Office)

Conceptual Process Design (CPD)-describe the business problem and how it will be addressed in the Licensed Software. The CPD ensures the requirements have been properly translated into a design that solves the business problem.

County Support Manager-lead customer support representative to coordinate incident reports with the Tyler Account Manager to support consistent mitigation processes and quick resolution.

Development and Design Document-an architectural diagram that defines the system specifications such as hardware, software, databases, networking, interfaces, business continuity, security and auditing and provides a detailed description how the Licensed Software will work functionally, as well as, any known constraints or contingencies.

Go-Live-a Licensed Software Component or the entire system, as the case may be, is used to run the business of the County.

Implementation Component List-a list of software required to support the new Licensed Software and related systems created for each phase, resulting in an Authorization Order.

Infrastructure Environment-hardware components and software required to support the new Licensed Software and related systems.

Integration Strategy Document-outlines the approach to designing and building the translation layer broker for needed interfaces and data extracts.

Justice CCMS-(consolidated case management system)- term used to describe the case management procurement and implementation project

Meta Data Layer-developed and licensed by Tyler. Simplifies the view of the Licensed Software database and organizes it into a tree structure akin to the tabs of data shown in the user interface. The Meta Data Layer generally lessens the development of report writing.

Licensed Software Integration Toolkit-is an extension of the Licensed Software itself and is a robust set of APIs (*application program interface*) and XML (*extensible markup language)* notification components that allow reliable and maintainable access to the Licensed Software data. The toolkit is comprised of three areas: API look up services, update services, and xml notification services.

Operational Use-focus shifts to support and surveillance of the licensed immediately after production. After this period, support continues as defined in the support and maintenance section of the County agreement.

Power Users-designated representatives from all stakeholders who are considered subject matter experts and have experience in navigating in a Windows environment.

Project Charter-an approved document used to guide project execution and project control. The primary uses of the Project Charter are to document planning assumptions and decisions, facilitate communication among stakeholders, and document approved scope, cost, and schedule baselines.

Readiness Assessment-Prior to beginning end-user training, a readiness assessment is performed of all the major project areas. Risk items are identified, and remedial actions are identified. The purpose is to determine the readiness of all the critical areas to Go-Live and take any corrective action.

Risk Register-a tool commonly used in project planning. The Risk Register is used identifying and managing risks. In this context a project risk is essentially an uncertain event that, should it occur, will have an impact on the project (this could be positive or negative). Additionally, it contains the information on the identified and collected project risks that the project team identifies when estimating and adjusting the activity durations for risks.

Stakeholders-Board of County Commissioners, Clerk of the Court, the Courts, Public Defender, State Attorney, Pinellas County Sheriff, and Business Technology Services.

System Acceptance Testing-the final phase in a software development process in which the software is given to the intended audience to be tested for full functionality and integration testing.

Training Delivery Plan-How, when, what and who will be trained.

Use Cases- are part of the on-site fit analysis. Real functional scenarios are used to perform the work process within the Licensed Software. Use Cases will be utilized to determine the fit between stakeholders' current practices and the functionality of the Licensed Software.

User Acceptance Testing-a phase in the software development process in which the software is given to the intended audience to be tested for functionality.

Tyler Account Manager-lead customer support representative to coordinate incident reports with the County Support Manager to support consistent mitigation processes and quick resolution.

Exhibit-B: Deliverables and Payment Schedule

Section A: Licensed Software

Licensed Software (including embedded 3rd third party software)	Cost
Case Manager - Probate/MH	154,420
Case Manager - Civil/Family	270,235
Case Manager - Criminal/Traffic	347,445
Prosecutor - Non-Criminal	58,800
Prosecutor - Criminal	39,200
Public Defender - Non-Criminal	46,800
Public Defender - Criminal	31,200
Supervision	106,000
Tyler Jury	47,000
Financial Manager	Included
Check Manager	29,000
SessionWorks: Clerk Edition	65,400
API Toolkit	50,000
E-Filing Connector	27,300
Public Access	Included
TOTAL	**1,272,800**

Section B: Hourly Rate Schedule

Professional Services	Hourly Rate
Executive	200.00
Project Management	175.00
Product Manager	180.00
Product Architect	180.00
Senior Analyst	180.00
Senior Engineer/Developer	165.00
Engineer/Developer	155.00
Conversion Analyst	155.00
Business Analyst	155.00
QA Analyst	155.00
Implementation Specialist	155.00
Configuration Specialist	155.00
Training Specialist	150.00
Support Specialist	150.00
Hardware Specialist	150.00
Communications Specialist	130.00

Section C: Professional Service Deliverables Summary

Use Cases Deliverable	Professional Services Hourly Rate	Authorized "bucket" of hours
As described in Section 2.3.2, 3.4.6, 4.4.6, and 5.4.6 of the SOW and identified in Section 6.1.2.1 of the Agreement: ***Use Cases***	155.00	400
	TOTAL	***$62,000***

Interfaces Deliverable	Professional Services Hourly Rate	Authorized "bucket" of hours
As described in Section 6.1.2.2 of the of the Agreement and as further described in Section E of this Exhibit B: ***FDLE, Jail Inmate Management System (JIMS), and Bonds Interfaces***	155.00	3,000
	TOTAL	***$465,000***

Task 1: Pre-Implementation Planning		
Deliverables or Project Milestone	Statement of Work/Professional Services	Amount
PROJECT MILESTONE ONE(1) —Completion and County acceptance of the Project Pre-Implementation Planning.	***Payment for deliverables identified in the SOW Task-1 through Task 1.4***	***3%*** ***$120,006***
Task 2: Gap Fit Analysis		
Deliverables or Project Milestone	Statement of Work/Professional Services	Amount
PROJECT MILESTONE TWO (2)—Gap/Fit, Implementation and Development Planning Complete. County review and acceptance of Milestone 2.	***Payment for SOW Tasks 2.1 through Task-2.2.6***	***3%*** ***$120,006***

Task 3: Phase 1 Probate and Mental Health Court Types		
Deliverables or Project Milestone	Statement of Work/Professional Services	Amount
Completion of all Phase 1 design activities including CPDs, local enhancements and interfaces.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***
Completion of Phase 1 initial data conversion load cycle including legacy extracts and iterative population of the IFL; and the subsequent 'push' to the Odyssey application where County data can be viewed.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***
Completion of Tyler unit testing of all Phase 1 functionality including all local enhancements and interfaces.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***
Completion of Phase 1 Organizational Readiness Assessment including the successful completion of UAT and Training in preparation for Go-Live, and authorization by County to proceed with Go-Live.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***
PROJECT MILESTONE THREE (3)—Phase 1 Go Live complete including the successful completion of Phase 1 Warranty; and based upon approval by the County in accordance with Section 8 and 9 of the Agreement.	***Payment: Task 3.1-3.14.7 and UAT successfully completed. Payable upon successful completion of Phase 1 Warranty.***	***10%*** ***$400,020***
Task 4: Phase 2 Civil and Family Court Types		
Deliverables or Project Milestone	Statement of Work/Professional Services	Amount
Completion of all Phase 2 design activities including CPDs, local enhancements and interfaces.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***

Completion of Phase 2 initial data conversion load cycle including legacy extracts and iterative population of the IFL; and the subsequent 'push' to the Odyssey application where County data can be viewed.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***
Completion of Tyler unit testing of all Phase 2 functionality including all local enhancements and interfaces.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***
Completion of Phase 2 Organizational Readiness Assessment including the successful completion of UAT and Training in preparation for Go-Live, and authorization by County to proceed with Go-Live.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***5%*** ***$200,010***
PROJECT MILESTONE FOUR (4)) Phase 2 Go Live complete. Approved by the County in accordance with Section 8 and 9 of the Agreement.	***Payment Task 4.1-4.14.7 and UAT successfully completed. Payable upon completion of Phase 2 Warranty.***	***10%*** ***$400,020***

Task 5: Phase 3 Criminal, Traffic, Juvenile Court Types, Supervision and Jury Management

Deliverables or Project Milestone	Statement of Work/Professional Services	Amount
Completion of all Phase 3 design activities including CPDs, local enhancements and interfaces.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***6%*** ***$240,012***
Completion of Phase 3 initial data conversion load cycle including legacy extracts and iterative population of the IFL; and the subsequent 'push' to the Odyssey application where County data can be viewed.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***6%*** ***$240,012***
Completion of Tyler unit testing of all Phase 3 functionality including all local enhancements and interfaces.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***6%*** ***$240,012***

Completion of Phase 3 Organizational Readiness Assessment including the successful completion of UAT and Training in preparation for Go-Live, and authorization by County to proceed with Go-Live.	Progress payment to be made upon review and acceptance in accordance with Section 9 of the Agreement.	***6%*** ***$240,012***
PROJECT MILESTONE FIVE (5) Phase 3 Go Live complete. Approved by the County in accordance with Section 8 and 9 of the Agreement.	***Payment: Task 5.1-5.14.7 and UAT successfully completed. Payable 45 days after Phase 3 Go-Live.***	***10%*** ***$400,020***
	TOTAL of Tasks 1 through 5	***$4,000,200***
	Grand Total of Section C: Bucket of Hours- Use Cases, Interfaces Deliverables, and Tasks 1 through 5	***$4,527,200***

Section D Licensing Fee Payment Schedule

Enterprise Licensing Fee *Due upon completion of PROJECT MILESTONE TWO (as described in Section C of this Exhibit.)*	***$318,200***
Enterprise Licensing Fee *Due upon completion of PROJECT MILESTONE THREE (as described in Section C of this Exhibit.)*	***$318,200***
Enterprise Licensing Fee *Due upon completion of PROJECT MILESTONE FOUR (as described in Section C of this Exhibit.)*	***$318,200***
Enterprise Licensing Fee *Due upon completion of PROJECT MILESTONE FIVE (as described in Section C of this Exhibit.)*	***$318,200***
TOTAL	***$1,272,800***

Section E: Interfaces and Extracts

All Interfaces and data file Extracts must be priced up-front unless otherwise noted; actual development and delivery Phase and Date will be determined during the Gap Fit analysis. Some listed interfaces and/or extracts may be determined to be NOT NEEDED based upon the results of the Gap Fit analysis. Section E: Interfaces and Extracts costs listed below have been incorporated into the Deliverables and Project Milestone payments identified in Section C of this Exhibit.

Ref	Interface	Pinellas County Tasks	Tyler Tasks	Cost
1	Collection agencies	Assist in securing Linebarger's cooperation, to the extent necessary to obtain any reasonably required documentation or testing.	Customize its existing collection agency extract to the extent necessary to provide the required data to Linebarger.	$19,655
2	Courtroom automation (In-Court Docketing)	Make any necessary changes to its existing software to the extent such changes are necessary for such software to participate in an interface with Odyssey.	To be determined by the Gap Fit Analysis, and included in the fixed price, Tyler shall provide an interface to the County In-Court Docketing module or provide the Tyler SessionWorks: Clerk Edition module. If the County elects to continue using its existing County In-Court Docketing module, Tyler and the County will execute a cost-neutral Change Order substituting an interface for the applicable software and services that will not be used.	TBD
3	DJJ	Make any necessary changes to Pinellas' VB program to poll the DJJ intake database and format an XML file to send to an Odyssey web service	Make any necessary changes to the Odyssey system (AddJailManagerArrestFL API) to receive this data and populate parties/booking/charges data.	$53,462
4	DHSMV	(1) Perform any parsing or manipulation of the DHSMV file as desired by the County; and (2) Send the DHSMV file to Planet Press if so desired for printing; and (3) Make any necessary changes to the Global 360 system, if the county decides to continue use of that solution for document management; and (4) Continue its existing process for on-demand printing requests (clerk logs onto DHSMV screen, the result is sent to an IP printer device and sent to Planet Press server).	(1) Create a scheduled job that creates a flat file of DL's with upcoming cases one week in advance on the calendar, and transmit the resulting file to DHSMV by FTP; and (2) Provide a mechanism for the parsed and/or manipulated DHSMV documents to be added to the Odyssey Document Management System	$53,462

Ref	Interface	Pinellas County Tasks	Tyler Tasks	Cost
5	Amscot, ACE, and other vendors	Facilitate interface effort by/coordination with Amscot, ACE, and any other vendors.	(1) Provide a web service to Amscot, ACE, and any other vendors that will allow them to retrieve case data. (2) Receive a flat file daily from each vendor that contains all citation payment transactions made, and apply those transactions to the related cases.	$84,909
6	OnCore Recording	None	Configure Odyssey's existing OnCore interface (that calls OnCore ASP page).	$3,931
7	SPPD	Configure the Odyssey SSRS output generator (under Tyler's guidance and supervision) to create the appropriate output file.	(1) Provide instruction on how to configure the SSRS job to create the appropriate output file; and (2) Modify the SSRS output generator as necessary to provide the data elements required.	$18,869
8	UFC (Unified Family Court)	Based on Tyler/Pinellas discussion, it is likely that this interface will not be needed because family court processing will be done in Odyssey. If that turns out to not be the case, the County will make necessary changes to UFC to use an Odyssey web service to import into UFC.	Make any necessary changes to Odyssey to generate the appropriate XML publishing packages.	$12,579
9	Warrants	None.	Create a web query system (similar to the Odyssey Public Access module) for accessing warrants via the web.	$94,344
10	Calendars for public view (TV monitors at CJC)	None.	Make any necessary updates to the Odyssey INFAX interface to create the appropriate output file.	$28,303
11	On-line real estate sales	Facilitate any effort by/coordination with RealAuction.	Make any necessary changes to Odyssey to generate the appropriate XML publishing packages. (Note: It is assumed that Odyssey will publish XML data for consumption by RealAuction and that RealAuction will call an Odyssey web service to transmit data back to Odyssey.	$6,290

Ref	Interface	Pinellas County Tasks	Tyler Tasks	Cost
12	Sheriff's Office/Pitney Bowes Subpoena System	None.	Create job to print subpoenas in batch mode and to be sent as pdf's to the Pitney Bowes System.	$31,448
13	Jury	Pinellas County shall be responsible for any changes to its existing software to the extent such changes are necessary for such software to participate in an interface with Odyssey.	To be determined by the Gap Fit Analysis, and included in the fixed price, Tyler shall provide an interface to the County Jury Management module or provide the Tyler Jury module. If the County elects to continue using its existing County Jury Management Module, Tyler and the County will execute a cost-neutral Change Order substituting an interface for the applicable software and services that will not be used.	TBD

The following group of interfaces will be provided by existing Odyssey functionality:

Ref	Agency	Pinellas County Tasks	Tyler Tasks	Cost
14	FACC / CCIS	None	None. These interfaces or features are provided by existing Odyssey functionality. Configuration of these features will be performed with other Configuration activities as defined in the Statement of Work.	N/A
15	OSCA	None		
16	TCATS, FACC	None		
17	TrakMan	None		
18	Planet Press	None		
19	AR (Tyler Munis)	None	Perform the necessary interface tasks required to meet the requirements identified in Exhibit D.	

The following group of interfaces will be implemented according to Section 6.1.2.2 of the Agreement:

Ref	Agency	Pinellas County Tasks	Tyler Tasks	Cost
20	FDLE FCIC (via PCSO) (Warrants)	Pinellas County will provide at least one technical resource to participate and assist in the analysis, coding/implementation, and testing of these interfaces.	Tyler will design, code, and test these interfaces with the county's assistance.	See "Bucket of Hours" Section C.
21	Sheriff (JIMS) & Bonds			
22	FDLE FCIC II			

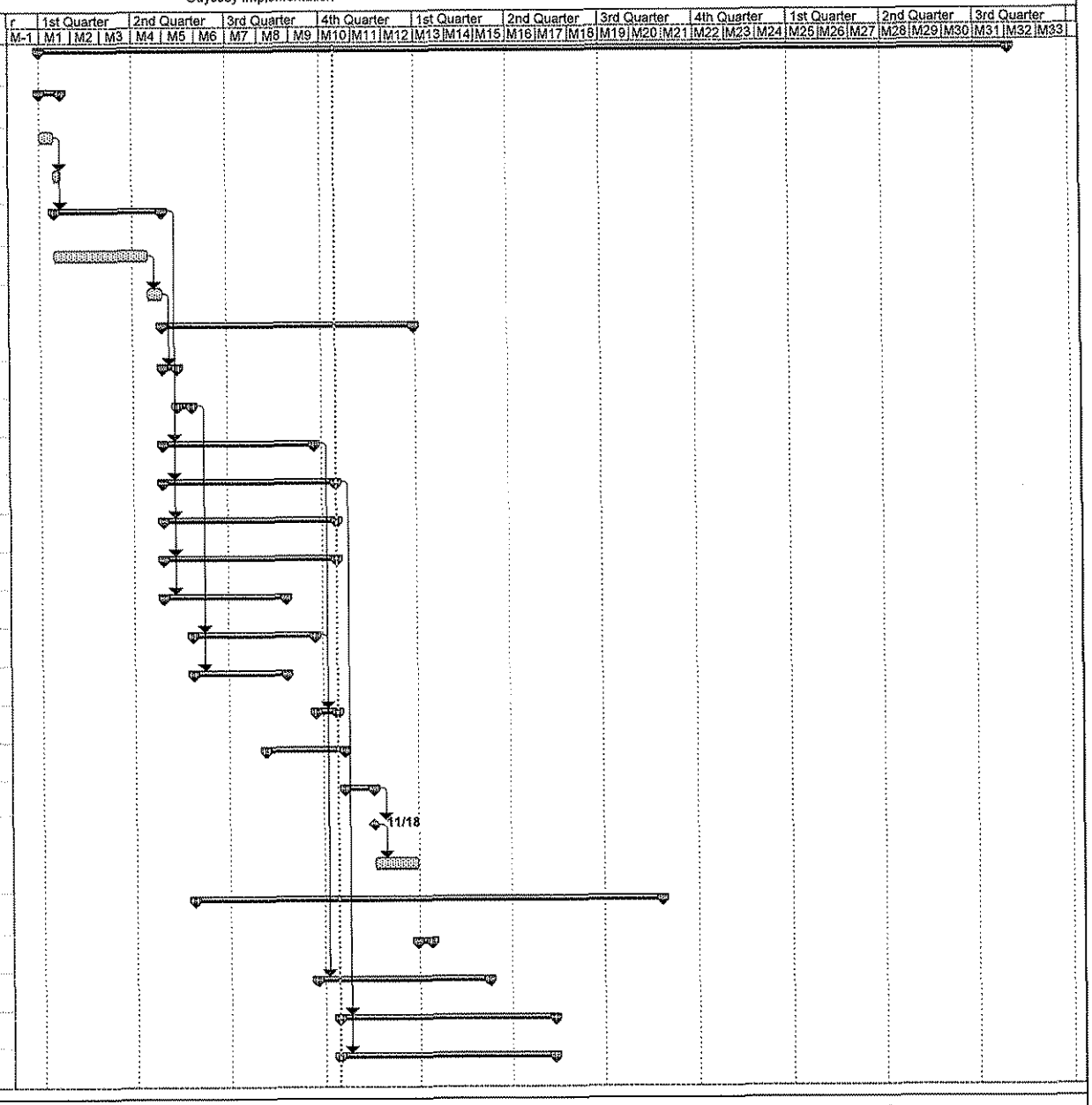
The following group of interfaces will be constructed by Pinellas County, by modifying existing internally-developed software to call Odyssey API's and web services to retrieve or update Odyssey data as necessary.

Ref	Agency	Pinellas County Tasks	Tyler Tasks	Cost for interfaces 23-31
23	ADR	Modify the ADR application to call the Odyssey XML web services to retrieve case and party information and bring into ADR.	For the interfaces in this grouping, Tyler will provide: (a) Training for Pinellas County IT developers on using Odyssey web services; (b) Consulting and support assistance if questions arise during implementation of the interfaces; and (c) Developer-to-developer support until testing is successfully completed and the interfaces are operational.	$23,568
24	DougDocx	Modify DougDocx to call the Odyssey XML web services to retrieve case and party information.		
25	Drivers School	Uses Odyssey SSRS to build scheduled report that produces a text file to make accessible to Pinellas web site for download.		
26	EARS (Evidence Archival and Retrieval System)	(1) Modify the EARS VB program to call Odyssey web service to retrieve basic case information (keyed by case number) in XML format; and (2) Modify EARS VB program to call Odyssey web service to add the destruction event back to the case.		
27	PACE (Pinellas Archival of Civil Evidence)	(1) Modify the PACE program to call Odyssey web service to retrieve basic case information (keyed by case number) in XML format; and (2) Modify Pace program to call Odyssey web service to add the destruction event back to the case.		
28	Traffic Kiosk / Web / IVR	Modify the County's Traffic Kiosk, Web, and IVR systems to call the appropriate Odyssey web services to retrieve and update case data.		

Ref	Agency	Pinellas County Tasks	Tyler Tasks	Cost for interfaces 23-31
29	Global360	To be determined by the Gap Fit Analysis, if the County elects to continue using Global 360, the County shall use Odyssey web services in one of the following ways: (1) All document storage and workflow occurs in Global360. Pinellas build calls to Odyssey XML web service create corresponding docket entries (case events) in Odyssey. (2) Documents are initially stored in Global360 and any workflow processing is done there. When that workflow is done, Pinellas call Odyssey XML web service to store the document into Odyssey and attach to case docket entries (case events).	(continued from previous page)	
30	TCIndexer	Modify the TCIndexer to call Odyssey web services to search for a party and retrieve basic case information.		
31	Drug Court	Pinellas will work with Support2020 to modify the existing Drug Court System. The Support2020 system will call Odyssey web services to retrieve case and party information.		

Pinellas County
Odyssey Implementation

ID	Task Name
1	**Pinellas Odyssey Implementation**
2	**Task 1: Pre-Implementation Planning**
3	Pre-Implementation Planning
4	Pre-Fit Training
5	**Task 2: Gap Fit Analysis**
6	Gap Fit Analysis
7	Notice to Proceed
8	**Task 3: Probate Mental Health (Phase 1 Implementation)**
9	Phase 1 Infrastructure and Environment
13	Phase 1 Site Installation
18	Phase 1 Application Development / Enhancement
23	Phase 1 Public Defender Module (Support for PMH)
29	Phase 1 Prosecutor Module (Support for PMH)
35	Phase 1 Integration (currently none planned)
41	Phase 1 Data Conversion
46	Phase 1 Configuration
51	Phase 1 Workflow Design
54	Phase 1 Organizational Readiness Assessment / Solution Testing
61	Phase 1 Training Prep
65	Phase 1 End User Training
67	Phase 1 Go-Live
68	Phase 1 Post Support, Operational Use, Phase Closure
69	**Task 4: Civil and Family Court Types (Phase 2) Implementation**
70	Phase 2 Infrastructure and Environment / Site Installation
75	Phase 2 Application Development/Enhancement
80	Phase 2 Public Defender Module (Support for Non- Criminal)
86	Phase 2 Prosecutor Module (Support for Non- Criminal)

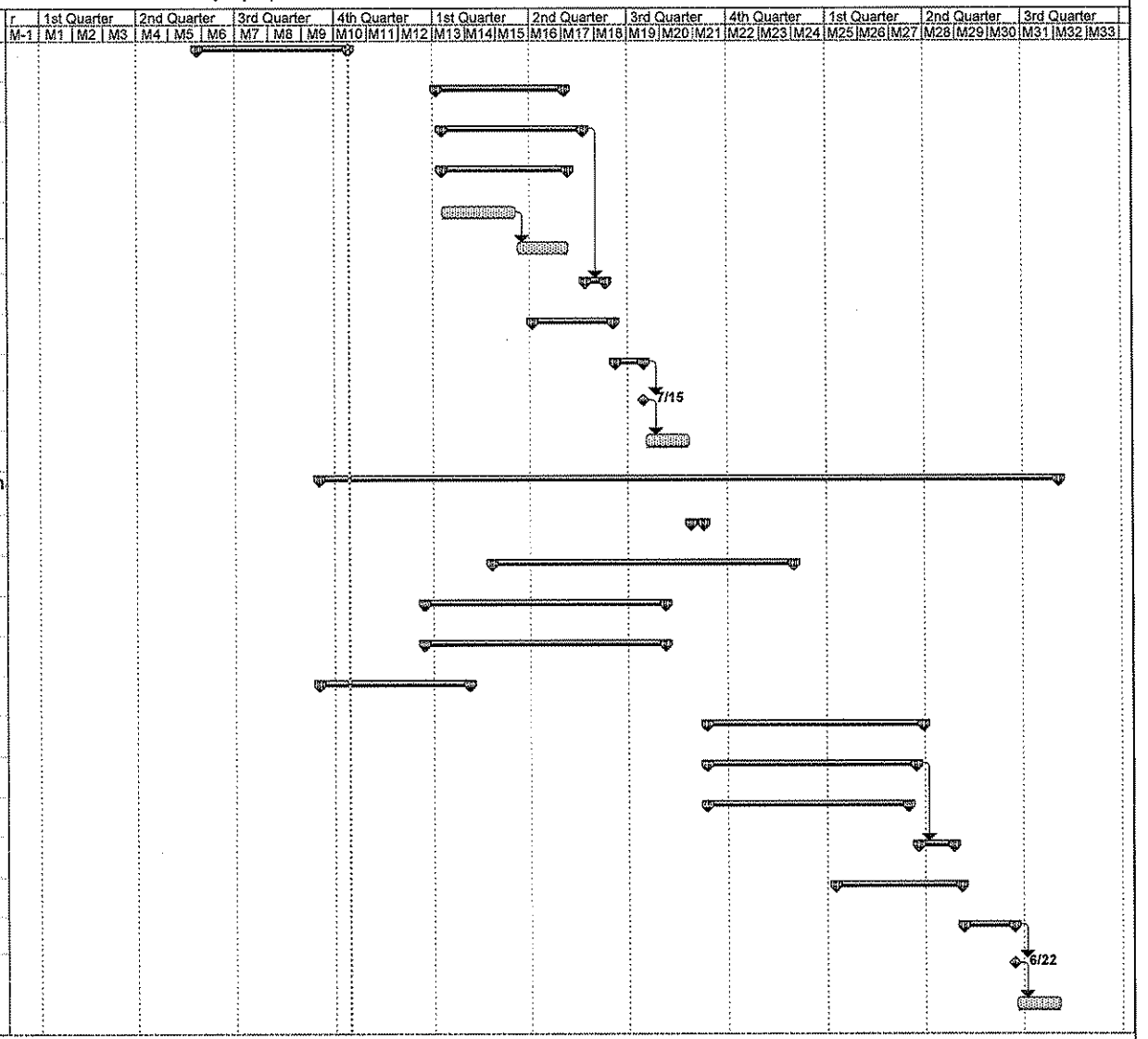


Project: Pinellas Planning2
Date: Thu 10/14/10

Task | Split | Progress | Milestone | Summary | Project Summary | External Tasks | External Milestone | Deadline

Pinellas County
Odyssey Implementation

ID	Task Name
92	**Phase 2 Integration**
97	**Phase 2 Data Conversion**
102	**Phase 2 Configuration**
107	**Phase 2 Workflow Design**
108	Workflow Process Documentation
109	Business Process Review
110	**Phase 2 Organizational Readiness Assessment / Solution Testing**
117	**Phase 2 Training Prep**
120	**Phase 2 End User Training**
122	**Phase 2 Go-Live**
123	**Phase 2 Post Support, Operational Use, Phase Closure**
124	**Task 5: Criminal, Traffic, Juvenile Court Types, Supervision and Jury Man**
125	**Phase 3 Infrastructure and Environment / Site Installation**
130	**Phase 3 Application Development / Enhancement**
135	**Phase 3 Public Defender (Support for Criminal)**
141	**Phase 3 Prosecutor Module (Support for Criminal)**
147	**Phase 3 Integration**
152	**Phase 3 Data Conversion**
157	**Phase 3 Configuration**
162	**Phase 3 Workflow Design**
165	**Phase 3 Organizations Readiness Assessment / Solution Testing**
172	**Phase 3 Training Prep**
175	**Phase 3 End User Training**
177	**Phase 3 Go-Live**
178	**Phase 3 Post Support and Phase Closure**



Project: Pinellas Planning2
Date: Thu 10/14/10

Task | Progress | Summary | External Tasks | Deadline
Split | Milestone | Project Summary | External Milestone

ID #	Category	Subcategory or Feature	Pinellas Requirement	Tyler's Response to the Require-ment	Tyler's Explanation or Additional Comments

Exhibit D Functional Requirements

Tyler's Responses to Justice CCMS RFP Attachment 3, Functional Requirements &

Tyler's Responses to Pinellas County's Requests for Clarification ("RFC"), submitted during the procurement evaluation Discovery Phase 3.

0.0	Global	Terminology	Throughout the numbered list of requirements various examples are given. These are meant solely as representative examples, not as the system-wide entirety of the requirement. Many examples refer to "defendant," thus implying a criminal case type. However, often a similar example could have been given instead, using the term "plaintiff" or other case role, such as "witness" versus "victim." Indeed while some of the requirements herein do pertain to only one case type, proposers must assume that similar functionality or operational characteristics or entity maintenance is required of all entities and in all case types.	Yes	
0.1	Global	Circuit Level	In order to facilitate reporting of information at the judicial circuit level (e.g. Alternative Dispute Resolution), the system must be able to interface to, and exchange data with, systems located in Pasco County - aggregating Pinellas and Pasco combined "circuit data" as necessary.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems need to consume it.
0.10	Global	Child Support: Account Setup	The system should automatically generate an account for the child support obligation and track all payments made into the account.	Yes	See answer to .9
0.11	Global	Child Support: Alerts & Triggers	When child support payments are not received according to the conditions of the established payment plan, events are triggered (e.g. alerts for liens filed after expiration of certain timeframes, delinquency notices) and generated by the FACC system, downloaded, and docketed into the existing system. The system must support this alert/notification download/docketing process according to predefined business rules and workflows.	Yes	See answer to .9
0.12	Global	Child Support: Arrearages	Should child support obligation arrearages occur, the system must provide notification of the event and perform automated calculation of the arrearage, post a corresponding docket entry, and update the FACC system.	Yes	See answer to .9
0.13	Global	Child Support: Auto Termination	When a child reaches age of maturity, support payments for the child are normally terminated. All activities related to modifying the payment plan, making appropriate notifications to related parties, arranging for any refunds due, etc. are performed in the Civil/Small Claims system and downloaded/docketed into the existing system. The system must support this download/docketing functionality.	Yes	See answer to .9

0.14	Global	Child Support: Automated Notices	As with other case types, child support cases generate automatic notifications based on events and business rules (e.g. non-payment of support). The system must provide similar alert/notification functionality based on predefined business rules and workflows.	Yes	
0.15	Global	Child Support: Case Notes	As with Unified Family Court case managers, authorized users may make notes/comments on various aspects of the case (e.g. payment plan anomalies, address changes, explanations). While these notes are initially recorded within the FACC system, they are downloaded periodically into the existing system. The system must allow for the download and posting of case notes and control access to viewing of those notes via security policies and predefined business rules.	Yes	See answer to .9
0.16	Global	Child Support: Data Transfer to State	Once the child support case is established, any information that updates the record in the FACC system is automatically transferred from the FACC system so that the two systems are essentially "synchronized". The system must perform this process according to predefined business rules and workflows.	Yes	See answer to .9
0.17	Global	Child Support: Disbursement of Payments	Disbursement of payments is not made via the existing system, but rather through the FACC system. Information on disbursements is downloaded from the FACC system and updated into the system nightly. The system must be able to accept/process this downloaded information.	Yes	See answer to .9
0.18	Global	Child Support: Driver's License Suspensions	The system should provide the capability to search the Florida Department of Highway Safety & Motor Vehicles (DHSMV) to determine whether a child support-obligated parent has had their driver's license suspended. This information is of particular importance when a parent's ability to commute to the workplace and earn wages to cover their support obligation is in question.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a party (like the child support-obligated parent) and Pinellas County could transform that data for whatever systems need to consume it.
0.19	Global	Child Support: Payment Across Cases	It should be noted that a single child support obligation can be associated with multiple cases (e.g. man making child support payments for children of two ex-wives). Case activity for this scenario could be docketed at the individual person level or at the case level. The system must accommodate all case association/docketing scenarios.	Yes	See answer to .9
0.2	Global	Civil	Civil court possesses over one hundred (100) different case types which fall into one of four court areas and Uniform Case Number (UCN) formats;	Yes	

			circuit, county, small claims, and family law. The system must accommodate the business rules of these multiple units and case types, providing a consistent look and feel for all subtypes.		
0.20	Global	Child Support: Payment Plans	Once a child support case is established, the system must be able to automatically calculate a payment plan for the obligated parent based on predefined business rules and payment guidelines. Should an arrearage situation arise, the system must be able to modify the payment plan accordingly.	Yes	See answer to .9
0.21	Global	Child Support: Payment Tracking	Information related to child support obligation payments is initially entered into the FACC, then periodically downloaded/docketed into the existing system for subsequent viewing. The system should provide similar payment tracking/viewing functionality based on predefined business rules and workflows.	Yes	See answer to .9
0.22	Global	Child Support: Receipts	The system must be able to generate receipts for child support payments received. This is particularly important when a writ of bodily attachment has been issued for non-payment of child support and the parent subsequently makes the required payment. Unless the parent has proof of payment on their person, they may be subject to arrest due to the potential delay in law enforcement being notified of the payment and the writ recalled/cancelled.	Yes	See answer to .9 Although it is Tyler's understanding that the vast majority of child support cases/payments are handled via the FACC CLERC system, Pinellas County could still enter a financial obligation in Odyssey and post a payment towards that obligation.
0.23	Global	Bonds: Advanced Search	The system must provide comprehensive, user-definable query capability for searching data related to the Bond component.	Yes	There are many fields on which a user can define a bond search.
0.24	Global	Bond Alerts	The system should alert users and trigger generation of notices to appropriate parties based upon pre-defined parameters (bond expiration dates, related court events, etc.) contained within business rules and workflows. As with other system components, this functionality should be user-configurable.	Yes	Odyssey can support sending notice to bondsmen based on the rules in Florida.
0.25	Global	Bond Allocation	The system must allow users to determine what parties are to receive bond payments and allocate these funds appropriately based upon business rules and workflows.	Yes	
0.26	Global	Bond Association	The system must provide the ability to associate bonds received (regardless of type) to the appropriate case and person for which the	Yes	

			bond was posted.		
0.27	Global	Bond Balance	The system must be able to track bond balances and provide users with bond balance information on-demand regardless of point in the overall bond process.	Yes	
0.28	Global	Bond Calendaring	The system should provide automated setting and calendaring of bond hearings based on prevailing business rules. Should a bond be paid, the system should automatically remove the related calendar event.	Partial	Time is included in this proposal to build additional features to meet these requirements.
0.29	Global	Bond Data	The system should allow users to process/track/report a comprehensive set of information concerning the bond (including information such as who paid the bond, name of bonding agent, etc.) and be able to transfer bond-related information to external systems/agencies as required.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a bond and Pinellas County could transform that data for whatever systems need to consume it.
0.3	Global	Financials	The system must include Point-of-Sale functionality (e.g. cashiering, receipting, for multiple case types) but full Accounting/General Ledger (GL) functionality is not required. Comprehensive accounting/ GL functionality is provided via a separate system that the new system must interface with.	Yes	Odyssey natively includes a fully integrated point-of-sale functionality that provides cashiering across all case types and includes advanced features like allowing for a single payment to be made across multiple cases (e.g. an attorney filing multiple civil cases at once or a defendant paying for multiple case/citations at once). It also includes a full-featured end of day balancing process. Although the Odyssey product suite does include a General Ledger system for the Clerk, based on this requirement Tyler is not including that product in the proposal. Tyler has interfaced Odyssey with several accounting systems and Odyssey already has "hooks" in place for exporting deposits and check requests to third party General Ledger systems.
0.30	Global	Bond Overrides	The system must provide authorized users with the ability to modify bond data and related workflow events as necessary (e.g. error correction or bond exception handling) to ensure data integrity.	Yes	
0.31	Global	Bond Receipts	The system must be able to generate/print receipts for bonds taken as well as other types of bond-related documents (e.g. certificates, notices).	Yes	

0.32	Global	Bond Reinstatement	The system must allow authorized users to reinstate bonds previously posted but placed in a pending or held status (e.g. administratively held).	Yes	
0.33	Global	Bond Reporting	The system should provide the ability to generate Bond-related notices, reports, receipts, etc. for distribution to appropriate parties or agencies based upon business rules and workflows.	Yes	Odyssey can support sending notice to bondsmen based on the rules in Florida.
0.34	Global	Bond Staging Area	Based on bond information uploaded from the Pinellas County Jail Information Management System (JIMS), the system should provide users a "staging area" with associated work queue for review/approval of requests to bond-out. The system should automatically query/present users with any relevant data on the defendant (per business rules) to facilitate the review/approval process.	Yes	This interface from the JMS system in included in Tyler's estimates.
0.35	Global	Bond Status	There are a number of statuses that may be in effect for a bond during its "lifetime" (e.g. active, held, forfeited). The system must provide for appropriate processing/tracking/reporting at each status point based upon business rules and workflows.	Yes	
0.36	Global	Bond Tracking	The system must provide comprehensive end-to-end processing of all bond types (e.g. cash, surety) for both criminal and civil cases and integrate effectively with other financials-related processes to ensure proper assignment, tracking, and reporting of bonds received. As is the case with other system processes, the Bond component is highly date/event/rule-driven, and therefore must be user-configurable based upon business rules and workflows.	Yes	
0.37	Global	Bond Transfer	The system must be able to transfer bond information to other cases or to other systems (e.g. Accounts Receivable) as required based upon business rules and workflows.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a bond and Pinellas County could transform that data for whatever systems need to consume it. Additionally, Odyssey has capability to export check requests for items such as bond refunds to accounting systems.
0.38	Global	Bonds: Interest Calculation	The system must be able to calculate interest accrual for bonds being held, determine which party is to receive the accrued interest, and apply amounts appropriately based upon business rules and prevailing fee	Partial	Time is included in this proposal to build additional features to meet these requirements.

			schedules.		
0.39	Global	Bonds: Notice Generation	When a bond is taken, the system must be able to generate follow-up notifications to interested parties advising them of the next scheduled court appearance.	Yes	
0.4	Global	Jury Module	The proposer should offer a jury solution component that includes the typical processing required for jury management (e.g. attendance tracking, disqualification/transfer/dismissal). Juror payment information must be transferred to the GL, and the new "jury module" must provide for advanced person searches and ad-hoc reporting. Other functions that must be provided by the jury component include summons generation, parking permit generation, bar code badge generation, employer notifications, etc.	Yes	
0.40	Global	Bonds: Out of County Bond Tracking	The system must be able to track "out-of-county" bonds (e.g. bonds that are posted outside of Pinellas for Pinellas-related cases or bonds posted in Pinellas for cases in other counties).	Yes	
0.41	Global	Bonds: Refund Checks	The system must be able to automatically generate/track bond disbursements (refund checks, partial disbursements, etc.) and transmit appropriate data to the General Ledger (GL) system for subsequent processing.	Partial	See answer to .3 Time is included in this proposal to use existing Odyssey "hooks" to export data in the appropriate format to the external accounting system.
0.42	Global	Bonds: Workflow	Based on a variety of parameters (i.e. dates, court events, business rules, etc.) the system must perform subsequent activities (automated workflows) and generate appropriate docket entries. In addition, authorized users must be able to perform manual adjustment/override of bond data (e.g. due dates) as necessary to ensure data currency and integrity.	Yes	Pinellas County can configure Odyssey so that the entry of a bond status can make an automatic docket entry. Users with appropriate rights can make manual adjustments.
0.43	Global	Warrants: Active Warrant Alert	The system should provide users with an alert (and visual indicator) when system activity is being performed for an individual who has an outstanding warrant. This is particularly important when Point-of-Sale staff are taking payments from individuals at the counter or jury members are being selected/seated.	Partial	An active warrant indicator is prevalent across Odyssey Case Manager so that during any number of activities (e.g. taking a payment) the end-user can be aware of an active warrant. However, since the jury pool is a separate data base of persons, the Tyler Jury system does not also include this indicator.

0.44	Global	Warrants: Auto Calendar Next Court Date	Once a warrant is served, the system should automatically set the date for the next court appearance.	Partial	Time is included in this proposal to build additional features to meet these requirements.
0.45	Global	Warrants: Batch Warrant Selection	To improve productivity and reduce user workload, the system should provide the ability for users to act upon groups of warrants en-masse (based on business rules) via a "work queue." An example of this functionality would be the cancellation of a group of warrants based on the State Attorney's decision to nol-pros a list of cases with active warrants.	Partial	Tyler would build a new Action in Odyssey List Manager to update the status on a list of warrants.
0.46	Global	Warrants: Electronic Warrant Submission	The system must provide the capability to submit warrants automatically to the Florida FCIC system after local/second-party verification. One potential solution would involve the establishment of "work queues" that hold warrants until the required verification has been completed. At that point the warrant should be automatically transmitted to FCIC via the existing FDLE FCIC/IPC protocol and transmission path.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a warrant and Pinellas County could transform that data for whatever systems need to consume it. Other Tyler clients have used warrant statuses to trigger sending a warrant to an external warrant database. The user would proof the warrant and at the point that the data is validated, the users add the status that would trigger sending the warrant data to the external system. Then when the external warrant system sends an acceptance message back, the client uses an Odyssey API to update the status again with the acceptance code.
0.47	Global	Warrants: Multiple Data Source Query	To facilitate the warrant packing process, the system should provide the ability to query/select data from multiple external systems and drag-drop selective content into the warrant record. In order to meet Florida Department of Law Enforcement (FDLE) auditing requirements, the system must store (and be able to report/replicate) the original source of the packing data as well as the original content that was selected for inclusion in the warrant record.	No	Without more details, Tyler cannot guarantee that multiple unknown systems could provide a drag-drop interface of their data, nor that we could automatically record the source of this data from those unknown systems.
0.48	Global	Warrants: Other Outstanding Warrants Alert	If a subject is brought into custody, the system should generate an alert to the appropriate parties if there are other warrants outstanding either locally, within Florida, or nationally.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a warrant and Pinellas County could transform that data for whatever systems need to consume it. Assuming that the requirement speaks to the jail checking for outstanding warrants, Pinellas County could use the toolkit to update

					the JMS with local warrant information. It would be up the JMS to check for warrants beyond that.
0.49	Global	Warrants: Person Biometrics	The system must be able to store biometric identification data (e.g. fingerprints, iris/retina scans, mug shots) associated with the subject of the warrant.	Yes	Odyssey can store fingerprint information and mug shots; however to date Tyler has not interfaced to a retinal scan devices.
0.5	Global	Juvenile Dependency	The area of Juvenile Dependency (DP) encompasses a wide range of case types, parties; events, documents generated, and access security/privacy requirements. A number of case types have similar processing requirements, while others are quite unique. The system must be able to process/track/report all DP case types and automate DP case processing wherever possible based on predefined business rules and workflows.	Yes	
0.50	Global	Warrant Advanced Search	The system must provide the ability to search any warrant data element and generate warrant-related documents, notices, reports, etc. for distribution to appropriate parties or agencies based upon business rules and workflows.	Yes	
0.51	Global	Warrant Alerts	The system must be able to provide users with alerts or notifications based on warrant-related events, status changes, etc. according to business rules and workflows.	Yes	
0.52	Global	Warrant Data Sheet Generation	To facilitate the physical service of warrants, the system should provide the capability to generate/print paper copies of the electronic warrants or a pre-formatted data sheets containing warrant information.	Yes	
0.53	Global	Warrant Expiration	Certain warrants have expiration dates (e.g. juvenile warrants expire when the subject reaches age of majority). For these types of warrants, the system should automatically expire the warrant and initiate required notifications/follow-on activities based upon business rules and workflows.	Yes	
0.54	Global	Warrant Generation	The system must provide the capability to generate electronic/paperless arrest warrants based on established business rules and workflows.	Yes	
0.55	Global	Warrant Issuance	Once a warrant is issued, the system must automatically establish and assign an appropriate Uniform Case Number (UCN) if there is not yet a	Yes	Although the warrant can be issued prior to a case, the UCN would be created once the warrant was linked up to

			case (i.e. UCN) established for the subject of the warrant.		its eventual case.
0.56	Global	Warrant Packing Data	The process of "packing" a warrant involves the querying of other systems/sources to identify additional information that can be included in the warrant record to be entered into the Florida FCIC and national NCIC systems. Additional data elements may include State ID Number, Scars, Marks, Tattoos, Alias Names, Gang Affiliation, etc. The ability to identify/enter this additional information is critical for proper identification of the suspect as well as law enforcement officer safety. The system must store additional warrant data elements related to the subject of the warrant, and must facilitate packing by including this data in the automated feed to FCIC/IPC.	Yes	
0.57	Global	Warrant Recall	If a warrant is recalled (cancelled), the system should automatically initiate cancellation of the warrant in the Florida FCIC and national NCIC systems.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a warrant and Pinellas County could transform that data for whatever systems need to consume it.
0.58	Global	Warrant Tracking	The system must be able to track warrants of all types (e.g. habeas, criminal, capias, bench) - whether electronically-generated or paper-based. Tracking information should include items such as date of service, type, sub-type and clearance status in Florida FCIC system or national NCIC system.	Yes	
0.59	Global	Warrants: Diligent Search	The system must provide the ability to track and verify evidence of diligent searches for subjects of arrest warrants.	Yes	
0.6	Global	Time-Based Workflow	Most business rules and workflows have a timeframe of applicability - they are subject to change as Florida Statues, Administrative Rules of the Court or local ordinances and stakeholder programs/processes change. As a result, the system must be able to track the timeframes that business rules/workflows are in effect and apply them accordingly within those timeframes. The system must also maintain a history of these changes for subsequent review/reporting.	Yes	
0.60	Global	E-Filing: All Case Types	The e-filing component must be able to accept e-filings for all case types, including, for example, fee-based Civil and non-fee based criminal case e-	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types. Tyler is also including a license for the Odyssey Integration

			filings.		Toolkit which includes standard API messages for building interfaces such as criminal eFilings.
0.61	Global	E-Filing: Portal	The proposer may offer their own unique e-filing "portal" component or solution, with the recognition that their portal solution may or may not be implemented. The review of e-filed materials (and the hand-off of same to the system workflow) must not require use of the proposer's e-filing portal solution.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types.
0.62	Global	E-Filing: Portal Handshaking	The system must provide pre-established communication parameters (handshaking) to the e-filing portal, and communicate back acceptance/rejection. User registration and authority to e-file must be validated by the new system. The system should also support varying e-filing models, whether single- or multi-vendor.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types.
0.63	Global	E-Filing: Review	The system must be able to accept incoming e-filing requests. Requests should be held in a vendor-provided queue for review by clerk staff. Clerk review queue functions should allow for (a) the acceptance of e-filings, (b) a completeness check of required filing and data documents, and (c) the ability to pass approved e-filing materials to a similar electronic queue for judicial review within the system.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types.
0.64	Global	E-Filing: Workflow Connection	The e-filing module or component must be connected with the workflow engine in the new Justice CCMS, and must provide the ability to associate payments with e-filings. The system should also account for both third-party incoming e-filings and also court-initiated (internal to the Justice CCMS) e-filings. The e-filing component must generate communications to the e-filing portal, providing notification of partially completed filings or completed filings or rejected filings with error reason codes. Partially accepted filings must be held in suspense; the system must allow for subsequent documents/data/payments/etc. that complete the original e-filing.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types. Tyler is also including a license for the Odyssey Integration Toolkit which includes standard API messages for building interfaces such as criminal eFilings.
0.65	Global	Probate	Probate court possesses over twenty (20) different case types which fall into one of three court areas and Uniform Case Number (UCN) formats; estates, guardianships and mental health. The system must accommodate the business rules of these multiple units and case types, providing a consistent look and feel for all subtypes.	Yes	

0.66	Global	Probate	The area of Probate encompasses a wide range of case types, parties, and access security/privacy requirements. Some case types and individual documents are sealed from the public but must be viewable by selected staff/agencies.	Yes	
0.67	Global	Probate	The CCMS must provide the ability to search multiple court areas/case types for other actions involving Mental Health (Baker Acts) patients.	Yes	
0.7	Global	AB Case Numbers	The system must be able to track cases that may not yet have been assigned an UCN, but instead are tracked by an out-of-county or out-of-state "AB" number. These cases must have the AB identifier associated with the new UCN case number if a UCN is assigned. This "AB" case number must remain a searchable reference number even after assignment of a UCN case number.	Yes	
0.7	Global	Traffic	The current system in Pinellas County supports the processing of both traffic violations and parking tickets. While there is some overlap in processing approach between the two, there are also significant differences that require significantly different approaches to record processing/tracking/payment processing and reporting. The system should support both processing paradigms based on prevailing business rules, fee schedules and workflows.	Yes	
0.8	Global	Traffic	The Global360 imaging/workflow management system's "traffic index" component allows for automated query/identification of all individual persons with traffic citations, and of all citations for an individual. If there is no existing unique person identifier for an individual, the "traffic index" component provides the ability to create a new unique person in the CJIS CMS, and to associate the new person with the traffic citation being processed. It should be noted that an individual can have multiple citations (with a number of diverse charges contained within each). The system must aggregate all of these citations/charges for one person under one Uniform Case Number (UCN) to simplify case processing and enhance query/report capabilities.	Yes	When entering traffic citations, any number of citations can be included on a single case, thereby getting a single UCN.
0.9	Global	Child Support: Account Setup	The system should automatically create a child support payment account based on the establishment and download of a new case from the Florida Association of Court Clerks (FACC) automated system. To support this	Yes	The way that Tyler has solved this problem for other clients is Florida is actually not by creating a receivable account on the existing Clerk's case in Odyssey, but by providing for a regular download of case/payment

			process, the system must interface to the external FACC system.		information from the FACC CLERC system and allowing a user to see that information from the Odyssey case. From any hearing on a child support case that has an entry in this Odyssey CLERC table, a user can click on a button that displays information on the original amount assessed, the last payment, total paid, arrearages, etc. It is important to note that this approach assumes that the tracking and data entry of the financials is being done in the FACC CLERC system by the SDU and not in Odyssey. It is Tyler's experience that most all payments go through the FACC CLERC system and that although there is a need to easily display that information to the Court, it is not necessary to keep those accounts as receivables on the Clerk's financial books. If Pinellas County is interested in pursuing a different approach to actually create the receivable account and thereby replicating the financial transactions in Odyssey as well, Tyler would be willing to discuss that option.
1.0	UI/Non-Functional	Non-Functional: Automatic Case Number Generation	The system must provide automatic generation of the individual case number (that may cover multiple charges for one event/arrest) at the appropriate step in the system-wide workflow (including arrest at jail or non-arrest case #s), and the case number must be in the format of the Florida Uniform Case Number for each different case type.	Yes	
1.1	UI/Non-Functional	Non-Functional: Case Consolidation	The system must support case consolidation, based upon local business rules that are different by case type.	Yes	
1.10	UI/Non-Functional	UI: Configurable Ad Hoc Reports	The system must have the ability to export resultant ad hoc reports to other formats, such as Microsoft Excel. The ability to run, and export, ad hoc reports must be based upon a user's security role and agency and case type and the user's allowable access to the case (or cases) being queried and reported on.	Yes	
1.11	UI/Non-Functional	UI: Customized Visual Indicator for User	The system must provide a visual indicator for special circumstances or alert conditions to be determined and configured during system implementation.	Yes	

1.12	UI/Non-Functional	UI: Hover Feature	The system must provide a hover (over field) feature to show more information in the field without requiring the user to open the entry or drill down in order to see the entire contents of the field. "Hover" information must highlight or pop up in a consistent manner across all case types and entities in the system, and system administrators in each agency must have the ability to turn the hover feature on or off for their agency's users.	Yes	
1.13	UI/Non-Functional	UI: Multiple Results Pinned	The system must have the ability for search results, and other types of results sets, to be saved or pinned or otherwise made persistence during the user's session so as not to require the user to re-run the same search multiple times throughout the day.	Yes	Odyssey remembers the last 20 cases, persons, warrants, etc. that a user searched on and the user can easily recall that list. Additionally, any specific queries done via List Manager can be saved and recalled for as long as the user desires.
1.14	UI/Non-Functional	UI: One-Stop Processing	Most system tasks or processes (such as Case Initiation or Case Transfer, etc.) must be able to be completed via one screen or panel or tab that interacts as needed with other parts of the application or database, without requiring the user to open multiple windows.	Yes	
1.15	UI/Non-Functional	UI: Persist Cases List	The system must persist throughout the day a running list of the case numbers that a user has worked on or viewed. This persisted case list must be available in a separate tab or panel or window such that the user could copy case numbers from that list to paste into other screens or other applications.	Yes	
1.16	UI/Non-Functional	UI: Rapid Data Entry	The system must provide the capability for certain business units to perform "rapid data entry" that does not necessarily require use of a mouse or drop-down select boxes, etc. User-configurable screens that can adapt to the keyboard-only data entry, or some other innovative approach, is required to meet the "rapid data entry" critical need.	Yes	Tyler already has several screens geared specifically for rapid data entry. Those include citations, docket entries and civil cases (where the same filer is filing multiple cases at once). All of these screens are entirely keyboard friendly and although they include "drop-down select boxes" for any required code tables, those boxes support the use of shortcut code words as well as full keyboard support for searching.
1.17	UI/Non-Functional	UI: Summary Screens	The system must have Summary Screens providing a comprehensive view of information (on one screen or tab or panel) for each case and each person, and summary screens must be configurable based upon changing information needs over time.	Yes	Some summary screens (like the Register of Actions for a case) are configurable by an administrator. Other summary screens would require Tyler to make modifications.

1.18	UI/Non-Functional	Soundex Advanced Search	The Justice CCMS must provide "Soundex" or equivalent "like" advanced search capability for any "name" entity in the new Justice CCMS.	Yes	
1.2	UI/Non-Functional	Non-Functional: Case Grouping	The system must support grouping of multiple cases (of like and different) case types, and automatically assign a Case Group number, and support subsequent addition or removal of cases to or out of the group by an authorized user.	Partial	An authorized user can group any number and kind of cases together via a "related cases" concept in Odyssey. There is not currently a group number assigned to those cases. Although Tyler could build in a feature to assign a number to the group itself, we would like to discuss further the business purpose for that number.
1.3	UI/Non-Functional	Non-Functional: Incidents	The system should provide the capability to create/query/report an Incident, or overarching "umbrella" event for use in capturing/consolidating/connecting information related to a broader crime scene or criminal activity. The incident might initially describe a large, complex, interwoven event (e.g. a gang war) that has numerous subjects (subjects, victims, officers) and events/charges (e.g. battery, assault, murder). Over time, this complex event may be "drilled-down" to individual or multiple cases with single/multiple subjects and single/multiple charges (all of which may change up/down over the course of the case). Regardless of subsequent action, the system needs to be able to maintain linkage and provide a current/historical view of all activities within the context/framework of their originating Incident event. The ability to provide this global, historical view of an event and related sub-events/activities/relationships is key to effective prosecution.	Yes	We think that that could be accomplished via relating cases together.
1.4	UI/Non-Functional	UI: Advanced Search	The system must provide user configurable searches within the application. In general, any data entity must be able to be specified as an input search criteria and any related data entity must be able to be specified in the search results set.	Yes	Although there are specific fields that are included in actual search screens in Odyssey, a power user with access to the Ad Hoc Reporting tool could search any field in the database.
1.5	UI/Non-Functional	UI: Advanced Search	The system must have the ability to search for a group of related docket codes, by date range and/or by case, to find any docket entries that have been made that could have triggered manual or automated disposition processing.	Yes	
1.6	UI/Non-Functional	UI: Advanced Search	The system must have the ability to search at the co-defendant level within a case.	Yes	

1.7	UI/Non-Functional	Comments	The system must allow for public comments (viewable by all system users) and private comments (viewable only by the originator and other allowed users based upon security role). Comments must be entered on a variety of entities at a variety of levels, including comments "by agency", comments on cases, comments on persons, groups of cases, docket entries, etc.	Yes	Notes on cases and persons can be public, private to the user who entered them or semi-private, available to a specific group of users known as a User List. Since docket entries are part of the official Register of Actions of a case, the comments on docket entries are not restricted by security. If a user needs to make private or semi-private comment on a case, they should use the Notes feature and not a docket entry.
1.8	UI/Non-Functional	Comments	The system must not allow comments changed by other users. The system must allow self-edited comments only. However, authorized users (such as supervisors) must be able to edit "inappropriate" comments made by a user.	Partial	Currently in Odyssey if a user has the right to edit a note, they can edit any note. Tyler could add a new right that allowed a user to only edit notes that they originally entered.
1.9	UI/Non-Functional	UI: Configurable Ad Hoc Reports	The system must provide user configurable ad hoc reporting. In general, any data entity must be able to be specified as an input filter criteria and any related data entity must be able to be specified in the user-defined formatted output reports.	Yes	
2.0	Calendaring/ Scheduling	Calendaring: Automatic System Generated Work	In the system, Calendar events must have the ability to generate automatic workflow activity such as notices, alerts, docket updates, etc. based upon business rules for that particular Calendar event. The system should have the ability to generate automatic workflow activity for Probate Mental Health Calendar.	Yes	
2.1	Calendaring/ Scheduling	Calendaring: Additional Calendar Information	For all calendars, the system must provide the ability to configure what additional information is shown "on the calendar" when displaying or printing the calendar (e.g. docket codes, defendant names, case info, upcoming events, etc.); this will be determined during configuration of each specific individual calendar. Calendars vary by case type in addition to calendars for specific judicial officers.	Yes	
2.10	Calendaring/ Scheduling	Calendaring: Transfer a Case to Another Section	The calendar must have the ability to transfer a case from one section to another, automatically moving it to the new calendar and automatically generating any required notices or alerts.	Yes	When judges rotate divisions, Odyssey has the ability to mass reassign the cases and reschedule future hearings as long as the new calendar is configured in the same way (i.e. the sessions are the same days/times).
2.11	Calendaring/	Calendaring: System Updates	The system must have the ability to automatically generate calendar	Partial	See answer to 2.9

	Scheduling	for Docket Additions	events and other future workflows based upon the docket entry.		
2.12	Calendaring/ Scheduling	Scheduling: Judicial Officer and Related Resources Management	The system must allow for each judicial officer's calendar to be individually manipulated according to time available; start times will be different for each judge and each courtroom. The system must relate and provide visibility to both the judge's calendar and the availability of needed resources such as courtrooms or other facilities.	Yes	
2.13	Calendaring/ Scheduling	Scheduling: Modification of Court Room Assignments	The system must allow the ability to pool resources (courtrooms, etc.) and make them available to designated groups of users for assignment, allocation or usage scheduling.	Yes	
2.14	Calendaring/ Scheduling	Scheduling: Override of Defaults for Time Blocks	The system must provide the ability to override the limit of scheduled hearings or events set as the default for any calendar time block.	Yes	
2.15	Calendaring/ Scheduling	Scheduling: Set Blocks by Hearing Type and Section	The system must allow the ability to specify what types of hearings or other events are designated for which time blocks on which calendars. This is referred to locally as schedule blocking.	Yes	
2.16	Calendaring/ Scheduling	Scheduling: Set Blocks for Multiple or Individual Judges	The system needs the capability to define "available" versus "unavailable" blocks of calendar time, and to specify the number and type of allowable hearings or events within time blocks, and apply these calendar time blocks to one or more judicial officers and to one or more different calendars.	Yes	
2.17	Calendaring/ Scheduling	Scheduling: Set Default Duration Times with Override	The system must allow the ability to set a trial with a duration, and automatically compute and schedule multiple days on the calendar, and must provide the ability to reschedule the trial manually if it exceeds the default time scheduled on the calendar.	Yes	A user can easily schedule a trial for multiple days, whether consecutive on the calendar or not, and can manually adjust that later if necessary.
2.18	Calendaring/ Scheduling	Scheduling: System Based Report/Notice Generation	The system must have the ability to automatically re-generate notices, etc. and other required workflows when the case is re-set for a future hearing date.	Yes	

2.19	Calendaring/ Scheduling	Scheduling: System Based Updates on Docket Entries	The system must provide workflow such that certain docket entries automatically set or create events on calendars based upon local business rules.	Partial	See answer to 2.9
2.2	Calendaring/ Scheduling	Calendar Changes Notice to Users	The system must track every time certain calendars are "printed-as-closed" or updated, give subscribed users notifications when those calendars have been changed or printed-as-closed.	Yes	A calendar can be closed out, and "add-ons" be processed to that calendar via an exception process. Add-on calendars, like the original final calendars and all Odyssey reports, can be emailed.
2.20	Calendaring/ Scheduling	Scheduling: Upcoming Event for Same Party or Parties	When attempting to schedule a future event, if the party or parties have other future events already scheduled on the calendar, the system must alert the user so that upcoming events can be scheduled together at or near the same time.	Partial	Time is included in this proposal to build additional features to meet these requirements.
2.21	Calendaring/ Scheduling	Calendaring: Mass Calendar Rescheduling	The system must allow for mass/block case re-scheduling of all events on a given date, for example to automate re-scheduling due to an unexpected court closure.	Yes	
2.22	Calendaring/ Scheduling	Scheduling: Bench Rotation	The system must be configurable to allow the automatic re-calendaring and re-assignment of cases to/from designated judicial officers when there is a personnel change, judicial section change or for annual "bench rotation" whereby judicial officers might switch to another bench or begin hearing different case types.	Yes	Via Queries and Actions in List Manager a user can select a group of cases and reassign them to another judicial officer and if that new calendar is the same format, also reschedule all the future hearings on those cases.
2.23	Calendaring/ Scheduling	Scheduling: Mass Assignment of Cases to a Duty Judge	The system must allow for the mass assignment of cases to a "duty judge", and must also provide "override capability" to enable manual re-assignment of individual cases to a particular duty judge in addition to automatic assignment of a group of cases to a duty judge.	Yes	
2.3	Calendaring/ Scheduling	Calendar Report Customized View	The system must have the ability to search, sort and arrange any calendar in any format, (with any additional data desired), specified by the user.	Yes	Printed calendars use a Microsoft Word template that can be defined by an administrator.
2.4	Calendaring/ Scheduling	Calendaring Availability	For most case types, court calendaring is done both before and after court proceedings. In juvenile cases, however, most of the calendaring (e.g. pre-trial motions, arraignments, dispositions) is done during the actual proceeding. The system must support both types of calendaring, making real-time calendar information available both out of court and during "in	Yes	

			court" proceedings.		
2.5	Calendaring/ Scheduling	Export Calendar	Many calendars need to be available for public access via the Internet. The system must be able to export or distribute all calendars' data on demand to other Pinellas applications that provide online, public access. Further, outside counsel must be provided with the ability to remotely add items to the court calendar.	Partial	Odyssey's Public Access module that can be exposed via the internet by Pinellas County includes a calendar lookup feature. Tyler is including a license for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a hearing and Pinellas County could transform that data for whatever other systems need to consume it. Tyler would need to add the ability in Odyssey Public Access for counsel to schedule their own hearings.
2.6	Calendaring/ Scheduling	Calendaring: Juvenile	The system must allow for generation of shelter calendars, grouping children by last name and assigning case numbers/timestamp. If children are related but have different last names, the system should group them together under one case number and calendar them together. The system should also allow "mass-motion" calendaring - so that a group of cases can all be calendared at the same time through a single motion.	Yes	Odyssey does allow for mass scheduling of multiple cases at once via a List Manager Action. Odyssey also has the ability to sort multiple cases by the juvenile's name in a court session either as they are scheduled or simply on the printed calendar. Regarding the ability for the calendaring system to group juveniles all under one case number, that is also possible to do when entering the case initially. But if cases are entered separately by the Clerk, the calendaring system cannot renumber the case files into one. A scheduling clerk could use a feature in Odyssey called a "hearing priority" to group seeming dissimilar cases together so they could be grouped together on the printed calendar.
2.7	Calendaring/ Scheduling	Calendaring: Master Calendar View/Search	The system must provide a master calendar with view/search/print capability.	Yes	
2.8	Calendaring/ Scheduling	Calendaring: On Demand Calendars	Subject to the limitations of the user's security role and agency, users require the ability to search and print calendars on demand.	Yes	
2.9	Calendaring/ Scheduling	Calendaring: System Based Updates Triggered by Docket Code	The system must have the ability to automatically remove or add events to/from calendars based upon entry of certain docket codes on a case or a case party (such as a defendant.) Business rules will vary by division/section, and will vary depending upon the case type and the	Partial	Tyler can write custom business rules to accommodate the varying business rules.

		Entries	specific docket code entered.		
3.0	Case Management	Case Connect: Case Party Activity Toggle	During the course of a case, parties may become inactive or be dropped altogether. The system must allow for changes of party status within a case and track the dates that the status change(s) occurred. All of these processes must be performed according to predefined business rules and workflows.	Yes	
3.1	Case Management	Case Connect: Civil - Case Centric	It should be noted that civil cases (unlike criminal cases) are not person-centric, but rather case-centric - and therefore likely to be highly de-normalized. Consequently, the system should not attempt to enforce person consolidation/cross-referencing within this case type. They should, however, include all civil case parties within any system-wide queries/reports.	Yes	
3.10	Case Management	Case Connect: Transfer of Case Assignments	The system must enable an authorized user to manually transfer cases from one case manager or Public Defender attorney or prosecutor to another.	Yes	
3.100	Case Management	Case Processing: Discovery Tracking	The system must provide tracking of the "discovery" process that occurs between the State Attorney and Public Defender (related to request for and exchange of investigative and other case-relevant data within predefined timeframes) - both for adult and juvenile cases. This process has a number of date-dependent workflow/tickler, reporting/calendaring activities that vary by case type. The system must provide this functionality in a user-configurable manner to authorized users, with appropriate information security/privacy enforced according to predefined business rules and workflows.	Partial	Effort estimate included in 3.43
3.101	Case Management	Case Processing: Gang Prosecution	State Attorney maintains a "Gang Prosecution Database." "The primary purpose of this database is to store cases involving known and suspected gang members and to track the prosecution of these gang-related cases." The Gang Prosecution database mimics the existing CJIS system in the type of information being stored. Included are subject aliases, historical gang affiliations, court actions, and hearings. This database does not currently produce any case documents or pleadings, though it is certainly within its capability to do so in the future should the need arise. The system must provide functionality equivalent to that of the existing Gang Prosecution Database, and must generate case documents/pleadings as	Yes	

			for other case types. The system must provide enhanced case/party association and linkage capabilities and enhanced query/reporting needed to appropriately search and report on gang affiliations over time.		
3.102	Case Management	Case Processing: Hearing Attendees	The system must have the ability to record who (all individuals whether associated with the case or not) is present for a hearing, not just those persons who have a party role on a case.	Yes	
3.103	Case Management	Case Processing: Historical Person Tracking	At present, a separate system is maintained by the State Attorney (the "Krick" database) that serves as a repository of tracking numbers (SPNs) for case parties (e.g. police officers, attorneys) that are referenced repeatedly throughout the system. This system is used primarily to facilitate case-party connecting during case initiation, but also throughout case processing. The database stores limited demographic information, but more importantly provides historical information of officer movement (e.g. hiring's, transfers, retirements). This data is particularly important, for example, in situations where an officer is not directly involved in a case, but may be determined at a later point to have information (based on previous case history/experience) that could be beneficial to the case's resolutions. Another example would be an officer is involved in a case initially, but leaves his/her agency during the course of the case and moves to another municipality and is assigned a different SPN. The ability to monitor/store/track this historical "chain-of-movement" from agency to agency (or to non-active status) is vital to case prosecution continuity. The system must provide functionality equivalent to the existing system, and also must provide enhanced functionality (e.g. expanded query/reporting capability, enhanced linkage/consolation of duplicate SPNs for the same officer) while still adhering to existing business rules and officer-related privacy/confidentiality considerations.	Yes	Officers are a specifiable party type within Odyssey and are stored within the primary party database. Witnesses are pulled from this primary party database and can therefore be used/reused on cases.
3.104	Case Management	Case Processing: In Court Docketing	The current system provides rapid, shorthand in-court docketing of many case-related events, orders, etc. The system must provide either comparable rapid in-court docketing capabilities, or must interface to the existing in-court docketing system (ICD) to accept ICD codes and transactions in order to automate a variety of subsequent actions in the new Justice CCMS. Please refer to the description of the "ICD Interface" in the appendix of this RFP to determine needed functionality if the Proposer is replacing ICD with comparable in-court processing functionality.	Yes	Tyler is proposing that Pinellas County use Odyssey's InSession product that provides the clerk in the courtroom a highly configurable rapid entry system for recording proceedings. Predefined combinations of docket entries and common sentencing orders can be recorded prior to court, taking into account the preferences of different judges. Then the clerk in the courtroom can use single keystrokes to perform these predefined activities in order to rapidly generate the necessary forms. At the end of each hearing/session this data is uploaded into Odyssey so

					that it does not have to be re-keyed into the Clerk's system.
3.105	Case Management	Case Processing: Interpreter Assignment	Should the services of an Interpreter be needed during the course of case processing, the system should record the need (by date/time/location/language/etc.) and provide a mechanism for assigning, scheduling, and tracking the interpreter service provided. In addition, the interpreter request should be searchable via defendant or case.	Yes	
3.106	Case Management	Case Processing: Investigations	The system must provide comprehensive functionality to support the State Attorney pre-case filing investigation processing. A broad range of activities and data must be supported by the system, including but not limited to: Maintaining names, aliases, and case relationships; keeping detailed chronological notes; recording correspondence with witnesses; scheduling/calendaring meetings and interviews with various parties related to an investigation (e.g. agency/officer referring the case, victims, witnesses). The system must provide this functionality in accordance with predefined business rules and workflows.	Yes	
3.107	Case Management	Case Processing: Juvenile Appeals	The process of appeals for juvenile cases is essentially the same as that for adult cases with additional privacy considerations. One difference, however, is the use of a juvenile's initials rather than actual name for identification within the case. During the appeals process a "doing business as" (DBA) number is assigned to the juvenile's initials and annotated within the text of the court docket to facilitate appeal processing, but this number is not searchable/viewable within the existing system. To be successful, the system must process juvenile appeals in a manner consistent with adult appeals - while preserving case confidentiality according to predefined business rules and workflows. The system should allow for cross-referencing of DBA numbers to case numbers in order to support juvenile appeals case inquiries by authorized users.	Yes	DBA cases could be linked to the original cases as Related Cases and those users without the security to see the original case would not be able to access the juvenile information.
3.108	Case Management	Case Processing: Referrals	The system should provide the ability for case referrals from internal or external agencies to be accepted electronically for the State Attorney to review and accept/deny. Referrals should be received by the system through a standardized interface and placed in a "work queue" for subsequent review by State Attorney staff. This process must be accomplished according to predefined business rules and workflows	Partial	Tyler is including a license cost for a "Proescutor eFiling" connector license for this feature.

			depending upon the type of referral.		
3.109	Case Management	Case Processing: Traffic Appeals	As with other types of appeals, traffic case appeals require the development of an appeals index and an appeals packets, with information/documents placed in a specific order and paginated based on Florida Statute requirements. The system should similarly provide the ability to assemble traffic appeal packets based on Florida State requirements as well as predefined business rules and workflows.	Yes	
3.11	Case Management	Case Initiation: All Case Types	The system must provide workflows for automated processing of all case types, including both arrest-based and non-arrest base criminal cases. At case filing, the system should automatically generate the case record and corresponding Uniform Case Number (UCN). All system processes must adhere to established business rules and workflows by case type.	Yes	
3.110	Case Management	Case Processing: Traffic Bonds	If a bond is posted for a traffic citation and the associated citation fees are not paid within the designated timeframe, the system should automatically trigger forfeiture of the bond amount in accordance with prevailing fee schedules, business rules and workflows.	Partial	Tyler would need to build a batch job to process these conversions automatically.
3.111	Case Management	Case Connect: Associate Victim's Waiver with Subject	Case connection must associate each victim notification waiver with the individual who is the subject of the victim's waiver.	Yes	
3.112	Case Management	Case Maintenance: Background Tracking	The system must track and store the results of background investigations.	Yes	
3.113	Case Management	Case Maintenance: Distinguish Guardian Vs. Custodian	For juvenile cases, the system must provide for distinction between "guardian" versus "custodian" roles in accordance with court requirements and local business rules.	Yes	
3.114	Case Managemen	Case Maintenance: Electronic	The system must provide online, electronic pre-trial subject "interview" forms or data screens. The system must capture and store the interview	Partial	Odyssey already includes a Pre-Trial Supervision features for monitoring a defendant on pre-trial diversion or release. However, Odyssey does not yet include pre-trial

	t	Capture of Pre-Trial Interview Data	data, and relate that data to the case and the person.		release screening. Tyler has included time in this proposal to build out the interview forms utilizing an existing Odyssey user-configurable questionnaires module already in the Supervision product.
3.115	Case Management	Case Maintenance: Inmate Movement	The system must track inmate location, including "hold" location, current location, transport status and upcoming movement timeframe and new location.	Yes	This interface from the JMS system in included in Tyler's estimates.
3.116	Case Management	Case Maintenance: Pre-trial Chronos	The Justice CCMS must provide a searchable "chronological" call-in log for individuals under Pre-trial Services supervision.	Yes	
3.117	Case Management	Case Maintenance: Pre-trial Register	Per Florida statutes, the Justice CCMS system must be able to generate Weekly, Monthly, and Annual "Registers" for Pre-trial Services' operation.	Partial	See answer to 3.114.
3.118	Case Management	Case Maintenance: Pre-Trial Screening and Investigative Information	The system must (a) provide for input and tracking of pre-trial screening and investigative information, and (b) generate applicable recommendation documents with pre-populated data for consideration by the court. Relevant screening/investigative data must be unified within a single system.	Partial	See answer to 3.114.
3.119	Case Management	Case Maintenance: Pre-Trial Supervised Release	The system must track and monitor pre-trial supervised release activities of various types for individuals under pre-trial case management.	Yes	
3.12	Case Management	Case Initiation: Automatic Case Number Generation	The system must enforce creation of a unique new UCN during case initiation. (The current process in Civil Court Records and Probate Court Records of reusing the case number will be discontinued.)	Yes	
3.120	Case Managemen	Case Maintenance: Release	The system must track release conditions based on individual, timeframe, case type, and unique case parameters.	Partial	See answer to 3.114.

	t	Conditions			
3.121	Case Management	Case Maintenance: ROR	The system must provide "ROR tracking," indicating when an individual is currently free on ROR, and when an individual was previously free on ROR. ROR tracking features should include: (a) generation of ROR lists, including 24-hour release lists; (b) tracking of ROR denials; (c) ROR case/person histories; (d) ROR call-in logs and (e) tracking of out-of-state supervised release tracking information.	Partial	See answer to 3.114.
3.122	Case Management	Case Maintenance: Insert Docket Entries	In addition to providing the ability to append a docket entry to the end of a case progress docket, the system must also allow authorized users to "insert" docket entries at any place in the case progress docket, regardless of entry date and regardless of the docket entry's "event/action date of occurrence."	Yes	
3.13	Case Management	Case Initiation: Associated Charge Code and Literal Table for Text	The proposer needs to provide a literal table and a matching charge code table, or similar capability, so that predefined charge text will be automatically selected and pre-populated. Note that the system must be able to provide multiple charge code tables with corresponding literals/text, to be defined upon implementation. Some charge code tables may be unique to one agency, while another charge code table might be shared by other agencies using the system. Both the usage and maintenance of these table must be configurable by agency.	Yes	
3.14	Case Management	Case Initiation: Case to Defendant Association	The system must apply docket code(s) at either the UCN (case) level and/or the defendant level, without losing defendant association to the case.	Yes	
3.15	Case Management	Case Initiation: Case to Defendant to Charges Association	The system must provide one UCN per case, regardless of the number of defendants or charges. The system must provide the ability to modify and add charges to one or more defendants while maintaining appropriate charge sequence numbers by defendant within the same case/UCN. (The current CJIS system generates a new case/UCN for each defendant and each charge, a practice to be discontinued.)	Yes	
3.16	Case Managemen	Case Initiation: Civil / Small	The system must provide the ability to initiate cases, including Probate cases, based on the receipt of paper documents received through the mail or over the counter. To facilitate the initiation process, the system must	Yes	

	t	Claims / Probate	automatically calculate appropriate fees according to prevailing fee schedules and business rules.		
3.17	Case Managemen t	Case Initiation: Court Assignment	Business rules exist for each case type that determines which court division/location will hear a case - based on predefined parameters (e.g. zip code, where the case was originally filed, etc.) The system must provide automated assignment of court division/location based on predefined business rules.	Partial	Odyssey includes several different ways to randomly assign cases to courts; however ZIP code association is not one. Tyler will need to build a custom assignment component for this feature.
3.18	Case Managemen t	Case Initiation: Data Pre-Population	In general, the system must accept incoming data from other systems, and pre-populate many data entry fields, as part of the case initiation process. For example, in juvenile delinquency, cases are initiated by complaint from an arresting officer or by an officer of the State Attorney. In many instances, data for the case is initially received and entered into the existing system via data feed through an interface from the Department of Juvenile Justice (DJJ). The system must support incoming data transfer and pre-population of case data via various interfaces, even when there is no case entities yet established in the new Justice CCMS.	Yes	This interface from the DJJ is included in Tyler's estimates.
3.19	Case Managemen t	Case Initiation: Fee Calculation	The system must provide automatic fee calculation at case initiation for many case types, especially for various types of Civil and Probate cases.	Yes	
3.2	Case Managemen t	Case Connect: Juvenile	The system must allow the connection of attorneys to children involved in a juvenile case - even though the children may not be the primary party of the case. Typically, one attorney would represent multiple children. However, there are also instances where multiple attorneys represent the same child in a case or and the system must be able to accommodate this one-to-many case party relationship.	Yes	
3.20	Case Managemen t	Case Initiation: Initiate Case Based Upon Arrest Data	The system must accommodate case initiation based upon incoming data from the Sheriff's JIMS. The application must automatically generate new Florida UCN's. (Note: One UCN is created per incident or Arrest Report Number even if there are multiple charges or multiple defendants on the case.)	Yes	This interface from the Sheriff JIMS is included in Tyler's estimates.
3.21	Case Managemen	Case Initiation: Initiation Screens	The system must be able to support the initiation of a broad range of case types. Although some case types are similar, many others are distinctive - with different data elements, business rules and workflow processes. The	Yes	Tyler can build custom data entry screens for different case types. Pinellas County can configure different

	t		system must provide the ability to configure case initiation screens so that they are tailored specifically to the case type being created.		business rules based on different case types.
3.22	Case Managemen t	Case Initiation: Adoption	The process of adoption occurs at three levels within the court: family adoption, agency adoption, and out-of-dependency adoption due to termination of parental rights (TPR). Judge assignment is different for each of the different levels. The system must support each of the three adoption types as well as the assignment of judges based on predetermined business rules and workflows.	Yes	
3.23	Case Managemen t	Multiple Charges and Defendants	The system must allow unlimited multiple defendants on a case, must allow unlimited multiple charges per defendant on a case, and must create and maintain unique charge sequence numbers for each charge.	Yes	
3.24	Case Managemen t	Case Initiation: Multiple Charges and Defendants	The system must provide tracking of unique ID of charges, charge sequences and filing counts.	Yes	
3.25	Case Managemen t	Case Initiation: Pre-Filing	The current system in Pinellas County allows the State Attorney to "pre-file" a criminal case prior to actual court case initiation (this is usually done during the investigation phase of a case as the State Attorney is determining whether or not to formally file). A "non-arrest" case number is assigned to the pre-file, and appropriate edits are applied to data entered based on business rules and workflows. The system must support initiation of cases that are not yet "court cases" per se in the Justice CCMS.	Yes	
3.26	Case Managemen t	Case Initiation: Pre-Filing Case Number	If a subsequent decision is made to file the "non-arrest" or other "pre-filed case," a new Uniform Case Number (UCN) must be generated for the court case replacing the "non-arrest" or "pre-filed" case number.	Yes	
3.27	Case Managemen t	Case Initiation: Pre-Populated from other Modules	At case initiation, the system must pre-populate various entities' information existing in other parts of the system or the backend database, allowing users to "pick and choose" existing entity information to pre-populate, such as persons, case roles, charges, etc.	Yes	
3.28	Case Managemen	Case Initiation: Traffic	Citation data comes into the traffic system either through submission of paper citations or data feed from the Pinellas County Sheriff's Office. Once the paper citation is scanned and entered into the Global360	Partial	The cost for suspense payments is included in 3.73.

	t		imaging system it is then compared against its electronically-transmitted equivalent received from the Sheriff's Office. If a match is validated successfully within the "traffic index" component of Global360, the case record is created and subsequently tracked via the citation number. Citation payments may be taken at various locations (e.g. AMSCOT) and the payment may be held in suspense until the traffic citation record is created within the system. The system must interface with the Global360 imaging/workflow system and support this record processing paradigm by providing comparable (if not significantly increased) system functionality. In all cases the system must adhere to prevailing fee schedules, business rules and workflows.		
3.29	Case Management	Case Initiation: Traffic Case Assignment	In Traffic and Driving Under the Influence (DUI) cases, a case number is initially assigned, but in error, to the wrong court division. This creates the potential for confusion and loss of productivity. The system should assign court division based on predefined business rules and workflow, and notifications should be given to attorneys, Public Defenders and other case parties when a court division is assigned/changed.	Yes	
3.3	Case Management	Case Connect: Associate Attorneys with Law Firms	The system must provide the ability to optionally associate attorneys with law firms, and to associate both firms and/or attorneys to a case and to a defendant or plaintiff on a case.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.30	Case Management	Case Initiation: UFC Case Manager Assignment	In Unified family Court (UFC), case managers are administratively responsible for a case, but do not have a specific party role within the case (unlike an attorney or judge). To facilitate case processing, the system must allow the UFC case (and any other related cases) to be linked to the case manager, and the case manager given access to case information based on security/privacy rules. Business rules dictate that notes taken by the case manager during the course of a case are not part of the case record and should be kept separately. The system should support this "case notes kept separate" requirement and store the data accordingly.	Yes	Odyssey includes a "Notes" tab on the case where private notes can be kept that are not included on the Register of Actions.
3.31	Case Management	Case Maintenance: Added Parties	The system must provide for subsequent added parties to be categorized by case party role.	Yes	

3.32	Case Management	Case Maintenance: Adult/Juvenile Synopsis Screen	In order to facilitate case maintenance and subject to security restrictions, the system must provide a comprehensive "synopsis" screen of all case activity for a given individual - including activity in both adult and juvenile courts.	Yes	
3.33	Case Management	Case Maintenance: Allow Re-Sequencing of Docket Entries	The system must have the ability to re-sequence docket entries on a case or a party within a day, or other time period limit to be configured by case type. Re-sequencing must be provided by the system, not requiring the user to delete and manually re-enter the docket codes in the desired new sequence.	Yes	
3.34	Case Management	Case Maintenance: Appeal-Appeal Consolidation	The system must enable consolidation of multiple appeals cases into a single appeal case.	Yes	
3.35	Case Management	Case Maintenance: Appeals Redaction	The system must provide for rules-based redaction of data that may become part of the appeals case. Situations also exist where paper and/or electronic versions of documents must be physically segregated from the main appeals case file in order to ensure data confidentiality. While this represents a manual process, the system should provide functionality to alert individuals involved in the appeals case-preparation process of the need to segregate, and ensure that the information is not included as part of the file when electronic filing is implemented within the appellate court system.	Yes	Documents that are not for public view have a visual indicator that the clerk preparing the appeal record would see. Those documents could be excluded from the appeal record or segregated to a different volume.
3.36	Case Management	Case Maintenance: Auto Docketing	The system must provide post-hearing automatic docketing based upon hearing results.	Yes	
3.37	Case Management	Case Maintenance: Case Caption or Entitlement	The system must automatically generate and pre-populate standard case captions ("entitlements or styles") that vary by case type.	Yes	
3.38	Case Management	Case Maintenance: Case Reopening	For certain case types a "closed" case may be reopened by the court without a new case being established. Should such an order be given, the system must be able to reopen the corresponding case record and change its status to allow subsequent processing. The reopen process should be	Yes	

			accomplished according to predefined business rules and workflows.		
3.39	Case Management	Case Maintenance: Case Review	The system must be able to generate flags/alerts/ticklers that prompt the user to review a case for subsequent action (e.g. administrative closure) based upon business rules and workflows.	Yes	
3.4	Case Management	Case Connect: Case Assignment	The system must provide for automatic case assignment of individual public defenders at case initiation based upon local business rules. Case assignments must be visible through queries. Users must have the ability to override automatic case assignments and manually assign the agency's attorneys to cases and defendants. This same concept holds true for other business units assigning case "managers" to one or more cases. The system must have the ability to manually assign examining committee to incapacity cases.	Yes	Odyssey has the ability for Public Defenders to be placed into "wheels" or "pools" and then be assigned from those different "wheels" based on the type of case. Once that assignment is made, the PD attorney could view all cases assigned to him/her. In Odyssey, a case manager can be assigned to a case, either manually or randomly according to the user's rights; much like a judge can be assigned.
3.40	Case Management	Case Maintenance: Civil / Small Claims / Probate	The system must have the capability to validate data entry fields during civil and probate case initiation and subsequent case maintenance.	Yes	
3.41	Case Management	Case Maintenance: Civil / Small Claims / Probate	The system must have the ability to track service of summons and other civil and probate court-related documents from point of creation through acknowledgement of receipt.	Yes	
3.42	Case Management	Case Maintenance: Data Validation	The system must have the capability to validate data entry fields on all fields identified as reference fields.	Yes	
3.43	Case Management	Case Maintenance: Discovery	The current system automatically generates the request for "discovery" information and logs/tracks the event and information for subsequent follow-up according to predefined timeframes and business rules. The system must provide "discovery tracking" between the State Attorney and Public Defender for all applicable case types, including juvenile.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.44	Case Management	Case Maintenance: Diversion	Should a person be referred to a diversion program (rather than for prosecution or post-adjudication incarceration), the system must be able to track/report on the success or failure of diversion process - including the specific diversion program to be attended, all activities related to the	Yes	Tracked via conditions on disposition components.

		Tracking	program (e.g. attendance, completion status), etc.		
3.45	Case Management	Case Maintenance: Docket Code Searches	The system must allow searches by docket code, including the ability to filter by date, case type, and other search parameters specified by the user. Docket code search result output format should be user configurable.	Yes	
3.46	Case Management	Case Maintenance: Docket Corrections	The system must have the ability to correct docket entries, automatically backing out other system changes created by the initial erroneous docket entry.	No	A permanent link is not made between the originating docket entry and whatever action occurred (e.g. assessing a fee) therefore if a docket entry is deleted, a user with the appropriate rights must make any needed corrections.
3.47	Case Management	Case Maintenance: Docketing	The system must allow for either multiple docket code tables (as with multiple charge code tables), or must provide some other means that identical 4-character docket codes have different meanings and associated business rules by case type.	Yes	Tyler builds an organization chart that site behind Odyssey that will include different locations in it for different courts. The same code can have different behavior at different locations. So for example if the "Criminal" division has a docket entry code of "1234" the same code could exist at the "Traffic" division but each code could have different business rules.
3.48	Case Management	Case Maintenance: Docketing	The system must provide a pre-populated drop-down list of allowable docket codes based upon the agency and case type being updated.	Yes	See answer to 3.46.
3.49	Case Management	Case Maintenance: Docketing / Probate	The system must support case status changes that are triggered by docket entries for the case or case parties. If a dispositional docket is posted to a case, the case is marked as "Closed for the Clerk." In some instances, case status changes could trigger automatic docketing for the case or case parties. The system must allow for case type changes triggered by a docket code entry (MOVE) which then adds the new case activity for state reporting purposes.	Yes	In Odyssey some of the actions listed are triggered by special data entry (i.e. not necessarily a docket entry). However, the entry still is viewable on the Register of Actions because Odyssey pulls information from different areas of the case to produce the Register. These types of changes are also fully state reporting compliant.
3.5	Case Management	Case Connect: Caseload Distribution	The system must have the ability to track everything assigned to case managers, State Attorney prosecutors, Public Defender attorneys, Regional Conflict attorneys, and Court-appointed attorneys. Supervisors must have the ability to view and re-distribute case load.	Yes	
3.50	Case Managemen	Case Maintenance:	Docket codes must be able to be grouped, viewed and selected for appropriate usage by agency and by case type based upon local business	Yes	

	t	Docketing	rules.		
3.51	Case Managemen t	Case Maintenance: Docketing	The system must provide predefined literals or text associated with each docket code. Generally, "canned text" must not be able to be changed at a case level, but appending additional text is often required. Also, text (dates, dollar amounts, other case numbers, etc.) can be inserted into the "canned text" at pre-defined locations, not just appended at the end.	Yes	Docket entries can have "canned" text with imbedded pre-defined case data auto-inserted and/or user-defined prompts imbedded as well.
3.52	Case Managemen t	Case Maintenance: En Masse Docketing	The system must have the ability to en masse docket multiple cases simultaneously based upon the user's selection of multiple cases. This en masse docketing capability also is required for "selected or all parties on a case." En masse docketing is especially prevalent on juvenile dependency cases and civil cases, wherein one docket entry must be automatically added for each related case or for each minor child on a case.	Yes	There are several ways that docket entries can be made en-masse. The user could select a list of cases and user a List Manager Action. Also, Odyssey's InSession court docketing application allows the clerk in court to select multiple cases and make a single docket entry.
3.53	Case Managemen t	Case Maintenance: Error Alerts to User	The system must provide a means of alerting the user when the system detects an error such as invalid data, missing data, incomplete process steps, or attempting to perform an action on a case or an entity that is in conflict with local business rules for that case type or entity type.	Yes	
3.54	Case Managemen t	Case Maintenance: Family Law ADR	Many family cases must be referred to alternative dispute resolution (ADR), including mediation and arbitration. Proposer may offer an alternate system for ADR tracking that adheres to predefined business rules and workflows or provide interface to the existing Oracle-based ADR system. If an interface is used, the court would want one way integration between the existing Oracle-based ADR system to allow download of available case management data to the ADR system. There would be no data returned from the ADR system to the case management system.	Yes	This interface to the ADR system is included in Tyler's estimates.
3.55	Case Managemen t	Case Maintenance: Improved Screen Flow	When moving between different areas of the application, the system must deliver easy, intuitive navigation between screens or panel or windows, with data pre-populated wherever possible, and with a consistent "look and feel" in all system screens, panels, windows, tabs, etc.	Yes	
3.56	Case Managemen t	Case Maintenance: In Custody Status	The system must provide a current in- or out- of custody status for defendants. The system must show the history of jailed inmates, and the nature of the release, such as released on own recognizance (ROR) or bonded out, etc. Also, the system must provide a current and historical	Yes	This interface from the JMS system in included in Tyler's estimates.

		and History	record of behavior while on supervised Pretrial Release.		
3.57	Case Management	Case Maintenance: Lower-Appeal Consolidation	The system must allow for rules-based consolidation of multiple lower cases into a single appeals case. The system must provide automated appeals index case documents preparation to the degree possible within business rules and security/privacy constraints.	Partial	Odyssey includes a built-in process to utilize the images on the case to create the appeal record and the index/table of contents to go with it. However, Odyssey does not include the ability to take images from multiple cases to build the appeals record. Note that since this requirement did not specify, we are answering as if the appellate court is outside of the CMS.
3.58	Case Management	Case Maintenance: Modifiable Text	In many instances in all case types, boilerplate text or literals are used to pre-populate certain data fields, a feature that the system must provide. Additionally however, the system must allow the text (once pre-populated into the specific field and instance) to be edited, changed, or appended to. For example, additional charge verbiage may need to be added to the base charge literal or text, or errors may need to be corrected.	Yes	
3.59	Case Management	Case Maintenance: Modifiable Text on Charging Document	The system must allow authorized State Attorney staff to modify the text in the charging document during case initiation and prior to filing with the Court.	Yes	
3.6	Case Management	Case Connect: Caseload Distribution	The system must have the ability to do random case assignment to judges by case type, with equal distribution. However, the system must also provide for override capability for exception processing for Judges who must occasionally be under-assigned or over-assigned and thus do not get equal caseload distribution (e.g., judicial section designated for habitual criminals).	Yes	
3.60	Case Management	Case Maintenance: Multiple Statuses for a Case	The system must allow for different case statuses on the same case. What is "Closed" to the Clerk may not yet be closed to the Public Defender or State Attorney because of expected subsequent activity or required post-adjudication tracking and updates needed. These different statuses by agency will have different business processing rules for the same case depending upon the "status within that agency", including for example automated case reporting for disposition. Thus, Clerk "closing" a case might generate a disposition report, whereas subsequent "closing" by the	Yes	The Public Defender, State Attorney, Clerk and Supervision all have their own case records that are related via the defendant and charge(s). Therefore, each office can have their own case status and business rules.

			State Attorney might or might not trigger new workflow events.		
3.61	Case Management	Case Maintenance: Multiple Work Assignments	The system must have the ability to "assign" both cases and defendant or plaintiffs to one or more prosecutors, public defenders or private attorneys. This concept of "workload assignment" combined with "representation" of a defendant is pervasive throughout the system, with each agency and each "assigned attorney" needing the capability to be added or removed from a case or defendant. The system must track the duration of the individual assignments, and must make searchable or reportable the current aggregation of assignments by agency and/or by attorney (including prosecutors and public defenders). Prosecutors and public defenders will always "roll-up" to the agency's aggregate totals, but private attorneys may, or may not, roll-up to their associated "firm" business entity.	Yes	
3.62	Case Management	Case Maintenance: Non-transfer Case Type Change	The system must provide the ability to modify case type (and case entitlement), provided that the user has the appropriate security role and level of access to the case(s) in question.	Yes	
3.63	Case Management	Case Maintenance: Parking	The system must provide for parking ticket entry, payment and tracking, and must provide automation to reduce manual data entry, enhance query/reporting functionality, and enhance data integrity of parking violations data. Parking violations must be tracked in the system as non-case-related obligations, utilizing the Citation Number or Ticket number as the identifier for tracking and collecting/receipting payments received.	Yes	
3.64	Case Management	Case Maintenance: Parking Triggers and Alerts	The existing system tracks parking ticket data and performs subsequent processing (e.g. generation of alerts, notices, summons and arrest warrants) based upon expiration of certain calculated dates. The system should provide similar functionality to generate alerts, notifications, etc. based upon predefined business rules.	Yes	
3.65	Case Management	Case Maintenance: Post Closure	The process of "closing" a case has different meanings based on case type, the agency(s) involved and events/timeframes governing the case. There are instances where a case is completely closed and no further action is allowed (e.g. civil cases), while other case types allow a case to be closed for administrative purposes, but subsequent activity is allowed and tracked (e.g. the post-adjudication drug program example). The system	Yes	

			must be able to process multiple types of case closure scenarios, sometimes allowing subsequent updates and sometimes preventing case subsequent updates.		
3.66	Case Management	Case Maintenance: Probate	Much of the case processing is already automated, including imaging; the system must exchange data with the Global 360 Execute360 imaging/workflow system. The system must also track probate case information, and may be required to continue to perform case initiation in near real-time and send information back to the Execute360 system. The system will be the system of record for probate data.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System which also includes workflow features. Documents entered into Odyssey's DMS are readily available for viewing right from the case record, provided the user has the appropriate security.
3.67	Case Management	Case Maintenance: Provide Related Agency Numbers	The system must enable capture, tracking, maintenance of related agencies' identifiers or tracking numbers, such as a State ID number (SID), arrest/agency report number (ARN), etc. As with most other entities in the system, these must be searchable fields that can be associated with other entities (e.g. cases and/or defendants), and the system must accommodate extensibility to add new identifier entities as the need for new identifier entities becomes known in the future.	Yes	
3.68	Case Management	Case Maintenance: Restitution	Should restitution be ordered in a case, the system should alert appropriate users of the event and automate the restitution process to the highest degree possible (e.g. pre-fill victim information, display restitution amounts, track restitution order compliance, and generate notices of non-compliance). The restitution process must be performed according to predefined business rules and workflow.	Yes	
3.69	Case Management	Case Maintenance: Seal or Expunge for Multiple or Single Case Parties, or Entire Case or Certain Documents	The system must be able to seal an entire case, a document or documents on a case, and/or multiple parties on a case or only one party on a case. The system must be able to expunge all the records in an entire case or all the records for multiple parties on a case or only one party on a case. This implies sealing at the "docket code level" in addition to alternatively sealing at the case level.	Yes	
3.7	Case Management	Case Connect: Mass Update Across Cases	The system should be able to connect en masse a number of individuals with the same role to a case at the same time. And, the system should be able to en masse connect one individual with one role to multiple cases at	Partial	When adding individuals to a case that have the same role, the user can use an "Add Next" concept where they keep the selected role type and simply select the next person, thereby not starting from scratch on each entry.

			the same time.		Regarding adding one individual to multiple cases at the same time, via Odyssey List Manager there is already an action to assign the same attorney to multiple cases in a list (e.g. if a specific public defender were assigned to an entire docket for the day). There is not currently a way to assign an individual to a list of cases that has a different role than an attorney. Tyler could build other List Manager Actions to support the same concept for whatever roles are necessary.
3.70	Case Management	Case Maintenance: System Based Updates on Docket Codes	The system must provide automatic docketing of cases or case parties that is triggered by either previous manual docketing or certain calendar changes.	Yes	Business rules can be setup to accommodate any Pinellas County-specific processes in the area of automatic docketing.
3.71	Case Management	Case Maintenance: Tenant Delinquency Tracking	Tenant Delinquency represents a distinct case type within the system - with its own unique business rules, party role and case status. The system must be able to track delinquent tenant case activities and timeframes (including payment-related activities), generate required documents and provide notification to appropriate case parties (e.g. Surplus Trustee) as defined in the business rules and workflow.	Yes	
3.72	Case Management	Case Maintenance: TPR Tracking	The court may order termination of parental rights (TPR) for the parent of a juvenile due to negligence or other circumstances. When the order is issued, the system should recognize the TPR event (within the specific juvenile case) and perform all required record modification/tracking/reporting processes. In addition, the system should have the ability to automatically identify all related cases and perform TPR processing against them as well.	Yes	In Odyssey when a TPR is ordered, the parent/child relationship can be modified in such a way that it affects all cases that those people are related to. The parent can be removed from the family unit and can even be set to not be allowed to receive notice in the future as it relates to the juvenile.
3.73	Case Management	Case Maintenance: Traffic	The existing traffic systems provides the ability to perform a wide array of citation-related record processing (e.g. accept and post payments for traffic citations, provide work queues for record intake/processing, suspense accounts to accepting payments on citations that have yet to be entered into the system, query the Accounts Receivable system to look for payment-related information, and establish ticklers for payment due dates). The system must provide comparable functionality to process traffic citation payments, and must do so in accordance with predefined	Partial	Tyler's traffic system does not currently allow for suspense payments because no other client has required it. Tyler would be willing to work with Pinellas County to define business rules surrounding suspense payments and build out whatever features are necessary to support that feature.

			business rules and workflows.		
3.74	Case Management	Case Maintenance: Traffic Case Transfer	There are instances where cases are transferred from one court division to another (e.g. traffic to criminal or vice versa). When these transfers occur, the system should automatically process the case transfer with a minimum of user intervention or rekeying. As with other court-related record processing, the system should perform the case transfer based upon predefined business rules and workflows.	Yes	
3.75	Case Management	Case Maintenance: Transfer Cases	The system must allow transfer of cases from case type to case type or from business unit to business unit, such as from "Adult County Criminal" to "Adult Circuit Criminal" or from "Juvenile Delinquency" to "Adult Circuit Criminal". The transfer must be able to be configured and automated to the extent possible based upon local business rules, in most situations creating a new UCN while maintaining the previous UCN number for reference and audit history.	Yes	
3.76	Case Management	Case Maintenance: UFC Case Referral	If a case is referred to UFC, the system should place the case in a "work queue" for review and acceptance/rejection of the case assignments to UFC. The system should incorporate accepted cases within a UFC case group number - which allows related cases to be grouped together for subsequent processing/tracking/reporting. Case information does not change or move - only the "linking" of related cases occurs. All system activities related to the processing of UFC cases must adhere to predefined business rules and workflows.	Yes	As discussed in 1.2, in Odyssey any number of cases can be linked together with user-defined reason codes. However, specifically for UFC Odyssey has the ability to create family units of individuals and each family unit has a unique number. Individuals can be added and removed from the family unit over time and have effective add/remove dates. The family unit number can be associated to a specific case(s) as well.
3.77	Case Management	Case Maintenance: UFC Case Transfer Association	If a UFC case is transferred back to its original court division, the case should be automatically de-coupled from the UFC group case number and processed on its own going forward. History of the association/coupling within the UFC group case number should be maintained, however, for future query/reporting purposes.	Yes	See answer to 3.76
3.78	Case Management	Case Maintenance: Violation of Probation	The system should track arrests for Violations of Probation (VOPs) and report the disposition of specific charges related to the VOP based on established business rules and workflows.	Yes	
3.79	Case Managemen	Case Processing:	The system must have the ability to capture and display the OBTS number	Yes	

	t	Arrest	related to each arrest a defendant has.		
3.8	Case Management	Case Connect: Multiple Attorneys and to Multiple Defendants	The system must be able to have multiple attorneys connected to multiple defendants on a case.	Yes	
3.80	Case Management	Case Processing: Arrest	The system must store, track and provide a summary screen of all data associated with each arrest a defendant has.	Yes	
3.81	Case Management	Case Processing: Added & Amended Charges	In the course of case processing, charges against the defendant may be added or amended. The system must provide functionality to support the charge addition/amendment process, including features such as generation of a unique charge sequence number for the amended charge and tracking/reporting of charge history (both original and amended charges).	Yes	
3.82	Case Management	Case Processing: Appeals	The process of appealing a case is an extremely time-sensitive, content-sensitive process. Appeals may be made from county court to circuit court or from circuit court to district court. To accomplish the appeals process, a wide variety of documents must be indexed, assembled and paginated in a precise, predefined order according to Florida Statute. At present, the existing system uses a combination of manual processing and automated imaging/indexing via Global360's Execute360 image capture/workflow management product. The system must integrate with the Execute360 product and provide complementary functionality to automate the creation/tracking/reporting/billing of appeals based upon business rules and workflows. The system must generate a modifiable appeals index.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System. Odyssey's DMS includes an appeals module that allows the user to select document images from the case, group them into volumes using user-defined parameters for page count per volume, etc. The documents are then repaginated and a user-defined index generated. Also included in Odyssey is a Time Standards module that would allow for ticklers to be set to track the time-sensitive milestones in the appeals process.
3.83	Case Management	Case Processing: Appeals Processing	When appeal package is ready and complete, the filing of the appeal between county and circuit is electronic locally within the same system. This process should spawn an AP case number. The system must create an appeals case type within Justice CCMS, associating the already-created electronic package. Workflow should automatically build the AP case in the system for circuit at the appropriate time, pointing to the appeals	Partial	Time is included in this proposal to build additional features to meet these requirements.

			packet already in the system.		
3.84	Case Management	Case Processing: Bad Checks	The system must support "bad check processing" and automatic generation of "non-arrest, non-Court" case numbers (a non-UCN formatted "pre-filed" case number), and must provide end-to-end automation to the extent possible, including: enhanced data-entry at initial receipt of paper check (with potential check-imaging), automated offender look-up and evaluation (e.g. one-time/minor offender versus habitual offender), notification and hearing scheduling, and Point-of-Sale collection/receipting/tracking/reporting/interface to County AR/AP system. If the offender does not show up for hearing, the case is converted to a criminal case and a UCN must be automatically established. Offenders can choose to pay the check amount and associated fees, at which time the case is closed.	Yes	
3.85	Case Management	Case Processing: Witness Lists	The system must provide the ability to publish a "reciprocal" witness list to be viewable by both the State Attorney and Public Defender. The system must also provide the ability to view or modify the witness list (by either group) based upon predefined business rules and workflows.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.86	Case Management	Case Processing: Case Closure	On the same case, the system must enforce agency-specific "case closure" business rules, especially those that affect disposition reporting and subsequent case modification or "re-opening." Multiple closure rules must be implemented in a manner that permits each agency to either perform subsequent functions, or to prevent certain updates by users based upon the "closed status" for that agency.	Yes	See answer to 3.60.
3.87	Case Management	Case Processing: Case Closure	The system must enforce specific rules on whether, and when, a case can be re-opened or not.	Yes	
3.88	Case Management	Case Processing: Case Closure	Even after closure, the system must permit the case to be re-submitted for "Recording" purposes or "re-reporting" purposes.	Yes	
3.89	Case Management	Case Processing: Case Closure	The process of "closing" a case has different meanings based on case type, the agency(s) involved and events/timeframes governing the case. A case may be closed once adjudicated by the court, but may still be considered open by an agency responsible for monitoring post-adjudication activities	Yes	

			(e.g. successful completion of a drug program). To ensure proper tracking/reporting of case status, the system must be able to maintain multiple case statuses by agency (based on business rules and workflows).		
3.9	Case Management	Case Connect: Multiple Party Roles	The system must have the ability to assign multiple case party roles simultaneously for the same person on the same case and also assign multiple case party roles simultaneously for the same person on other cases, with historical tracking of all roles on each case held over time and the effective dates for each role.	Partial	Odyssey includes effective/removed dates for all individuals on a case for historical tracking purposes. Odyssey also includes the ability to assign multiple roles to an individual on a case from a single screen within the case. However, Odyssey does not provide a way to assign multiple roles to an individual on another case that the user is not currently accessing.
3.90	Case Management	Case Processing: Case Closure	The system must enforce date ranges for reporting cycles, ensuring that required automated reports are generated and distributed at the appropriate time after closure.	Yes	
3.91	Case Management	Case Processing: Case Consolidation	The system must enable cases that are consolidated, or companion cases, to be processed together, such as "closing all" and automatically generating disposition reporting.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.92	Case Management	Case Processing: Case Disposition	The system must limit the ability to input another subsequent docket code that could erroneously generate another disposition date or disposition report.	Yes	
3.93	Case Management	Case Processing: Case Disposition	The system must provide a case disposition summary screen, filtered and specific by agency, based on local business rules.	Yes	
3.94	Case Management	Case Processing: Civil / Probate Pending / Hold Status	The system must be able to designate civil and probate cases as having a status of "hold" or "pending/awaiting action." Further action on a "hold" status case can be initiated manually by the user, or automatically as the result of a date or event trigger.	Yes	
3.95	Case Management	Case Processing: Case Transfer	Court orders, dates, or business rules may dictate that a case is transferred from juvenile court to adult court (and vice versa). Reasons for these transfers include direct order from a judge, a direct file, and certification. When these transfers occur, data from the case must also be transferred within the system. Data integrity must be preserved as well as security and access rights enforced for both the parties of the case	Yes	

			and the system users that will be subsequently processing the case. The system should automatically establish a new case in the receiving court, transfer appropriate data from the previous case to the new case, and enforce information security and privacy constraints based on predefined *business rules. The system must maintain and transfer appropriate entity* associations and party relationships to the new case.		
3.96	Case Management	Case Processing: Child Abuse	The current Child Abuse (CA) system is a small database application maintained by the State Attorney. A sub-system of the existing CJIS system's Juvenile component (with data being stored within the CJIS system and not within an external database), the CA system is essentially a tickler/tracking system for child abuse cases. The CA system provides State Attorney staff with the ability to identify and track activities related to child abuse cases and provide checklists of activities to perform related to these case (with associated timeframes). During this process, the State Attorney may prepare free-text case notes, may query external systems (e.g. Florida Department of Children and Families) and print out whatever information those agencies have that might be pertinent to the child abuse case. Medical records and/or results of health department examinations of the child may also be requested/obtained. Scheduling/calendaring of meetings/depositions/etc. are also activities that occur during this time. All of these activities relate to the building of case content before the case is actually filed, at which time the case is closed in the Child Abuse system and control is transferred to the existing CJIS system for "Court filing." The system must provide user-configurable functionality which is equivalent to the existing CA system. The system should provide enhanced functionality, particularly in the areas of external data aggregation/import, tickler notification, automated workflow management and canned/ad-hoc query and reporting capability. The system must provide this functionality in accordance with predefined business rules, information security/privacy guidelines and workflows. The system must auto-populate the new "Court Case" upon filing with the court.	Yes	In an upcoming release, within Odyssey's Prosecutor system, the State Attorney would be able to set time standards that could track the various timeframes on CA cases. Already in Odyssey today is the ability to scan documents into that case file and take notes that would only be visible to the State Attorney. Once filed the case would proceed to the Clerk's system as usual.
3.97	Case Management	Case Processing: Complaint Tracking	The system must provide the ability to establish "complaint tracking" *functionality throughout the system (regardless of case-type or other* defining data elements). In generic terms, the system should provide workflow shells, ability to create processes and sub-systems, change subject matter area in the workflow to make it unique and track what	Yes	

			information is needed, which data sources are called upon, within what timeframes, etc. based upon predefined business rules.		
3.98	Case Management	Case Processing: Criminal Charge Modification	The system must provide the ability for authorized users to change the statute number and severity level of a given charge(s) within a case - based on predefined business rules. History of this change must also be recorded and reportable.	Yes	
3.99	Case Management	Case Processing: Deferred Prosecution	This existing database tracks the progress of defendants placed on the Domestic Violence Deferred Prosecution Program (DVDPP) - a program which provides alternatives to prosecution (e.g. mandatory domestic violence counseling and subsequent supervision). In addition to standard case parties, this case type includes information on third-party providers (e.g. counselors). All of the related case forms and pleadings are generated directly from this database. The system must provide equivalent functionality to the existing system in accordance with predefined business rules and workflows.	Yes	
4.0	Reports	Ad-hoc Reporting	The system must provide user-configurable ad-hoc reporting, with results returned either onscreen, to an export file, or into a report format specified by the user.	Partial	Included in an upcoming release of Odyssey is the inclusion of an ad-hoc reporting tool. No additional cost was included in this proposal for Pinellas County to receive this feature when it is completed.
4.1	Reports	Alerts & Triggers	The system must be able to generate alerts to end-user based on timeframes (including expiration dates), docket codes, activity/inactivity against a case, specific case-related events, etc. The system should provide alerts in a manner that either allows the end-user to take immediate action or set them aside in a "pending queue" for subsequent action at a later time.	Yes	
4.2	Reports	Case Disposition	The system must meet FDLE, OSCA and other Florida State "CMS" reporting requirements in order to be "Certified" in Florida.	Yes	
4.3	Reports	Case Disposition	The system must comply with published National Standards for Statistical Reporting.	Partial	Included in an upcoming release of Odyssey is the inclusion of a reporting dashboard utilizing the CMS-related CourTools reports. No additional cost was included in this proposal for Pinellas County to receive this feature when it is completed.

4.4	Reports	Distribution Log Generation	The system must be able to generate both ad-hoc and canned reports that detail what documents/reports/etc. have been created and distributed from the system. Information reported would include, but not be limited to, document/report type, related case number, date of creation/distribution date, recipient, etc.	Yes	All jobs go through Odyssey's Job Processing engine which tracks the creation of those reports.
4.5	Reports	QA Reports for Errors by User	The system must provide accountability to supervisors by automatically generating a report of the day's errors by user.	No	Odyssey strives to configure appropriate business rules based on the client's needs so that data is not entered in error (e.g. no allow a future date on a payment or not allow closure of a case if rules are not met).
4.6	Reports	Service Requests	The system must provide the functionality of a "request queue" (or similar mechanism) that allows an authorized user to request items that require a formal request and subsequent review/approval process (e.g. court-certified copies) by the business unit responsible for servicing the request. This capability is in addition to the comprehensive on-demand canned/ad-hoc query and reporting capability being required elsewhere throughout the system.	Yes	Non-docketable entries could be made on a case that could be flagged with due dates. Users needing a list of requests could schedule the Event Review Report to be sent to them via email with these entries that have not yet been completed.
4.7	Reports	Traffic	The system must meet all requirements for transmitting Traffic Citation and Ticketing System (TCATS) reporting data to the Florida Association of Court Clerks and Comptrollers (FACC).	Yes	
4.8	Reports	Injunctions	The system must track injunctions, and provide a time-sensitive summary report on those injunctions that are nearing expiration.	Yes	
4.9	Reports	No File	During analysis of pre-court case filing decisions, the system must provide a count of all no-file decisions made by the State Attorney. No-file status (if applicable) must be indicated in the "pre-filing case record" in the Justice CCMS.	Yes	
5.0	Security	Allow System Only Updates for Fields	The system must restrict some fields to "system updated" only and not allow any user changes regardless of the user's role.	Yes	
5.1	Security	Confidentiality	The system must have the ability to flag confidentiality at many levels, including the field level or higher entity level such as "person," or party or case. Access must be controlled through role- based security.	Yes	

5.10	Security	Role Based Security-Administration	The system must allow a Pinellas security administrator in each agency to assign roles, and the access levels and functional rights associated with those roles.	Yes	
5.11	Security	Role Based Security-Administration	The system must allow a manager to delegate their same rights to a peer or subordinate when necessary.	Yes	
5.12	Security	Role Based Security-Data Entry	The system must enforce usage of certain docket codes only by certain authorized staff, enabling only those permitted individuals to enter certain specified docket codes.	No	Odyssey does not support restricting specific code values to specific users.
5.13	Security	Role Based Security-Exception Based Case Level	The system must enable exceptions to grant access to sealed cases if certain users (e.g. a judicial officer) need immediate access.	Yes	
5.13	Security	Rule Based Data Redaction	The system must provide for rules based redaction of data fields that will become available for public access and access by other internal system users. The further implication is that user access to information is limited by the field (filed-based security), in addition to the user's agency, security role and case type/level access. Thus, field-level security is required throughout the system in many different case types.	Yes	
5.14	Security	Transparency of User Client	The system must enforce security roles and access levels the same regardless of the type of client machine (e.g. browser or thick client) or the client location.	Yes	
5.2	Security	Multiple User Roles	The system must have the ability to assign multiple security roles simultaneously to the same person, with historical tracking of all roles held over time and the effective dates for each role.	Yes	The client can enable a feature to track any roles changes to a user over time and then run an audit log report for those changes.
5.3	Security	Role Based Security	The system must provide comprehensive, configurable, and robust role based security that covers the dimensions of Agency, Role Within Agency, Case Type level access, Case Grouping level access, Case Party Role, Specific Case access, Specific Case Party access (e.g. for different defendants on a case), as well as accommodating local business rules that trump the user's standard Agency/Role -to- case/data access. For example, there may be exceptions (to allow access) to a case or a data	Yes	

			field, exclusions (to deny access) to a case or a data field, or special business rules regarding who can seal or expunge certain cases by type or other factors. Please refer to the description of needed role based security in the global Technical Requirements section of this RFP.		
5.4	Security	Role Based Security	The system security model has to support unique multi-agency levels of cooperation regarding access to cases and access to case- and person-data.	Yes	
5.5	Security	Role Based Security	The system must recognize and enforce the security rules based upon the current "phase" or "status" of a case, and automatically permit or deny access for certain security roles. For example, only State Attorney and Public Defender staff have certain case access during the pre-filing or investigative stage, whereas all other agencies' staff automatically gain access upon case filing. The security model must be sensitive to the case's life cycle status and allow appropriate access upon status change without requiring manual changes to users' roles or access levels.	Yes	"Case Security Groups" in Odyssey are a way to secure cases to a specific set of users. If a case has a Case Security Group on it, the user must be a member of that group to access the case. The Case Security Group can be automatically changed over time as the case progresses (i.e. once an entry is made to file the case, the Case Security Group code could automatically change, thereby changing which users can see that case).
5.6	Security	Role Based Security	The system must have the ability to determine which application functions can be performed within the specified role, such as modifying case information versus view-only access to case information.	Yes	
5.7	Security	Role Based Security	The system must allow some roles to cross agency boundaries, and must be able to designate that certain identical roles in different agencies have different access levels or rights.	Yes	
5.8	Security	Advanced Search, Ad-Hoc Reports	The system must provide throttles, thresholds or other measures to ensure that ad-hoc reporting and advanced searches do not return so many results as to negatively affect system performance. Further, the security model must enforce what data an individual is permitted to access via "reporting" to be consistent with what data rights the individual has within the application.	Yes	
5.9	Security	Role Based Security for Sealed Cases and Documents	The system must allow display of sealed documents and/or sealed cases by agency and by user, subject to the users' having the appropriate security role and level of access.	Yes	

6.0	Records Management	Evidence	The system must track evidence, and apply security rules regarding search and display of evidence location.	Yes	
6.1	Records Management	File History	The system must provide a history of who accessed the physical paper file, its current location, and its "home location." The system should also indicate if the document or file in question is instead an image in the Clerk's imaging system.	Partial	Odyssey's built-in file tracking system does not currently have the concept of a "home location", although it does have a current location and a full history of the file movement. Time is included to add a "home location" concept.
6.2	Records Management	File Management	The system must generate user-defined file labels for the Court Records off-site storage, including the addition of bar codes and possibly an RFID number in the future.	Yes	
6.3	Records Management	File Tracking	The system must allow users to search and display the physical location of a court file and related information.	Yes	
6.4	Records Management	Paper File - Audit Trail	The system must indicate when a file has been destroyed.	Yes	
6.5	Records Management	Volumes	The system must have the ability to segregate volumes based on record type or case type.	Yes	
6.6	Records Management	Volumes	The system must include a "repository" concept that aggregates and identifies a collection of case files and documents. Volumes information must indicate what files and/or evidence is included in a volume in addition to its location. For example, "capital murder case" documents and evidence has a longer retention period than other case types, and must be readily found and prevented from accidental destruction.	Yes	
7.0	Document Generation	Batch Processing	The system must provide automated batch processing of system generated documents, workflow based upon document type and case events (e.g. certain docket entries), etc.	Yes	
7.1	Document	Batch Processing	Users also require the option to start a batch "on demand, instead of waiting for the regular batch run time to commence. The system must	Yes	

	Generation		provide the ability to manually select which items to include in a batch.		
7.2	Document Generation	Business Rules	The system must have the ability to enforce business rules for document creation and distribution. System generated documents must be pre-populated by data in the system specified by the user or by the configuration of the document template.	Yes	
7.3	Document Generation	Business Rules	The system must have the ability to have business rules for documents defined differently by different stakeholder agencies.	Yes	
7.4	Document Generation	Distribution	The system must be able to apply constraints or limitations on document distribution based upon the docket code.	Partial	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System to generate documents, which includes the ability to setup document templates and merge case/party data from the CMS. However Tyler has included time in this proposal to build out the emailing distribution capabilities.
7.5	Document Generation	Labels	The system must have the ability to generate file labels, and labels of other varieties, including creation of bar codes on the labels, for different agencies' internal usage. Fields to be printed or bar-coded on the label must be configurable by agency.	Yes	
7.6	Document Generation	Templates	The system must generate many different types of documents in different formats (electronic documents and paper/printed documents), and distribute or print those documents based upon local business rules. The system must provide easily update-able document templates (or the ability to import word-processing or PDF templates) for all documents that the system must produce. Template maintenance must be self-service to users or system administrators, and generated documents must be automatically populated from the data stored in the system.	Partial	See answer to 7.4.
7.7	Document Generation	Subpoena Tracking	In addition to generating subpoenas, the system must track the status and other information throughout the life of the subpoena document, such as "service" information. Subpoenas may also need to be re-issued individually on demand, or in large scheduled batches. Some subpoenas are electronic/paperless, whereas others must be printed and mailed. Proposers must demonstrate either robust, feature-rich subpoena generation and tracking functionality, or must demonstrate the ability for Pinellas to configure the new system to meet its business rules related to	Yes	Included in Tyler's estimates is an interface for electronic subpoenas to St. Petersburg Police Department. Other subpoena generation and tracking would be native to Odyssey.

			subpoena generation and tracking.		
8.0	Technical	Address Model	The system must enforce the business rules regarding whether an attorney inherits a firm address, or whether the address in the attorney's "person record" should be used for notices, etc.	Yes	On a given case an attorney can have a locked in case correspondence address or could be set to use their party correspondence address.
8.1	Technical	Address Model	All address entities for all person and business entity types in the system must have their own set of configurable address types, and the system must provide the ability to designate which entity's particular address should be designated as primary for notices, etc.	Yes	Odyssey has the ability to store multiple types of addresses for a person (e.g. known address vs. correspondence address). And each business entity can chose to use one of those addresses from the party record or can lock in a different address on their case.
8.10	Technical	Interfaces	The system must have the ability to link data on incoming data feeds to a case and to source documents in an external system, identifying both the source and the specific external document.	Yes	As an example if a charge or a citation was entered via an interface, the user would have a link on that charge or citation to see the actual data that was in the incoming XML. Odyssey will transform that data to simpler to read view (i.e. Label: Data) rather than leaving it in the raw XML format, but the data is exactly as it came in.
8.11	Technical	Interfaces	One critical interface that must operate in near real-time is connection to the Clerk's electronic document management (imaging) system. The system must be able to attach (link) a document to a case and readily view the electronic image from the case management application.	Yes	Although Tyler has interfaced to external document management systems, Tyler is proposing that Pinellas County utilize the built-in DMS that comes native to Odyssey. This provides a more tightly integrated and seamless solution for the end-user.
8.12	Technical	Jury Pool	The current system manages a pool of eligible jurors loaded into it (on a quarterly basis) via a data file generated by the Florida Department of Highway Safety & Motor Vehicles (DHSMV). The system randomly selects jurors and generates paper summons which are then mailed to the jurors. The system records juror registration and assigns each juror a registration number for tracking purposes. As jurors arrive, their attendance is recorded (for payment purposes). A number of canned reports exist in the current system to support case activity/financial reporting. The system offered by the proposer should provide (at a minimum) similar functionality and should also provide enhanced capabilities in the areas of ad-hoc query/reporting, direct interfacing to DHSMV for eligible juror demographic information, and maintaining electronic images of documents/reports for historical/auditing purposes.	Yes	

8.13	Technical	Many Multiple Simultaneous Relationships	The system must have the ability to enforce business rules as either "exclusive" or "inclusive," depending on the case, roles, and parties involved. In general, the system must support relationship changes over time among Cases-Persons-Party Roles. These relationships can be 1-to-many, many-to-1, 1-to-1, or many-to-many, and the system must be able to track, search, and display all current and historical associations or "case connections" over time. Further, some individuals may have more than one role at one time on a case, while also having a different or similar role on other cases. Further, multiple individuals may have the same role on the same case (e.g. two attorneys representing the plaintiff.)	Yes	
8.14	Technical	Mass Updates	In many case types, and with most entities (including "persons" and "docket entries", etc.) the system must automatically propagate one change across many cases or many entities, such as applying one docket entry en masse to all defendants on a case or case connecting one person with a role of witness to multiple cases at the same time. Dynamic mass entry/association is required throughout the system in many processes and occurs on all case types.	Partial	See answer to 3.7. There are many ways to perform mass updates and most of the examples listed here are native functions. As described in 3.7 the ability to add a single individual to a list of cases does not currently exist except for the role of attorney. Tyler has included time in the proposal to add a new List Manager Action for this purpose.
8.15	Technical	One Backend Database	The system must provide an integrated solution for all case types via one back-end (physical or logical) database for all application modules.	Yes	
8.16	Technical	Online Help	The system must provide comprehensive on-line user help features.	Yes	
8.17	Technical	Person Centric Model	The system must store and track person information, and provide a unique person identification number. Pinellas must be able to configure a combination of data elements (that can change over time) that constitutes what makes a person unique. The system must support an unlimited number of instances of most data elements related to a person, such as addresses, dates of birth, social security numbers, aliases, State ID Number (SID), FBI Number, attorney Bar ID number, etc. The system must support "de-normalization", creating what might appear to be duplicate person entities. The system must support merging or consolidating of multiple persons into one, and automatically associate the merged persons' case and party associations with the remaining unique "consolidated person." The system must also enable bifurcation of one unique person entity into two persons, and replicate the associations for the new person entity when Pinellas subsequently discovers an erroneous consolidation, or a mistaken identity, or identity theft, etc.	Yes	With one exception - Odyssey does not allow multiple bar numbers for a single attorney record. If two attorneys are merged together, the client must select which bar number is the attorney's actual bar number.

8.18	Technical	Store and Retrieve Graphics	The system must have the ability to store graphics; mug shots, other media, etc. associated with a case or a person, and must display the graphic or image within the application, and make searchable the presence of an associated graphic or image.	Yes	
8.19	Technical	Telephone Number Model	The system must store and track entities' telephone numbers in the same manner as entities' address, and must accommodate international as well as US domestic phone numbers and types.	Yes	
8.2	Technical	Address Model	The system must display the most recent entity address entered as the "current" address. All historical addresses associated with the entity must be maintained.	Yes	
8.20	Technical	Traffic Imaging	The current system provides imaging of all traffic citations through the Global360 imaging/workflow system; however, there are judges who still require paper submission of documents. The system should interface with the Global360 imaging/workflow system and provide comparable functionality to process/track/report traffic citation imaged data in accordance with predefined business rules and workflows.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System which also includes workflow features.
8.21	Technical	Traffic Interface	The current system utilizes the Global360 imaging/workflow management system to perform citation docketing and related data transfer. The Global360 system provides significant functionality throughout the entire system (not just for traffic case processing) and will not be considered a candidate for replacement. The traffic component must interface/integrate with the Global360 system to provide citation processing functionality.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System which also includes workflow features.
8.22	Technical	Public Facing Website	Proposers must provide a "public facing" website, making available for search and display public record case information. The public facing website portion must be configurable regarding what information can be made available to the public during different time frames, for different case types, etc. The public facing website requires three levels of access - limited public access, authorized user inside firewall, and authorized user outside firewall. The public website must also interface with, or be an integral part of, the role-based security solution of the primary CCMS. The public website solution proposed must be able to (optionally) impose and collect usage fees for authorized users. The public website portion must be ADA complaint, and must support configurable field-level redaction	Partial	Useage-based fees for viewing of documents is a feature that Tyler has on the product roadmap for later in 2009. No additional licensing cost was included in this proposal for Pinellas County to receive this feature when it is completed.

			that can be turned on or off based upon local business rules. The public facing portion of the new CCMS system should be configured and deployed to avoid negatively impacting the operations or functional integrity of the internal primary CCMS.		
8.23	Technical	Auto-Purge or Auto-Archive	The system must support auto-purging or auto-archiving of case and/or person information based upon local and state records retention business rules and timeframes that vary by case type and/or other case information.	Yes	Custom queries based on local rules can be written by Pinellas County or by Tyler that would feed data into Odyssey's document archiving features. Tyler does not yet have any clients that wish to archive or destroy actual data records, other than document images. Because data storage is increasingly cost-effective and because database software is increasingly performant on large data sets, even clients with state-wide implementations of Odyssey are choosing to keep the underlying data records. When the documents are destroyed many clients secure the cases so that only select groups of users can access them for statistical reporting. Tyler would be willing to discuss data archiving/destruction needs for Pinellas County if they differ from existing Odyssey clients.
8.24	Technical	Address Descriptor	Addresses in the system must provide for entry of associated "address descriptors" (e.g. "vacant lot," "condemned building," etc.) for each unique address entry, whether a current or historical address.	Yes	
8.25	Technical	Alert via Email / Notice Auto Printing	The system must allow for certain user-designated or administrator-designated alerts and notices to be automatically routed to a printer, in addition to other "electronic delivery" options applicable to various types of alerts and notices. The system must have the ability for the Court to send email alerts regarding case status or disposition to the attorney of record.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems/users need to consume it.
8.26	Technical	Data Collaborative	The system must provide an automated extract and transmission of information required by the Pinellas County "Data Collaborative" system.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems need to consume it.
8.27	Technical	Re-Entry Database	The system must provide a "virtual database" of information on case parties who are, or were, in the "re-entry" program. The "re-entry database" must track data (on individuals) that clearly identifies both	Yes	Tyler would propose that these cases be entered into Odyssey Supervision where they can be monitored, much like pre-trial supervision. It is unclear what is meant by

			successful completion of the program but also subsequent cases or incidents in the CCMS for that individual.		"virtual database" since these persons/cases would be stored in the primary Odyssey database. However, Pinellas County could create a specific Re-Entry case type so that these cases could be reported on separately.
8.28	Technical	Work Queue Imaging	Workflow queues must support viewing of images and associated case documents (e.g., "orders" that require review by Clerk staff).	Yes	
8.29	Technical	Case Initiation	The system should allow the ability to manually assign temporary case numbers during a system outage that would be cross-referenced with system generated case numbers when system is restored.	Yes	
8.3	Technical	Address Model	The system must show who entered the "current", and when. (The last address entered is also referred to locally as the "last known address", or LKA, which synonymous with the "current" address. The system must also allow the user to flag the current address as the "last known address", or LKA. This is done when the most recent address known to the courts has been determined to not be a valid address for the party, but a new address has not been discovered.	Yes	
8.30	Technical	Case Initiation: Mental Health Reporting / Probate	The system must support reporting new mental health cases as separate "case types" as required by the State. (Baker Acts, Marchman Acts, and Other Social.)	Yes	
8.31	Technical	Case Initiation: Probate	The system must allow for creation of non-administration (deposit wills, etc.) case types that do not get reported as new case activity on the SRS report.	Yes	
8.4	Technical	Address Model	The system must have the capability to designate multiple addresses to automatically receive system generated notices and other mailings. The user should be able to turn on or off this designation to receive duplicate notices or mailing. This applies to all entity types that have addresses.	No	Currently there is a hierarchy of addresses that Odyssey uses to determine where to send notice. First Odyssey uses a case correspondence address for that party, then the party's overall correspondence address, then the party's current known address.
8.5	Technical	Audit History	The system must provide the capability to determine "who (Agency and UserID)" did "what" and "when (Date & TimeStamp)" for ANY CHANGE or addition to the system. Historical, chronological tracking must be able to be recreated by Pinellas staff running queries via self-service without	Yes	

			vendor involvement or programming required.		
8.6	Technical	Civil / Probate Interface	The system must be able to retrieve/store book and page number(s) of documents scanned into the existing Oncore "official records" system. Oncore-related data must be captured by the system via associated docketing entries that were generated by the Oncore system.	Yes	This interface to/from the Oncore Official Recording system is included in Tyler's estimates.
8.7	Technical	Code Table Translation	The current system accepts records from external entities with code values that do not exactly match those within the current system (or may not have an equivalent code altogether). Examples of this might be a race code of "W" for white in an external system that translates to a race code of "C" for Caucasian in the existing system, or the external system sends an ethnicity code of "H" for Hispanic for which there is no matching ethnicity field - so the code is translated to a race code of "C" for Caucasian in the existing system. Examples also exist where Florida Statute Numbers for the same crime do not necessarily match between an external system and the CCMS system. The system must make provision for these situations and provide code table comparison/cross-matching/cross-referencing maintenance capability to either accommodate the differences or allow analysis/corrective action to resolve discrepancies. The system should also have the functionality (or provide tools) to print/extract files its own code table values so that they can be provided to external agencies.	Yes	This can be handled in several different ways. These known code translations can simply be built into the interface layer for that specific agency's interface. Or Tyler can configure "mapping" values onto an Odyssey code. As an example, this latter method is used for state reporting. The client configures an offense code in Odyssey, but then must also select a valid "TCATS" or "OBTS" offense code so that those processes know what value to report.
8.8	Technical	Enter Data Once	The system must accommodate entering data once by the originating stakeholder agency, thus having the new or changed data instantly available in the backend database and thus visible real-time across entire system.	Yes	
8.9	Technical	GIS Interface	The system must be able to interface to an existing Geographic Information System (GIS) in order to facilitate the locating of land parcels, residences, businesses, etc. Information from the GIS should be made available to the end-user in near real-time for use in responding to customer queries (e.g. customers interested in locating properties in foreclosure either over the telephone or via counter walk-up).	Yes	Tyler is including a license for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems need to consume it.
9.0	Cashiering / Receipting	"One-Shop Stopping"	The system must provide the ability to receive, process, and receipt payments from a single, comprehensive screen within the Point-of-Sale	Yes	

			component based upon predefined business rules.		
9.1	Cashiering / Receipting	Accounts	The POS component must be able to support different types of accounts: whether case-related (e.g. criminal) or non-case related (e.g. civil - court registry). In addition to any pre-defined account types, the system must also provide the ability to create and manage account types (with associated workflows and business rules) as needed.	Yes	
9.10	Cashiering / Receipting	Bill Counting	As with traditional bank teller best-practices, the system should support the counting and tracking of individual bill denominations received for payment of fines/fees/etc. The system should also provide appropriate reports to support Point-of-Sale audit and reconciliation activities (e.g. cash drawer reconciliation).	Yes	
9.11	Cashiering / Receipting	Cash Drawer Balance	The system must provide the ability to count/balance cash drawers associated with the Point-of-Sale component and generate corroborating documentation.	Yes	
9.12	Cashiering / Receipting	Cash Drawer Tracking	The system must provide real-time monitoring of cash drawer activity, including but not limited to, balances, transaction types processed, refunds or error-corrections, etc. The system must also provide ad-hoc query and reporting capabilities related to cash drawer tracking.	Yes	
9.13	Cashiering / Receipting	Cashier Closeout	In the current system, cashiers perform certain closeout activities at end-of-day. These activities include totaling all checks received (with attached calculator tape), counting cash drawer contents, transferring check information to the bank, etc.). A number of these activities are manual processes performed against a set of business rules and workflow. Where possible, the system should either automate these activities or facilitate their completion.	Yes	
9.14	Cashiering / Receipting	Check Validation	The system must provide functionality for scanning and validating checks. If hardware is not provided by the proposer, the proposer must provide industry-standard interfaces for County-provided hardware.	Yes	Cost for standard equipment supported by Odyssey is included in this proposal.
9.15	Cashiering / Receipting	Child Support	The system must provide the ability to establish, process, track and report case information related to court-ordered child support obligations/payments. The system should support a broad range of payment-related processes, and record history of these processes for	Yes	See also answer to .9 and .22

			subsequent review and auditing purposes. All processes should adhere to prevailing business rules and workflows.		
9.16	Cashiering / Receipting	Civil / Small Claims / Probate	The system should provide equivalent functionality for civil, small claims, and probate cases as is outlined in the general cashiering/receipting requirements for the Point-of-Sale (POS) component mentioned earlier. As with the POS component, the system should adhere to predefined business rules and workflows associated with civil, small claims and probate case types.	Yes	
9.17	Cashiering / Receipting	Civil / Small Claims	The system must be able to calculate arrearages in civil/small claims cases and display this information in real-time to support over-the-counter queries/payments or telephone inquiries. The system should calculate any interest due on the arrearage based upon prevailing fee schedules and business rules and generate notifications as required.	Partial	The estimate here assumes that Odyssey's Financial Groups feature that is intended for judgment tracking and payments can be used. This is not currently used in Florida and as the requirements are as yet unknown for Florida since none of our clients use it, this estimate assumes that there would need to be some modification to the fee calculations to accommodate Florida or local rules.
9.18	Cashiering / Receipting	Civil / Small Claims	The system should provide a civil case "payment history" component. Fields within this history would include (but not be limited to) date, transaction type, amount, and court record or user-specific comments. History should be searchable/sortable by any column and provide linkage to any other supporting documentation (paper documents, system transactions, related cases/parties, etc.).	Yes	
9.19	Cashiering / Receipting	Civil / Small Claims / Probate	The system should automatically perform fee/interest calculations for civil, small claims and probate cases based on prevailing fee schedules and business rules.	Partial	See answer to 9.17
9.2	Cashiering / Receipting	Advanced Search	The system must provide comprehensive, user-definable query capability for searching data related to the Point-of-Sale component.	Yes	
9.20	Cashiering / Receipting	Civil / Small Claims / Probate	The system must be able to generate/print civil and probate case-related receipts and certificates (e.g. receipts for payment of filing fees) based on predefined business rules and workflows. The items may also be printed on-demand per authorized user request.	Yes	
9.21	Cashiering /	Collection	The system must provide real-time indication of the collection status and	Yes	

	Receipting		the funds still outstanding.		
9.22	Cashiering / Receipting	Configurability	The POS must utilize the bidder's solution for workflow and business rules enforcement, in order to accommodate different POS business rules and workflows by case type and/or by business unit.	Yes	
9.23	Cashiering / Receipting	Deferred Payments	The system must provide the ability to establish and manage deferred payment plans. Authorized users must also be able to modify plans as required (e.g. error correction, rule changes, funds reallocation) and maintain history of the modification.	Yes	
9.24	Cashiering / Receipting	Docketing	In order to properly document Point-of-Sale related activities, the system should automatically generate appropriate docket entries based on business rules and workflows.	Yes	
9.25	Cashiering / Receipting	Fund Allocation	The system must be able to allocate funds received from payment of fines, fees, assessments, etc. across multiple destination accounts (e.g. Pinellas County general revenue, State of Florida agencies, specific trust funds) based upon predefined business rules.	Yes	
9.26	Cashiering / Receipting	Fund Allocation Override	The system should automatically allocate or reallocate funds received in payment - based on rules enforced at the time the obligation was established. In addition, the system should provide authorized users with the ability to manually override fund allocations as needed (e.g. to correct improperly-allocated funds).	Yes	
9.27	Cashiering / Receipting	Integrated 10-Key Calculator	Pinellas staff frequently uses 10-key paper-tape calculators when performing Point-of-Sale activities (e.g. cashier closeout). These devices are subject to high wear, failure, and frequent replacement. To eliminate this potential point of failure and reduce costs, the system should provide users with an on-screen "virtual" 10-key calculator. In addition, this "virtual" calculator should be able to generate/print paper-tape equivalent reports.	No	There is separate licensable third party software to simulate a 10-key machine and the printed tape that Pinellas County could utilize. Or Pinellas County could have the cashier use an Excel workbook to enter the amounts and sub-total.
9.28	Cashiering / Receipting	Invoice Generation	The system must generate required Point-of-Sale related documents (e.g. bills, invoices, notices) in appropriate format (e.g. paper document and/or electronic document) based upon business rules and workflows.	Yes	

9.29	Cashiering / Receipting	IVR and Web Payments	The current system allows citizens to query and make payments on certain types of fines or fees (e.g. traffic citations) via an Interactive Voice Response (IVR) system and via the Internet. The system must also provide for back-end database query of information and payment acceptance via the existing IVR system and the existing County web payment portal.	Yes	
9.3	Cashiering / Receipting	Allocation	Once a financial obligation (fine, fee, child support payment, etc.) is established, the system must provide the ability to automatically allocate or reallocate funds received in payment - based on rules enforced at the time the obligation was established.	Yes	
9.30	Cashiering / Receipting	Lockbox	The system must support external lockbox processing functionality (as is typically provided by other competing products) and make it available to all business processes that require this functionality. Lockbox processing can be generically defined as "a service offered by banks to organizations in which the organization receives payments by mail to a post office box and the bank picks up the payments several times a day, deposits them into the organization's account, and notifies the organization of the deposit." As with all other proposed system components, this functionality must be provided in accordance with predefined business rules and workflows.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. This toolkit would include API message for looking up cases and posting payments from an incoming lockbox file.
9.31	Cashiering / Receipting	Old vs. New Fee Scheduling	Fee schedules drive the calculation of fee amounts, interest, discounts for early payment, etc. As these schedules change over time, the aforementioned items may also change. The system must provide initial calculation of these values, but must also allow for automated recalculation should a fee schedule or business rule change.	Yes	
9.32	Cashiering / Receipting	Payment Plans	The system must be able to establish payment plans for satisfying fines, fees or assessments based upon predefined business rules. The system must provide the ability for an authorized user to override/adjust a system-generated payment plan.	Yes	
9.33	Cashiering / Receipting	Payments	The system must be able to accept and accurately track and document full or partial payments of fines, fees, or assessments associated with a case based upon predefined business rules. In addition, the system must be able to accept multiple methods of payments (e.g. cash, check, credit card).	Yes	

9.34	Cashiering / Receipting	Payments	The system must be able to accept and accurately track/document different types of payments. The system must also provide the ability to create and manage payment types (with associated workflows and business rules) as needed.	Yes	
9.35	Cashiering / Receipting	POS Optional Usage	Proposed Point-of-Sale component must be loosely coupled within the proposed solution. Should the County choose not to implement the proposer's Point-of-Sale component, the overall functionality, integrity and performance of the proposed solution must not be compromised.	Yes	Tyler is proposing that Pinellas County utilize the built-in Point-of-Sale features in Odyssey. However, Tyler has interfaced Odyssey to a third party cash receipting system. It was Tyler's experience that the end-users lost some features that would have been available had they utilized the native Odyssey functionality.
9.36	Cashiering / Receipting	Receipts	The system must generate required Point-of-Sale related documents (e.g. bills, invoices, notices) in appropriate format (e.g. paper document and/or electronic document) based upon business rules and workflows.	Yes	
9.37	Cashiering / Receipting	Reporting	The system should provide the ability to generate Point-of-Sale related notices, reports, and receipts for distribution to other agencies based upon business rules and workflows.	Yes	
9.38	Cashiering / Receipting	Suspense Accounts	There are instances when a payee presents a traffic citation for payment, but there is no record of the infraction in the system yet (i.e. the paperwork hasn't caught up yet). To handle this situation, the system should provide for "suspense accounts" where payments can be accepted, the payee receipted, and monies held until the ticket is received and/or posted electronically into the system.	Partial	See answer to 3.73
9.39	Cashiering / Receipting	Tape Generation	As checks are prepared for deposit, they are totaled and the corresponding 10-key calculator paper tape forwarded for validation/documentation. In order to automate this process, the system should automatically total the checks being deposited and a "paper tape" equivalent report generated.	Yes	Odyssey provides a Till Balance Report that each cashier can run that sub totals by tender method.
9.4	Cashiering / Receipting	AR Integration	The system must be able to electronically transfer required Point-of-Sale information to the existing General Ledger (GL) system based upon predefined business rules.	Partial	See answer to .3 Time is included in this proposal to use existing Odyssey "hooks" to export data in the appropriate format to the external accounting system.

9.40	Cashiering / Receipting	Traffic	The system must provide the ability to automatically match funds received against all outstanding fees/fines for the payee, including traffic citations. If there is a mismatch, the payment is accepted and the mismatch is queued for subsequent analysis/processing.	Yes	For example, overpayments are automatically applied with an Overpayment fee code and can be grouped together in a specific check request group for authorization to refund.
9.41	Cashiering / Receipting	Transaction History	The system must provide a comprehensive history of all Point-of-Sale related transactions. Transaction history must be searchable and reportable using both canned reports and ad-hoc reports/queries to facilitate error correction and auditing activities.	Yes	
9.42	Cashiering / Receipting	Reimbursement Tracking	The system must be able to track reimbursements, and to apply them against accounts in accordance with local business rules.	Yes	
9.5	Cashiering / Receipting	Automated Correction	Should a payment be made in error (e.g. assigned to the wrong department), the system should allow authorized users to back the payment out and reapply it to the correct department in a concise, single-step process (that does not require complete rekeying of the transaction). Further, this simple, single-step error correction paradigm should exist throughout the entire Point-of-Sale component.	Partial	Currently in Odyssey a user with the appropriate rights can void/reverse the original payment, but must go to the new case and post an adjustment.
9.6	Cashiering / Receipting	Automated Receipting	The system must be able to automatically debit/credit accounts upon receipt of payments or refunds (based on predefined business rules).	Yes	
9.7	Cashiering / Receipting	Automated Reconciliation	The system must be able to automatically reconcile all funds collected within the Point-of-Sale component to the corresponding bank deposit for that given period and/or business unit.	Yes	
9.8	Cashiering / Receipting	Automatic Ticklers	The system must generate automated notifications to users if required payments for fees/fines/etc. are not received within timeframes established by business rules and workflows. In addition, corresponding notices for non-payment, non-compliance, etc. must also be automatically generated.	Yes	
9.9	Cashiering / Receipting	Bad Checks	The system should provide the capability to track NSF (non-sufficient funds) checks received in the Point-of-Sale component and link them back to the issuer. The system should also automatically route information related to the NSF check to the State Attorney Office for prosecutorial review.	Partial	Tyler has included time in this proposal to flag the issuer so that when that party makes another payment with a check, the cashier could be notified. A report of NSF voids could be routed to the SAO on a regular basis for review.

Tyler's Responses to the County's Requests for Clarification ("RFC"), submitted during the procurement Discovery Phase

1	Topic	Requirement	Pinellas Request
	Case Consolidation	Case Manager must be able to consolidate two or more case numbers into one case. For criminal cases, this includes pulling multiple charges/offenses into one case for one defendant.	Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

1. Tyler's Response: In Odyssey when one case is consolidated into another, the subordinate case is set with a status that typically prevents new docket entries or hearings from being added. The cases are then related with a specially marked reason code and the lead case is so indicated. No data entities are copied from one case to another. However, from that date forward anytime a user pulls up the subordinate case, they can see any docket entries and documents that were entered on that subordinate case originally, plus any documents that have since been added to the lead case, with an indicator that they are actually being displayed from the lead case. This somewhat mimics what typically happens in the paper file where the Clerk stops docketing into the subordinate file, yet does not rip apart the files to blend them together. The one additional advantage is that the user gets to see the subsequent documents from the lead case when viewing the subordinate case, which would not happen in the paper world.

There were very few requirements surrounding consolidation of the trial court cases in the original requirements, specifically as it relates to criminal charges. Although we have included some time to account for processing closures on consolidated/companion cases (3.91), we have not included any additional time to copy charges from one case to another. Tyler thinks that without some detailed discussion with Pinellas County on the underlying business issues, we cannot provide a valid estimate at this time. We would very much like the opportunity to discuss this requirement with Pinellas County in more detail during the demos in late January.

2	Topic	Requirement	Pinellas Request
	Case Grouping	The system must support grouping of multiple cases (of like and different) case types, and automatically assign a Case Group Number, and support the addition or removal of cases into (or out of) the group by an authorized user. The	Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

2	Topic	Requirement	Pinellas Request
		Odyssey Case Manager "related cases" concept is not sufficient to meet Pinellas' case grouping needs in general, nor the needs related to UFC specifically. A Case Group can be thought of as a system entity that can have events/history and actions taken upon it much like those that could be applied individually to a single case. The unique "group" number must be generated whenever an authorized user initially designates (selects) a group of cases to be acted upon in unison or in like manner (e.g. "with one action scheduling all related hearings on each case in the group to be heard by the same judge", etc.) The history of adding or removing cases from the group must be tracked, as well as the status and history of events/action for the group. Each individual case within a group should indicate what (if any) group that individual case is a member of. Statistical reporting, queries, aggregate counting, etc. of case groups must be available at the "group level", similar to the aggregation and counting for other major "types" of cases (such as "juvenile" or "traffic" or "probate", etc.)	

2. *Tyler's Response:* Tyler assumed in our original response that the Related Cases feature could satisfy this requirement. Upon further discussion, Pinellas County indicates that it cannot – that there is a different numbering scheme for the group as a whole. Tyler has included additional time in our final proposal for this feature.

Please note that the requirements in the original requirements matrix seem to indicate that the case group is not a data entity on which data entry would be performed. As a matter of fact, 3.76 seems to imply that the cases are only linked and no data entry occurs across the cases. However, the additional explanation here seems to indicate that various types of data entry could occur on the group which would need to end up on all/some of the cases. The additional hours included in our final proposal go back to the original requirements of assigning a number to a group of cases and tracking the historical linkage for querying and reporting purposes. Should the scope of the project need to increase to account for various types of data entry across the group, we will need to revisit the estimate.

3	Topic	Requirement	Pinellas Request
	Transfer Parties	Case Manager must be able to transfer (copy) parties from one case to another, such as witnesses or co-defendants.	Can Case Manager be enhanced to provide this party transfer ability for all party types required by Pinellas? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

3. Tyler's Response: Tyler could not find a specific requirement in the original RFP for copying parties from one case to another. 3.103 is the closest item that we could find to this requirement, which we believe is met by Tyler, since witnesses, officers, defendants, etc. are all kept in a master party file and can easily be reused by finding them by name or a wide variety of identifying numbers. If, however, Pinellas County needs to select a specific case, select a specific set of parties and copy them from the source case to a new target case "en masse", then Tyler would need to build that feature into Odyssey. We have included additional hours to cover this request.

4	Topic	Requirement	Pinellas Request
	User Activity / Exceptions	The system must provide visibility to all user actions taken and data entered. Automated system reports must be available which highlight user activity that is inconsistent with business rules or policies in effect (exceptions).	Can Tyler's CCMS solution offer sufficient tools for Pinellas user exception and activity reporting? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

4. Tyler's Response: As we discussed in the call prefacing this response, it is difficult to respond to an imprecise requirement with a precise proposal. We have on occasions in the past been successful in designing either a business rule to enforce and actually prevent the inconsistent data entry or a report to find exceptions after the fact. Here are a few examples.

Tyler built a business rule in the State of Minnesota to require a date of birth on the defendant, but only on cases that included specific degrees of offense, based on what their state criminal history system required. This prevented them from getting through an entire case and then sending data that would ultimately be rejected by the state criminal history system.

There were several situations where in Clark County, Nevada a traffic case could get paid off yet still have an active charge or status that the clerk would forget to close out. In this instance we could not prevent the situation, so we created an exception report that the client could configure for several different variations and run on a regular basis to double-check that the clerks were performing according to policy.

At this time, we have not included any additional time in the proposal and will deal with any exceptions as they arise during the project. Tyler is more than willing to train Pinellas County on building your own Custom Business Rules rather than Tyler undertaking that additional cost.

5	Topic	Requirement	Pinellas Request
	Multiple Defendants on a Case	Tyler has relayed that multiple defendant case processing will be delivered in the next version of Case Manager. Pinellas requires co-defendant status needs to be tracked, especially in juvenile. The system must be able to provide one UCN per case regardless of the number of defendants and charges/offenses in a case. This includes, for example, the ability to apply one docket entry to all defendants on a case. Further ... a) co-defendants often have separate UCNs, but sometimes co-defendants are all under the same UCN; b) sometimes co-defendants may have separate statuses within a case; c) often co-defendants will have either different, or the same, offense numbers--All these situations must be accommodated ("day 1") prior to criminal case type implementation. For expungements and sealing on multi-defendant cases, Pinellas needs the ability to	Please provide a detailed description of multiple defendant case processing to be delivered in the next version of Odyssey Case Manager. Will the next version of Case Manager be capable of offering all of the unique needed functionality multiple defendant case processing? Please indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

5	Topic	Requirement	Pinellas Request
		expunge individual defendants while retaining the others.	

5. Tyler's Response: Since we responded to the RFP, one of the Florida clients that was intending to support making modifications so that Odyssey could handle multiple defendants on a single, electronic criminal case record has changed their processes to go with Tyler's recommendation of a single defendant per electronic case record, along with a few new modifications to assist in the processing of those cases. That client indicated to Tyler that the majority of the time docket entries are made on individual cases, although there a few documents that belong on multiple cases, and that the majority of the time the cases were not scheduled together, unless specifically ordered. Additionally, they had experienced great difficulty in separating the defendants in areas of the business process, like scheduling and expunging, when they were munged together in a single electronic record like their existing system does. Below is a description of how the procedures as well as the system will accommodate multiple co-defendants with individual electronic case records.

The jail is given a block of numbers from the Clerk's Office and for each arrest each defendant is initially given a unique, sequential case number and UCN. If the State Attorney files individually, the case number is maintained as well as the UCN and no changes are made. If the State Attorney chooses to group multiple defendants together on a single charging instrument, the lowest case number and UCN is used. In Odyssey, the case number on the subsequent cases is updated to reflect the common case number, while maintaining the original case number at arrest in its case number history for searching purposes. At the time the case number is updated, the UCN will be updated as well to indicate co-defendants. The creation of the UCN is done via a Custom Business Rule and if Pinellas County has different scenarios unaccounted for in the current implementation, Tyler could change the rule to assign UCN's differently.

Odyssey already supports having multiple electronic case records with the same case number and can return multiples in a result set, allowing the user to select the correct defendant from a list if they entered just a case number. Tyler will be making a slight medication to the search by case number feature to allow the user to also enter a defendant's name in order to narrow down the result set. This will allow the user to enter a case number as well as the defendant's name and zero in on the correct electronic case record quickly.

In Odyssey's Group Add Events feature, which is used for mass docketing and specifically for associating images to docket entries, there is already native functionality to easily attach a document to more than one case, effectively linking the document to more than one docket entry. This feature can be used to attach the same document to multiple defendant cases should an attorney file a combined document. The same search by case number and defendant name feature will be added on the Group Add Events page so that the docketing clerk can easily target the correct electronic case record.

By allowing multiple electronic case records with the same case number, but letting each defendant have their own electronic record, this gives the clerk and the court ultimate flexibility and ease of use. Those cases could be scheduled separately or together. In court those cases could be resulted separately or together. However, when a particular defendant's records are going to be expunged, the clerk can expunge the entire electronic case record for one defendant and not affect the other defendants. Additionally, since there is only one defendant on the electronic record there is no need to constantly docket which defendant each event (e.g. document, hearing, summons, plea, disposition, sentence, etc.) is related to. This greatly reduces the data entry effort necessary to maintain the file.

6	Topic	Requirement	Pinellas Request
	Case Assignment by Zip Code	Business rules exist for each case type that determine which court division/location will hear a case - based on predefined parameters (e.g. zip code, where the case was originally filed, etc.). The system must provide automated assignment of court division/location based on zip code.	Will this zip code-oriented case allocation feature be implemented in full? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

6. Tyler's Response: As described in 3.17 in the response to the RFP, Odyssey does include a variety of methods to determined court division assignment. However ZIP code is not currently a core feature. Tyler has already included time for a Custom Business Rule to implement Pinellas County rules for this particular assignment rule.

7	Topic	Requirement	Pinellas Request
	Multiple Case Party Roles at the Same Time	The system must be able to assign and track the same person with multiple party roles on the same case at the same time, maintaining historical tracking of all roles held over time and the effective dates for each role.	Will Tyler provide the functionality required to allow parties to be assigned multiple roles at the same time? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

7. Tyler's Response: The ability to link a party to a case with multiple roles is a core feature to Odyssey. When a user links a party to a case they must provide a "Date Assigned" as well as a code indicating the "Connection Type" (i.e. role) that the party has on that case. This ability to add a date/connection is unlimited and a single party could be linked any number of times to a single case with differing dates and connection types.

8	Topic	Requirement	Pinellas Request
	JIMS Interface	The Pinellas JIMS needs to be able to query the CMS to ascertain the next case number and appropriate party identifiers (allowing existing party information to be pulled in rather than duplicated). Further, post-case initiation, other information is exchanged between Pinellas JIMS and the CMS, such as inmate movement information and Court calendar information. Please explain if, and if so why, Tyler is proposing to utilize its own JIMS system to consume the Pinellas JIMS data feed that is intended to create cases in Case Manager. Given that this is a bi-directional data exchange, it appears more appropriate as an interface between Pinellas JIMS and Case Manager.	How will Tyler integrate Odyssey Case Manager with the existing Pinellas JIMS system/data feeds? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

8. Tyler's Response: Tyler is currently seeking more detailed information on the scope of the JIMS interface, so we are not able to provide an estimate for the cost proposal until a later date.

However, the following narrative describes our anticipated approach for the JIMS interface.

Regarding ascertaining the next case number and party identifiers, we anticipate adding an application feature to allocate a new case number and return it to the JIMS system. For party identifiers, Odyssey currently has API functions to search for and retrieve party information.

Regarding the overall nature of the JIMS interface, and potential usage of the Odyssey Jail database, there are several alternatives, which are further described below, and which we will further explain at the demo session later in January.

The overall Odyssey system uses an integrated database supporting multiple product centers, including Case Manager, Prosecutor, Supervision, Jail, etc. Some database entities are shared across product centers (e.g., Party).

- Some database entities are owned by one product center and viewable to other product centers (e.g., Court Hearing).

- Some database entities are linkable between product centers (e.g., Charges) with linked phases for each product center. For example, a charge has an arrest phase, a prosecutor phase, a case filing stage, a plea stage, a disposition stage, etc.

The above architecture enables two broad alternatives for integration between a third-party Jail system and Odyssey. We have clients using both of these approaches, and will need further detailed discussion with Pinellas to determine which approach better achieves the desired requirements.

Alternative 1: Third-Party Jail to Odyssey Case Manager

In this alternative, the interface communicates between the third-party Jail system and the Odyssey Case Manager product center. This typically includes API functions such as finding/adding/updating a party record, adding a criminal case with one or more charges, adding OBTS identifiers, adding a hearing, adding docket events, and many others.

Alternative 2: Third-Party Jail to "internal" Odyssey Jail Manager Database area, then to the Prosecutor and/or Case Manager product centers. In this alternative, the interface communicates from the third-party jail system to the "internal" Odyssey Jail Manager database area. This allows bringing in entities that have a "home" only in the Jail database area, but not in the other product centers. Examples includes arrest/booking information, housing information, release information, mugshots, etc. The Party and Charges information can then be linked forward into the Prosecutor and/or Case Manager product centers to create the case. Note - this does not necessarily involve using the Odyssey Jail user interface, it simply uses the Jail database area as a pass-through interface mechanism.

9	Topic	Requirement	Pinellas Request
	E-Filing	Pinellas did not find anticipated e-filing support within Case Manager; specifically, there appears to be a gap with no "clerk review" and no "judge review." For eFiling, Tyler must comply with Supreme Court Administrative Order 09-30.	Please explain how Case Manager supports eFiling from the CMS perspective. Will Case Manager offer all of the needed functionality for Pinellas' e-filing needs, including the clerk and judge review capabilities? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

9. Tyler's Response: Odyssey currently has a generic review queue. Tyler will make the necessary adaptations and modifications to interface with a future Florida Courts E-Portal as the technical specifications for such an interface are finalized, as we assume that integration will be required by all of our Florida clients.

10	Topic	Requirement	Pinellas Request
	E-Warrants	Tyler must provide for the creation, tracking, update and quash/recall/cancel of a system entity known as an electronic warrant, which is comprised solely of data elements in the system (not "documents"). Warrants need to be available 24/7; please provide recommended method.	What method of electronic warrant creation, processing, tracking and cancel\recall will Tyler provide, and what does Tyler suggest as a solution for Pinellas "24x7 eWarrants availability" needs? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

10. Tyler's Response: Warrants are stored in Odyssey as a full-featured data entity, and may either be a freestanding warrant, or a warrant attached to a case. Configurable warrant statuses track the progression of a warrant through the process of creation, quashing, recalling, canceling, etc.

Tyler will build a warrant query application accessing the Odyssey replicated database to support 24x7 requirements. This application will be included in the cost proposal.

11	Topic	Requirement	Pinellas Request
	E-Warrants	Tyler must estimate the cost of providing an automated electronic warrants interface to FDLE's FCIC system. Pinellas is an FDLE "interface" client, sending eWarrants data automatically from the CMS into FDLE's FCIC via the FCIC IPC specification.	Will Tyler implement the appropriate electronic warrant interface to FDLE's FCIC system? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

11. Tyler's Response: Tyler will build an automated electronic warrants interface to FDLE FCIC. Details of this interface will be fleshed out when implementation begins, but our estimate will be based on several assumptions and design considerations.

1. Tyler will produce (outbound) and consume (inbound) interface files for the warrant interface, and Pinellas County Sheriff's Office will facilitate the transfer of this file with the state FDLE FCIC network (as documented in the provided 12/17 Interface Document).

2. For local/second-party verification steps, Odyssey provides the feature of adding multiple statuses onto the warrant record (with the most current status record notated). These statuses drive the triggering of transactions to FDLE FCIC.

3. For "packing" the warrant with data from additional law enforcement sources, Tyler will consume (inbound) a defined interface file for updating party information. Since these other sources are not specified, we assume that Pinellas County will be responsible for querying other systems and producing this input file to Odyssey. For recording of the source of this data, Odyssey can store a note on the warrant record documenting the specified sources of this information.

12	Topic	Requirement	Pinellas Request
	Automated Workflow	The system must auto-calendar and distribute notices of next court date based upon many different system events that should also trigger auto-calendaring, such as docket code entry, warrant service, bond event, etc. The system must have the ability to automatically remove or add events to/from calendars based upon entry of certain docket codes on a case or a case party (such as a defendant). Business rules will vary by division/section, and will vary depending upon the case type and the specific docket code entered.	Will Tyler provide the required automated workflow functionality for Pinellas, specifically including the auto-calendaring, event processing and business rule configurability functions? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

12. Tyler's Response: Odyssey includes several features related to auto-calendaring and some of the specific items you have indicated in this requirement.

First, Odyssey has a native ability to auto-calendar the first hearing at case creation based on administrator-defined criteria that can be different by case type. However, after case creation there is no native functionality to auto-schedule hearings. In items .28 and .44 of the original response, Tyler included time to write Custom Business Rules for Pinellas to accommodate those specific auto-calendaring requirements.

Second, in item 2.0 of the original response, Tyler responded in the affirmative that the ability for workflow to auto-generate notices was included as native functionality. For some hearing types it may make sense to immediately generate a hearing notice. For those types of hearings an administrator can configure notices to be auto-generated as soon as the hearing is scheduled. If it makes more sense to generate notices in batch at a later time, notices can be scheduled via the job engine to run at regularly scheduled intervals for relative date ranges. In either instance, Odyssey uses an administrator-defined notice type setup to dictate which types of parties get what notice form.

Based on those specific requirements from the original requirements matrix that seem to relate to auto-calendaring and workflow, we believe we either meet or have included enough time to meet these requirements. If there are requirements beyond these specific items, Tyler would have to build additional business rules to accommodate them.

13	Topic	Requirement	Pinellas Request
	Correct Docket Entries	The system must have the ability to correct docket entries, automatically backing out other system changes created by the initial erroneous docket entry.	Will Tyler provide an effective docket correction system to provide this functionality? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

13. Tyler's Response: As described in 3.46 of our original response, there is not permanent link between the originating docket entry and most resulting actions. Therefore, it will be near impossible for Tyler to propose a global mechanism for providing this type of feature. If there are specific areas of concern once the system is implemented, we would be more than willing to discuss those with you and devise a mechanism for dealing with those specific items.

14	Topic	Requirement	Pinellas Request
	Global360 /	Tyler must cost, and agree to provide, a bi-directional interface to the Clerk's	Please describe the impact and/or implications of utilizing a hybrid approach whereby some workflow

	Case360 Interface	Global360/Case360 workflow and EDMS system. Pinellas will require an understanding of impact and/or implications of utilizing a hybrid approach whereby some workflow and image storage is accomplished within Case Manager, and other workflow and image storage is accomplished via a hand-off to Global360.	and image storage is accomplished within Case Manager, and other workflow and image storage is accomplished via a hand-off to Global360. Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

14. Tyler's Response: Although Tyler has successfully integrated to a third party document management system, the vast majority of Tyler clients find that Odyssey's built in content management meets their business needs. The end result was that the client could click on a link on a docket entry in Odyssey and access the document in a third party viewer, but when Tyler interfaced to a third-party content management system, most, if not all, of the native Odyssey features were lost.

Among some of Odyssey's key features are:

- Batch Scanning
  - Bulk scanning of fixed-length documents
  - Bulk scanning of different length documents with barcode separator pages
  - Auto association of documents based on pre-affixed barcodes for specific docket entries
- Interactive scanning
  - For "one-off" scanning of documents, simply right click on the docket entry and scan
- Work Queues
  - Docketing en masse from electronic work queues of images
  - Multi-step and multi-forking work queues with configurable escalation paths
- Citation Image Zoom – when traffic tickets do not come electronically, you can train the image viewer to pan/zoom to the right place on the citation based on where you are on the data entry form
- Redaction
  - Interface to Mentis' AI Redact for auto redaction
  - For "one-off" documents, interactive redaction

One of the biggest advantages to Odyssey's integrated content management is that the documents are associated to the actual docket entries. Then they are available right from the Progress Docket screen on the case in Odyssey. Plus, docket entries associated to specific hearings make those documents easily accessible from the court session.

The built-in content management is available in all the product centers, so Pre-Trial, Prosecutor and Public Defender can scan/attach documents. Remember that they do not have a need to re-scan anything that the Clerk/Court has entered that is public record, because they will be able to simply view it from within their product center.

Tyler made the assumption in our original proposal that Pinellas County would utilize Odyssey's built in Content Management. We intend to demonstrate Odyssey's workflow and content management in great detail during the demos in late January. Tyler would suggest that Pinellas County seriously consider the built-in content management, which is included in the license fees for Odyssey, as a highly cost-effective solution.

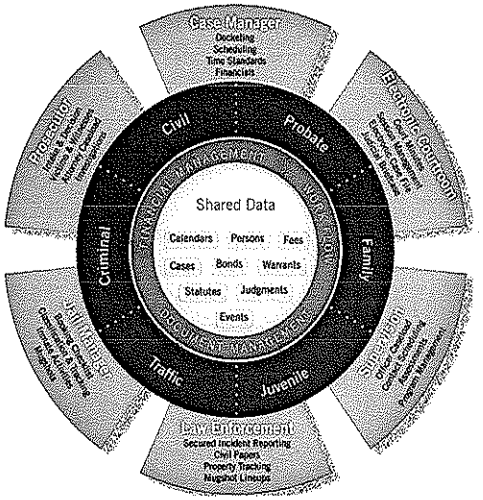
15	Topic	Requirement	Pinellas Request
	One Shared Case	Pinellas requires a "virtual single shared case" whereby updates originated by any authorized stakeholder user immediately become the "court record" (where appropriate), whereby such changes become available to all users of Case Manager and related modules (such as Prosecutorial and Public Defender) without re-keying. Individual justice partners and organizations need an additional security layer so that their modifications to the "court record" (and access to local proprietary case-related data, such as investigative notes) are not viewable by all partners at all times. CCMS changes should be bi-directional and instantaneous so that other organizations can immediately see appropriate, viewable entry changes made by other justice partners. Pinellas needs the ability for multiple people to work on the same case at the same time, or at least have seamless access to a "virtual shared case."	Please finalize and describe the technical approach of your proposed method of providing a "virtual single shared case." Additionally, if replication is a component of Tyler's design to implement one shared case, please address any replication thresholds and their impact upon performance. (If replication is utilized, how will Tyler provide alerts and/or an audit function to ensure no replication errors between databases?) Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

15. Tyler's Response: (format edited to reduce size)

Odyssey is a suite of integrated justice products that share a single, common database.

Key to the security of sharing data is an organizational chart that sits behind Odyssey. It is built to mirror the county or state in which Odyssey is installed. Each data entity is owned at a location in the org chart and rights are granted based on that ownership.

Some data entities are actually owned not by a single office or product, but by the system. For example, parties are shared across all product centers and rights to view/modify party data are granted to users based on the type of party, not which office "owns" the party.



Some data entities are actually owned by a particular product center, but may be directly viewable in other product centers because they are public record or because it expedites the judicial process. Let's take hearings as an example. A hearing is scheduled on a calendar via Odyssey Case Manager. However, if the court case that has the hearing is linked to a case in Odyssey Prosecutor, the State Attorney user, provided they have the appropriate rights, can see that court hearing without leaving the Prosecutor product center.

Some data entities are owned and not visible in other product centers. A prime example of this kind of data entity is an attorney's notes. A user must have explicit access to the Prosecutor product center as well as specific access to the case and the notes feature.

Charges are a unique data entity. They are linked to multiple data entities in different product centers, but also have a special versioning feature unique to Odyssey. Because a charge can change as it works its way through the justice system, Odyssey creates a "snapshot" of a charge at various important steps in the charge's lifecycle (e.g. arrest, prosecutor decision, plea, disposition, etc.) which includes the pertinent information about the charge at that point. A charge may be linked to both a case in Prosecutor or Public Defender as well as linked to a court case in Case Manager. Each "snaphot" or phase is owned by a particular product center, but is viewable in the other product centers. Regardless of the product center, the current phase is always displayed, with quick and easy access back to the full history. As an example, if the defendant is convicted of a different statute than they were charged with, when the Clerk enters that disposition in Case Manager so that it can be reported to OBTS, the next time the State Attorney pulls up that case in Prosecutor it would have the charge as it was disposed. However, with a couple clicks, the State Attorney could still see what they originally filed. The key is that the State Attorney did not have to re-key the final outcome of the charge in the court.

With that understanding of how data entities may be owned in a product center, yet shared and even viewed from other product centers, let's talk specifically about the case record. The State Attorney, the Public Defender and the Clerk/Court would each create their own case records at different times in the lifecycle of a charge/defendant. The same party record as the defendant and the same charge(s) would be linked to each case. What this provides for is the ability for each office to have data elements unique to their office, like case status, while maintaining shared data where it makes sense, like the defendant's address or the current version of the charge. One could think of each office's "case" as merely a perspective into the same set of data.

Note that database replication is used by Odyssey clients, but for the purpose of creating a separate reporting and public access database, not for the purpose of supporting the actual production system for the integrated justice offices using Odyssey.

16	Topic	Requirement	Pinellas Request
	One Shared Case	In some instances, the "court record" case number (i.e., the UCN) will be the number utilized by the State Attorney or Public Defender for tracking purposes; in other instances, a secondary SAO case number may be additionally required, either on an existing case with a UCN or on a local SAO case that does not yet have a UCN assigned.	Will Tyler provide the needed "court record" case number distinction that the Pinellas justice partners require? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

16. Tyler's Response: Building on what we learned in item 16, we can now address the concept of the case number and UCN. Each electronic case record in Odyssey for each office (State Attorney, Public Defender, Clerk/Court) has a required data element for a number. Because a Prosecutor or Public Defender case could exist in the computer prior to the existence of a court case, Odyssey does not assume that a court case number has been assigned yet. Therefore the ability to have what Odyssey calls a Control Number on a Prosecutor or Public Defender case exists. These numbers have a configurable format and are indexed for searching in the Prosecutor (and soon to be Public Defender) product center.

Once the charge(s) has been assigned a court case number, the case is indexed in Prosecutor (and soon to be Public Defender) by both the original control number that may have existed and the court case number.

Tyler utilizes a field in Odyssey called a Case Cross Reference Number in which to store the UCN. A Case Cross Reference Number is a mechanism to store any types of numbers generated by outside agencies that reference this case. A custom business rule has been implemented in our Florida clients that defines how and when this number is generated. Because Case Cross Reference Numbers are generally indexed, the case is also searchable by the UCN once it is generated.

Because each of the respective product centers has their own case or control number, yet they are searchable by the other numbers, this provides the most flexibility for all business situations (i.e. where the SAO has a case without a UCN first, where the SAO or PD has a case that has a court case and UCN, and so on).

17	Topic	Requirement	Pinellas Request
	Mass Docketing	Pinellas needs the ability to view all docket entries on a case on one screen and apply "en masse" actions to docket entries shown. Again, on one screen, the system must have also have the ability to apply "en masse" docket entries on multiple cases (may be different case types, and possibly multiple defendants) at once, based upon the user's selection of multiple cases/defendants. This "en masse" docketing capability also is required for "selected or all parties on a case." En masse docketing is especially prevalent on juvenile dependency cases and civil cases, wherein one docket entry must be automatically added for each related case or for each minor child on a case.	Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

17. Tyler's Response: Odyssey's native functionality includes a single screen on the case called the "Events" screen from which the user can see all docket entries on a case. The user can choose to also include other related events such as hearings, pleas, dispositions, sentences/judgments on that same screen. Any associated documents can be viewed right from the case Events screen.

Additionally, Odyssey includes a feature that is an entire summary of the case, typically called the Progress Docket in Florida. This feature is accessible with a single click from the summary of the case that appears first. This screen is highly configurable by an administrator as to what information appears and in what order and to what level of detail. It can include not only typical docket entries, but parties and their attorneys, as well as financial information. Additionally, any associated documents are accessible with a single click from the Progress Docket view.

Odyssey's native functionality includes a single screen called "Group Add Events". From that screen the user can configure it in several different ways to assist with the adding of multiple docket entries. The screen can be set to retain:

- Case Number – For use when there are multiple docket entries that need to be made on the same case. After adding one docket entry to the list, the case number remains and the user can change the docket entry code.
- Event Type – For use when the user is entering multiple documents that are all the same type, but across different cases. After adding one docket entry to the list, the docket entry type stays the same, but the user can type in a different case number
- All – Much like "Event Type", but for use when the user is entering multiple documents that are all the same docket entry type and the user also wants to retain the comment fields from entry to entry.
- None – For use when the user is entering multiple documents that are all different types across different cases. After adding one docket entry to the list, the screen clears except for maintaining the date and the user can select a different case number and docket entry type code.

Tyler intends to demo the Group Add Events feature heavily during the Document Management session in late January. It is from this screen that the user can also interface with Odyssey's document work queues and actually do the docketing from the electronic images that were batch scanned in and automatically separated into various work queues.

18	Topic	Requirement	Pinellas Request
	Multiple Addresses on Notices/Mailings	The system must have the capability to designate multiple addresses to automatically receive system-generated notices and other mailings. The user should be able to turn on or off this designation to send duplicate notices or mailing. This applies to all entity types that have addresses, including businesses.	Will Tyler's proposed solution offer this multiple addresses feature for Pinellas' required mailings and notices? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

18. Tyler's Response: In item 8.4 of Tyler's response to the RFP we indicated that although Odyssey stores multiple addresses for a party, there is a hierarchical way we determine a single address to notify. Tyler has included additional development time in our final proposal for

modifications on this item. Since Odyssey does not currently do this and there is very limited information here, it is difficult to describe how we would design this feature. Tyler would simply include this feature in our standard development process and work with Pinellas County to design it in such a way as to be complimentary to the product, yet meet the business requirements.

19	Topic	Requirement	Pinellas Request
	Records Management	Tracking the "home location" and "current location" of a physical case file is required. The system must track multiple states (statuses); for example, a case "partially on microfilm" and partially not, or a case file "destroyed" but containing subsequent document that were added after file destruction, etc. Case Manager must integrate with TrakMan or provide an alternate solution. In addition to tracking the "case court record," for the same UCN, the system must also track related physical case files kept by the SAO and by the PD. The Case Manager records management component must also provide for the automated creation of destruction lists based upon parameters set by local business rules.	Will Tyler provide the records management functionality needed, including multiple record statuses, home location designation, current location, TrakMan integration, SAO/PD file tracking and automated destruction list generation? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

19. Tyler's Response: Tyler has several options that Pinellas County could take advantage of in the area of physical file tracking.

Tyler does provide a one-way interface to TrakMan upon case creation. Those clients that use TrakMan for file folder management employ this interface to export case data from Odyssey to TrakMan when a case is first created. After case creation, there is no contact between Odyssey and TrakMan. All tracking of files is then done within TrakMan and Odyssey has no knowledge of this data.

Tyler does provide native functionality for the tracking of file folders within Odyssey which allows for tracking multiple volumes of a case file. Volumes can be moved/marked as all in a single location or volumes can be moved/marked separately if they are not all stored together. A history of each volume's location, along with the current location, is easily accessible from the summary tab of a case.

Odyssey provides a special bar code label that is not simply keyboard substitution for the case number (where the user must be in the case number field in order to make use of the barcode). A user can scan the bar code label of a case file when on any screen in Odyssey and Odyssey will launch that case record.

Odyssey also has a Move Multiple Case Files screen where files can be moved in batch from one location to another, either by typing in a list of unrelated case numbers, scanning files or using case number ranges.

As described in items 16 and 17, even though this is a shared system, the Clerk/Court, the SAO and the PD each have their own electronic case record with certain data elements unique to their perspective. The file folder is one of those elements that is unique to the office. Therefore, each office could have its own volumes, locations and destruction schedules for their version of their physical case file.

The one feature that Odyssey's file tracking does not currently include is the concept of a "home location". Tyler has included additional time in the final proposal to add this feature. Please make note that if Pinellas County chooses to use TrakMan, these hours would not be necessary.

20	Topic	Requirement	Pinellas Request
	NSF	System must not allow the cashier to accept a tender method of "check" when a prior NSF is indicated for a party or a case.	Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

20. Tyler's Response: Odyssey does not currently prevent the cashier from accepting a tender method of "check" when a prior NSF has been indicated. However, in item 9.9 of Tyler's response to the RFP, we have included time to enhance Odyssey with such a feature.

21	Topic	Requirement	Pinellas Request
	Pre-Trial	Case Manager must include basic pre-trial supervision information such as next court date, pre-trial case notes, call-in history, "did not call" log, and must be able to produce the mandatory "CITIZENS RIGHT TO KNOW" report.	Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

21. Tyler's Response: Tyler included a license to the Supervision product center in our original proposal which is utilized for pre-trial functions. We think the users will find it quite sufficient for supervising and tracking defendants on pre-trial release. We have included a little extra time in our final proposal to generate the CITIZENS RIGHT TO KNOW report.

22	Topic	Requirement	Pinellas Request
	Meta Data Layer	Pinellas requires the new Meta Data layer for ad-hoc and other reporting needs.	Please explain access and limitations re: reporting, extracts, mining, etc. when using Tyler's new Meta Data layer. Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

22. Tyler's Response: Tyler included a license to use the new meta data layer in the original proposal.

Tyler is still in design and development of the integration of SQL Server Reporting Services (SSRS). However, we can describe at a high level what we think the interaction will be like.

A report power user would need direct access to MS SQL SSRS to author a report. You can check the Microsoft website for details on what the user interface for SSRS looks like. The value that Tyler brings is that we are in the process of building out a meta data layer that would simplify the view of the complex Odyssey database and organize it into a tree structure akin to the tabs of data shown in the user interface. For example, the "Detail" tab of a case may have a couple dozen data elements that are strewn across that many tables or more. We are constructing a perspective into the database where the user could expand Case > Detail and see all those data elements and be shielded from the complicated joins that need to occur.

Core reports that exist in Odyssey each have a consistent parameter collection screen, can be run on demand or scheduled, and have a right that can be granted to each user in order to run the report. Because Odyssey's technology is built on the Microsoft technology stack and SSRS is an integral part of SQL, we believe we can provide a unique mechanism for tightly integrating these additional user-created reports into the Odyssey user experience. We have already prototyped a new procedure that will allow the report author to build a parameter collection screen and import their report into Odyssey, auto creating a new report right. Once in Odyssey, these reports will go through the same job and scheduling engines as other reports.

23	Topic	Requirement	Pinellas Request
	Automated Redaction	Automated redaction must be provided. Multiple versions of the document must be maintained with appropriate version control applied.	Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

23. Tyler's Response: Tyler has prior implemented an interface to Mentis' AI Redact product for the functions of automated redaction. Based on document type an Odyssey administrator can indicate which document types require redaction. Once scanned, a copy of the document is dropped into a directory that AI Redact monitors. The status of the document is updated in Odyssey to be "Pending Redaction" so that a user can be aware that it has not yet been redacted.

An Odyssey service polls AI Redact for an update on the document. One of two outcomes can occur. First, AI Redact can respond that it is done with the document and no redaction was necessary. In that instance, the status of the document in Odyssey is updated to "Original – No Redaction". Second, AI Redact could return a redacted image. In that instance, Odyssey creates a new version of the document and updates the status to "Redacted". Any time a user views the document in Odyssey, the redacted version is presented first, but provided they have the right, the user can from within the document viewer, switch to the original non-redacted version.

24	Topic	Requirement	Pinellas Request
	DL Transcript	Pinellas requires an additional interface to retrieve drivers' license transcripts from the DMV, and display that data within Case Manager. Both manual user-requested "on-demand" and also automatic system-triggered downloads from DMV (based upon Time Standards, for example) must be provided.	Will Tyler provide this required interface? Please describe your solution to meeting this requirement, and indicate if Tyler will provide this required functionality and include the cost thereof in your best and final cost proposal?

24. Tyler's Response: Tyler will provide this required interface, and a brief description follows below.

For automatic system-triggered downloads from DMVHS, a scheduled job will generate an FTP file to the state to request the DL transcripts needed (based on to be defined criteria such as time standards, upcoming hearings, etc.). The job will also download previously requested DL transcripts, and attach them to the case for viewing.

For on-demand user requests, Odyssey will call DMVHS to retrieve and attach a single DL transcript to a specific case. There may be several possible methods for triggering this request. One alternative is to publish out a message to DMVHS based on some specific case event, and then attach the resulting DL transcript to the case. A second alternative is to use the hot-key (Alt-F1) report feature to call DMVHS with the request and then attach the resulting DL transcript to the case. During implementation, we will discuss alternatives with Pinellas and jointly decide on the most beneficial alternative.

Exhibit E Justice CCMS Required Interfaces and Extracts

Development and delivery phase and date will be determined during Gap Fit analysis. Some listed interfaces and/or extracts may be determined to be NOT NEEDED based upon the results of the Gap Fit analysis.

Interfaces and Extracts

Name of Application	Purpose of Interface
Accounts Receivable	**CJIS -> AR:** Court decisions that define amount due (fines, restitution, etc.) are posted to the AR system. **Point Of Sale (POS) -> AR:** Cash registers update amounts in Clerk's AR system. **POS -> AR:** Cash Registers update amounts in Clerk's AR system. **AR -> POS:** POS reads amount due for a case This system is used to interface with the cash register system to update the amounts in the Clerks' AR system (currently also part of legacy CJIS). Most receivable accounts are set up through the ICD download program.
Alternative Dispute Resolution (ADR):	***CJIS -> ADR:*** *This system calls a transfer program on the mainframe and passes in the case number.* The mainframe puts the information in a "com area," and moves inquiries from VB6 to legacy CJIS using a CICS client. One way process that passes Pinellas County case data to ADR, including parties and dockets. Pinellas Juvenile cases are manually entered.
Calendars for Public View	**CJIS -> Designated PC @ CJC (FTP):** Court Administration uses a calendaring system developed by BTS whereby TV monitors near the CJC escalators are fed from a computer in a network room. Twice per day the computer gets a file that passes the data feeding the TV monitors. (Note: Court Administration currently has use of the Infocaster product; they could possibly take a feed into that and have that feed the monitors.)
Collection Agencies	**CJIS -> Collection Agencies:** Information about case payments which are 90 days delinquent is sent (FTP flat file) to the collection agency. The only collection agency used by Pinellas County at this time is: Linebarger, Goggan, Blair, & Sampson, LLP. **Collection Agencies -> CJIS:** Payment information is sent back to the CJIS system Monday through Friday on business days. Payment records are posted to the adacast file which is the same file used by the clerk cash

Name of Application	Purpose of Interface
	register system program clkadp6r is initiated to post the payments to the AR system.
In-Court Docketing (ICD)/Cash Register	**ICD -> Cash Register:** Provides assessment amounts for the purpose of taking immediate payment until the accounts receivable record is created in CJIS from the upload process.
Drug Court Application	**CJIS -> SUPPORT 2020 Drug Court DB:** A web service call will be made to the mainframe for person and case information (Adult). This will be done using the case and SPN. Data will be returned and put into the SUPPORT 2020 drug court database.
ICD/Calendar	**CJIS -> ICD:** Download calendar information to CJC for In-Court Docketing. Extract case and person data from the mainframe creating flat file download files and adding records to the appropriate ICD calendar files.
ICD GUI (Added Cases to Calendar)	**CJIS -> ICD (GUI):** Allows court clerks to add cases to their court calendars "on the fly". (CICS Mainframe/CICS Client/JAVA Web Services/Web Services on the Mainframe)
ICD (After Court upload)	**ICD -> CJIS:** Upload courtroom information to the CJIS system, includes court minutes and docket information.
Jury Management/ICD	**Jury -> ICD:** Provides jury panel information to the In-Court Docketing program. Each Jury panel is then loaded into the ICD database. The Court Clerk will link a Jury panel with the appropriate case(s). **ICD -> Jury:** Update jury management system regarding selected jurors, excused jurors, challenged jurors, number of days juror served, case disposition information including courtroom personnel.
DJJ- Department of Juvenile Justice	**DJJ -> CJIS:** A VB program polls every 30 minutes the DJJ intake database for newly entered data. When found, it is loaded to a mainframe VSAM file. Users of the juvenile system can view this file and select an intake record, the selected intake data is then loaded onto the CJIS intake (booking) screen. Using this method, the user does not have to re-type data already entered by DJJ.

Name of Application	Purpose of Interface
DHSMV – Dept of Hwy Safety and Motor Vehicles	**CJIS -> DHSMV:** This interface is a request for drivers license transcript information from DHSMV. After prompting for a court date, the mainframe program selects party information for each traffic case set for court that day. The list is sent to DHSMV and the transcript information is returned.
DougDocX	**CJIS -> DougDocX:** This is a software package that generates electronic and printed documents of various types. This package has the ability to merge data into a template, add a pre-defined header to a document, and add an electronic signature. The software can also email the final document instead of printing it. It uses incoming data from legacy CJIS to populate its data fields.
Drivers School	**CJIS -> Drivers School (web page):** The file contains information about drivers who are eligible for driving school (to reduce cost of ticket, avoid points, etc). Driving Schools pay a fee to access this data.
Evidence Archival and Retrieval System (EARS) - Criminal	**CJIS (Criminal cases) -> EARS:** Case information loaded from CJIS to EARS on users request. EARS System is a Client-Server application created in VB6. The data is stored in SQL Server 2005 database EV_CRIM_PROD on CLKICDSQL Server. Communication with CJIS is real-time, via CICS Client. **EARS -> CJIS (Criminal cases):** Destruction dockets are uploaded from EARS to CJIS after evidence destruction
Pinellas Archive of Civil Evidence (PACE) - Civil	**CJIS (Civil Cases) -> PACE:** *Case information loaded from CJIS to PACE on users request.* PACE System is a Client-Server application created in VB6. The data is stored in SQL Server 2005 database EV_CIVIL_PROD on CLKICDSQL Server. Communication with CJIS is real-time, via CICS Client **PACE -> CJIS Civil:** Destruction dockets are uploaded from PACE to CJIS after evidence destruction
Fine Payments (Amscot/Ace Checking)	**Amscot/Ace Checking -> CJIS:** Transmit payment information for traffic fines paid at an Amscot location rather than through Clerk POS.
Fine Payments (AR	**AR Payments - Kiosk / IVR / Web > CJIS:** Take payments for traffic / criminal / boating / misdemeanor and ordinance fines using county kiosk, IVR or Web programs rather than through Clerk POS.

Name of Application	Purpose of Interface
Kiosk/IVR/WEB)	
FACC – Florida Assn of Court Clerks and Comptrollers:	**CJIS -> CCIS:** This FACC system is a Comprehensive Case Information System. The system searches through all mainframe CJIS files to see what case information has been touched, changed or added. That information is gathered together and a docket search retrieves the information from the Mainframe and distributes the results to FACC-CCIS. Gathered together in a batch process daily
Florida Dept of Law Enforcement (FDLE) to FL Crime Information Center (FCIC):	**CJIS -> FCIC:** Inquiries and updates from legacy CJIS Warrants system sent to FCIC over private network www.flcjn.net. Transaction formats defined by FDLE's FCIC II. All communications must originate from a certified operator. Connection is over TCP/IP Socket to the Sherriff's Office, and from there onto flcjn.net. Call between warrants and FDLE is synchronized (not asynchronized). **FCIC -> CJIS:** Responses received from FCIC are logged within CJIS and used as the basis for file updates. The response is also formatted and prints real-time at the Sheriff's Office. This is a response received from every transmission sent on page 54. Response data is X'0D25' field delimited.
Global 360 / Case 360 (Adult)	**Adult -> Case 360:** CJIS sends pertinent case information on demand via a web service initiated from Case360. Sends daily notices in TIF format via Planet Press to be picked up and processed by Case360. Note: Still under development. **Case 360 -> Adult:** Send Case360 image's filestore id to CJIS when adding or updating dockets. Filestoreid linking docket to image is stored in a VSAM file on the mainframe. The Case360 system passes the docket record key and filestoreid to CJIS via a web service and the docket record is updated.
Global 360 / Case 360 (Probate)	**Probate -> Case 360:** Gets Probate docket information from the mainframe: **Case 360 -> Probate:** Allows users to add new docket entries to Probate Cases. Add dockets to the mainframe through Case360.
TCIndexer	**Traffic -> TCIndexer:** Allows users to search Traffic person and case data. Allows TCIndexer user to request the mainframe to create a new System Person Number (SPN) or case, the mainframe edit in a synchronous mode and return any errors found with the data. Allows the user to view person and case information.

Name of Application	Purpose of Interface
	TCIndexer -> Traffic: Allows users to perform numerous add and modify functions for Traffic cases.
Jail Inmate Management System (JIMS) - Unisys	**CJIS -> JIMS:** The JIMS interface keeps arrest, charge, incarceration, bond, etc. data in sync between the JIMS and CJIS systems. **JIMS -> CJIS:** The JIMS interface keeps arrest, charge, incarceration, bond, etc. data in sync between the JIMS and CJIS systems. **JIMS Bonds -> CJIS:** Bond information (amount paid, date paid, paid by whom) is posted in the JIMS system and sent to the CJIS system. This system creates inquiries and updates from both JIMS and legacy CJIS systems. The data is passed using FTP of XML formatted flat files. Data includes information on booking, housing/classification, person information, charges and victim information. This is a critical interface used to automatically initiate cases in CJIS based upon incoming JIMS booking data. In the future with a new CCMS, this interface must be expanded to exchange more data bi-directionally between CCMS and JIMS.
State Mandatory Reporting for FDLE and Office of the State Courts Administrator (OSCA)	**Adult CJIS -> OBTS (Offender Based Transaction System) / SRS (Summary Reporting System):** Transmit case disposition information to FDLE (OBTS) and OSCA (SRS). **CJIS Juvenile Delinquency -> OBTS (FDLE):** Transmit Juvenile Delinquency case disposition information to FDLE only.
OnCore	**OnCore -> CJIS:** Information attained in the OnCore system (Aptitude Solutions), such as official book and page, is used to update cases. OnCore information loaded in file DMIRIBP and user can post activity through a CICS function.
On-line Sales with Realauction	**CJIS -> Realauction Mortgage Foreclosure Interface:** The Clerk's Office will have the ability to auction off thousands of delinquent property via the internet which will allow potential buyers to place bids from anywhere in the world. The County will send Realauction a delimited file via secured FTP and when the sale is completed, Realauction will send the County a delimited file via secured FTP to update CJIS files with sale information.

Name of Application	Purpose of Interface
Planet Press	**CJIS -> Planet Press:** This is a software package that communicates with the Heidelberg printer. This package has the ability to merge data into a template, add a pre-defined header to a document, and add an electronic signature. The software can also email the final document instead of printing it. It uses incoming data from legacy CJIS to populate its data fields.
St. Petersburg Police Dept. (SPPD) Subpoenas	**CJIS -> SPPD (Subpoenas):** Send file of subpoenas created for SPPD officers... Batch, FTP flat file
SPPD Warrants	**CJIS -> SPPD Warrants (City Limits only):** Send file of warrants within the city limits as defined by zip code...FTP flat file.
Subpoena Application – Sheriff's Pitney Bowes	**CJIS -> Sheriff's Pitney Bowes Machine:** The State Attorney, Public Defender and Clerk's offices request witness subpoenas when preparing their cases for court. Subpoena requests are cued up during the course of the day and printed in a nightly batch process on the mainframe. Based on identified criteria, the subpoenas are tagged to be either mailed or personally served, and grouped into a number of PDF files that are picked up and processed by Pitney Bowes equipment located in the Sheriff's office.
Traffic Citation Accounting Transmittal System (TCATS)	**CJIS -> TCATS / FACC D6:** Citations - basic case initiation & person information, Dispositions - DL suspensions, D6 sent daily via FTP as fixed length flat file. Once citation data is received from a law enforcement agency either by a paper citation or by an electronic transmission of the data, a citation record is created by the clerk of court's office. Citation information should be transmitted to the Florida Association of Court Clerks and Comptrollers (FACC). **TCATS -> CJIS:** Error & conformation reporting from FACC & DHSMV (invalid DL) is received by CJIS.
TrakMan	**CJIS -> TrakMan:** TrakMan is used to track the location of all Clerk's files. This includes files that have been microfilmed, imaged, and destroyed. It generates barcode labels for file jackets and scan sheets for files that are being imaged. CJIS does real-time updating of TrakMan via CICS using SQL code. CJIS also updates a file's

Name of Application	Purpose of Interface
	sealed/expunged status through a nightly batch process.
Unified Family Court (UFC)	This system is set up so that judges for juvenile cases can hear all related cases and the cases can be fast-tracked. UFC has its own subsystem application pulling content from various case/person areas in CJIS and aggregating in the UFC application for group scheduling, tracking and reporting. **CJIS -> UFC:** Copy case information from mainframe to VB6 application. Pertinent juvenile and other case information from mainframe is available within the Unified Family Courts application
Universal Docketing	**Universal Docketing -> CJIS:** Function is used to pass data from other systems into CJIS and also to pass data within CJIS.
Warrant 24/7	**CJIS -> Warrant 24x7:** This is our back-up warrant system used when the mainframe is down for maintenance. There is a 15 minute delay on real time updates. The data is contained in an Oracle database. Every 15 minutes a procedure runs on the mainframe to check for certain warrant-related dockets. If one is found, party case details (including all dockets) are copied into a holding file. The program deletes all existing information about that party and case, then writes the new data to the Oracle database. Any activity in the warrant system (add, change delete) a record is written to a work file, a CICS task is started every 15 minutes and for every record in the work file the corresponding warrant in the ORACLE database is deleted and warrant and person related information is copied to the ORACLE database.
Public Records	**CJIS -> Public Records:** Public Records is a public facing web site open to subscribers and guests to view Adult, Probate, Traffic, Civil and Official Records in Pinellas County.
Public Records (Probate Mental Health Calendar)	**CJIS –> Probate Mental Health Calendar:** Users can prepare Probate Mental Health Cases for Magistrate's use through this interface. A user enters in the facility, date, and time of a particular mental health calendar. These parameters are then passed to CJIS which returns more information about the calendar which includes case

Name of Application	Purpose of Interface
	numbers, names, notices, and comments. The case numbers are then used to retrieve images from the Probate imaging system and generate a ZIP file containing calendar information and images for each case that the Magistrate's office can use.
Traffic Batch Notices	**CJIS > Traffic Batch Notices:** When notices are printed from various CICS screens a copy is written to a VSAM file. During nightly batch more notices are printed and a copy is written to a VSAM file. These 2 dataset is merged and download to a server, the text data is convert to a word document where signature and seal is added depending on form id. An index is created that ties the document to the case docket code. The index and document is imported into Imaging. The work file does not have fix format. They are delimited and compressed for download, the download program parses the data.

Memorandum

To: Cindy Haumann, Manager Board Records

From: Suzie Jennings, Pinellas County Justice CCMS Project Sponsor

Date: February 7, 2011

Subject: Pinellas County/Tyler Technologies, Inc. Contract (089-0848-P)

On December 14, 2011, the Board of County Commissioners' approved contract (089-0848-P) with Tyler Technologies, Inc. for $5,800,000. The Master Agreement was signed (page 31) by the Board's Chair and Attested by the Deputy Clerk.

As part of the Master Agreement, Exhibit F, the Tyler Technologies, Inc. Maintenance and Support Services Agreement also requires signature. I have provided with this Memorandum two originals that require signature by the Board Chairperson.

Please return one original and one certified copy to: Suzie Jennings, Justice CCMS Project Sponsor, 315 Court Street, Basement.

(Exhibit F)
Maintenance and Support Services Agreement

This Maintenance and Support Services Agreement (this "M&S Agreement") is made and entered into as of the Effective Date by and between Tyler Technologies, Inc., a Delaware corporation ("Tyler" or "Tyler") and County.

WHEREAS, Tyler and County have entered into that certain Software License and Professional Services Agreement (the "Agreement") pursuant to which, among other things, County has acquired a license to Tyler's Licensed Software.

WHEREAS, County desires Tyler to perform, and Tyler desires to perform, certain maintenance and support services related to the Licensed Software.

NOW, THEREFORE, in consideration of the promises contained herein, along with other good and valuable consideration, the receipt and sufficiency of which all parties acknowledge, the parties agree as follows:

1. CERTAIN DEFINITIONS

1.1. Terms Not Defined. Terms not otherwise defined herein shall have the meanings assigned to such terms in the Agreement.

1.2. Business Day means Monday through Friday, excluding Tyler Holidays.

1.3. Business Hour means 7:00 a.m. to 7:00 p.m., Central Time during Business Days.

1.4. Circumvention or Circumvention Procedures means, as applied to a Documented Defect, a change in operating procedures whereby County can reasonably avoid any deleterious effects of such Documented Defect.

1.5. Defect means any bug, inaccuracy, error, contaminate, or malfunction, in the Licensed Software caused by, arising from, or emanating from the control of Tyler that renders the Licensed Software in non-conformance with the Specifications, including, without limitation, (i) the failure of the Licensed Software to perform according to the performance metrics and/or other performance standards specifically set forth in the Specifications, (ii) the failure of the Licensed Software to perform in accord with its established performance standards in judicial systems of similar size and similar transaction volume as the County. The overall effect of performance Defects on the County's ability to utilize the Licensed Software shall be considered in classifying the appropriate response time in accordance with Exhibit G to the Agreement.

1.6. Documented Defect means a Defect that County documents for Tyler pursuant to Section 2.1.

1.7. Effective Date has the meaning set forth in Section 8.1.

1.8. Legislative Change means a refinement, enhancement, or other modification to the Licensed Software necessary to comply with final, state and federal legislative mandates, court rulings, and/or administrative regulations or orders affecting all clients in County's state and pertaining but not limited to: (a) existing reports, exports, or data exchanges; (b) new reports; (c) new data entry fields for state reporting; (d) new fee calculations; (e) new disposition templates; (f) new sentence templates; or (g) new citation templates. Legislative Changes apply only to the requirements set forth above, as they apply to the intended use of the Application as of the Effective Date. By way of example, legislation requiring the Clerk of Court to perform tax collection functions shall not obligate Tyler to modify its court case management solution to collect taxes.

1.9. Service Level 1 Defect means a Documented Defect that causes (a) a complete application failure or application unavailability; (b) application failure or unavailability in one or more County remote locations; or (c) systemic loss of multiple essential system functions.

1.10. Service Level 2 Defect means a Documented Defect that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.

1.11. Service Level 3 Defect means a Service Level 1 Defect with an existing Circumvention Procedure, or a Service Level 2 Defect that affects only one user or for which there is an existing Circumvention Procedure.

1.12. Service Level 4 Defect means a Documented Defect that causes failure of non-essential Licensed Software functionality or a cosmetic or other Documented Defect that does not qualify as any other Service Level Defect.

1.13. Third Party Software means the operating systems and other software, set forth in Exhibit H to the Agreement, to be licensed, purchased, or otherwise acquired by the County from a third party that is minimally required to operate the System and such operating systems and other software that the County has actually licensed, purchased, or otherwise acquired and/or may be minimally required in the future to operate the System.

1.14. Version Release means new versions of the Licensed Software that contain technical improvements, functional enhancements, updates, extensions, and/or maintenance changes to the Licensed Software.

1.15. Tyler Holidays means one (1) day for a New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving, and Christmas day and up to two rolling holidays. The exact date for any rolling holiday will be published on the Tyler website in advance of the date.

2. END USER RESPONSIBILITIES

2.1. Documenting Defects. County must document all Defects in writing with sufficient information to recreate the Defect or otherwise clearly and convincingly document or evidence its occurrence, including, but not limited to, the operating environment, data set, user, or any other such information that Tyler may reasonably request. County shall deliver such information to Tyler concurrently with its notification to Tyler of a Defect. County shall use all reasonable efforts to eliminate any non-application related issues prior to its notification to Tyler of such Defect, including, but not limited to, issues related to the network, user training, County-produced extensions, and data problems not caused by the Licensed Software. Any technical or other issue for which County requests services, but which is not a Documented Defect, shall be treated as a request for other services and governed by Section 4.

2.2. Other County Responsibilities. County shall:

(a) maintain all required Third Party Software to the release level compatible with the installed version(s) of the Licensed Software;

(b) establish and maintain an internal help desk to be the central point of contact and communication between the end users and Tyler's support staff. In the event that the County is unable to establish and maintain an internal help desk, County may select up to twenty (20) "super users" who may contact Tyler's help desk.

(c) provide training on the Licensed Software to its employees;

(d) allow Tyler to install patches and other maintenance releases provided by Tyler in accordance with the County's change management processes;

(e) allow remote access by Tyler to County's servers via a County approved remote access or other mutually agreeable protocol to be enabled on an as-needed basis, provided, however, that County acknowledges that failure to provide a timely and practical remote access method may negatively impact Tyler's ability to perform its responsibilities under this M&S Agreement;

(f) implement and perform appropriate data backup and data recovery procedures related to the Licensed Software. In no event shall Tyler be held liable for any loss or other damage associated with the loss or destruction of any data related to the

Licensed Software that is attributable to County's failure to implement and perform such procedures on a timely and regular basis; and

(g) provide onsite installation, new integration, training, and other responsibilities with respect to Version Releases as set forth in Section 5.

3. TYLER RESPONSIBILITIES – SUPPORT SERVICES

3.1. General Services for Reporting Production Documented Defects.

(a) Tyler shall provide County with procedures for contacting support staff during normal business hours (7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday, excluding Tyler Holidays) for reporting Documented Defects. Tyler shall assist County in the diagnosis of any Documented Defect, including the assigned Service Level and Tyler's tracking number.

(b) For each reported Documented Defect, Tyler shall assign appropriate personnel to diagnose and correct the Documented Defect, and where appropriate, identify Circumvention Procedures. Tyler's initial response shall include an acknowledgement of notice of the Documented Defect, confirmation that Tyler has received sufficient information concerning the Documented Defect, and an action plan for resolving the Documented Defect and avoiding further deleterious consequences of the Documented Defect.

(c) Prior to the completion of the System Warranty as set forth in the Agreement, the Tyler Project Manager shall, on a monthly basis or upon such other timetable as the Parties may agree, review all currently outstanding Defects or other support issues with the County Project Manager. The Tyler Project Manager shall work with the County Project Manager to prioritize, escalate, and otherwise manage the resolution plan for such outstanding Defects or other support issues, and submit to the County for approval and acceptance.

3.2. Service Level 1 Defects. Tyler shall provide an initial response to Service Level 1 Defects within one (1) Business Hour of receipt of the Documented Defects. Tyler shall assign dedicated personnel and use all commercially reasonable efforts to provide, with immediacy, a Circumvention Procedure whereby the County can avoid any deleterious effects of the Documented Defects and, if necessary, provide a temporary hot fix or other emergency correction, within one (1) Business Day, to mitigate the effects of any such Documented Defects. Upon delivery of the emergency measures set forth above, Tyler shall provide a permanent resolution to such Documented Defects within five (5) Business Days. Tyler's responsibility for loss or corrupted data is limited to assisting County in restoring its database to a known, accurate state.

3.3. Service Level 2 Defects. Tyler shall provide an initial response to Service Level 2 Defects within one (1) Business Hour of receipt of the Documented Defects. Tyler shall assign dedicated personnel and use all commercially reasonable efforts to: (a) provide, with immediacy, a Circumvention Procedure, whereby the County can avoid any deleterious effects of the Documented Defects, within one (1) Business Day; and (b) if necessary, provide a temporary hot fix or other emergency correction, within five (5) Business Days to mitigate the effects of any such Documented Defects. Upon delivery of the emergency measures set forth above, Tyler shall provide a permanent resolution to such Documented Defects on or before the next published maintenance or service pack, which shall occur at least quarterly. Tyler's responsibility for loss or corrupted data is limited to assisting County in restoring its database to a known, accurate state.

3.4. Service Level 3 Defects. Tyler shall provide an initial response to Service Level 3 Defects within one (1) Business Day of receipt of the Documented Defect. Tyler shall use commercially reasonable efforts to resolve such Documented Defects without the need for a Circumvention Procedure with the next published maintenance update or service pack, which shall occur at least quarterly. Tyler's responsibility for lost or corrupted data is limited to assisting County in restoring its database to a known, accurate state.

3.5. Service Level 4 Defects. Tyler shall provide an initial response to Service Level 4 Defects within two (2) Business Days. Tyler shall use commercially reasonable efforts to resolve such Documented Defects with a future Version Release.

3.6. Help Desk & Desktop Support. Tyler shall provide the County with procedures for contacting support staff during normal business hours (7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday, excluding Tyler Holidays) for reporting Documented Defects or obtaining helpdesk support on general application functionality.

3.7. Technical Server & Systems Support. Tyler shall use commercially reasonable efforts to provide County with technical support to assist County with troubleshooting the loss of functionality of Licensed Software for reasons other than a Documented Defect. Tyler technical support shall be limited to:

(a) assisting the County with isolating the source of Licensed Software failure due to systems-level hardware, Third Party Software, network, client-level hardware or peripherals;

(b) providing recommendations to County regarding resolution of said non-defect failure(s); and

(c) providing County with assistance on basic maintenance and administration of the Licensed Software environment, including basic data backup and restore procedures, deployment of Version Releases, and setup of supported peripheral devices for use with the Licensed Software

3.8. 24 X 7 Emergency Support. Tyler shall provide the County with procedures for contacting support staff after normal business hours for the limited purpose of reporting emergency application unavailability issues (such as a Level 1 Defect) within the Licensed Software. Tyler shall use commercially reasonable efforts to provide the response set forth in section

3.9. Saturday Technical Support. Tyler shall use commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to allow assistance to County IT staff. This option is available for the application of patches and full release upgrades as well as consulting with the County IT staff for server maintenance and configuration for the licensed software environment. Such pre-scheduled support shall be in accordance with the County's change management processes and corresponding maintenance windows; and shall include an option for one (1) Sunday per quarter.

3.10. Base Version Level for Correction. Tyler shall correct or otherwise cure Documented Defects to the current Version Release of Licensed Software made available to County and either the immediately preceding Version Release or all Version Releases released to County within the prior one (1) year, whichever is greater.

3.11. Escalation Procedure. If Tyler is unable to resolve any Service Level 1 or Service Level 2 Defect as provided in Section 3 herein, or if County believes the Defect creates a severe negative impact on the County's business operations that warrants a more aggressive response than provided herein, County may immediately escalate the issue to Tyler's Director of Client Services. Tyler and County will use good faith reasonable efforts to meet, discuss, and agree upon a resolution plan for the affected Defect. If County and Tyler's Director of Client Services cannot agree upon an acceptable resolution plan within 24 hours of such initial escalation, or such other reasonable time as the parties may agree, County may further escalate the issue to Tyler's Division Chief Operating Officer or Division President who shall have final authority to negotiate an acceptable resolution plan. Prior to the end of the System Warranty as set forth in the Agreement, the County Project Manager may escalate any issue or Documented Defect, regardless of severity or assigned Service Level, to the Tyler Project Manager who shall have the authority to revise the Service Level previously assigned by Tyler support personnel in consideration of circumstances unique to County's environment or implementation project.

3.12. Legislative Change Support. Tyler shall assign dedicated personnel and shall use all commercially reasonable efforts to implement all Legislative Changes within the time frames set forth in the applicable Legislative Change as stated in Section 1.8 herein. In the event that Tyler is unable to meet such timeframes, Tyler shall, at a minimum, provide a Circumvention Procedure or other such actions to enable full compliance of the Legislative Change; and shall provide a maintenance patch or other such actions to enable full compliance with immediacy; and in no event shall a permanent resolution extend beyond the next Version Release. Tyler's sole liability for implementing Legislative Changes in any calendar year shall be limited to the number of hours of programming

services, at Tyler's then current hourly rates, equal to not more than 20% of the total Annual Maintenance Fees for the Licensed Software paid by all clients with Legislative Change Support in County's state during such calendar year; to the extent additional programming services are required, such services shall be billed to County at Tyler's then current hourly rates. Notwithstanding the foregoing, County shall be responsible for the cost of any other services required to implement a Legislative Change, including, without limitation, training, configuration, project management, or data conversion. Upon the mutual determination of the need for a Legislative Change that exceeds the limitations set forth above, Tyler shall provide County with a written statement identifying the total number of hours that Tyler is liable for Legislative Change Support as calculated above plus a good faith estimate of the additional cost to County. Such additional costs, if any, shall be prorated as a percentage of Annual Maintenance and Support Fees among all clients in County's state with Legislative Change Support.

4. ADDITIONAL SUPPORT SERVICES

County may request support services in addition to the standard maintenance offering (a "Service Request"). Such other support services may include, without limitation, services related to: (a) additional training; (b) technical assistance; (c) programming services; (d) installation of add-on components; and/or (e) business analysis. Tyler shall provide to County a written response to the request which describes in detail the anticipated impact of the request on the existing Licensed Software, the time required to perform such services, an implementation plan, and a schedule of the fees related thereto. Fees for additional support services shall be billed by Tyler directly to County and shall be invoiced monthly, which shall be due and payable in accordance with Section 7.2.

5. VERSION RELEASES

Tyler shall notify County of the occurrence of a new Version Release and shall provide County with such Version Releases for the Licensed Software. The delivery of each Version Release shall include a complete, installable copy of the Licensed Software, together with release notes and other appropriate documentation. County shall, at its own expense, be responsible for any installation assistance, new integration, and training with respect to each Version Release that falls outside of the maintenance services set forth in this Maintenance and Support Services Agreement. The resolution of any version upgrade installation difficulties experienced by County as the result of inadequate release documentation, defect installation software or procedures will be at no charge to County.

6. THIRD PARTY SOFTWARE

6.1. Notice of New Third Party Software. Tyler shall provide County with advanced notice of any mandated new Third Party Software revision that shall be required to load a Version Release. Tyler shall use commercially reasonable efforts to minimize the need for County to rely upon updates of Third Party Software.

6.2. Tyler Certification. At Tyler's expense, Tyler shall certify the compatibility of Third Party Software components used by the Licensed Software and maintain a list of supported Third Party Software release levels. Version Releases shall be certified to supported versions of all required Third Party Software. Tyler shall certify new releases of Third Party Software within a reasonable timeframe, but in any event, shall be no more than one (1) major release and/or service pack behind.

6.3. Costs. County is responsible for all costs associated with installing and maintaining Third Party Software versions that are identified on Tyler's list of certified Third Party Software.

6.4. Maintenance. County is responsible for maintaining software maintenance/update agreements with Third Party Software vendors at County's expense. At the request of County, Tyler shall participate with County in discussions with Third Party providers on all software maintenance issues.

7. FEES

7.1. Annual Maintenance Fee. County shall pay Tyler the annual maintenance and support fees as set forth on and in accordance with the timetables of Schedule 1 (the "Maintenance and Support Fees"). Through the completion of the System Warranty and for a period of two full County fiscal years thereafter, there shall be no increase in the Annual Maintenance and Support Fees. Thereafter, any increase in the Annual Maintenance and Support Fees shall be limited to the lesser of six percent (6%), or the annual cost of living increases according to the Consumer Price Index for All Urban Consumers, All Items, U.S. City Average, as published by the United States Department of Labor, Bureau of Labor Statistics, Invoice and Payment. Each invoice shall include, at a minimum, the total invoiced amount and a reference to the specific items being invoiced under this M&S Agreement. Following receipt of a properly submitted invoice, County shall pay amounts owed within thirty (30) days. All payments shall be made in U.S. currency. Any undisputed sum not paid when due shall bear interest at a rate of prime rate (as set forth in the Wall Street Journal) plus five percent (5%) per annum or the highest rate allowed by governing law, whichever is less.

7.2. Maintenance on County-Specific Customer Enhancements. The annual Maintenance and Support Fee may be further increased by agreement of the Parties with respect to (a) maintenance and support of County-Specific Customer Enhancements requested by County and (b) material functional enhancements contained in new Version Releases that Tyler offers to all of its customers on an optional basis for an additional optional license fee and additional maintenance fee. County will have the option to accept or decline any such material functional enhancement that would result in an increase in the Maintenance and Support Fee without affecting County's entitlement to receive the remainder of any Version Release in which such enhancement is offered.

7.3. Suspension of Services for Non-payment. Tyler may suspend its performance of services hereunder during any period for which County does not pay any undisputed Maintenance and Support Fees for a period of time exceeding sixty (60) days. Tyler shall promptly reinstate maintenance and support services upon receipt of payment of all undisputed Maintenance and Support Fees, including all such fees for the period(s) during which services were suspended.

8. TERM AND TERMINATION

8.1. Term. This M&S Agreement shall commence in accordance with the terms of the Agreement (the "Effective Date") and shall continue in effect for a period of one (1) year; provided, however, that at the end of such initial term, and on each subsequent anniversary of the Effective Date, the term shall automatically extend for an additional year unless a Party provides, at least ninety (90) days prior to the end of the then current term, written notice that it does not wish to extend the term or otherwise terminates the agreement as provided in this Section 8.

8.2. Termination by County at the End of a Term. County may terminate this M&S Agreement effective as of the end of the initial term or any subsequent term by giving not less than ninety (90) days' notice of its intent to terminate. County may, at its option, reinstate maintenance by providing notice to Tyler and making payment of fifty percent (50%) of each year's Maintenance and Support Fees that would have been owed by County during the lapsed period plus the Maintenance and Support Fees for the then upcoming maintenance year.

8.3. Termination by County for Cause. County may terminate this M&S Agreement for "cause" in accordance with this Section 8.3. For purposes of this Section, "cause" means a continuous or repeated failure to cure Documented Defects timely as provided in Section 3. In such event, County shall deliver written notice of its intent to terminate along with a description in reasonable detail of the problems for which County is invoking its right to terminate. Following such notice, Tyler shall have ninety (90) days to cure such problems. Following such ninety (90) day period, Tyler and County shall meet to discuss any outstanding issues. In the event that "cause" still exists at the end of such period, then County may terminate this Agreement. In the event of a termination under this subsection, Tyler shall return all monies paid to Tyler by County under this M&S Agreement for the remainder of the then current maintenance period.

9. LIMITATION OF LIABILITY

TYLER'S LIABILITY TO END USER FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS M&S AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO FIXING DEFECTS IN ACCORDANCE WITH SECTION 3 OR AS OTHERWISE SET FORTH IN SECTION 8.3.

IN NO EVENT SHALL TYLER BE LIABLE TO END USER FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR LOSS OF BUSINESS OR LOSS OF DATA ARISING OUT OF THIS AGREEMENT, IRRESPECTIVE OF

WHETHER THE PARTIES HAVE ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGE.

10. DISPUTE RESOLUTION

The parties agree to use good faith, reasonable efforts to meet, discuss, and try to resolve any disputes arising out of, or relating to, this M&S Agreement for a period of sixty (60) days. The parties shall include in any such informal meetings persons with appropriate knowledge and authority, including, without limitation, County's Information Technology Manager and Tyler's Support Manager. Any negotiations pursuant to this Section10 are confidential and shall be treated as compromise and settlement negotiations for purposes of the applicable rules of evidence. For any dispute that the Parties are unable to resolve through informal discussions or negotiations, the Parties shall have the right to pursue any remedies at law.

11. MISCELLANEOUS

11.1. Assignment. Neither party may assign this M&S Agreement or any of its respective rights or obligations herein to any third party without the express written consent of the other party.

11.2. Notices. Except as otherwise expressly specified herein, all notices, requests or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by certified or registered mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth on the signature page, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) days following deposit in the mail.

11.3. Counterparts. This M&S Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

11.4. Waiver. The performance of any obligation required of a party herein may be waived only by a written waiver signed by the other Parties, which waiver shall be effective only with respect to the specific obligation described therein.

11.5. Entire Agreement. This M&S Agreement constitutes the entire understanding and contract between the parties and supersedes any and all prior or contemporaneous oral or written representations or communications with respect to the subject matter hereof.

11.6. Amendment. This M&S Agreement shall not be modified, amended or in any way altered except by an instrument in writing signed by the properly delegated authority of each Party. All amendments or modifications of this M&S Agreement shall be binding upon the parties despite any lack of consideration.

11.7. Governing Law. Any dispute arising out of or relating to this M&S Agreement or the breach thereof shall be governed by the laws of the state of the domicile of County, without regard to or application of choice of law rules or principles.

11.8. No Third Party Beneficiaries. Nothing in this M&S Agreement is intended to benefit, create any rights in, or otherwise vest any rights upon any third party.

11.9. Contra Proferentem. The doctrine of contra proferentem shall not apply to this M&S Agreement. If an ambiguity exists in this Agreement, or in a specific provision, neither the Agreement nor the provision shall be construed against the party who drafted the M&S Agreement or provision.

IN WITNESS WHEREOF, this Agreement has been executed by a duly authorized officer of each Party hereto as of the date first above written.

TYLER TECHNOLOGIES, INC.

By: Bruce Graham

Name: BRUCE GRAHAM

Title: PRESIDENT, TYLER C&J

COUNTY

By: Susan Latvala

Name: Susan Latvala

Title: Chair, Board of County Commissioners

ATTEST

By: Cynthia N. Hammann

Name: Cynthia N. Hammann

Title: Deputy Clerk

APPROVED AS TO FORM
OFFICE OF COUNTY ATTORNEY
By _____ Attorney

(Schedule 1)
MAINTENANCE AND SUPPORT FEES
Maintenance and Support Services Agreement

	License Fee	Annual M&S Fee
Case Manager - Probate/MH	154,420	32,428
Case Manager - Civil/Family	270,235	56,749
Case Manager - Criminal/Traffic	347,445	72,963
Prosecutor - Non-Criminal	58,800	12,348
Prosecutor - Criminal	39,200	8,232
Public Defender - Non-Criminal	46,800	9,828
Public Defender - Criminal	31,200	6,552
Supervision	106,000	22,260
Tyler Jury	47,000	9,870
Financial Manager	-	-
Check Manager	29,000	6,090
SessionWorks: Clerk Edition	65,400	13,734
API Toolkit	50,000	10,500
E-Filing Connector	27,300	5,733
Public Access	-	-
Total		267,288

Payment Terms: Maintenance and Support Fees shall be paid annually in advance with an option for quarterly payments in advance at the sole discretion of the County. Upon completion of the System Warranty in accordance with the Agreement, the total annual Maintenance and Support fee of $267,288 shall be prorated through September 30 of the then-current year. Maintenance and Support shall renew on October 1 of each subsequent year thereafter, and shall be paid in accordance with Section 7 herein. Prior to completion of the System Warranty, initial Maintenance and Support Fees for Phase 1 and Phase 2 shall include only those Software Component(s) applicable to each Phase, and shall commence upon completion of each applicable Phase Warranty period. Maintenance and Support for each Phase shall be prorated through September 30 of the then-current year, and shall be paid in accordance with Section 7 herein and this Schedule 1.

Exhibit G Defect Escalation Procedures

Tyler's Support Plan shall include the following:

- Software updates at no additional cost.
- Hardware helpdesk support and emergency production priority 1 defect support **24 hours a day, 7 days a week.**
- Defect and software helpdesk support via telephone **7 AM CST to 7 PM CST.**
- Issue reporting via the Tyler website **24 hours a day, 7 days a week.**
- Five days of onsite refresher training per calendar year.
- An assigned Account Manager to learn specific business processes and serve as the County's primary point of contact for issue resolution. The Account Manager shall be assigned throughout the go-live implementation transition period as described in Exhibit A, Section 3.14, 4.14, and 5.14.
- "Dial-in" support for the County's production site, test site, and stage site using either Microsoft VPN agent or the Cisco client. Documentation for software updates via the Tyler online support website (support.tyler-tsg.com).

Priority Defect Level Definitions *(Priority is defined as a function of the impact on the business and the urgency for a resolution.)*:

Each incident will be assigned a priority by the County and consideration will be given to:

- The impact on the business: size, scope and complexity
- The urgency to the business: time dependent financial impact (loss)
- The size, scope and complexity of the Incident
- The expected effort in resolving or completing a task

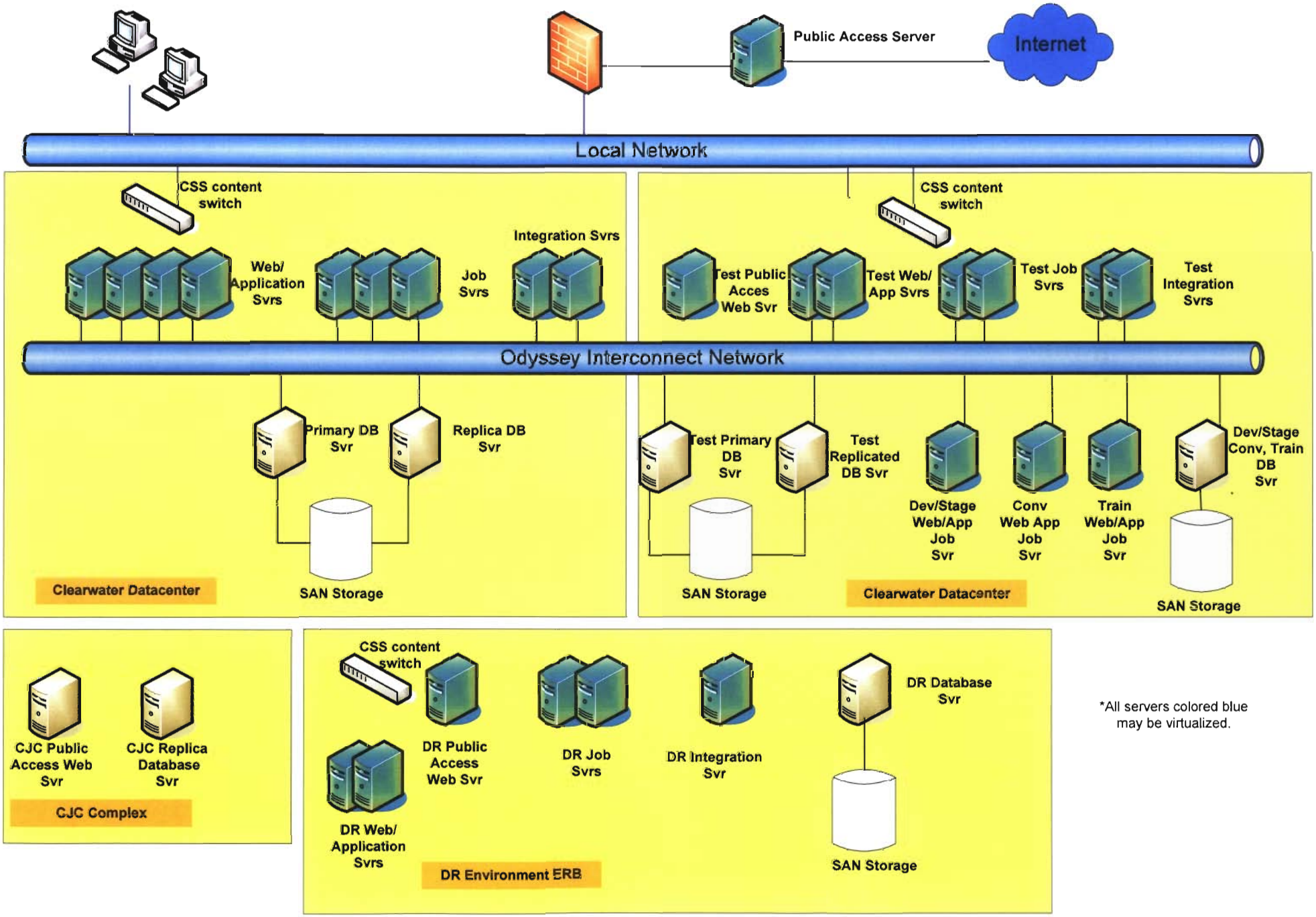
Priority Defect Level	Definition
1	Means a documented defect that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more County remote locations; or (c) systemic loss of multiple essential system functions.
2	Means a documented defect that causes: Repeated, consistent failure of functionality affecting more than one user or loss or corruption of data.
3	A priority 1 defect with an existing circumvention procedure or a priority 2 defect that affects only one user or for which there is an existing circumvention procedure.
4	Means a documented defect that causes failure of non-essential licensed software functionality or a cosmetic or other documented defect that does not qualify as any other service level defect.

Priority Defect Response Requirements:

On-peak Hours: **7 AM CST to 7 PM CST**

Off-peak Hours: **after 7PM CST and before 7AM CST**

Priority Level 1 Defect: *Response Time.* Tyler shall provide an initial response to Service Level 1 Defects within one (1) Business Hour of receipt of the Documented Defects. *Response.* Tyler shall assign dedicated personnel and use all commercially reasonable efforts to provide, with immediacy, a Circumvention Procedure whereby the County can avoid any deleterious effects of the Documented Defects and, if necessary, provide a temporary hot fix or other emergency correction, within one (1) Business Day, to mitigate the effects of any such Documented Defects. *Resolution Time.* Upon delivery of the emergency measures set forth above, Tyler shall provide a permanent resolution to such Documented Defects within five (5) Business Days.	**Priority Level 3 Defect** *Response Time.* Tyler shall provide an initial response to Service Level 3 Defects within one (1) Business Day of receipt of the Documented Defect. *Response.* Tyler shall use commercially reasonable efforts to resolve such Documented Defects without the need for a Circumvention Procedure with the next published maintenance update or service pack. *Resolution Time.* Shall occur at least quarterly.
Priority Level 2 Defect: *Response Time.* Tyler shall provide an initial response to Service Level 2 Defects within one (1) Business Hour of receipt of the Documented Defects. *Response.* Tyler shall assign dedicated personnel and use all commercially reasonable efforts to: (a) provide, with immediacy, a Circumvention Procedure, whereby the County can avoid any deleterious effects of the Documented Defects, within one (1) Business Day; and (b) if necessary, provide a temporary hot fix or other emergency correction, within five (5) Business Days to mitigate the effects of any such Documented Defects. *Resolution Time.* Tyler shall provide a permanent resolution to such Documented Defects on or before the next published maintenance or service pack, which shall occur at least quarterly.	**Priority Level 4 Defect** *Response Time.* Tyler shall provide an initial response to Service Level 4 Defects within two (2) Business Days of receipt of the Documented Defect. *Response.* Tyler shall use commercially reasonable efforts to resolve such Documented Defects with a future Version Release. *Resolution Time.* Future Version Release.



*All servers colored blue may be virtualized.

Exhibit H Hardware and Software Requirements

The Dell brand of hardware configurations listed below may be replaced by County Standard equivalents from another hardware vendor.

Tyler shall accept successful performance testing of the virtualized infrastructure installed at Pinellas County as confirmation the infrastructure has been built according to the specifications listed and the architecture graphic included in Exhibit H.

All specifications listed assume Odyssey Release 2011 for initial deployment. Additionally, Tyler acknowledges and certifies:

- All non-database servers can be virtualized without impacting the operation, performance and function of the System, assuming that the County implements virtualization as agreed upon in the Infrastructure Workshop identified in Section 2.2.4 of Exhibit A.
- The Licensed Software can support LDAP authentication and existing, native Odyssey Licensed Software authentication methods concurrently.

Description	Quantity
Odyssey Backbone Switch	1
Dell PowerConnect 2824 switch, 24 Gigabit ports, 5yr 5x10 NBD parts replacement.	
Odyssey Controller (Primary, Backup) *optional*	2
Dell PowerEdge R410 (1U) with one Xeon E5504 quad-core processor 2.0GHz, 2GB RAM, 2x160GB 3.5" hotplug SATA disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
Odyssey Production Web Application Servers	4
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, 5yr SD4HR ProSupport for IT.	
Odyssey Production Job Servers	3
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, 5yr SD4HR ProSupport for IT, Microsoft Word 2007.	
Odyssey Production Integration Servers	2
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	

Description	Quantity
Odyssey Public Access Web Server	1
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
Odyssey Production Database Cluster – Production and Public Access	2
Dell PowerEdge R610 (1U) with two Xeon processors X5550 quad-core 2.66GHz/8MB, 32GB RAM, PERC6i controller, Backplane (1x6, 2.5"): 2x146GB 15K disks *RAID1 (OS), Windows Server 2008 R2 Enterprise, dual Gigabit NICs,* DVD-ROM, Sliding Rails, redundant power, 5 yr SD4HR ProSupport for IT Mission-Critical.	
SQL Server 2008 Standard for Production Database Cluster (Active-Active)	4
SQL Server 2008 R2 Standard Edition - Processor License.	
Production Database Cluster Storage (DAS) *Pinellas to use SAN*	1
Dell PowerVault MD3000 (3U) with four SAS 5/E HBA adapters (PCI-e), four 2M SAS cables, 15x300GB 15K SAS 3.5" hotplug disk drives, Rapid Rails for Dell rack, 5 yr SD4HR ProSupport for IT Mission-Critical.	
Production Imaging Storage Server *optional- Pinellas to use SAN*	1
Dell PowerEdge R710 (2U) with one Xeon processor E5504 quad-core 2.00GHz, 4GB RAM, PERC6i controller, Backplane (1x6, 3.5"): 6x750GB 7.2K disks RAID6, Windows Server 2008 R2 Std., dual Gigabit NICs, DVD-ROM, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
Backup & Recovery Software for Imaging Storage Server *(Pinellas to use their own)*	1
Symantec Backup Exec for Windows Server, 1 yr maintenance.	
Tape Library LTO4 (host: R710 Imaging Storage Server) *(Pinellas to use their own)*	1
Dell PowerVault TL2000 (2U) library, one SAS LTO4 800GB/1.6TB tape drive, 24 cartridge capacity, PCI-E SAS HBA & 4M cable, 5yr SD4HR support.	
Odyssey Non-Production Web Application Servers – Test	2
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks RAID1, Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, 5yr SD4HR ProSupport for IT.	
Odyssey Non-Production Job Servers – Test	2

Description	Quantity
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks RAID1, Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, 5yr SD4HR ProSupport for IT, Microsoft Word 2007.	
Odyssey Non-Production Integration Servers - Test	2
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
Odyssey Non-Production Database Cluster – Test	2
Dell PowerEdge R610 (1U) with two Xeon processors X5550 quad-core 2.66GHz/8MB, 16GB RAM, PERC6i controller, Backplane (1x6, 2.5"): 2x146GB 15K disks RAID1 (OS), Windows Server 2008 R2 Enterprise, dual Gigabit NICs, DVD-ROM, Sliding Rails, redundant power, 5 yr SD4HR ProSupport for IT Mission-Critical.	
Odyssey Public Access Web Server - Test	1
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
SQL Server 2008 Standard for Non-Production Database Cluster (Active-Active)	4
SQL Server 2008 R2 Standard Edition - Processor License.	
Non-Production Database Cluster Storage (DAS) *Pinellas to use SAN*	1
Dell PowerVault MD3000 (3U) with four SAS 5/E HBA adapters (PCI-e), four 2M SAS cables, 15x300GB 15K SAS 3.5" hotplug disk drives, Rapid Rails for Dell rack, 5 yr SD4HR ProSupport for IT Mission-Critical.	
Odyssey Non-Production Web-App/Job Servers – Dev/Stage, Conversion, Train	3
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks RAID1, Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, 5yr SD4HR ProSupport for IT, Microsoft Word 2007.	
Odyssey Non-Production Database Server – Dev/Stage, Conversion, Train	1

Description	Quantity
Dell PowerEdge T610 (5U) with two Xeon processor X5550 quad-core 2.66GHz/8MB, 16GB RAM, PERC6i controller, Backplane (1x8, 3.5"): 2x146GB 15K disks RAID1 (OS), 4x450GB 15K disks RAID5 (Data), 2x450GB 15K disks RAID1 (T-logs), Windows Server 2008 R2 Std., dual Gigabit NICs, DVD-ROM, Sliding Rails, redundant power, 5 yr SD4HR ProSupport for IT Mission-Critical.	
SQL Server 2008 Standard for DR Database Server - Dev/Stage, Conversion, Train	2
SQL Server 2008 R2 Standard Edition - Processor License.	
DR Web Application Servers (Highway Campus)	2
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, 5yr SD4HR ProSupport for IT.	
DR Job Servers (Highway Campus)	2
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks RAID1, Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, 5yr SD4HR ProSupport for IT, Microsoft Word 2007.	
DR Integration Server (Highway Campus)	1
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
DR Database Server (Highway Campus)	1
Dell PowerEdge T610 (5U) with two Xeon processor X5550 quad-core 2.66GHz/8MB, 32GB RAM, PERC6i controller, Backplane (1x8, 3.5"): 2x146GB 15K disks RAID1 (OS), 4x450GB 15K disks RAID5 (Data), 2x450GB 15K disks RAID1 (T-logs), Windows Server 2008 R2 Std., dual Gigabit NICs, DVD-ROM, Sliding Rails, redundant power, 5 yr SD4HR ProSupport for IT Mission-Critical.	
SQL Server 2008 Standard for DR Database Server (Highway Campus)	2
SQL Server 2008 R2 Standard Edition - Processor License.	
DR Imaging Storage Server (Highway Campus) *Pinellas to use SAN*	1
Dell PowerEdge R710 (2U) with one Xeon processor E5504 quad-core 2.00GHz, 4GB RAM, PERC6i controller, Backplane (1x6, 3.5"): 6x750GB 7.2K disks RAID6, Windows Server 2008 R2 Std., dual Gigabit NICs, DVD-ROM, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	

Description	Quantity
DR Odyssey Public Access Web Server (Highway Campus)	1
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
Odyssey Public Access Web Server (CJC Building)	1
Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows Server 2008 R2 Std., dual-port Gigabit NIC, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT.	
Replica Database Server (CJC Building)	1
Dell PowerEdge T610 (5U) with two Xeon processor X5550 quad-core 2.66GHz/8MB, 32GB RAM, PERC6i controller, Backplane (1x8, 3.5"): 2x146GB 15K disks RAID1 (OS), 4x450GB 15K disks RAID5 (Data), 2x450GB 15K disks RAID1 (T-logs), Windows Server 2008 R2 Std., dual Gigabit NICs, DVD-ROM, Sliding Rails,	
SQL Server 2008 Standard for Replica Database Server (CJC Building)	2
SQL Server 2008 R2 Standard Edition - Processor License.	

The Licensed Software application operates with full functionality and maximum response in the following operating systems environments:

Operating System
Windows XP Professional (Desktop)
Windows Vista Business (32-bit or 64-bit) (Desktop)
Windows 7 Professional (32-bit or 64-bit) (Desktop)
Windows 2003 (32-bit) (Web/Job Server)
Windows 2003 (32-bit) (DB Server)
Windows 2003 (64-bit) (DB Server)
Windows 2003 (Itanium) (DB Server)

Operating System
Windows 2008 (32-bit) (Web/Job Server)
Windows 2008 (32-bit or 64-bit) (DB Server)
Windows 2008 (64-bit) (DB Server)
Windows 2008 (Itanium) (DB Server)
Database System Product- The Licensed Software CMS application uses Microsoft SQL Server as its database platform.
SQL Server 2005
SQL Server 2008
SQL Server 2008 R2

Licensed Software PC Specifications for Workstations	
Processor	2.8GHz Pentium 4, 2.0GHz Core Duo, or equivalent/better
Memory (RAM) for XP	1GB or better
Memory (RAM) for Vista or Windows 7	2GB or better
Virtual Memory Paging File	3x physical memory recommended
Disk Space	80 MB free disk space
Monitor & Resolution	17" display, minimum resolution 1024x768
Ethernet Adapter	1000 Mbps recommended (100 Mbps minimum)
Operating System	Windows XP Professional, Windows Vista Business (32-bit or 64-bit) and Windows 7 (32-bit or 64-bit)
Web Browser	Internet Explorer 7 or 8
Word Processor	MS Word 2003, 2007, 2010

Operating System	
SessionWorks – Clerk Edition PC Specifications	
Processor	2.0GHz Core Duo, or equivalent/better
Memory (RAM) for Vista, Windows 7	2GB or better
Disk Space	100 GB free disk space or better recommended
Monitor & Resolution	19" display, minimum resolution 1280x1024
Monitor & Resolution (optimal)	22" wide screen display, minimum resolution 1680x1050
Video	DirectX 10 Hardware Acceleration
Operating System	Windows XP Professional Windows Vista Business (64-bit) and Windows 7 (64-bit)
Database	SQL Server 2005 Express or SQL Server 2008 Express
Word Processor	MS Word 2003, 2007, 2010

Third Party Software
LeadTools Document Imaging (Per Scan Station – if purchasing Batch Scanning)
LeadTools Barcode Module (Per Scan Station – if purchasing Batch Scanning)
Neevia docuPrinter Pro and docuPrinter SDK (Up to one per job server - If purchasing Appeals, eSignatures or SessionWorks.
Microsoft Windows Server (versions identified in configuration above)
Microsoft SQL Server (versions identified in configuration above)
Microsoft Word (versions identified in configuration above)
Symantec Backup Exec for Windows Server

EXHIBIT I

ENROLLMENT FORM

Deposit Account Number: 30058

Depositor, Beneficiary and Iron Mountain Intellectual Property Management, Inc. ("Iron Mountain"), hereby acknowledge that **Tyler Technologies, Inc.** is the **"Depositor"** referred to in the Escrow Agreement that supports Deposit Account Number: **30058** with Iron Mountain as the escrow agent and **Pinellas County, Florida** is the **Beneficiary** enrolling under this Agreement. **"Beneficiary"** hereby agrees to be bound by all provisions of such Agreement.

The Master Software License and Professional Services Agreement referenced in Section 1 of this Agreement shall refer to that certain agreement between Tyler Technologies, Inc. and Pinellas County, Florida, dated _____.

BENEFICIARY COMPANY NAME: Pinellas County, Florida

AUTHORIZED PERSON(S)/NOTICES TABLE

Please provide the name(s) and contact information of the Authorized Person(s) under this Agreement. All Notices will be sent electronically and/or through regular mail to the appropriate address set forth below. Please complete all information as applicable. Incomplete information may result in a delay of processing.

PRINT NAME:			PRINT NAME:	
TITLE:			TITLE:	
EMAIL ADDRESS			EMAIL ADDRESS	
STREET ADDRESS			STREET ADDRESS	
PROVINCE/CITY/STATE			PROVINCE/CITY/STATE	
POSTAL/ZIP CODE			POSTAL/ZIP CODE	
PHONE NUMBER			PHONE NUMBER	
FAX NUMBER			FAX NUMBER	

PAYING PARTY COMPANY NAME: Tyler Technologies, Inc.

BILLING CONTACT INFORMATION TABLE

Please provide the name and contact information of the Billing Contact under this Agreement. All Invoices will be sent to this individual at the address set forth below.

PRINT NAME:	Robert Gray
TITLE:	Controller
EMAIL ADDRESS	Robert.gray@tylertech.com
STREET ADDRESS 1	6500 International Pkwy Suite 2000
PROVINCE/CITY/STATE	Plano, Texas
POSTAL/ZIP CODE	75093
PHONE NUMBER	972-713-3770
FAX NUMBER	972-713-3784

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

All notices should be sent to ipmcontracts@ironmountain.com OR Iron Mountain, Attn: Contract Administration, 2100 Norcross Parkway, Suite 150, Norcross, GA, 30071, USA.

NOTE: SIGNATURE BLOCKS FOLLOW ON THE NEXT PAGE

DEPOSITOR

SIGNATURE:	
PRINT NAME:	Jeff Puckett
TITLE:	Vice President
DATE:	
EMAIL ADDRESS	jeff.puckett@tylertech.com

BENEFICIARY

SIGNATURE:	
PRINT NAME:	Paul Alexander
TITLE:	Director, Pinellas County Business Technology Services
DATE:	
EMAIL ADDRESS:	palexander@pinellascounty.org

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS:	ipmcontracts@ironmountain.com

Iron Mountain Intellectual Property Management

S3010829

IRON MOUNTAIN®

Iron Mountain offers records management for both physical and digital media, disaster recovery support, consulting services, and is the leader in intellectual property protection, specializing in technology escrow and domain name records management. Comac, a subsidiary of Iron Mountain, provides marketing collateral fulfillment services. Iron Mountain is committed to delivering responsive and reliable service to meet our customers' needs. Our proven systems and processes ensure that we provide quality and consistent service to our customers. Be sure to visit our website, www.ironmountain.com for more information.

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Exhibit G

THREE-PARTY MASTER ESCROW SERVICE AGREEMENT

Master Deposit Account Number: 30058

1. **Introduction.**

This Escrow Service Agreement (the "**Agreement**") is entered into by and between Tyler Technologies, Inc., located at 6500 International Parkway, Suite 2000, Plano, TX 75093 ("**Depositor**"), , by any additional party signing the Acceptance Form attached as Exhibit E to this Agreement ("**Beneficiary**"), and by Iron Mountain Intellectual Property Management, Inc. ("**Iron Mountain**") on this 2 day of August, 2006 (the "**Effective Date**"). Beneficiary, Depositor, and Iron Mountain may be referred to individually as a "Party" or collectively as the "Parties" throughout this Agreement.

The use of the term "Services" in this Agreement shall refer to Iron Mountain Services that facilitate the creation, management, and enforcement of software and/or other technology escrow accounts as described in Exhibit A attached hereto. A Party shall request Services under this Agreement (i) by submitting a work request associated for certain Iron Mountain Escrow Services via the online portal maintained at the Website located at www.ironmountainconnect.com or any other Websites or Web pages owned or controlled by Iron Mountain that are linked to that Website (collectively the "**Iron Mountain Website**"), or (ii) by submitting a written work request attached hereto as Exhibit A (each, individually, a "**Work Request**"). The Parties desire this Agreement to be supplementary to the Master Software License and Professional Services Agreement, dated as of March 14, 2006, by and between Depositor, , and any Beneficiary hereunder (the "**Master License Agreement**") and pursuant to Chapter 11 United States [Bankruptcy] Code, Section 365(n).

2. **Depositor Responsibilities.**

(a) Depositor shall provide all information designated as required to fulfill a Work Request ("**Required Information**") and may also provide other information ("**Optional Information**") at their discretion to assist Iron Mountain in the fulfillment of requested Services.

(b) Depositor must authorize and designate one or more persons whose action(s) will legally bind the Depositor ("**Authorized Person(s)**" who shall be identified in the Authorized Person(s)/Notices Table of this Agreement) and who may manage the Iron Mountain escrow account through the Iron Mountain Website or via written Work Request. Authorized Person(s) will maintain the accuracy of their name and contact information provided to Iron Mountain during the Term of this Agreement (the "**Depositor Information**").

(c) Depositor shall make an initial deposit that is complete and functional of all proprietary technology and other materials covered under this Agreement ("**Deposit Material**") to Iron Mountain within ninety (90) days of the payment of the License Fee as required by the Master License Agreement. Depositor shall update Deposit Material on an annual basis during the Term of this Agreement provided a minimum of one (1) complete and functional copy of Deposit Material is deposited with Iron Mountain at all times. At the time of each deposit or update, Depositor will provide an accurate and complete description of all Deposit Material sent to Iron Mountain via the Iron Mountain Website or using the form attached hereto as Exhibit B.

(d) Depositor consents to Iron Mountain's performance of any level(s) of verification Services described in Exhibit A attached hereto.

(e) Depositor represents that it lawfully possesses all Deposit Material provided to Iron Mountain under this Agreement free of any liens or encumbrances as of the date of their deposit. Any Deposit Material liens or encumbrances made after their deposit will not prohibit, limit, or alter the rights and obligations of Iron Mountain under this Agreement;

(f) Depositor represents that all Deposit Material is readable and useable in its then current form; if any portion of such Deposit Material is encrypted the necessary decryption tools and keys to read such material are deposited contemporaneously.

(g) Depositor represents that all Deposit Material is provided with all rights necessary for Iron Mountain to verify such proprietary technology and materials upon receipt of a Work Request for such Services; and

(h) Depositor warrants that Iron Mountain's use of the Deposit Material or other materials supplied by Depositor to perform the verification Services described in Exhibit A is lawful and does not violate the rights of any third parties. Depositor agrees to use commercially reasonable efforts to provide Iron Mountain with any necessary use rights or permissions to use materials necessary to perform verification of the Deposit Material. Depositor agrees to reasonably cooperate with Iron Mountain by providing its facilities, computer software systems, and technical personnel for verification Services whenever reasonably necessary.

3. **Beneficiary Responsibilities.**

   (a) Beneficiary shall provide all information designated as required to fulfill any Beneficiary Work Request ("**Required Information**") and may also provide other information ("**Optional Information**") at their discretion to assist Iron Mountain in the fulfillment of requested Services.

   (b) Beneficiary must authorize and designate one or more persons whose action(s) will legally bind the Beneficiary ("**Authorized Person(s)**" who shall be identified in the Authorized Person(s)/Notices Table of this Agreement) who shall manage the Iron Mountain escrow account through the Iron Mountain Website or via written Work Request. Authorized Person(s) will maintain the accuracy of their name and contact information provided to Iron Mountain during the Term of this Agreement (the "**Beneficiary Information**").

   (c) Beneficiary acknowledges, in the absence of a Work Request for verification Services, that it assumes all responsibility for the completeness and/or functionality of all Deposit Material. Beneficiary may submit a verification Work Request to Iron Mountain for one of more of the Services defined in Exhibit A attached hereto and further consents to Iron Mountain's use of a subcontractor if needed to provide such Services.

   (d) Beneficiary warrants that Iron Mountain's use of any materials supplied by Beneficiary to perform the verification Services described in Exhibit A is lawful and does not violate the rights of any third parties.

4. **Iron Mountain Responsibilities.**

   (a) Iron Mountain agrees to use commercially reasonable efforts to provide the Services requested by authorized Depositor and Beneficiary representatives in a Work Request. Iron Mountain may reject a Work Request (in whole or in part) that does not contain all Required Information at any time upon notification to the Party originating the Work Request.

   (b) Iron Mountain will conduct a deposit inspection upon receipt of any Deposit Material and associated Exhibit B. If Iron Mountain determines that the Deposit Material does not match the description provided by Depositor represented in Exhibit B attached hereto, Iron Mountain will provide Depositor with notice by electronic mail, telephone, or regular mail of such discrepancies. Iron Mountain will work directly with the Depositor to resolve any such discrepancies prior to accepting Deposit Material.

   (c) Iron Mountain will provide notice by electronic mail, telephone, or regular mail to the Beneficiary of all Deposit Material that is accepted and deposited into the escrow account under this Agreement.

   (d) Iron Mountain will work with a Party who submits any verification Work Request for Deposit Material covered under this Agreement to either fulfill any standard verification Services Work Request or develop a custom Statement of Work ("SOW"). Iron Mountain and the requesting Party will mutually agree in writing to a SOW on the following terms and conditions that include but are not limited to: description of Deposit Material to be tested; description of verification testing; requesting Party responsibilities; Iron Mountain responsibilities; Service Fees; invoice payment instructions; designation of the Paying Party; designation of authorized SOW representatives for both the requesting Party and Iron Mountain with name and contact information; and description of any final deliverables prior to the start of any fulfillment activity. After the start of fulfillment activity, each SOW may only be amended or modified in writing with the mutual agreement of both Parties, in accordance with the change control procedures set forth therein.

   (e) Iron Mountain will hold and protect all Deposit Material in physical and/or electronic vaults that are either owned or under the direct control of Iron Mountain.

   (f) Iron Mountain will permit the replacement and/or removal of previously submitted Deposit Material upon Work Request that may be subject to the written joint instructions of the Depositor and Beneficiary.

   (g) Iron Mountain will strictly follow the procedures set forth in Exhibit C attached hereto to process any Beneficiary Work Request to release Deposit Material.

5. **Payment.**

   The Paying Party shall pay to Iron Mountain all fees as set forth in the Work Request form attached hereto as Exhibit A ("Service Fees"). Except as set forth below, all Service Fees are due to Iron Mountain within thirty (30) calendar days from the date of invoice in U.S. currency and are non-refundable. Iron Mountain may update Service Fees with a ninety (90) calendar day written notice to the Paying Party during the Term of this Agreement. The Paying Party is liable for any taxes related to Services purchased under this Agreement or shall present to Iron Mountain an exemption certificate acceptable to the taxing authorities. Applicable taxes shall be billed as a separate item on the invoice, to the extent possible. Any Service Fees not collected by Iron Mountain when due shall bear interest until paid at a rate of 1.25% per month (15% per annum) or the maximum rate permitted by law, whichever is less. Delinquent accounts may be referred to a collection agency at the sole discretion of Iron Mountain. Notwithstanding, the non-performance of any obligations of Depositor to deliver Deposit Material under the License Agreement or this Agreement, Iron Mountain is entitled to be paid all Service Fees that accrue during the Term of this Agreement. All Service Fees will not be subject to offset except as specifically provided hereunder.

6. **Term and Termination.**

(a) The initial "Term" of this Agreement is for a period of one (1) year from the Effective Date and will automatically renew for additional one (1) year Terms and continue in full force and effect until one of the following events occur: (i) Depositor and Beneficiary provide joint written instructions of their intent to cancel this Agreement within sixty (60) days to Iron Mountain; (ii) Beneficiary provides a sixty (60) day written notice regarding cancellation of this Agreement to both Depositor and Iron Mountain; or (iii) Iron Mountain provides a sixty (60) day written notice to the Depositor and Beneficiary Authorized Persons that it can no longer perform the Services under this Agreement.

(b) In the event this Agreement is terminated under Sections 6(a)(i) or 6(a)(iii) above, Depositor and Beneficiary may provide Iron Mountain with joint written instructions authorizing Iron Mountain to forward the Deposit Material to another escrow company and/or agent or other designated recipient. If Iron Mountain does not receive joint written instructions within sixty (60) calendar days after the date of the notice of termination, Iron Mountain shall return or destroy the Deposit Material.

(c) In the event of the nonpayment of Service Fees owed to Iron Mountain, Iron Mountain shall provide all Parties to this Agreement with notice by electronic mail and/or regular mail. Any Party to this Agreement shall have the right to make the payment to Iron Mountain to cure the default. If the past due payment is not received in full by Iron Mountain within thirty (30) calendar days of the date of such notice, then Iron Mountain shall have the right to terminate this Agreement at any time thereafter by sending notice by electronic mail and/or regular mail of termination to all Parties. Iron Mountain shall have no obligation to take any action under this Agreement so long as any Iron Mountain invoice issued for Services rendered under this Agreement remains uncollected.

7. **General Indemnity.**

Each Party shall defend, indemnify and hold harmless the others, their corporate affiliates and their respective officers, directors, employees, and agents and their respective successors and assigns from and against any and all claims, losses, liabilities, damages, and expenses (including, without limitation, reasonable attorneys' fees), arising under this Agreement from the negligent or intentional acts or omissions of the indemnifying Party or its subcontractors, or the officers, directors, employees, agents, successors and assigns of any of them.

8. **Warranties.**

(a) Iron Mountain. ANY AND ALL SERVICES PROVIDED HEREUNDER SHALL BE PERFORMED IN A WORKMANLIKE MANNER. EXCEPT AS SPECIFIED IN THIS SECTION, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, AGAINST INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW. AN AGGRIEVED PARTY MUST NOTIFY IRON MOUNTAIN PROMPTLY OF ANY CLAIMED BREACH OF ANY WARRANTIES AND SUCH PARTY'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY SHALL BE RETURN OF THE PORTION OF THE FEES PAID TO IRON MOUNTAIN BY PAYING PARTY FOR SUCH NON-CONFORMING SERVICES. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY AND LIMITED REMEDY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE. THE WARRANTY PROVIDED IS SUBJECT TO THE LIMITATION OF LIABILITY SET FORTH IN SECTION 11 HEREIN.

(b) Depositor. Depositor warrants that all Depositor Information provided hereunder is accurate and reliable and undertakes to promptly correct and update such Depositor Information during the Term of this Agreement.

(c) Beneficiary. Beneficiary warrants that all Beneficiary Information provided hereunder is accurate and reliable and undertakes to promptly correct and update such Beneficiary Information during the Term of this Agreement.

9. **Insurance.**

Iron Mountain shall, at its sole cost and expense, throughout the term of this Agreement, procure and maintain in full force and effect, the following insurance coverage, with an insurance carrier that is rated B+ or better by A.M. Best.

TYPE OF INSURANCE	COVERAGE AMOUNT	TYPE OF INSURANCE	COVERAGE AMOUNT
General Liability	$2,000,000 General Aggregate	Crime Insurance	$2,000,000 Each Occurrence
General Liability	$1,000,000 Each Occurrence	Umbrella Coverage	$5,000,000 General Aggregate
Professional Liability	$1,000,000 Each Occurrence		

All certificates of insurance shall name the Parties as additional beneficiaries with respect to General Liability coverage. All certificates of insurance shall require that the Parties be provided with advance written notice of cancellation of the stated coverage, and Iron Mountain shall request that its insurer use its best efforts to provide at least thirty (30) days' advance written notification of such cancellation.

10. Confidential Information.

Iron Mountain shall have the obligation to reasonably protect the confidentiality of the Deposit Material. Except as provided in this Agreement Iron Mountain shall not disclose, transfer, make available or use the Deposit Material. Iron Mountain shall not disclose the terms of this Agreement to any third Party. If Iron Mountain receives a subpoena or any other order from a court or other judicial tribunal pertaining to the disclosure or release of the Deposit Material, Iron Mountain will immediately notify the Parties to this Agreement unless prohibited by law. It shall be the responsibility of Depositor and/or Beneficiary to challenge any such order; provided, however, that Iron Mountain does not waive its rights to present its position with respect to any such order. Iron Mountain will not be required to disobey any order from a court or other judicial tribunal, including, but not limited to, notices delivered pursuant to Section 13(g) below.

11. Limitation of Liability.

NOTWITHSTANDING ANYTHING ELSE HEREIN, ALL LIABILITY, IF ANY, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, OF ANY PARTY TO THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT EQUAL TO ONE YEAR OF FEES PAID OR OWED TO IRON MOUNTAIN UNDER THIS AGREEMENT. IF CLAIM OR LOSS IS MADE IN RELATION TO A SPECIFIC DEPOSIT OR DEPOSITS, SUCH LIABILITY SHALL BE LIMITED TO THE FEES RELATED SPECIFICALLY TO SUCH DEPOSITS. THIS LIMIT SHALL NOT APPLY TO ANY PARTY FOR: (I) ANY CLAIMS OF INFRINGEMENT OF ANY PATENT, COPYRIGHT, TRADEMARK OR OTHER PROPRIETARY RIGHT; (II) LIABILITY FOR DEATH OR BODILY INJURY; (III) DAMAGE TO TANGIBLE PROPERTY (EXCLUDING THE DEPOSIT ITEMS); (IV) THEFT; OR (V) PROVEN GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

12. Consequential Damages Waiver.

EXCEPT AS SET FORTH IN EXHIBIT C (RELEASE OF DEPOSIT MATERIAL) IN NO EVENT SHALL ANY PARTY TO THIS AGREEMENT BE LIABLE TO ANOTHER PARTY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST PROFITS OR LOST DATA OR INFORMATION, ANY COSTS OR EXPENSES FOR THE PROCUREMENT OF SUBSTITUTE SERVICES, OR ANY OTHER INDIRECT DAMAGES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE EVEN IF THE POSSIBILITY THEREOF MAY BE KNOWN IN ADVANCE TO ONE OR MORE PARTIES.

13. General.

(a) Incorporation of Work Requests. Each of the Exhibits hereto, including, without limitation, Work Requests, shall, when duly executed, be incorporated into this Agreement. Any Work Requests submitted for an additional deposit account ("Auxiliary Deposit Account") will be incorporated by reference into this Agreement and governed by the same terms and conditions that govern the initial deposit account ("Initial Deposit Account").

(b) Purchase Orders. The terms and conditions of this Agreement prevail regardless of any conflicting or additional terms on any Purchase Order or other correspondence for any Initial Deposit Account or Auxiliary Deposit Account. Any contingencies or additional terms contained on any Purchase Order are not binding upon Iron Mountain. All Purchase Orders are subject to approval and acceptance by Iron Mountain.

(c) Right to Make Copies. Iron Mountain shall have the right to make copies of all Deposit Material as reasonably necessary to perform this Agreement. Iron Mountain shall copy all copyright, nondisclosure, and other proprietary notices and titles contained on Deposit Material onto any copies made by Iron Mountain. Any copying expenses incurred by Iron Mountain as a result of a Work Request to copy will be borne by the Party requesting the copies. Iron Mountain may request Depositor's reasonable cooperation in promptly copying Deposit Material in order for Iron Mountain to perform this Agreement.

(d) Choice of Law. The validity, interpretation, and performance of this Agreement shall be controlled by and construed under the laws of the State of Texas, United States of America, as if performed wholly within the state and without giving effect to the principles of conflicts of laws. Any dispute arising out of or relating to this Agreement or the breach thereof shall be governed by the laws of the State of Texas, without regard to or application of choice of law rules or principles. Each Party hereby consents to the exclusive jurisdiction of the state and federal courts located within the county of the relevant Beneficiary and agrees to venue lying in such courts, and expressly waives any objections or defenses based upon lack of personal jurisdiction or venue or forum non conveniens.

(e) Right to Rely on Instructions. Iron Mountain may act in reliance upon any instruction, instrument, or signature reasonably believed by Iron Mountain to be genuine. Iron Mountain may assume that any employee of a Party to this Agreement who gives any written notice, request, or instruction has the authority to do so. Iron Mountain will not be required to inquire into the truth or evaluate the merit of any statement or representation contained in any notice or document. Iron Mountain shall not be responsible for failure to act as a result of causes beyond the reasonable control of Iron Mountain.

(f) Force Majeure. Except for the obligation to pay monies due and owing, no Party shall be liable for any delay or failure in performance due to events outside the defaulting Party's reasonable control, including without limitation acts of God, earthquake, labor disputes, shortages of supplies, riots, war, acts of terrorism, fire, epidemics, or delays of common carriers or other circumstances beyond its reasonable control. The obligations and rights of the excused Party shall be extended on a day-to-day basis for the time period equal to the period of the excusable delay.

(g) Notices. All notices regarding Exhibit C shall be sent by commercial express mail. All other correspondence, including invoices, payments, and other documents and communications, shall be sent by (i) electronic mail; (ii) via regular mail to the Parties at the addresses specified in the Authorized Persons/Notices Table which shall include the title(s) of the individual(s) authorized to receive notices; or (iii) via the online portal maintained at the Iron Mountain Website. It shall be the responsibility of the Parties to notify each other as provided in this Section in the event of a change of physical or e-mail addresses. The Parties shall have the right to rely on the last known address of the other Parties. Any correctly addressed notice or last known address of the other Parties that is relied on herein that is refused, unclaimed, or undeliverable because of an act or omission of the Party to be notified as provided herein shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by electronic mail, the postal authorities by mail, through messenger or commercial express delivery services.

(h) No Waiver. No waiver of rights under this Agreement by any Party shall constitute a subsequent waiver of this or any other right under this Agreement.

(i) Assignment. No assignment of this Agreement by any Party or any rights or obligations of any Party under this Agreement is permitted without the written consent of all Parties, which shall not be unreasonably withheld or delayed.

(j) Severability. In the event any of the terms of this Agreement become or are declared to be illegal or otherwise unenforceable by any court of competent jurisdiction, such term(s) shall be null and void and shall be deemed deleted from this Agreement. All remaining terms of this Agreement shall remain in full force and effect. Notwithstanding the foregoing, if this paragraph becomes applicable and, as a result, the value of this Agreement is materially impaired for either Party, as determined by such Party in its sole discretion, then the affected Party may terminate this Agreement by notice to the others.

(k) Independent Contractor Relationship. Depositor and Beneficiary understand, acknowledge, and agree that Iron Mountain's relationship with Depositor and Beneficiary will be that of an independent contractor and that nothing in this Agreement is intended to or should be construed to create a partnership, joint venture, or employment relationship.

(l) Attorneys' Fees. In any suit or proceeding between the Parties relating to this Agreement, the prevailing Party will have the right to recover from the other(s) it's costs and reasonable fees and expenses of attorneys, accountants, and other professionals incurred in connection with the suit or proceeding, including costs, fees and expenses upon appeal, separately from and in addition to any other amount included in such judgment. This provision is intended to be severable from the other provisions of this Agreement, and shall survive and not be merged into any such judgment.

(m) No Agency. No Party has the right or authority to, and shall not, assume or create any obligation of any nature whatsoever on behalf of the other Parties or bind the other Parties in any respect whatsoever.

(n) Disputes. Except as otherwise set forth herein, any dispute, difference or question relating to or arising among any of the Parties concerning the construction, meaning, effect or implementation of this Agreement or any Party hereof will be submitted to, and settled by arbitration by a single arbitrator chosen by the Dallas, Texas Regional Office of the American Arbitration Association in accordance with the Commercial Rules of the American Arbitration Association. The arbitrator shall apply Texas law. Unless otherwise agreed by the Parties, arbitration will take place in Dallas, Texas, U.S.A. Any court having jurisdiction over the matter may enter judgment on the award of the arbitrator. Service of a petition to confirm the arbitration award may be made by regular mail or by commercial express mail, to the attorney for the Party or, if unrepresented, to the Party at the last known business address. If however, Depositor and/or Beneficiary refuse to submit to arbitration, the matter shall not be submitted to arbitration and Iron Mountain may submit the matter to any court of competent jurisdiction for an interpleader or similar action. Unless adjudged otherwise, any costs of arbitration incurred by Iron Mountain, including reasonable attorney's fees and costs, shall be divided equally and paid by Depositor and Beneficiary.

(o) Regulations. All Parties are responsible for and warrant - to the extent of their individual actions or omissions - compliance with all applicable laws, rules and regulations, including but not limited to: customs laws; import; export and re-export laws; and government regulations of any country from or to which the Deposit Material may be delivered in accordance with the provisions of this Agreement.

(p) Counterparts. This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one instrument.

(q) Survival. Sections 6 (Term and Termination), 7 (General Indemnity), 8 (Warranties), 10 (Confidential Information), 11 (Limitation of Liability), 12 (Consequential Damages Waiver), and 13 (General) of this Agreement shall survive termination of this Agreement or any Exhibit attached hereto.

The Parties agree that this Agreement is the complete agreement between the Parties hereto concerning the subject matter of this Agreement and replaces any prior or contemporaneous oral or written communications between the Parties. There are no conditions, understandings, agreements, representations, or warranties, expressed or implied, which are not specified herein. Each of the Parties herein represents and warrants that the execution, delivery, and performance of this Agreement has been duly authorized and signed by a person who meets statutory or other binding approval to sign on behalf of its business organization as named in this Agreement. This Agreement may only be modified by mutual written agreement of the Parties.

Note: If contracting electronically via the online portal, clicking the "I Accept" button displayed as part of the ordering process, evidences ☐ "Depositor's" or ☐ "Beneficiary's" agreement to the preceding terms and conditions (the "Agreement"). If you are entering into this Agreement via the online portal on behalf of a company or other legal entity, you represent that you have the authority to bind such entity to these terms and conditions, in which case the terms "you" or "your" shall refer to such entity. If you do not have such authority, or if you do not agree with these terms and conditions, you must select the "I Decline" button.

CHOOSE ONE: ☒ DEPOSITOR or ☐ BENEFICIARY

SIGNATURE:	
PRINT NAME:	Glenn Smith
TITLE:	President
DATE:	8/2/06
EMAIL ADDRESS	glenn.smith@tylerworks.com

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC

SIGNATURE:	
PRINT NAME:	Lavoska Barton, Jr
TITLE:	V[illegible] Service Delivery
DATE:	8/10/06
EMAIL ADDRESS:	ipmcontracts@ironmountain.com

Approved as to Form and Legal Content:
Iron Mountain Legal Department

Barbara O'Neil Smith
Contracts Specialist
Date: July 24, 2006

Approved as to Operational Content:
Iron Mountain Operations

Name: Karen Gustave
Contracts Administrator
Date: July 24, 2006

NOTE: AUTHORIZED PERSONS/NOTICES TABLE, AND BILLING CONTACT INFORMATION TABLE FOLLOW ON NEXT PAGE

AUTHORIZED PERSON(S)/NOTICES TABLE

Please provide the name(s) and contact information of the Authorized Person(s) under this Agreement. All Notices will be sent electronically and/or through regular mail to the appropriate address set forth below.

PRINT NAME:	Jeff Puckett		PRINT NAME:	Lynn Moore
TITLE:	VP		TITLE:	VP/General Counsel
EMAIL ADDRESS	jeff.puckett @stylerworks.com		EMAIL ADDRESS	lynn.moore @stylerworks.com
STREET ADDRESS 1	6500 International Pkwy Suite 2000		STREET ADDRESS 1	6500 International Pkwy Suite 2000
PROVINCE/CITY/STATE	Plano, Texas		PROVINCE/CITY/STATE	Plano, Texas
POSTAL/ZIP CODE	75093		POSTAL/ZIP CODE	75093
PHONE NUMBER	972-713-3770		PHONE NUMBER	972-713-3770
FAX NUMBER	972-713-3784		FAX NUMBER	972-713-3784

BILLING CONTACT INFORMATION TABLE

Please provide the name and contact information of the Billing Contact under this Agreement. All Invoices will be sent electronically and/or through regular mail to the appropriate address set forth below.

PRINT NAME:	Mendi Larson
TITLE:	
EMAIL ADDRESS	mendi.larson @stylerworks.com
STREET ADDRESS 1	6500 International Pkwy Suite 2000
PROVINCE/CITY/STATE	Plano, Texas
POSTAL/ZIP CODE	75093
PHONE NUMBER	972-713-3770
FAX NUMBER	972-713-3784

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

All notices should be sent to ipmcontracts@ironmountain.com OR Iron Mountain, Attn: Contract Administration, 2100 Norcross Parkway, Suite 150, Norcross, GA, 30071, USA.

EXHIBIT A ESCROW SERVICE WORK REQUEST
Account Number 30058

SERVICE Check box (es) to order service	SERVICE DESCRIPTION	ONE-TIME FEES	ANNUAL FEES	PAYING PARTY Check box to identify the Paying Party for each service below.
☒ Add and Manage New Escrow Account	Iron Mountain will open a new escrow deposit account that includes a minimum of one (1) Depositor and one (1) complete set of Deposit Material. All Deposit Material will be securely stored in controlled vaults that are owned and/or operated by Iron Mountain. Account services include unlimited deposits, electronic vaulting, access to Iron Mountain Connect™ Escrow Management Center for secure online account management and submission of electronic Work Requests, and secure destruction of deposit materials upon account termination. Iron Mountain will assign a Client Manager for each escrow account. These Managers will provide training from time to time to facilitate secure Internet access to escrow account(s). Assigned Managers will also ensure timely fulfillment of Work Requests (e.g., deposit updates, new beneficiary enrollment) and communication of status.	$2,050	$950	☒ Depositor - OR - ☐ Beneficiary
☐ Add and Manage Auxiliary Account	Iron Mountain will open and manage an Auxiliary Deposit Account for a new product or depositor in accordance with the service description immediately above and the Agreement that governs the Initial Deposit Account # _____.	N/A	$950	☐ Depositor - OR - ☐ Beneficiary
☐ Add Beneficiary	Iron Mountain will fulfill a Work Request to add a new Beneficiary to an escrow account, where possible, and provide notice as appropriate to all relevant Parties.	N/A	$650	☐ Depositor - OR - ☐ Beneficiary
☐ Add Deposit Tracking Notification	Iron Mountain will send periodic notices to Depositor and/or Beneficiary related to Deposit Material as specified within the terms of the Agreement.	N/A	$350	☐ Depositor - OR - ☐ Beneficiary
☐ Add File Comparison and Analysis Test	Iron Mountain will fulfill a Work Request to perform a File Comparison and Analysis Test, which includes a final report sent to Client, on Deposit Material to ensure consistency between Depositor's representations (i.e., Exhibit B and Supplementary Questionnaire) and stored Deposit Material.	$2,500	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Deposit Compile Test	Iron Mountain will fulfill a Work Request to perform a Deposit Compile Test, which includes a final report sent to Client, on Deposit Material. Client and Iron Mountain will agree on a custom Statement of Work ("SOW") prior to the start of fulfillment.	Custom Quote	N/A	☐ Depositor - OR - ☐ Beneficiary
Add Deposit Usability Test – Binary Comparison	Iron Mountain will fulfill a Work Request to perform one a Deposit Compile Test Binary Comparison which includes a final report sent to Client, on Deposit Material. Client and Iron Mountain will agree on a custom Statement of Work ("SOW") prior to the start of fulfillment.	Custom Quote	N/A	☐ Depositor - OR - ☐ Beneficiary
Add Deposit Usability Test – Full Usability Test	Iron Mountain will fulfill a Work Request to perform one a Deposit Compile Test Full Usability which includes a final report sent to Client, on Deposit Material. Client and Iron Mountain will agree on a custom Statement of Work ("SOW") prior to the start of fulfillment.	Custom Quote	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Dual Vaulting	Iron Mountain will fulfill a Work Request to store deposit materials in one additional location as defined within the Service Agreement. Duplicate storage request may be in the form of either physical media or electronic storage.	N/A	$500	☐ Depositor - OR - ☐ Beneficiary
☐ Release Deposit Material	Iron Mountain will process a Work Request to release Deposit Material by following the specific procedures defined in Exhibit C "Release of Deposit Materials" the Escrow Service Agreement.	$500	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Add Custom Services	Iron Mountain will provide its Escrow Expert consulting Services based on a custom SOW mutually agreed to by all Parties.	$150/hour	N/A	☐ Depositor - OR - ☐ Beneficiary
☐ Delete Account	Iron Mountain will fulfill a Work Request to terminate an existing escrow account by providing notice to all Parties to the Agreement, removing Deposit Material from the vault and then either securely destroying or returning the Deposit Material via commercial express mail carrier as instructed. All accrued Services Fees must be collected by Iron Mountain prior to completing fulfillment to terminate an existing escrow account.	No Charge	No Charge	No Charge
☐ Replace/Delete Deposit Materials	Iron Mountain will replace/delete deposit material in accordance with the terms of the Agreement. Materials will be returned as directed by depositor or destroyed using Iron Mountain Secure Shredding.	No Charge	No Charge	No Charge

Upon Escrow Service Agreement execution, please provide your initials below in the appropriate location to indicate your acceptance of this Escrow Services Work Request inclusive of agreed Services pricing and indication of which Party is financially responsible for payment of specific Services.

DEPOSITOR INITIALS_____ **BENEFICIARY INITIALS**_____

Note: Work Requests may be submitted electronically through their escrow account online OR may complete this form along with any other supporting exhibits required and email and/or fax this Work Request to their assigned Client Manager at Iron Mountain for fulfillment.

EXHIBIT C

RELEASE OF DEPOSIT MATERIAL

Deposit Account Number: 30058

Iron Mountain will use the following procedures to process any Beneficiary Work Request to release Deposit Material.

1. Release Conditions. Depositor and Beneficiary agree that Iron Mountain will provide notice commercial express mail to the Depositor if a Beneficiary under this Agreement submits a Deposit Material release Work Request based on one or more of the following conditions (defined as "**Release Conditions**"):
   - (i) Depositor no longer offers maintenance and support services for the Deposit Material; or
   - (ii) Beneficiary terminates the Maintenance and Support Services Agreement "for cause" (as defined therein) and Beneficiary's right to exercise such termination is not disputed by Depositor;
   - (iii) Failure of the Depositor to function as a going concern or operate in the in the ordinary course; or
   - (iv) Depositor is subject to voluntary or involuntary bankruptcy.
2. Release Work Request. A Beneficiary may submit a Work Request to Iron Mountain to release the Deposit Material covered under this Agreement. Iron Mountain will send a written notice of this Beneficiary Work Request within five (5) business days to the authorized Depositor representative(s).
3. Contrary Instructions. From the date Iron Mountain mails written notice of the Beneficiary Work Request to release Deposit Material covered under this Agreement, Depositor representative(s) shall have ten (10) business days to deliver to Iron Mountain contrary instructions ("Contrary Instructions"). Contrary Instructions shall mean the written representation by Depositor that a Release Condition has not occurred or has been cured. Contrary Instructions shall be on company letterhead and signed by an authorized Depositor representative. Upon receipt of Contrary Instructions, Iron Mountain shall send a copy to an authorized Beneficiary representative by commercial express mail. Additionally, Iron Mountain shall notify both Depositor representative(s) and Beneficiary representative(s) that there is a dispute to be resolved pursuant to the Disputes provisions of this Agreement. Iron Mountain will continue to store Deposit Material without release pending (i) joint instructions from Depositor and Beneficiary that accept release of Deposit Material; or (ii) dispute resolution pursuant to the Disputes provisions of this Agreement; or (iii) receipt of an order from a court of competent jurisdiction.
4. Release of Deposit Material. If Iron Mountain does not receive Contrary Instructions from an authorized Depositor representative, Iron Mountain is authorized to release Deposit Material to the Beneficiary or, if more than one Beneficiary is registered to the deposit, to release a copy of Deposit Material to the Beneficiary. Iron Mountain is entitled to receive any uncollected Service fees due Iron Mountain from the Beneficiary before fulfilling the Work Request to release Deposit Material covered under this Agreement. This Agreement will terminate upon the release of Deposit Material held by Iron Mountain.
5. Right to Use Following Release. Beneficiary has the right under this Agreement to use the Deposit Material for the sole purpose of continuing the benefits afforded to Beneficiary by the Master Software License and Professional Services Agreement, but such right is subject to the terms and conditions of the Master Software License and Professional Services Agreement, including Section 15.4 (License for Use of Escrowed Materials) thereof. Notwithstanding, the Beneficiary shall not have access to the Deposit Material unless there is a release of the Deposit Material in accordance with this Agreement. Beneficiary shall be obligated to maintain the confidentiality of the released Deposit Material.

Exhibit J

Tyler Key Personnel

Project Role	Resource
Project Executive	Tom Bartel Vice President of Professional Services Tom.bartel@tylertech.com
Regional Project Manager	Brian Williams Florida Regional Project Manager Brian.williams@tylertech.com
Project Manager	Brian Roberts Project Manager Brian.roberts@tylertech.com
Lead Conversion Analyst	Julianti Sr. Conversion Analyst Julianti@tylertech.com
Lead Business/Implementation Analyst	Kimberly Vaughn Odyssey Implementation Specialist Kimberly.vaughn@tylertech.com

PINELLAS COUNTY
NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("Agreement") is entered into this ___ day of _____, 2010, by and between Tyler Technologies, Inc., a Delaware corporation ("Tyler"), and Pinellas County, a political subdivision of the State of Florida ("County") (individually a "Party" or collectively the "Parties").

WITNESSETH:

WHEREAS, Tyler and the County have entered into a Software License and Professional Services Agreement dated _____ ("Software Agreement"), relating to the acquisition of software and implementation services as described in Pinellas County RFP #089-0408-P(JL) ("Project"); and

WHEREAS, the County, on behalf of its Authorized Users, maintains Confidential Data as defined herein, which Tyler's employees will have access to as part of its Project Services, and it is necessary pursuant to applicable Florida law to provide for the non-disclosure and/or maintain the confidentiality of this information as provided herein.

NOW, THEREFORE, in consideration of the foregoing, and for other good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties agree as follows:

1. DEFINITIONS. In addition to the capitalized terms or phrases as defined in the Software Agreement, which are incorporated herein and made a part hereof by reference, or that may be defined elsewhere in this Agreement, the following terms and phrases shall have the meaning set forth as follows:

A. "Disclose" and "Disclosure" mean, with respect to Confidential Data, the disclosure, release, distribution, alteration, transfer, provision of access to, or divulging in any other manner of Confidential Data outside Tyler's internal operations related to the Project, to other than Tyler Personnel directly involved in the Project Services, or to any Tyler employees, subcontractors, agents, or any third parties not directly involved in providing Project Services.

B. "Confidential Data" means any information or data of the County and its Authorized Users in written, graphic, electronic, visual, oral or other tangible or intangible form that is confidential and/or exempt from Chapter 119, Florida Statutes, the "Public Records Law," pursuant to Florida law, including but not limited to juvenile delinquency, dependency and termination of parental rights, Court records as defined in Chapters 39 and 985, Florida Statutes, information that is confidential pursuant to the applicable Rules of Judicial Administration and Administrative Orders of the Court, including but not limited to Sixth Judicial Circuit Administrative Order No. 2007-042, information identified in Section 119.017, Florida Statutes, data processing software licensed to or owned by the County, County information technology security systems, any other Confidential Information, and any other information or data designated in writing by the Director of the Business Technology Services Department ("Director") on behalf of the County as confidential and/or exempt.

C. "Use" or "Uses" means utilizing Confidential Information for any purpose other than as authorized herein and in the Software Agreement.

2. OBLIGATIONS OF TYLER.

A. Permitted Uses and Non-Disclosure of Confidential Information. Tyler, in performing the Services relating to the Project, will have access to Confidential Data. All Services activities shall be conducted pursuant to the Software Agreement describing the scope and timing of Tyler's activities and identifying Tyler Personnel that will be engaged in the Services. Tyler covenants, warrants and agrees during the performance of the Services, that: (i) the Confidential Data shall not be Disclosed or Used for any purposes by Tyler and its employees unless specifically authorized by this Agreement and the Software Agreement; (ii) Confidential Data shall be managed by Tyler in a manner that it is both physically and electronically secure from access from unauthorized persons, and access to the Confidential Data shall be safeguarded in such a way that only Tyler Personnel have access to or can view the Confidential Data; (iii) it has conducted background checks of any employees that participate in the Services in accordance with its employment background investigation policies; and (iv) Tyler Personnel that are convicted felons shall not be granted, or authorized to have, access to Confidential Data at any time under any circumstances. Tyler shall be responsible for any unauthorized access to or Use of the Confidential Information as described in Sections 5.A. & 5.B., and additionally acknowledges on behalf of itself and its employees that any Disclosure or Use of Confidential Data may result in civil or criminal prosecution.

B. Reporting Non-Permitted Use or Disclosure. Tyler shall report each Use or Disclosure that is made by Tyler, its employees, representatives, agents or subcontractors that is not specifically permitted by this Agreement of which Tyler becomes aware. The initial report shall be made within eight (8) hours from the time Tyler becomes aware of the non-permitted Use or Disclosure.

C. Use of Subcontractors. Tyler is not authorized to use subcontractors or agents without the express written permission of the County. In the event the County consents to Tyler's use of subcontractors or agents, Tyler shall require each of its subcontractors or agents that have access to Confidential Data to execute a written agreement obligating the agent or subcontractor to comply with all the terms of this Agreement with respect to such Confidential Data.

3. TERM AND TERMINATION.

A. Term. The term of this Agreement shall commence on the execution thereof, and remain in full force and effect until the term of the Software Agreement expires or is terminated as provided therein.

B. Termination for Cause. The County may terminate this Agreement upon the breach or default of Tyler in complying with any material term or condition of this Agreement. To effect termination of the Agreement, a written "Notice of Termination" stating the intent to terminate and describing the terms and/or conditions with which Tyler has failed to comply shall be sent to Tyler.

4. RIGHTS TO CONFIDENTIAL DATA.

All Confidential Data is, shall become, and shall remain the sole and exclusive property of the County and its Authorized Users. Subject to the requirements of Florida law, upon termination of this Agreement or the written request of the Director, whichever occurs first, Tyler shall return to the County, or shall destroy in a manner satisfactory to the County, all tangible forms of Confidential Data, including any and all copies thereof. Confidential Data disclosed or transmitted electronically, or in the form of electronic, magnetic, optical, or other storage medium, shall be erased or otherwise

completely and permanently deleted from any storage medium onto which such Confidential Data may have been written, and any tangible embodiments of such electronically transmitted information shall be completely and permanently destroyed or returned by Tyler, at the County's option. Upon the request by County, any such destruction, erasure or deletion shall be certified in writing by Tyler.

5. MISCELLANEOUS.

A. Indemnification. Tyler agrees to indemnify, defend, and hold harmless the Sixth Judicial Circuit, Pinellas County Clerk of the Circuit Court, State Attorney and Public Defender for the Sixth Judicial Circuit, Pinellas County Sheriff, and Pinellas County, a political subdivision of the State of Florida, their officials, officers, and employees ("Indemnified Parties") against all damages, losses, fines, penalties, costs, or expenses (including reasonable attorneys' fees) and all other liability to third parties arising from any breach of this Agreement or the wrongful or negligent Disclosure or Use of Confidential Data by Tyler or its employees, directors, officers, subcontractors, agents or other members of Tyler's workforce. Tyler's obligation to indemnify the Indemnified Parties shall survive the expiration or termination of this Agreement for any reason.

B. Remedies for Breach. The County shall be entitled to specific performance and injunctive or other equitable relief as a remedy for any breach, or threatened breach, by Tyler of this Agreement. Such remedy shall be in addition to all other remedies, including money damages, available to the County at law or in equity.

C. Restrictions; No License. Nothing contained in this Agreement shall be construed as: (i) requiring a Party to disclose or accept any information (i.e., the County shall, in its sole discretion, decide whether or not it wishes to disclose any information to Tyler); or (ii) granting to either Party any rights by license or otherwise, either express or implied, under any patent, copyright, trademark, trade secret or other intellectual property right now or hereafter owned, obtained or licensable by the other Party.

D. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Florida without regard to any conflicts of law principles that would require application of the law of any other jurisdiction.

E. Modification of Agreement. No alteration, amendment, or modification of the terms of this Agreement shall be valid or effective unless in writing and signed by the Parties hereto.

F. No Assignment. Tyler may not assign or transfer this Agreement or Tyler's rights or obligations under this Agreement without obtaining the County's prior written consent. Any attempted or purported assignment or transfer in violation of this paragraph shall be void *ab initio*.

G. Notices. All notices or other communications required or permitted to be made or given hereunder by one Party to another Party shall be in writing and shall be deemed to have been given when hand delivered, or when sent by electronic facsimile (with confirmation of its receipt by the other Party), or regardless of whether or not received, on the third (3rd) business day after deposit in the United States mail in certified form, postage prepaid with return receipt requested, and, in all cases, properly addressed to such other Party as set forth below or at such other address as may be specified by the Parties by written notice sent or delivered in accordance with the terms hereof:

Pinellas County
Pinellas County Business Technology Services Dept.
Attn: Paul Alexander, Director
315 Court Street
Clearwater, FL 33756

Tyler
Tyler Technologies, Inc.

H. Severability. If any provision of this Agreement is found to be invalid or unenforceable by any court, such provision shall be ineffective only to the extent that it is in contravention of applicable laws without invalidating the remaining provisions hereof.

I. Section Headings. The section headings contained herein are for convenience in reference and are not intended to define or limit the scope of any provision of this Agreement.

J. No Third Party Beneficiaries. There are no third party beneficiaries to this Agreement.

K. Amendment to Comply with Law. The Parties acknowledge that state and federal laws relating to electronic data security and privacy are rapidly evolving and that amendment of this Agreement may be required to provide for procedures to ensure compliance with such developments. The Parties specifically agree to take such action as is necessary to implement the standards and requirements of applicable laws relating to the security or confidentiality of Confidential Data.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date set out above.

PINELLAS COUNTY, FLORIDA
by and through the County Administrator

By: _____

TYLER TECHNOLOGIES, INC.

By: _____

APPROVED AS TO FORM
OFFICE OF THE COUNTY ATTORNEY

By: _____
Chief Assistant County Attorney

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 12/17/2010

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER

Hays Companies
IDS Center, Suite 700
80 South 8th Street
Minneapolis, MN 55402

CONTACT NAME:
PHONE (A/C, No, Ext): 612-333-3323 FAX (A/C, No): 612-373-7270
E-MAIL ADDRESS:
PRODUCER CUSTOMER ID #: TYLER-2

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Charter Oak Fire Insurance Company	25615
INSURER B:	The Standard Fire Insurance Company	19070
INSURER C:	National Union Fire Insurance Co of Pittsburgh	19445
INSURER D:		
INSURER E:		
INSURER F:		

INSURED

Tyler Technologies, Inc.

Attn: Brian Miller
5949 Sherry Lane
Dallas, TX 75225

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY [ ] PRO-JECT [ ] LOC			6302298N830	03/01/10	03/01/11	EACH OCCURENCE DAMAGE TO RENTED PREMISES (Ea occurance) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS – COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS X COMP/COLL DEDUCT $1,000			BA2298N80	03/01/10	03/01/11	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODLIY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DEDUCTIBLE X RETENTION $ 10,000			TE06904273	03/01/10	03/01/11	EACH OCCURANCE AGGREGATE	$ 15,000,000 $ 15,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		HCUB2298N83010	03/01/10	03/01/11	X WC STATU-TORY LIMITS [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE – EA EMPLOYEE E.L. DISEASE – POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
C	Professional Liability			013319938	11/17/10	11/17/11	Aggregate	$ 10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Certificate holder is named as Additional Insured under the general liability policy when required by written contract.

CERTIFICATE HOLDER PIN31FL

Pinellas County Board of County Commissioners

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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SEALED PROPOSAL • DO NOT OPEN

SEALED PROPOSAL NO.: **089-0408-P (JL)**

PROPOSAL TITLE: **Justice CCMS – Consolidated Case Management System**

DUE DATE/TIME: **July 30, 2009 / 3:00 P.M.**

SUBMITTED BY: Tyler Technologies Courts & Justice Solutions
(Name of Company)

DELIVER TO: PURCHASING DEPARTMENT
Board of County Commissioners
Annex Building – 6th Floor
400 South Fort Harrison Avenue
Clearwater, FL 33756

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PURCHASING DEPARTMENT

Response to Request for Proposal

Justice CCMS - Consolidated Case Management System

RFP Number 0[illegible]-0408-P (JL)

Pinella Count

Purchasing Department
Board of County Commissioners
Annex Building – 6th Floor
400 South Fort Harrison Avenue
Clearwater, FL 33756

tyler
TECHNOLOGIES

COURTS & JUSTICE SOLUTIONS
6500 International Parkway, Suite 2000
Plano, Texas 75093
972.713.3770

Steve Moerbe, Regional Account Executive
steve.moerbe@tylertech.com

Prepared on July 21, 2009

tyler works. | Tyler Technologies, Inc.
6500 International Parkway, Ste. 2000 Plano, TX 75093 Tel: 972.713.3770 Fax: 972.713.3777 www.tyler-tsg.com

July 21, 2009

Joseph Lauro
Pinellas County Director of Purchasing
400 S. Ft. Harrison Avenue
Annex Building – 6th Floor
Clearwater, FL 33756

Dear Mr. Lauro:

Tyler Technologies is pleased to provide our response to Pinellas' Request for Proposal number 089-0408-P (JL) regarding the Justice CCMS - Consolidated Case Management System. We feel that our solution will allow Pinellas County and its stakeholders to meet or exceed the stated goals of the project and Tyler's Odyssey suite of integrated judicial applications will allow Pinellas County to achieve very high levels of efficiency.

Tyler is happy to work with Pinellas County's existing vendors and solutions. As instructed, we have provided information regarding our approach to integrations and also included details about past integration projects and the Odyssey API Toolkit.

Tyler's primary point of contact for Florida and this RFP is as follows:

Steve Moerbe
Regional Account Executive
972-567-6022 (phone)
866-515-6618 (fax)
steve.moerbe@tylertech.com

On behalf of all of us at Tyler Technologies, I would like to express our thanks for the opportunity to provide this information. We look forward to working with your office.

Sincerely,

TYLER TECHNOLOGIES

Jeff Puckett
Senior Director of Sales
Courts & Justice Solutions

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Section 1.0 – Executive Summary

Since the early 1980s, Tyler Courts & Justice has developed, implemented and supported an integrated justice suite of applications that includes criminal and civil case management, prosecution management, jail management, probation, child support, jury selection, worthless check collection, law enforcement, and computer-aided dispatch. This suite of applications was truly *integrated* rather than interfaced, sharing a common database, with judicial records shared amongst all justice partners. This background denotes Tyler's long heritage and experience in integrated justice.

The Odyssey Justice Suite

In the early part of 2000, Tyler Technologies made a commitment to the development of a completely new integrated justice platform based on Microsoft technology. With over 20 years of previous experience in the courts and justice software industry, Tyler was uniquely positioned to implement a new suite of justice products, leveraging our extensive subject matter expertise and technology leadership.



Tyler's investment was not the result of an engagement with any particular client and therefore does not reflect an individual client's business approach. Rather, we committed ourselves to the development of a new technology platform that would address the requirements of courts and justice organizations across the country, with a focus on best practices and flexibility.

The first product in this new suite was Odyssey® Case Manager, a unified court case management application with a rich user interface, integrated document management, and innovative functionality. Case Manager was designed to encompass all case types and scale to meet the needs of complex local clerks and courts as well as statewide, multi-jurisdictional, and multi-geographical court systems.

Case Manager was introduced at the Court Technology Conference in September of 2001, and it has since seen wide acceptance in the marketplace, with contracts in five statewide systems, dozens of mid-sized courts, and over 1/5 of the 100 largest and most complex courts in the US – including five of the ten largest counties in Florida.

Some of Tyler's most recognizable clients include:

- Orange County, Florida
- Lee County, Florida
- Broward County, Florida
- Miami-Dade County, Florida
- Hillsborough County, Florida
- Monroe County, Florida
- Clay County, Florida
- Clark County (Las Vegas), Nevada
- Dallas County, Texas
- Tarrant County (Fort Worth), Texas
- Wayne County (Detroit), Michigan
- State of Minnesota
- State of New Hampshire
- State of Indiana
- State of New Mexico
- State of North Dakota

Experience and Commitment to the Florida Justice System

Tyler's second Odyssey client, and first client in Florida, was the Lee County Clerk of Courts. Lee County's partnership dramatically influenced our direction in Florida and our support and understanding of Florida requirements. The success of this project ultimately translated into courts contracts in several Florida counties and a strategic investment in Florida by Tyler. Tyler has also maintained a good relationship with Office of the State Court Administrator (OSCA) and enjoys continued engagement with a large, active, and vocal user community, participation in which will provide additional ongoing value to the county.

Key Odyssey Features

Since its initial introduction, Tyler has added over 250,000 development hours of additional functionality and technical improvements and subsequently introduced several additional products on the Odyssey platform, including Financial Manager, Worthless Checks, Prosecutor, Jail Manager, Law Enforcement, and Supervision. Each of these solutions shares common core data and business objects, providing a seamless integrated justice platform. Odyssey's features fit well into the Pinellas County's functional and technical goals:

- ✓ Odyssey is a truly *integrated* system, with data flowing seamlessly through the judicial process, and with no duplication of data entry.
- ✓ Odyssey is highly configurable, limiting the need for customization.
- ✓ The Odyssey platform implements a rich user-interface many Tyler-engineered features designed for rapid data entry and to overcome the traditional limitations of a browser environment. It is consistent a cross case types, and across all solutions in the product suite.
- ✓ Odyssey is designed to operate in a multi-stakeholder and even multi-jurisdictional environment.
- ✓ Odyssey is compliant with Florida requirements.
- ✓ Odyssey includes embedded and tightly integrated document management, including configurable document workflow but is capable of interfacing with a third party electronic document management systems (EDMS).

- ✓ Odyssey is based on a rich, integrated data model that supports complex relationships and leverages Microsoft SQL Server, which provides extensive capabilities for reporting.
- ✓ Odyssey includes extensive options for role based security management, with over 2,000 discrete security rights that are based on our extensive experience in justice organizations across the US.
- ✓ Odyssey provides APIs and services that facilitate integration with other systems.
- ✓ Tyler continues to innovate and provide leadership in the areas of paperless systems and e-services such as e-filing, e-payment and public facing web solutions.

Tyler's Proposal

Tyler's proposal includes licenses for its Odyssey Case Manager system , Odyssey Prosecutor, Odyssey Supervision, Odyssey Financial Manager, Odyssey Worthless Checks, Odyssey In-Court solution, Public Access, Tyler Jury Management, Integration API/Toolkit, and electronic filing connector, as well as optional licenses for Metatomix's JDX integration solution. The enterprise licenses are for unlimited users in either Pinellas County, or as employees of the Circuit.

In addition, Tyler proposes to implement a new Public Defender module as part of the Odyssey suite. With interest from both current and prospective clients in an Odyssey Public Defender solution, Tyler is prepared to implement this module in collaboration with the Pinellas Public Defender for a fixed license fee as set forth in our Cost Proposal. We have responded to the Public Defender functional requirements based on functionality that would be developed as a part of this project.

Our project approach envisions a 25 month implementation and is described in detail in this proposal. We have included within this proposal some 5,000 hours of development services for the development of certain features based upon our interpretation of the requirements in the RFP. Our practice is to interpret such requirements extremely conservatively, which often results in a development allocation that is larger than required. It is common that during our project fit analysis – the first activity in the project – that we find that as many expected modifications are not required because the client, as they gain a greater understanding of Odyssey's capabilities, determine that existing functionality will meet their needs. As a result, the allocation can be reduced or redirected to other needs.

Pasco County Option

Tyler recognizes that the Pasco County Clerk is a key partner with Pinellas County as part of the Florida Sixth Circuit, and that ideally the two counties would be unified under a common strategy and vision. For this reason, Tyler has included *optional* discounted costs for the Pasco County Clerk to acquire either a stand-alone license for Odyssey Case Manager under this proposal, or to participate in a multi-jurisdictional solution, hosted by Pinellas County, with even greater cost reductions. While we understand that due to budget constraints Pasco may already be committed to a different path, we have provided this option with the belief that the cost savings may create additional opportunities for the counties to consider.

Tyler is the Right Partner for Pinellas County

Selecting a technology partner requires taking the long view – Tyler has had many justice clients in our nearly 30 years. When entering into such a long-term relationship, there are several dimensions to a prospective partner that you should consider.

History and Vision – Tyler has a proven track record of success in large, complex projects, multi-jurisdictional systems, and integrated justice implementations as well as a demonstrated commitment to the Florida Marketplace. We listen to our clients, and our solutions evolve based on their needs.

Product Capabilities – The Odyssey Justice Suite is the platform that will grow with the needs of the County, and with the flexibility to adapt as the Florida justice system evolves. As a part of Tyler's large user community, the County will have an active voice in setting product investment priorities as Tyler makes continual enhancements to ensure that your investments in not on a path to obsolescence.

Professional Services – Tyler has the resources and expertise to successfully implement complex implementation on-time and on-budget. Our organization has a significant number of personnel, with a proven repeatable method, focused solely on courts and justice implementations. Our implementation approach is designed to create self-sufficiency, not ongoing dependency.

Support – Tyler will become a partner – not just a vendor – after the product is implemented. We will help you successfully manage the project into production, and then provide ongoing value through our support and product maintenance organization.

Organizational Strength and Focus – Tyler is ideally positioned as the largest national provider of software and services with an exclusive focus on the local government marketplace. It is important to you that:

- Tyler Courts and Justice is financially solid and profitable with over $50 million in annual division revenues alone.
- Our corporate parent is a $265 million publicly traded company, with no debt and a singular dedication to local government software.
- Over 300 Tyler professionals wake up every day focused solely on this market.

As a national, publicly traded and profitable company, we have the staying power and resources to weather the storms, and the focus to deliver on our promises.

We would like to sincerely thank Pinellas County for the opportunity to submit this response. Through the development of a strong partnership and the use of proven strategies, we look forward to helping Pinellas County achieve its integrated justice vision.

Section 2.0 – Technical Requirements

Configurability

Tyler's Odyssey suite of integrated judicial applications is designed for a high degree of configurability. Application behavior can be controlled through a number of levers, each of which must be configured during the implementation process and subsequently maintained by the client. Whenever we design a piece of functionality, considerable analysis is devoted to how that functionally may need to vary across a wide variety of clients. Explicit configurability requirements are a part of almost every SRS.

Some of the most common configuration points in Odyssey include:

Organizational Chart Definition – Odyssey's organizational chart is a hierarchical representation of the client's organizational structure and is the starting point of system configuration. It provides context for the assignments of rights and roles, data ownership, and for the definition of user code and code behaviors, discussed below. This organizational chart is one of the architectural features of the application that allow multiple divisions (e.g., civil, family, criminal) to use the same application. A docket code might be common in all divisions, but the behavior and effect of that code may vary depending upon where in the organization the code is used. The organizational chart provides the framework for such variable and configurable behavior.

Rights and Roles Administration – Odyssey contains several hundred discrete rights for various application functions. These rights are then grouped into roles. Roles, when assigned to a user at a particular node in the organizational chart, define that user's permissions for data owned at that particular node. This model is an extremely flexible and configurable mechanism for managing user permissions.

Code Definition – Almost all of Odyssey's code tables are administrator definable. More than just simple "code and description" tables, most of Odyssey's code tables contain specifics options for how the application is to behave when the code is used. For example, an administrator can respond to all of the following problems through application configuration:

- When a new case is created, how will case type specific elements such as the case number, style, judge assignment, party nomenclature, and initial events appear? What security groups are available on this case? How should the Register of Actions appear, and what data should be included?
- When adding a new docket entry, should a particular form be generated? Should the event activate or deactivate a time standard or case flag?
- When an initial case filing or subsequent case filing occurs, what fees should be assessed? How are fees affected if the offense occurred several years ago? When the money is ultimately collected, who should it be disbursed to?

Code Behavior Mapping – Odyssey's code definitions can include system-wide or organizational node-specific behaviors. Behaviors cause the code, when used, to have a particular defined effect such as the

automatic modification of related data, the automatic generation of a particular document, or enforcement of a defined constraint.

Form Template Design – Document generation is a widely used feature in all functional areas of the integrated justice suite. Odyssey's form templates can be defined for system wide use, or limited to a specific organizational node. For example, a warrant template might be used countywide for consistency, but a judge in a particular court may desire much-customized wording on hearing notices. While Odyssey supports both of these scenarios, the creation of form templates (using Microsoft® Word) and the county decisions to standardize or allow customization are important initial configuration activities.

Time Standards Configuration – Odyssey Case Manager provides functionality to initiate, trigger, and automatically satisfy time standards based on event-driven activity within the case. While many of these time standards are statutory and therefore can be standardized, others involve judicial discretion and policy decisions.

Auto-Generated Report Scheduling – Odyssey's reporting infrastructure allows reports to be scheduled on a recurring basis (i.e., much as recurring appointments are scheduled in Microsoft Outlook). These reports are then generated automatically by system services and can be emailed to the recipient upon completion based on the defined schedule. While this configuration is typically modified extensively during normal system operation, the initial configuration is a pre-installation activity.

Custom Business Edits and Business Rules – Odyssey supports the use of custom edit logic for the validation of data entry. These edits are implemented through custom validation scripts that can be attached to various defined application events. During initial system configuration, the need for local custom edits may be identified and submitted to Tyler for implementation. Odyssey's framework provides the option to implement customer specific logic. Typically, this takes the form of a particular custom action (e.g., data modification, form generation, email) when a defined system event occurs. Various system events are defined as "control points" within the application and business rules may be created at any defined control point. During initial system configuration, the need for local custom business rules may be identified and submitted to Tyler for development. Custom Business Edits and Business Rules are expressed in code. However, they do not require modification of the *core* application code. They are, by definition, intended to address site specific requirements that were not anticipated by the feature designers.

Automated Workflow

The Odyssey Suite includes four fundamental components that are used to manage workflow in a flexible and configurable manner.

Work Paths – When a document (e.g., case filing, subsequent motion, judicial order) enters the system, it is routed to a work path based upon the type of document. A work path may include multiple steps, and may fork into multiple sub-paths. A work path is defined through the user interface without the need for custom programming.

Work Queues – Each step in a Work Path becomes a Work Queue. Work Queues contain completion requirements (i.e., task must be addressed in a certain amount of time), user assignments (i.e., which users can work items from the queue), and exception processing (i.e., what to do when a task isn't completed within the time defined). Exception processing can include such actions as visually flagging the task, emailing a supervisor, or rerouting the task to an alternate work queue. Users can work tasks sequentially (i.e., first in, first out), or they can select specific tasks if needed. Work queues can be applied to general functions such as initial docketing or to very specific functions such as requiring an electronic signature.

Time Standards – Events in Odyssey can be configured to trigger or satisfy time standards. Through the user interface, an administrator can define individual time standards or can chain time standards together into a time track to describe a series of related activities. For example, when a particular motion is recorded, Odyssey can automatically create a time standard requiring that a particular type of hearing occur within a certain number of days. Once that hearing is held, Odyssey can then automatically mark the original time standard as "completed" and create a new time standard requiring that an order be created. Time standards can be immovable (for example, in the case of a statutory requirement), or can be adjusted manually by the user if the administrator has indicated that such modification is permissible. Entire scheduling orders can be expressed using time standards in even the most complex cases.

Tickler Reports – Various tickler reports can be generated showing a user which time standards are currently overdue or which time standards are about to become overdue.

Odyssey Job Scheduler – Odyssey includes a scheduler that allows users to pre-define how they want to receive tickler reports. For example, a user can instruct the system to email him or her a list every Monday morning of time standards that are about to become overdue in the coming week. Or, the user can be notified at the end of every day of time standards that became overdue that day.

Odyssey List Manager – List Manager provides real power to users who are managing tickler reports. In our experience, users analyzing tickler reports will typically print them out and use them as a work list to perform various data update activities (e.g., warrant generation, the scheduling of show cause hearings, and so forth). Instead of just sending a user a report, List Manager can also create an electronic "list" of cases or records that are included on that report. Users can view and edit these electronic lists and take actions on them en masse. For example, Odyssey can generate, automatically on a scheduled basis, a list of cases where no activity has occurred within a certain period of time, and provide the user with an electronic list of those cases. The user can then review that list online, remove individual cases that need special handling, and then instruct the system, in a single step, to send letters to all of the parties, schedule show cause hearings on each of the cases, record a particular docket entry on every case, or many other defined actions.

Integrated, Extensible Database Supports Shared Case Implementation

The Odyssey Justice Suite is a fully integrated system, designed around an intricate network of shared data — parties, charges, warrants, documents, financials — which eliminates duplicate data entry. The Odyssey data model is entirely based on shared use.

Some offices may view the data from one perspective, while for others the data elements may not necessarily be visible through the user interface. By way of example, there is only one charge table that serves all Odyssey "Product Centers." Odyssey also maintains a charge history showing how the charge has changed over time. In this manner, we are all looking at the same charge and we can see how the charge has transformed from aggravated burglary at arrest, burglary at case filing, and trespass at disposition.

Consistent User Interface with Rapid Data Entry Features

The Odyssey Justice Suite provides a consistent graphical, web-based user interface via the Odyssey Assistant. The Odyssey Assistant is a small, auto-updating object that resides on the desktop. The Assistant performs several low-level functions – some data validation, maintaining the code cache, the static content cache, and serving as an active document host.

An active document host is able to embed other applications and tailor their respective behavior. Internet Explorer (version 6.0 or greater) becomes much more than just a web browser when hosted by the Odyssey Assistant – it is transformed into an eye-pleasing, efficient data entry and management tool that hides the tedious, repetitive browser-like features so familiar in today's web-enabled environment.

The Odyssey Assistant shields the user from the need to remember URLs, track multiple open frames or pages, and from the usual "forward-back-reload" functions so prevalent in a typical browser session. Odyssey users truly don't realize they're using Internet Explorer until it is pointed out to them.

The Odyssey Assistant also embeds supporting applications for integral functions like forms processing, document imaging, and report generation. Microsoft Word and the Active Reports Viewer are standalone applications hosted by the Assistant in such a way as to disguise the fact that they are separate applications. An Odyssey user can merge case data into Microsoft Word easily and quickly without having to learn any Word conventions or macro language.

Tyler has made a significant investment in the overall user experience. Unique and innovative features include customized UI controls such as a specialized combo box that dramatically improves upon the standard controls found in most web applications. Through the use of these special controls, hotkeys, and navigation management by the Odyssey Assistant, Odyssey supports keyboard-only use for both routine navigation and data entry as well as high volume functions such as traffic citation entry and bulk docketing.

Dynamic Advanced Searching and Ad-Hoc Reporting

Odyssey offers a number of mechanisms for advanced searching within the user interface. Both simple and advanced search forms are available for users, allowing the user to search by a wide variety of data elements, and allowing the user to filter the search results to a specific organizational unit, case type,

sub-case type, case status, or any combination. Additionally, Odyssey provides search queries through its List Manager feature that allows users to build more complex searches that product lists of records that can then be viewed, manipulated, or updated en masse.

Tyler is in the process of implementing a new Ad Hoc reporting tool that leverages Microsoft SQL Server Reporting Services (SSRS) and metadata to insulate the user from the complex Odyssey data model.

Data Model that Supports Complex and Changing Entity Relationships

Odyssey provides for the creation and management of a complex set of "1-to-many", "many-to-1" and "many-to-many" relationships amongst varying types of data entities.

- Case roles have start and end dates, accurately reflecting the associations of parties to various cases.
- Cases can be linked together, and can be associated in a parent-child relationship with all associated case numbers (and including a "master" case number) searchable.
- Odyssey provides the ability to store and manage multiple addresses and multiple address types on all parties (including individuals and businesses), including "primary" addresses such as the current known address and current mailing address. Further, addresses can be associated to particular cases whereby correspondence on a particular case may be sent to an address specific to that case.

Role-Based Security

Odyssey's security is based on an organizational structure, which consists of locations, lines of business, or any other construct that is meaningful to your organization. This structure can parallel your court structure, where elements in the organizational structure represent various physical and logical entities. In a multi-jurisdictional or multi-agency system, this might consist of districts, counties, and divisions by way of example.

User privileges stem from the administration of system-defined rights. Odyssey's security model allows administrators to group rights into roles for efficient management. A user's security profile is defined when one or more roles are assigned to that user at one or more locations in the organizational structure. A user may inherit the same right from multiple roles. Also, a role may explicitly deny rights, which would override any other roles where the right was explicitly granted. Using this mechanism, administrators may create exceptions for specific users by adding a denial role to their user profile.

Odyssey's security model also extends to configuration, code tables, and data ownership. Configuration and codes are "owned" at a particular node in the organizational tree. For example, some codes can be defined at the "root" node and inherit throughout the entire organizational chart, while other codes can be defined at a particular "leaf" node and are then available only on a case that is owned at that same leaf node.

This organizational structure was implemented specifically to handle the needs of a multi-jurisdictional or multi-agency system and provides for significant localized flexibility while preserving the benefits of a common database and central code configuration.

Audit Capability

Throughout the application, inserts and most recent updates are associated with the date, time, and the user who performed the operation. In some cases (i.e., such as a case event) this auditing is performed at the record level, while in other cases (i.e., such as changes to party/person data) it applies to each specific data element. Financial records are completely driven by non-modifiable transactions, providing an inherent audit trail. The decision to implement record level, data element level, or transactional audit trails for any given functionality is governed by business requirements and application performance considerations.

Auditing date-time-operator detail is permanently retained. Date-time-operator audit detail is viewable through the Odyssey interface, depending upon a user's security profile.

Ability to Integrate with Other Systems

The Case Manager Integration Toolkit comprises two main parts:

Application Programming Interfaces (APIs)

The APIs are web services that allow on demand adding, updating and querying data in Case Manager using a defined message based interface. The set of APIs may be added to or altered by Tyler in version releases. APIs are called as standard web services.

The APIs support on demand adding, updating or querying the Odyssey Case Manager system.

APIs are implemented as web services, called with a properly formatted XML message. APIs may be called in one of two ways, either as a single message, or as a compound transactional message with several component messages chained together as a single unit of work.

For each API, the following documentation is available:

- A Word document providing general information about the API, as well as a field by field business description of the XML data fields in the message and their usage. It also includes a sample message.
- A XML schema file (XSD) for the message.
- A WSDL definition file for the message.
- A training class for the Integration Toolkit.

Configurable Integration Publishing (CIP)

The Configurable Integration Publisher allows automated publishing of messages based on events that have occurred in Case Manager. The configurable integration publisher is an application service that automatically publishes XML messages based on events that have occurred in Case Manager.

Multiple integration packages are defined and created via the Odyssey user interface. To define an integration package, the following components are defined:

- Business event – these are application-level business events that may be used to trigger an outbound XML message to be generated. In Odyssey terminology, these are called "control points."
- Odyssey XML data to load – this tells the publisher what data to load out of the Odyssey database and publish as XML data. A wide variety of XML components are available.
- Conditional test – a user-defined conditional test may be defined for each package, and tells the publisher whether or not to publish this particular XML message. Conditional tests are user-defined using either XPath or XSLT statements, and then applied against the Odyssey XML data.
- Publishing destination – this tells the publisher where to place the generated outbound XML message files. Current choices include either a specified file directory or an IBM MQ-Series message queue.

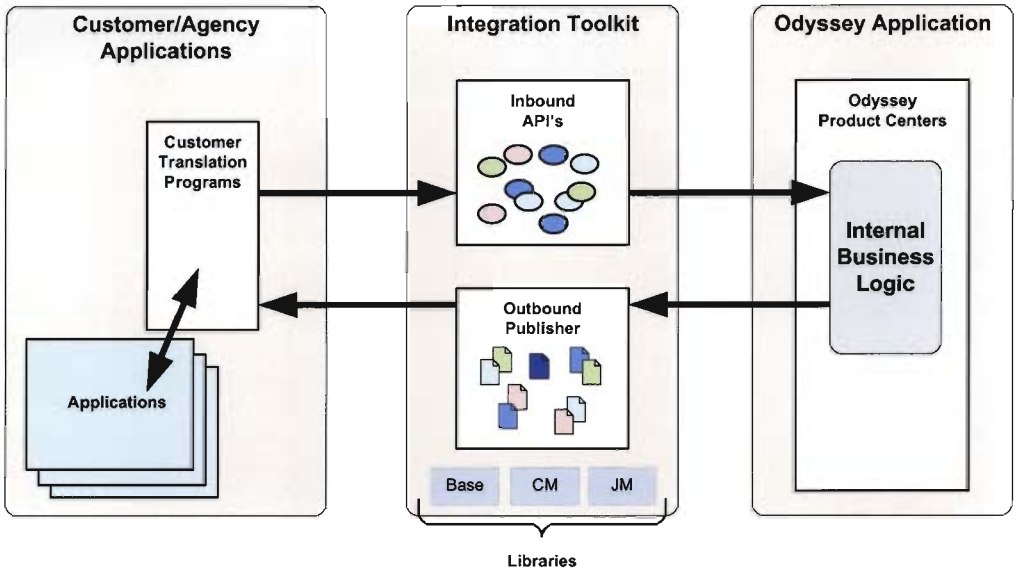
Alternatively, the Odyssey XML data that is available via the Configurable Integration Publisher is also available via an on demand web service request.

For Configurable Integration Publishing, the following documentation is available:

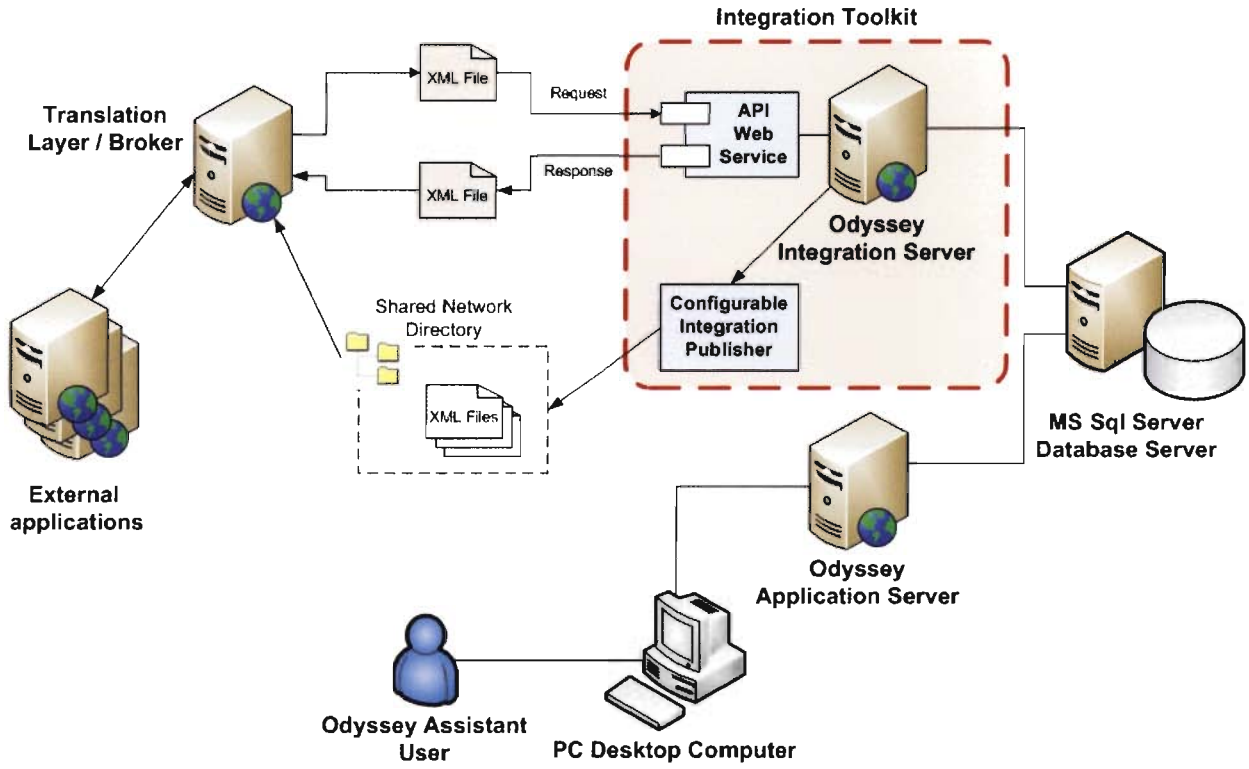
- A Word document providing reference documentation on how the Publisher works, as well as how to create Integration Packages.
- A Word document describing the details of each area of Odyssey XML data that is available to load in an Integration Package.
- A training class for the Integration Toolkit.

Odyssey also supports some specific integrations via specialized interfaces, such as to third party EDMS systems, electronic filing systems, and voice response systems. While utilizing many of the publicly exposed APIs, Tyler has "productized" these specific interfaces and supports them as an application feature.

The following diagram shows the interaction between Odyssey, the Integration Toolkit, and customer applications.



The following diagram shows the relationship between the various servers involved in the end-to-end integration process.



Training Class

A training class is available for the integration toolkit, covering both the API and Configurable Integration Publishing components.

The class is 3 days, and a summary of the agenda is as follows:

Course Topics

- Basics of Odyssey case management
- Basics of XML technologies – including XML, XPath, and tools
- Inbound Application Programming Interface (API) updates and queries
    - Messages vs. transactions, documentation, samples, business scenarios
- Outbound IXML publishing
    - Creating integration packages, documentation, samples, business scenarios
- Data mapping
- Odyssey database
    - Code tables, basic structure, integration tables
- Programming tools
    - Examples – BizTalk and .NET Visual Studio
- Miscellaneous integration topics
    - Web services, monitoring, performance
- Architecture and design
    - Alternative design approaches
    - Combining inbound APIs and outbound IXML publishing
- Working sessions on client scenarios

Foundation for Future Reduction in Paper, eFiling, Public Facing Website

Pinellas County desires a system that provides a foundation for future eFiling of all case types. The Pinellas County stakeholders intend to rely more on "electronic" transmission of information, thereby eventually eliminating the reliance on paper for many intra- and inter-operational needs, as well as for "Public" operational interactions.

eFiling Support

Tyler has implemented generally solution-neutral mechanisms for interfacing to clients' eFiling solutions of choice. To date, Odyssey supports interfaces to Wiznet's, Tybera's, and BearingPoint's eFiling solutions. These interfaces leverage exposed APIs. Tyler can either construct an adapter for the County's desired solution once it is identified, or the County can utilize the Odyssey APIs to complete the interface on its own.

Public Facing Website

Odyssey includes a public facing website that allows searches of public information via the Internet. The website can allow anonymous users, and can optionally allow authenticated users with additional access. In its simplest form, the website allows a user to search and view a case register of actions. Clients can also allow the publication of documents via this website. Access to documents can also be restricted to certain authenticated users. For example, a client could configure the website to allow

register of action access to anonymous users, but allow attorneys to download documents on cases where they are the current attorney of record.

Section 3.0 – Company Background

Tyler Technologies' single focus is to serve the public sector and provide entities like yours with innovative software solutions that meet your needs today and in the future. As a leading provider of mission-critical, integrated software systems and services, Tyler partners with cities, counties, school districts and other government entities to enable them to be more efficient, more accessible, and more responsible to the citizens and constituents they serve.

Tyler is unique in that we serve only the public sector with an unmatched breadth of products and services. As a vertical software company, this enables us to focus all of our resources on delivering the software solutions and services that help a state judiciary, a local police force, a municipal administration or an entire county network streamline the many facets of their operations.

While Tyler's technology solutions are best in class, we believe our employee team is what truly sets us apart. Our more than 2000 employees daily demonstrate a high level of technical expertise in the many unique aspects of local government operations. This allows us to provide our clients with an unparalleled level of innovation in the following main areas:

- Courts and Justice
- Document Management & Public Records
- Financial Management and Education
- Property Appraisal and Tax
- Public Safety

Over the years, we have built a solid reputation with our client base which is more than 8,000 strong, and we continue to enjoy an exceptionally high client retention rate. ***In fact, more than 750 of these clients are courts.*** We work hard to maintain our relationships with our clients and truly feel as though we are a partner in their success.

Successful Business Model

As a publically traded company, Tyler (NYSE: TYL) is listed on the Standard & Poor Small Cap 600, and has twice been named as one of America's 200 Best Small Companies by *Forbes* Magazine. We have previously been recognized by Audit Integrity, an independent research firm, as one of America's 100 Most Trustworthy Companies. Additionally, Tyler is working with Microsoft in a joint product development venture. We are jointly developing core public sector functionality for Microsoft Dynamics AX to address the financial needs within public sector organizations worldwide.

Tyler's success is directly related to its ability to provide dependable, robust software products coupled with innovative and professional support programs designed to support high transactional volume systems. Our ability to deliver a wide breath of integrated applications to various governmental offices, within the same jurisdiction, is yet another example of our competency to support our client's current and future needs.

Our financial strength provides the resources to reinvest in our products and services. As technologies advance, we continually strive to adhere to new standards and practices that allow us to deliver superior products to our clients and to maintain a long-term vision that is in sync with them.

We continually monitor and assess our development and support operations and gauge our performance from client reviews and surveys. This process provides a measurement to meet the on-going challenge of providing quality solutions and support, delivering projects on schedule and within budget, and to minimize disruption to each of our client's day-to-day activities.

The size, diversity and financial stability of our company clearly demonstrate:

- Tyler's substantial leadership in the public sector
- Our clients' continued confidence in our ability to deliver on commitments
- Tyler's sound management practices and a successful business plan
- Our ability to hire and retain talented personnel.

A Proven Track Record for Courts and Justice

Tyler has been providing diverse and dynamic Courts and Justice software and service solutions for almost 30 years. Our products span multiple areas of the justice community including courts, law enforcement, prosecution, probation, jury selection, child support, hot checks, jail management, mobile dispatch and other mission-critical services.

In the late 1990s, Tyler began development on a new unified case management system. The product was designed to encompass Tyler's decades of experience in the courts and justice business, the knowledge gained from hundreds of successful installations, as well as take advantage of the most innovative and forward-thinking technologies available. The result is Odyssey — the market leader.

Odyssey isn't a repurposed case management system; it is a proprietary solution built by courts and justice experts to serve the unique needs of this community. Odyssey offers the benefits of an off-the-shelf product, combined with a flexibility that allows us to adapt to each client's unique business needs. Since its debut, Odyssey has proven its versatility in improving the efficiency and effectiveness of any judiciary, regardless of size or complexity — from counties to large statewide and multi-jurisdictional implementations.

Over the last 6 years, 85% of statewide trial court implementations in the US have been for Odyssey:

- Indiana
- Minnesota
- New Hampshire
- New Mexico
- North Dakota

Of the top 20 most populous counties in the U.S., 25% are Odyssey clients:

- Broward County, Florida (Fort Lauderdale)

- Clark County, Nevada (Las Vegas)
- Dallas County, Texas (Dallas)
- Miami-Dade County, Florida (Miami)
- Tarrant County, Texas (Fort Worth)
- Wayne County, Michigan (Detroit)

We continue to look to the future and anticipate trends as well as collaborate with our clients to constantly grow our products.

Making the Right Choice for Pinellas County

In our everyday lives, when we are shopping for goods and services we gravitate toward experts in their fields when we have a choice. If you suffer from allergies you would find a good allergist, not a general practitioner. If you were adopting a child, you would hire an attorney who specializes in family issues, not a generalist. During tax season, we work with a tax specialist not a general accountant. We make these choices, because we want to be as informed as possible and thereby minimize our risk.

The choice you are about to make is similar but not as personal. Why would you choose a company that uses its case management software simply as a way to support a larger integration or outsourcing effort? You wouldn't. Likewise, why would you choose a company that may have experience in software development, yet doesn't offer software that has anything to do with court case management? Again, you wouldn't. You would instead look for an established, experienced company that specializes in your business and offers proven software applications and exhibits a successful track-record of installations. That is Tyler.

You will receive proposals from companies that have developed new Windows or web interfaces for their older, outdated systems. They have freshened the face of their case management system but haven't taken the time to thoroughly develop an appropriate solution – to really use everything the latest web-based technology has to offer. This approach buys a product a few extra years of life, but ultimately the consequences of short-term solutions rob your business of efficiency, funds, and staff.

Our mission is to provide the best software and services for the term of the installation, train your IT and court staff to be self-sufficient, and then disengage from your day-to-day operations, allowing you to run your business. We will continue to maintain your Odyssey system and be available for any questions or comments. We will not strain the County's budget by overstaffing a project when it is not needed.

Because we believe that software design and development are more important than outsourcing or consulting, we spend more than anyone else on software application research and development. Unlike any other company, our growth depends on our *commitment to* and *focus on* specialized software.

Defining Court Standards

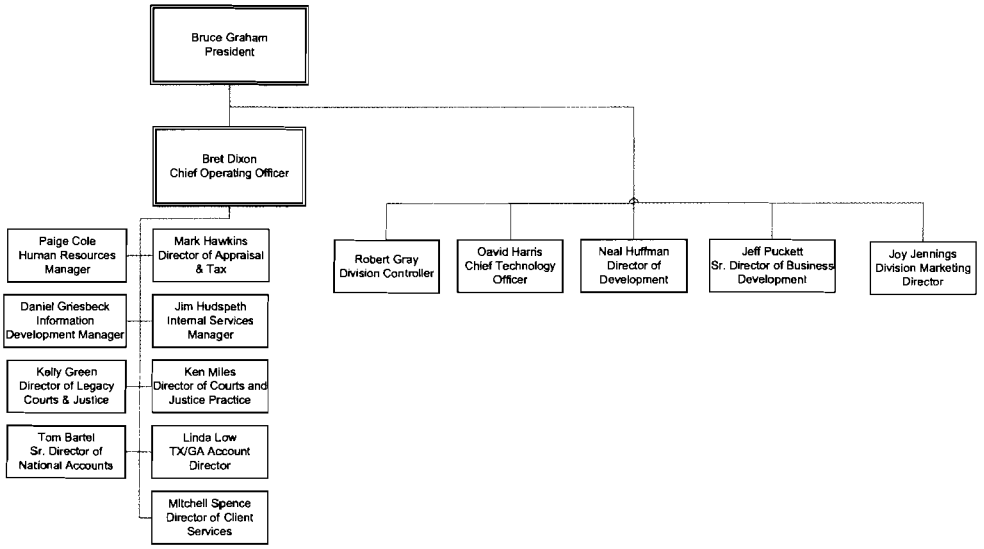
Tyler's Courts & Justice business analysts have been actively involved in setting national court standards since 2000. From 2000 – 2003, our analysts actively participated in a committee under the auspices of the National Center for State Courts (NCSC), Conference of State Court Administrators (COSCA), and National Association for Court Management (NACM) and in a joint effort with Forum for Advancement

of Court Technology (FACT) created the National Consortium for State Court Automation Standards (NCSCAS) to standardize the case management functional requirements for various case types such as criminal, civil, family, and others. These requirements have been incorporated into Tyler's Odyssey Case Manager solution.

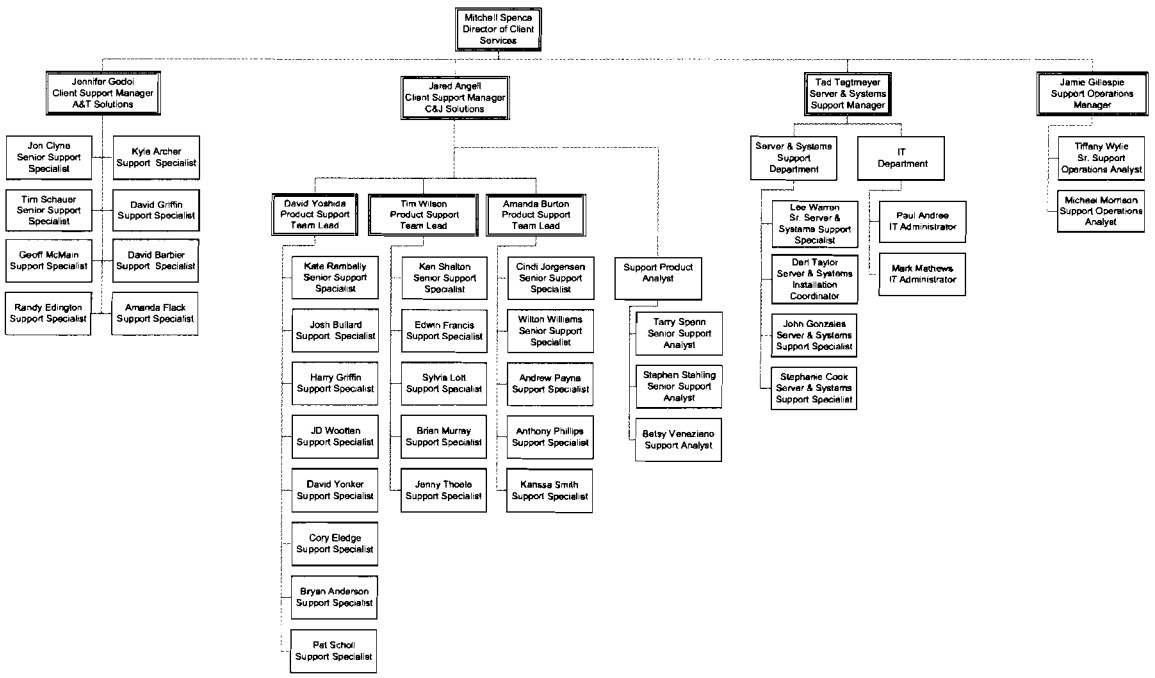
Tyler is also a member of the Forum for Advancement of Court Technology standards committee, National Association of Court Managers, and a recognized industry leader in court technology.

Corporate Organization Chart

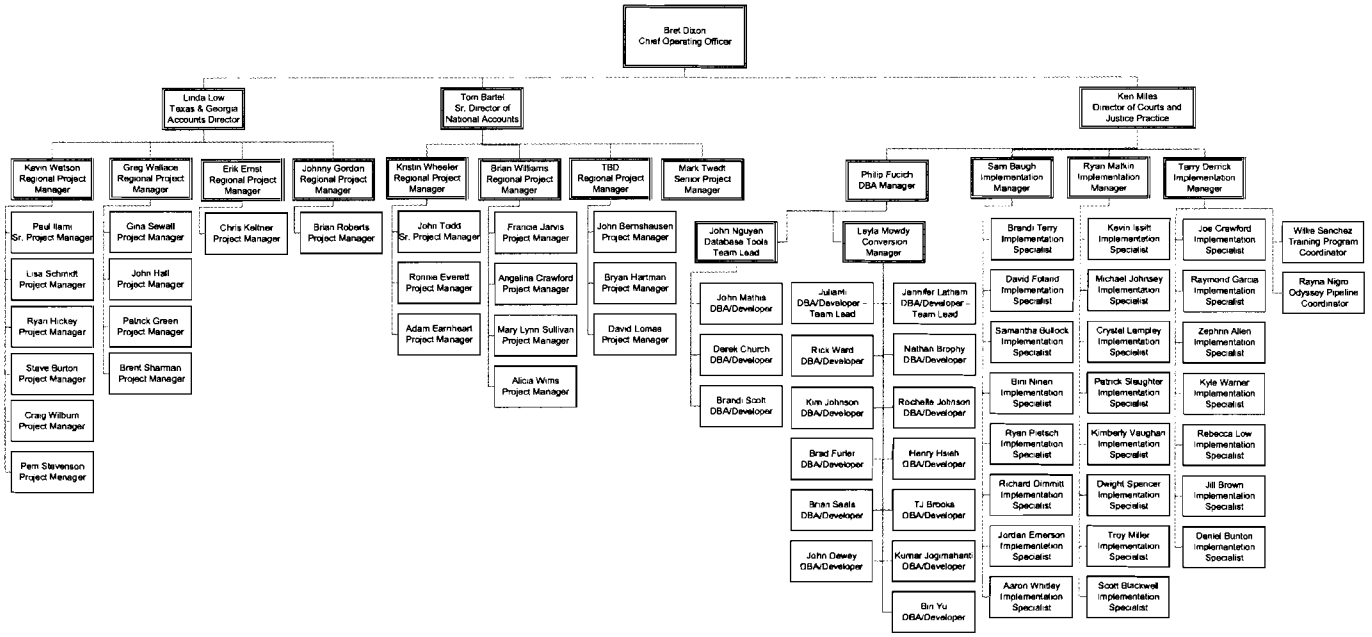
Executive Team



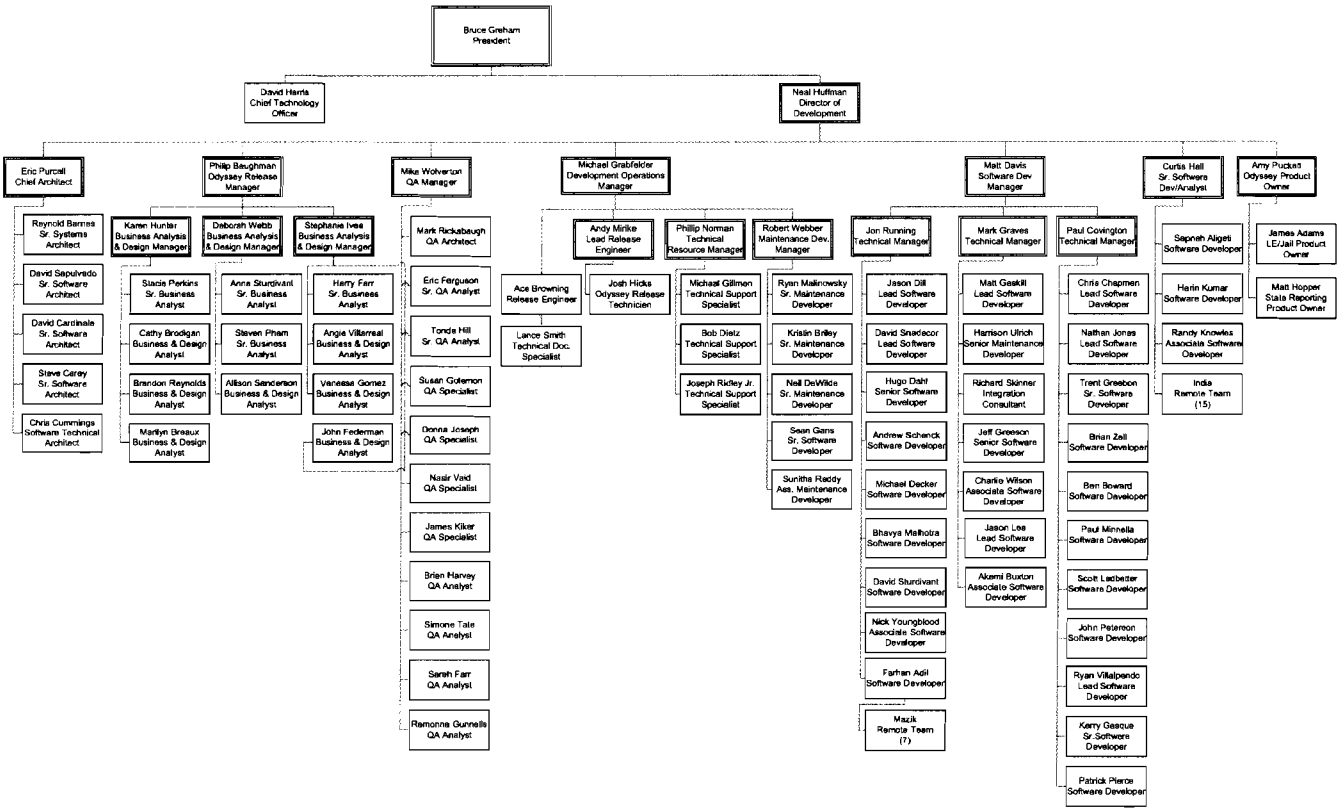
Client Services



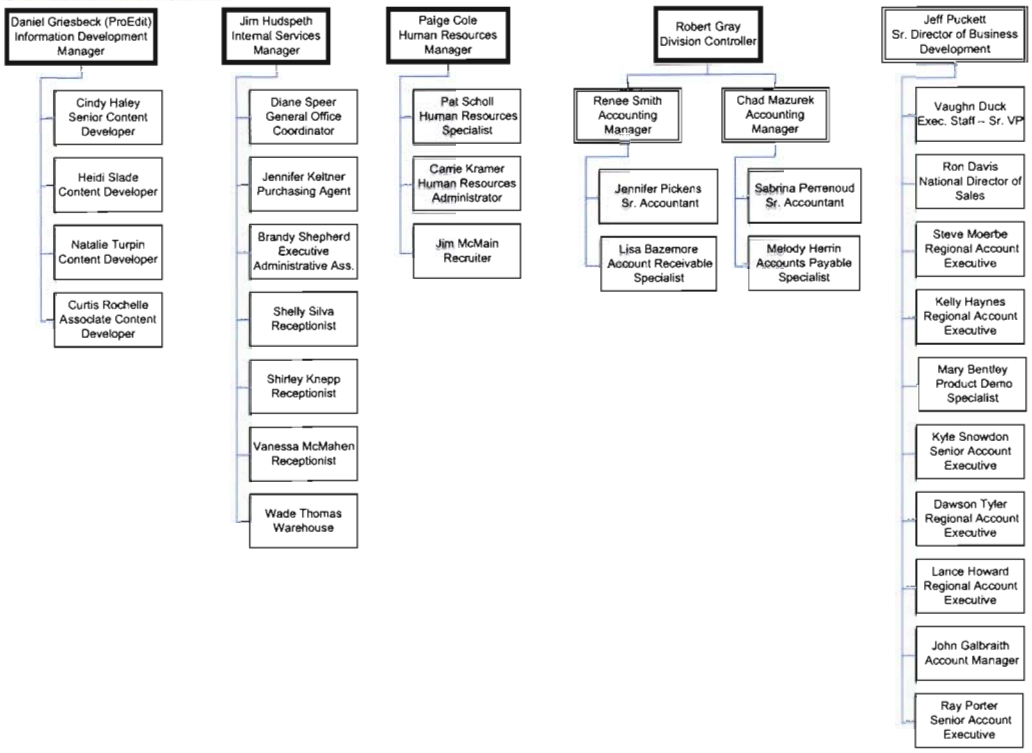
Professional Services



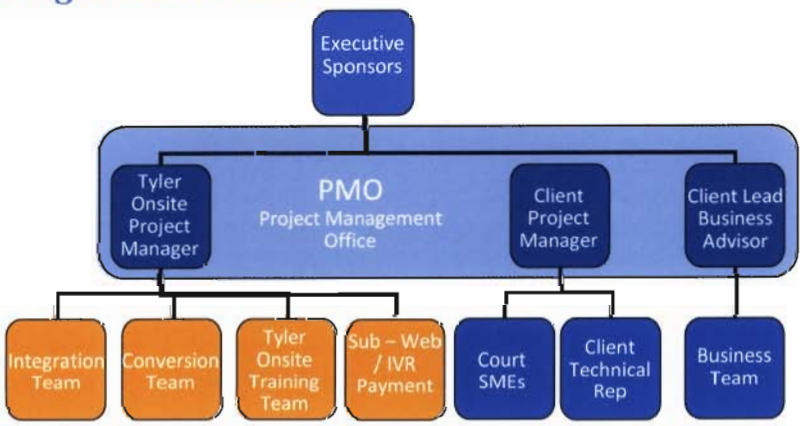
Odyssey Development



Administration and Sales



Project Organization Chart



Section 4.0 – Functional Requirements

As instructed, Tyler's response to the Functional Requirements has been included in Section 11.0 as Attachment 3.

Section 5.0 – Implementation Plan

Tyler is fortunate to be able to leverage experiences and best practices learned while deploying integrated circuit-level case maintenance/case management solutions with Miami-Dade, throughout Florida and other court and circuit-level deployments throughout the nation. The methodology used to create the project timeline and proposed phasing has been modeled after these successful deployments so that Pinellas can benefit from this approach. This section defines tools, techniques, approach and organization outlined in the Pinellas project timeline.

Tyler believes the keys to implementing a successful case management/case maintenance solution are the cultivation of a strong partnership and a solid deployment plan. Using proven methods for the project deployment mitigates risk and provides predictable results for Pinellas County, Tyler and all parties associated with the project.

The Pinellas project plan included in the response represents an April start date. After the contract negotiation process is complete, the project managers from Pinellas County and Tyler will work together to schedule project initiation activities.

The project timeline has been divided into four major phases:

- Phase 0 – Planning
- Phase 1 – Integration and Development
- Phase 2 – Probate
- Phase 3 – Civil/Family
- Phase 4 – Criminal/Traffic/Juvenile

The sequencing of the Phases is based on Tyler's experience with implementing large, integrated criminal justice projects. It has the following key elements:

- Phase 0 includes Pre-Implementation Planning and the Fit Assessment. This phase feeds many of the concurrent activities in the project: configuration, data conversion, integration, etc. It also confirms that the sequencing and scope for the project are correct.
- Phase 1 is focused on the integration and product development necessary to implement Odyssey for Pinellas. Functionality will be delivered in releases as needed to support the schedule for Phases 2 through 4.
- Phase 2 implements Odyssey for the Probate Division. This implementation overlaps the activities in Phase 1.
- Phase 3 implements Odyssey for the Civil and Family Divisions.
- Phase 4 implements Odyssey products for Criminal, Traffic and Juvenile. This will include Odyssey Case Manager, Prosecutor, Public Defender, Supervision and Jury. This phase will have the highest level of Integration requirements and is sequenced last to allow the time to fully implement and test the integrated solution.

Please note the following detail on the methodology to accomplish these phases.

Phase 0 - Pre-Implementation Planning

At contract execution, Pinellas County will be contacted by a regional project manager and project manager from Tyler. Tyler will begin gathering information and scheduling meetings to prepare for the fit analysis. During this time, they will prepare a project charter identifying key personnel who will need to be contacted before and during the fit analysis.

Key Milestone Participants

Pinellas County	Project Management Team (Project Sponsors and Project Managers), Conversion Analyst, Lead Business Advisor, Subject Matter Experts (SMEs), Configuration Specialist, Technical Rep
Tyler	Project Management Team, Configuration Team

Roles and Explanation

Pinellas County – Pinellas County will be an active participant for the pre-implementation planning.

Tyler – Tyler will own and drive this activity.

This is the first teaming opportunity for Pinellas County and Tyler project managers.

Tyler will evaluate the current infrastructure and begin working with the Pinellas County project manager and infrastructure team preparing the site for implementation activities. This time is also reserved to review the project charter, the statement of work, the requirements specifications, the Pinellas contract and additional information available to the Tyler project team. If needed, the project teams will review areas of question. The Pinellas County and Tyler project teams will work together to identify and reserve a period of time for the project kick-off activities and the fit analysis.

Additionally, it is an opportunity for project managers and project sponsors to discuss the type of metrics and status reporting to be used to measure the project and manage change.

Project Kick-Off

Tyler will prepare and deliver a presentation to the Pinellas County project team. This meeting signifies the start of the project. During the meeting, the joint teams will review the project organization, project tracking and reporting tools, implementation lifecycle and product development lifecycle.

Major project activities started include infrastructure, data conversion, integration analysis, report analysis, configuration analysis and fit analysis.

The project team will leave the meeting with an understanding of the approaching project activities and their respective roles within each of the activities.

Operational Fit Analysis

During the fit analysis, the Pinellas County project team and Tyler will examine each of the areas key to the CJIS solution implementation. These areas include the business processes, the infrastructure and the partner integrations.

The fit analysis begins with Pinellas preparing scenarios that outline, at a high level, the major processes or case types. Tyler works with Pinellas team members on this task, and then arranges the scenarios into a schedule for the on-site fit analysis.

Prior to the on-site fit analysis, Tyler conducts an Odyssey Basics training class for all the Pinellas participants in the fit analysis. This gives the participants a fundamental understanding in Odyssey and saves time by reducing common questions about functionality. It also gets the participants thinking about the Odyssey capabilities prior to participating in the process.

During the on-site fit analysis, a Tyler analyst will attempt to perform your current scenarios within Odyssey. Through this process, we jointly determine the "fit" between your current practices and the functionality within Odyssey. With the output from the fit analysis, project teams can validate the solution, the project approach and the phased delivery of the project plan. At the completion of the fit analysis, the project team will review the findings with senior leadership and determine the resolution to any gaps identified.

Key Milestone Participants

Pinellas County	Project management team (project sponsors and project managers), conversion analyst, lead business advisor, subject matter experts (SMEs), configuration specialist, technical rep
Tyler	Project management team, business analysts, configuration team, integration product manager

Roles and Explanation

Pinellas County – Pinellas County will be an active participant in this activity. Pinellas will be asked to prepare scenarios for major processes/case types prior to the fit sessions. Participants will be asked to review and approve deliverables for this activity.

Tyler – Tyler will facilitate the fit sessions. Prior to ending this phase of the project, Tyler will prepare deliverables for joint review by the County and Tyler.

Business

Working with the Pinellas County project team, Tyler will review the functional requirements and a series of cases representative of the divisions participating in the fit analysis. Tyler will demonstrate existing functionality in the Odyssey Case Management System using the above mentioned representative scenarios and functional requirements. During this operational analysis, the joint project teams participate by reviewing the functionality and determining the fit of any proposed solutions.

Proposed solutions and any gaps identified are documented for review and action at the closure of the fit analysis. The outcome of each identified gap could have one of three actions:

1. Implementing a change to the existing practice to accomplish the same objective, without a modification to the software.
2. Identifying a solution that can be accomplished through configuration.
3. Identifying a modification to Odyssey to satisfy the requirement. Such modifications each will have a separate scope and estimate.

The fit analysis results are reviewed with Pinellas senior leadership, with actions decided on for each of the gap items. The results are also prioritized as to which division requires each modification and whether each is to be delivered prior to go-live. This prioritization allows for planning the development into releases that will support the project schedule.

Tyler recommends the further step of prioritizing whether change is necessary prior to go-live, because often the perception of a "need" versus a "want" changes after implementation. After implementation, and a user adapts to a new process, the "needed" modification may no longer be necessary. By prioritizing some of the changes to occur after implementation, Pinellas will conserve development funds and be able to make decisions on modifications after having ascended the learning curve of a new application.

Infrastructure

Running concurrent with the operational fit analysis, Tyler will work with the Pinellas County infrastructure team to evaluate the current status of the environment. Tyler will prepare a hardware deployment document indicating required components and dates these components need to installed and functional. As needed, Tyler will assist with installation of case management/case maintenance components.

Integrations

As part of the operational fit analysis, the project teams will examine each of the integration projects. Tyler seeks to understand key information about each integration to help determine the best method for interfacing with the Odyssey products. Starting these discussions early helps our solution partners prepare for upcoming project activities and milestone dates.

Phase 1 - Development

Activities for integration and development begin immediately following the fit assessment.

Key Milestone Participants

Pinellas County	Project management team, lead business advisor, subject matter experts (SMEs), integration team
Tyler	Project management team, conversion team, development team, integration team

Roles and Explanation
Pinellas County – Pinellas County will be an active participant in this activity. Responsibilities include review and approve product enhancements, and as needed participate in development project where guidance from the business is required. Tyler – Tyler will be responsible for preparation and delivery of all deliverables.

Required Development

Working from the results of the fit analysis, the Tyler-Pinellas team will have a set of approved development projects needed for each of the division deployments. Each of the development projects will have a scope and estimate that has been approved by Pinellas leadership.

The first step in the development process is the preparation of a conceptual process design (CPD). The CPD describes the business problem and how it will be addressed in Odyssey. It "tells the story," in addition to outlining the technical solution. The goal is to ensure that the requirements have been properly translated into a design that solves the business problem. The CPD is reviewed with the client either through a Web-Ex session or an on-site review. Modifications are made if necessary to the CPD prior to client approval. During the CPD process, the original sizing estimate done during the fit assessment is reviewed. Finally, the revised CPD and estimate is approved by Pinellas County.

For certain enhancement requests, Tyler will ask Pinellas County to take part in additional enhancement design/review meetings held throughout the development cycle. Because this process adds overhead to the development cycle, it is ideal for larger enhancements only or enhancements where the Tyler team feels there is a higher than normal risk of missing a requirement.

The Tyler project manager will communicate anticipated release and review periods with the Pinellas project manager. Additionally, they build the release activities—such as configuration, testing and enhancement approval—into the detailed project plan.

Phase 1 - Integration

Tyler's integration approach provides a standards-based integration platform for exchanging data between the Pinellas County case management/case maintenance solution and external solutions.

Key Milestone Participants

Pinellas County	Project management team, lead business advisor, subject matter experts (SMEs), configuration specialist, integration team
Tyler	Project management team, configuration team, integration product manager, integration team, integration partners
Roles and Explanation	
Pinellas County – The current plan supports Pinellas County owning the development of the transformation layer for integration activities. Tyler – The current plan supports Tyler owning the management and development of	

the Odyssey APIs.

Tyler will facilitate two or more integration workshops. During this time, Tyler will instruct Pinellas County on the use of the Integration Toolkit, and work with Pinellas personnel to map and create the transformation layer for each of the integrations. Tyler will be available for consultation and assistance as needed.

Tyler is flexible with this approach. If it is needed, we can take the lead for role for all of the integration tasks.

The **Odyssey Integration Toolkit** is a robust set of APIs and XML notification components that allow reliable and maintainable access to the rich set of Odyssey data, while observing configured business rules and relationships. The Toolkit comprises three areas:

- API look-up services – Web services that respond to standard information requests to retrieve information from the Odyssey database and return it to the requesting application.
- API update services – Web services that update information into the Odyssey database. All API services are schema-verified and transaction-based.
- XML notification services – Configurable XML messages that are triggered by application business events, such a case update, party update, hearing scheduled or warrant status update.

The Odyssey Integration Toolkit is an extension of the Odyssey application itself. It builds on the same technologies as the main Odyssey application and evolves alongside the application continually – without destabilizing what has already been accomplished. Careful maintenance of the XML schema formats insulates integration components from ongoing enhancements to the application.

Together the joint integration teams will create integrations for each of the County's needs identified during the fit assessment. As unit testing is completed for each of the integrations, individual packages are staged for solution testing with the required phases.

Phases 2-4 - Bench/Division Deployment

Through experience, Tyler has found it is easiest and has the lowest impact to deploy the CJIS solutions by bench or division. In the project plan, we have organized the implementation at Pinellas County into the following divisions:

- Probate
- Civil/Family
- Criminal/Traffic/Juvenile

The methodology for deployment is flexible, so that we can include any combination Pinellas County would prefer. Through experience, we have found it is easiest to deploy smaller, less complex divisions first, allowing time for concurrent efforts of product development and integration to occur for the

criminal phase. The approach allows time for teams to fine tune the environment and minimizes risk to the overall project. Another key strategy is to keep similar case types together, such as is done with the criminal, traffic and juvenile deployment.

The following implementation activities will occur with each of the division implementations.

Conversion

Conversion activities begin shortly after the fit analysis is complete. While the conversion cycles of each phase will have unique characteristics, a significant amount of the analysis and tools built for the first conversion likely will be reused in subsequent phases. Tyler and Pinellas County will assemble a conversion team that will be in place throughout the project.

To help Tyler understand the different data conversion conditions, Tyler will conduct a data conversion workshop. Like other workshops, this has some very formal structure to help both teams understand all the elements involved with the conversion. In addition to understanding the structure and conversion techniques, the workshop enables the teams to organize their team structure formally, deciding who is doing what and when.

Tyler has developed a world-class Conversion Toolkit Framework, which has been expanded and enhanced based on hundreds of our successful conversions in Florida and other states. The Framework is kept current with Odyssey releases and service packs. It has tools that allow for validation of the data, and also to verify that no data has been left behind.

The Conversion Toolkit Framework supports all the Odyssey products, so Tyler has experience in converting unified court/clerk environments. More importantly, Tyler has extensive experience in simultaneously converting integrated criminal justice applications to Odyssey. This requires domain knowledge in dealing with shared data elements, such as defendants, charges, warrants, etc. Tyler has incorporated functions into the Framework and the core Odyssey product to facilitate mass or individual party merge capabilities. This is critical when dealing with data coming from either legacy systems that are not party based or disparate legacy systems. Without this capability, the new system is unable to provide the true benefit of a party-based system to the user.

Tyler has a dedicated conversion team, separate from the Odyssey product or integration developers. The conversion team has two objectives: performing successful conversions to Odyssey and maintaining and enhancing our conversion tools. This is the only focus of the 17 database administrators on our conversion team. Tyler fully recognizes that data conversion is critical to the success of any justice implementation, and requires the dedication of professionals focused on this challenge.

Conversion Cycles

The conversion teams will go through several cycles massaging data, reviewing data and comparing data elements in the Pinellas County legacy system with same data elements in Odyssey.

Key Milestone Participants

Pinellas County	Project management team, lead business advisor, subject matter

	experts (SMEs), conversion analyst
Tyler	Project management team, conversion team, configuration team

Roles and Explanation

Pinellas County – Pinellas County will be an active participant in this activity. The county will participate with conversion by providing data, definitions of data and continued guidance on the treatment of data. Pinellas County will be responsible for reviewing and approving data in Odyssey.

Tyler – Tyler will own the conversion and drive all activities leading to the final go-live.

To complete the conversion cycle for each division go-live, the conversion team will work with the business team performing a complete data conversion and data validation. To complete this task, the teams will complete several cycles completing the following tasks for each cycle:

- Execute conversion scripts pushing data to configured site
- Review data with lead business advisor and subject matter experts
- Document data exceptions and business rules to be applied
- Document schema mapping, assumptions and decisions applied to converted data
- Update scripts as needed to influence different or additional data behavior

It is very common to find issues with the conversion in its initial cycles. As the issues are identified, the teams will update scripts and conversion routines as necessary to create the desired output. The teams will repeat this cycle until the joint teams agree that the conversion routines and the physical data have been validated for production. This iterative process will recur until the data is production ready. Historically, our conversion teams run three to four cycles before the business has approved the data conversion for the go-live transition.

Once the data has been validated, the team will stage the conversion routines and any procedural instructions for the transition to Odyssey.

The physical data conversion development will be performed at the Tyler office in Plano, Texas. To secure the data, the technicians will encrypt data files and send these to a secured FTP site. Once the data is on Tyler's secure FTP site, the data will be transferred to a secured access drive which is only available to Tyler conversion team members. After the data is staged in the SQL server instance, permissions will be set to only allow access to conversion team members who are responsible for the data conversion. Tyler values and respects the need to secure our clients' data. All requests for modifications to our security approach for data will be heavily considered and responded to.

Configuration/Workflow Design

Key Milestone Participants

Pinellas County	Project management team, division manager, lead business advisor, subject matter experts (SMEs), configuration specialist
Tyler	Project management team, configuration team, team trainers

Roles and Explanation

Pinellas County – Pinellas County's role in configuration and workflow design is as a joint owner. With direction from the project management staff, the team will define and split configuration tasks with the Tyler configuration team. Additionally, Pinellas County will own the business process and approve all deliverables prepared by the joint implementation teams.

Tyler – Tyler's role in configuration and workflow design is as a joint owner. With direction from the project management staff, the team will define and split configuration tasks with the Tyler configuration team. Additionally, Tyler will facilitate all configuration workshop activities.

The configuration team will reuse scenarios prepared and information learned during the fit analysis as the starting point for the configuration/workflow milestone. During this milestone, the lead business advisor, subject matter experts, and Tyler configuration team will review and document the case processing workflow in Odyssey.

Tyler will prepare the teams participating in configuration with a series of workshops. The workshops focus on the areas of configuration, forms, reports, and process review and design. Each workshop has been set up to instruct participants on best practices for performing each of the functions. The purpose of the configuration workshop is to jointly configure the system with the County's SMEs.

Tyler's goal for the configuration workshop is to leave the County with an 80% configured system, feeling confident that the County's SMEs can configure the remaining portion of the application. Remaining configuration typically includes decisions which need more thought, or items which are part of the new development. After the configuration workshop, the Pinellas County team will feel comfortable working through the remaining decisions with Tyler.

Tyler's approach for forms, reports, and process review and design takes a little longer. These workshops communicate the major and important points, but the workload documenting each is more labor intensive, and is extended over a longer period than the base product configuration.

For the code configuration, forms, reports and process review workshops, the project managers will be diligent in monitoring the output of the session. At the end of the configuration/workflow design milestone, the teams will have successfully configured the Odyssey CMS and defined selected critical processes. Additionally, the Pinellas team will be confident in its ability to support and make changes to the configuration to meet new business needs.

Integrations/Functionality Review and Validation

This step performs an end-to-end validation of the required application functionality and the integrations for each division's implementation. This includes a review of any new functionality or integrations introduced in this phase of the implementation.

Integration Review and Validation

Working with the integration team, the configuration teams will install and test each of the integrations created during the development phase. The teams will vary based on each integration, but Pinellas County and Tyler will include SMEs and configuration specialists in each testing event.

As testing is underway, the teams will work together to tune each integration. To complete this task, the teams will use test plans or test against the original conceptual process design documentation.

Key Milestone Participants

Pinellas County	Project management team, lead business advisor, subject matter experts (SMEs), configuration specialist, integration team
Tyler	Project management team, configuration team, integration team

Roles and Explanation

Pinellas County – Pinellas County will be an active participant in this activity. They will participate in the integration validation and approval.

Tyler – Tyler will lead this activity. Teaming with the Pinellas County integration team and SMEs, Tyler will help with end-to-end integration testing for all Pinellas interfaces.

Functionality Review and Validation

The functionality review and validation milestone is the point in the project where we bring all the individual elements together and validate them as a single solution. The Odyssey site used will be the fully configured application, ready for production. The site will include all requested enhancement development, and if applicable, any interfaces or integrations will be installed and configured.

To start the functionality review and validation, the project management team will direct the conversion team to push data into the Odyssey site. Following the exact steps the conversion team will follow on the go-live weekend, they are essentially verifying their end-to-end conversion process, conversion counts and conversion timings.

After conversion is complete, the joint project teams will begin performing the final configuration. This is similar to the activities performed over a go-live weekend. These final configurations include updating items such as the case number pools, next receipt numbers and judicial pool paths.

Using predefined scenarios and business workflow documentation, the business teams will work to test end-to-end processes through the system. Each area of the application is carefully tested; results are collected and reviewed. If issues are found, they are documented and addressed. Mitigation procedures promptly begin.

This activity serves several purposes. Collectively the teams have performed a mock go-live. This will give the project management team a solid view of activities and issues which will arise over the go-live weekend. Running the predefined scenarios through the new site, the lead business advisor and SMEs are able to validate end-to-end functional processes including any integration packages.

Key Milestone Participants

Pinellas County	Project management team, division manager, lead business advisor, subject matter experts (SME), configuration specialist
Tyler	Project management team, configuration team, business analyst

Roles and Explanation

Pinellas County – Pinellas County will be an active participant in this activity. They will participate in the functionality and workflow review. Additionally, Pinellas County will approve the end-to-end business workflow and solution review deliverables.

Tyler – Tyler will lead this activity. Teaming with the Pinellas County implementation team and SMEs, Tyler will help with end-to-end workflow testing and solution review for all Pinellas configuration.

Go-Live Preparation

A successful go-live starts with detailed planning of the activities, timeframes and decision points necessary to ensure predictable results. This reduces the risk involved in turning the enterprise solution live. While each phase/division will have unique characteristics, generally the methodology used to conduct go-live activities remains unchanged.

To arrive at this point, Pinellas County and Tyler will have successfully completed each of the following project milestones:

- Required enhancement development
- Required integration development
- Solution configuration
- Process review and/or design
- Base data conversion
- Division conversion and data checkout
- Integration validation

- End-to-end functionality review and validation

Training

After successfully completing this milestone, project teams will formally agree to move forward with the planned go-live. Once the go-live is scheduled, the first activity will be to train the end users. Using a training plan previously reviewed and approved, the project management team will initiate the training activities.

Training materials and the course plan are organized through a series of modules that focus training on end users' specific job functions. Training is administered so as to minimally impact the day-to-day operations of each office. The schedule and plan are created with area supervisors, so that the operation of the office can continue during training.

Key Milestone Participants

Pinellas County	Project management team, lead business advisor, subject matter experts (SMEs), configuration specialist, end users, help desk personnel
Tyler	Project management team, configuration team, trainers

Roles and Explanation

Pinellas County – Pinellas County will be an active participant in this activity. They will team with the Tyler trainers, providing feedback and business continuity for all trainees. Additionally, Pinellas County will be asked to approve all materials used for training end users. Pinellas County may perform parts of the training.

Tyler – Tyler will lead this activity. Teaming with Pinellas County SMEs, Tyler trainers will conduct all training to end users. Additionally, Tyler Technologies will be responsible for several training deliverables.

Go-Live Transition

To assist with the actual go-live transition, the project management team will bring additional personnel to the project team. In coordination with Pinellas County, Tyler will engage additional project implementation personnel, conversion personnel, integration specialists and/or support personnel. Additionally, Pinellas County may be interested in having key personnel on call through this period. The composition of the project team will need to be determined closer to the go-live, after review of special conditions which may be present, and the availability of Pinellas personnel to fill these roles.

The week prior to and after the go-live will be planned in detail. This includes activities regarding configuration, environments, data conversion, operations, court calendars and personnel. The Pinellas and Tyler project managers will establish the go-live plan and how its status will be communicated to all involved.

For every system go-live, Tyler strives to maintain business continuity and minimize downtime during regular business hours. One preferred strategy is to start the process on Friday and finish by Monday morning, allowing for maximum use of non-business hours for go-live activities.

For this scenario, data conversion run times are known well in advance and go-live planning is adjusted accordingly. The data conversion starts after the legacy system is shut down for processing on Friday. If possible, it is preferred to shut down earlier on a Friday, and hold over some of the work for processing in the new system. Even if the normal Friday close time is adhered to, some work needs to be retained for processing on the new system over the weekend. A mixture of work should be retained for entry on the weekend.

System validation and checkout should be conducted immediately following conversion completion, generally on a Saturday. It is recommended that a reduced workforce be available for data entry in all areas of the case types on Sunday, around mid-morning. This allows for maximum focus on procedural, workstation, security, training and system issues, and these can be addressed without the public standing at the counter waiting. Effectively, the system is live on Sunday and available to the clerk staff. The clerk staff should complete all work Sunday that was manually processed or logged by the clerk staff the previous Friday when the legacy system was unavailable. This allows the clerk staff to focus on new document filings Monday, reducing or eliminating backlog from the shutdown the previous Friday.

Tyler does not recommend running "parallel" systems or duplicate entry into multiple systems. Once the data is converted, the legacy system case types should be restricted to view-only status for *all* users of the legacy system.

Key Milestone Participants

Pinellas County	Project management team, division manager, lead business advisor, subject matter experts (SMEs), configuration specialist, end users, help desk personnel, conversion analyst
Tyler	Project management team, configuration team, conversion team, infrastructure support, team trainers

Roles and Explanation

Pinellas County – Pinellas County will be a joint owner in this activity. Working with direction from the project management team, Pinellas County will assist with the go-live and transition to the new case management/case maintenance system.

Tyler – Tyler will be a joint owner in this activity. Working with direction from the project management team, Pinellas County will assist with the go-live and transition to the new case management/case maintenance system.

Operational Use and Transition to Support

Immediately following the go-live, Pinellas County will still be in a transition period. This transition period, identified as "operational use," varies by division, but generally lasts between one and four

weeks. During this period on site, Tyler personnel and Pinellas County project personnel will be actively engaged with individual divisions helping end users with transition activities.

Working together with the division area managers, we are collectively able to determine feasible times to pull the project teams out of the user population. The decision to move any personnel will be made with the division managers and the Pinellas project manager.

The final step, with each division rollout, is formally transitioning to support. To accomplish this, the project management team and implementation teams will actively work with the Tyler support team and the Pinellas County support team.

As part of the transition, the respective teams will complete the following:

- A Tyler support representative will have participated in the go-live and operational use period
- Introduction of the Tyler national support manager to the Pinellas County help desk personnel
- Review of open active issues and current issue status
- Review of procedures for issue escalation and mitigation
- Discussion of any ramp-up issues which may surface with either help desk

Key Milestone Participants

Pinellas County	Project management team, division manager, help desk personnel
Tyler	Project management team, national support manager, dedicated support technician

Roles and Explanation

Pinellas County – Pinellas County will be a joint owner in this activity. Working with direction from the project management team, Pinellas County will assist with transition to support of the new case management/case maintenance system.

Tyler – Tyler will be a joint owner in this activity. Working with direction from the project management team, Pinellas County will assist with transition to support of the new case management/case maintenance system.

Summary

The approach offered in the Pinellas County project plan offers several key advantages to Pinellas County. The approach is a proven model for circuit-level deployments. It has been engaged and refined in hundreds of circuit-level deployments in Florida and 12 other states. The organization of key milestones, individual activities and timeframes represents a predictable delivery method. This approach quickly brings together Pinellas County and Tyler as partners in the solution. Project sponsors, project managers and the entire team are able to work together as one unit, leveraging each other's strengths to meet common goals.

Implementing enterprise software is challenging and at times can appear to be overwhelming to accomplish. With many moving parts, every project of this nature is loaded with risk. Using successful and proven implementation methods, Pinellas County and Tyler will minimize all project risks. Examples of activities and tools used to mitigate project risk include:

- **Fit Analysis** – Designed to examine current procedures and functions. The activity provides the roadmap for the rest of the project.
- **Conversion Tool Framework** – Every year this tool is used to convert millions of case and court records for all national accounts.
- **Conversion Testing** – Proven testing methods employed, to quickly review and identify problematic areas of the conversion.
- **Agile Development** – Approach and methodology incorporates customer business experts with the development activities.
- **Configuration Workshop for the Application, Reports, Forms, etc.** – These workshops assist implementation teams making configuration decisions. The proven methods help minimizing solution configuration rework.
- **Solution Review Sessions** – Designed to review end-to-end solution configuration with users.
- **Integration and Development Validation** – Provides end-to-end review of the integrations and modifications specific to Pinellas County.
- **Readiness Assessment Process** – Project checkpoints designed to help team project managers make decisions on solution go-live and other milestone exit criteria.
- **End-User Training and Practice Methods** – Designed to help end users quickly learn new processes and tool sets to do their jobs.
- **Change Management** – Communication and techniques used throughout the project to ease the transition to Odyssey.

Implementation Methodology

Overall Project Strategy

Tyler has more than 26 years of project management experience in implementing complex integrated justice systems. During this time, Tyler's methodology has been built on best practices, and its project management team has accumulated more than 100 years of collective project management experience.

Tyler's project management methodology addresses each of the following management areas: project administration, planning, analysis and design (fit analysis), system implementation (modifications and configuration), data and document conversion, interface and data exchange (integrations), testing and training approach. Successful planning, coordination and execution of these areas are critical for successful implementations, and this is why they are defined in The Project Management Body of Knowledge (PMBOK) put forth by the Project Management Institute (PMI). Tyler project managers are very familiar with this standard methodology—many of our project managers are certified Project Management Professionals (PMPs).

Tyler's project methodology begins with development of the contract and statement of work, which are the initial scope-defining documents of the project. After contract execution, project planning begins. From Tyler's perspective, the major project activities are as follows:

- **Fit Analysis**
  A side-by-side review of Odyssey's capabilities within the client's existing environment. This exercise will expose the Odyssey application to the client while illustrating how current user tasks translate into the same tasks in Odyssey. The output of this analysis is a list of prioritized gaps and interface points available to the customer in their existing environment. Potential software modifications are quantified and submitted to the customer for the appropriate input and approvals.
- **Data Conversion**
  This activity is an iterative process of analyzing, cleansing and transporting data from the current system to Odyssey.
- **Modifications**
  This includes client-approved enhancements to Odyssey, including changes to code and processing routines, to be developed after the fit analysis to meet the business processes of the client. These enhancements will be delivered according to Tyler's release schedule.
- **Integrations**
  These are modifications that allow Odyssey to communicate with other systems (such as financial systems, prosecution systems, police agencies, etc.)
- **Configuration**
  Odyssey products are highly configurable, giving them the flexibility to operate in multiple court environments at various levels within a state, county, district or municipality. Thus, specific events, security roles, case types, etc. must be configured prior to go-live for each implementation.
- **Readiness Assessment**
  Prior to beginning end-user training, a readiness assessment is performed of all the major project areas. Risk items are identified, and remedial actions are identified. The purpose is to determine the readiness of all the critical areas to go-live and take any corrective action.
- **Training**
  This activity includes training planning/preparations as well as the actual training.
- **Go-Live Preparation**
  The primary focus of this preparation is ensuring that all areas of the project are ready prior to the go-live. This step culminates in a "go/no-go" decision before conversion of the final data and going live in production.
- **Post-Go-Live Assistance**
  At this point, the focus shifts to careful support and surveillance of the system immediately after production for a contract-determined period of time, also known as the "operational use" period. After this period, support continues as defined in the support and maintenance section of the Pinellas County agreement.

Project Organization, Structure and Approach

In order to perform the defined project activities, resources are divided into teams. These teams then conduct a joint fit analysis to validate project scope and to begin developing detailed plans for their respective project tasks. Typically, activities are assigned to teams:

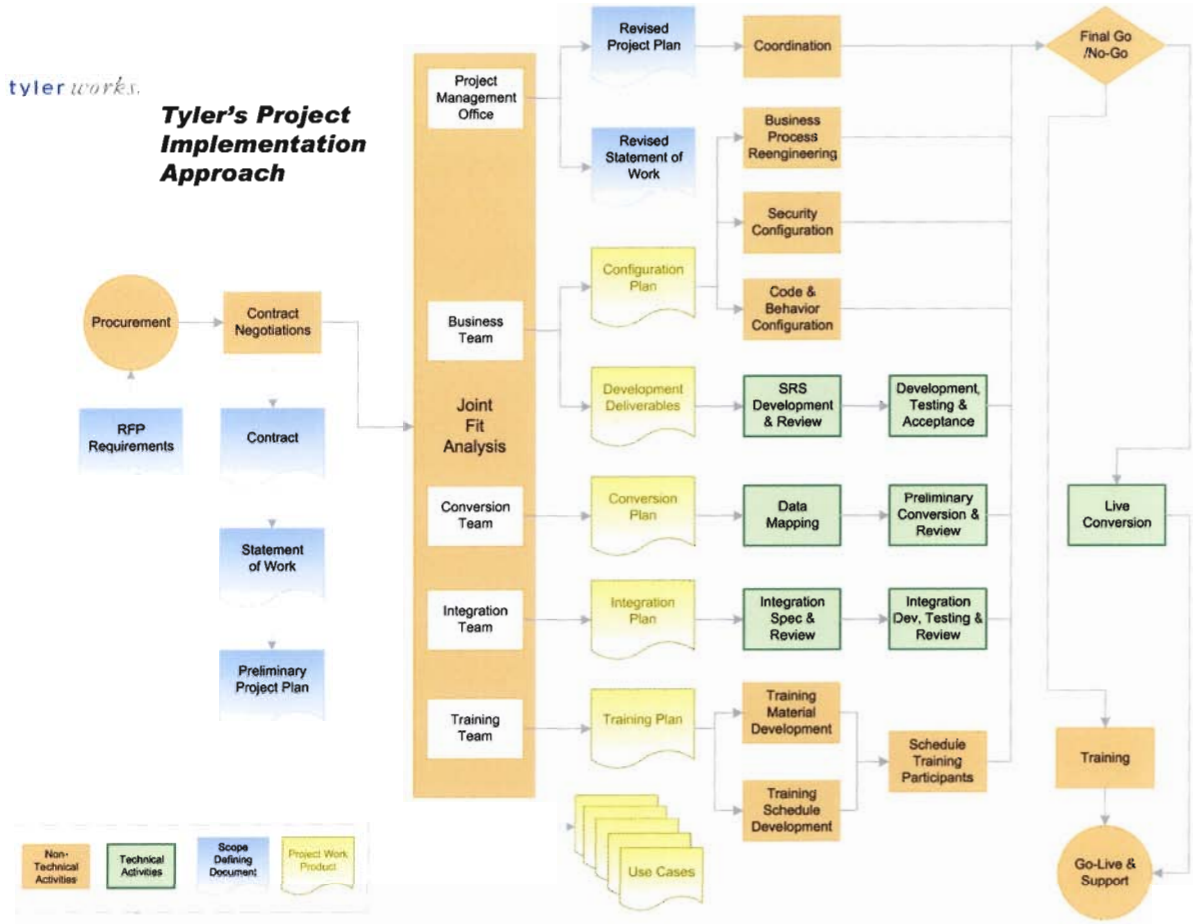
- **Business Team** – Responsibilities include software modifications, application configuration and business process reengineering.
- **Conversion Team** – Responsibilities include data conversion, validation and verification.
- **Integration Team** – Responsibilities include integration design, implementation and testing.
- **Training Team** – Responsibilities include training/help materials development, curriculum planning, scheduling and training delivery.

Teams are then assigned specific responsibilities for each activity. In all cases, a specific team retains primary ownership for a project activity. However, other teams may be specifically designated as activity participants.

	Implementation Teams			
Actviities	Business Team	Conversion Team	Integration Team	Training Team
Fit Analysis	Owns	Participates	Participates	Participates
Data Conversion	Participates	Owns		
Modifications	Owns			Participates
Integrations	Participates		Owns	
Configuration	Owns			Participates
Training Preparation	Participates			Owns
Go-Live Preparation	Owns	Participates	Participates	Participates
Training	Participates	Participates	Participates	Owns
Go-Live Assistance	Participates			Owns

This collaborative approach assures that teams do not function in silos and that cross-team information sharing occurs where appropriate.

As the project proceeds, the project management team coordinates activities, including various intermediate milestones culminating in a final readiness assessment ("go/no-go" project review) and subsequent training and go-live activities. The overall workflow of the project is described in the figure below.


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Tyler's Project Implementation Approach
Procurement
Contract Negotiations
RFP Requirements
Contract
Statement of Work
Preliminary Project Plan
Project Management Office
Business Team
Joint Fit Analysis
Conversion Team
Integration Team
Training Team
Revised Project Plan
Revised Statement of Work
Configuration Plan
Development Deliverables
Conversion Plan
Integration Plan
Training Plan
Use Cases
Coordination
Business Process Reengineering
Security Configuration
Code & Behavior Configuration
SRS Development & Review
Data Mapping
Integration Spec & Review
Training Material Development
Training Schedule Development
Development, Testing & Acceptance
Preliminary Conversion & Review
Integration Dev, Testing & Review
Schedule Training Participants
Final Go /No-Go
Live Conversion
Training
Go-Live & Support
Non-Technical Activities
Technical Activities
Scope Defining Document
Project Work Product

Milestone Logistics

Project Milestone (from Pinellas Project Plan)	Location	Physical Requirements
Pre-Implementation Planning	100% On-Site	-Meeting Room for Joint Project Team -Internet Access
Fit Analysis	60% On-Site	-Meeting Room for Joint Project Team -Internet Access
PHASE 1 INTEGRATION / DEVELOPMENT		
Phase 1 Integration	25% On-Site	-Meeting Room for Joint Project Team -Internet Access
Phase 1 Non-Criminal and Criminal Development	Off-Site	N/A
PHASE 2 PROBATE		
Infrastructure and Environment	25% On-site	-Access to Server Rooms -Internet Access
Site Installation	Offsite	
Data Conversion	Offsite	
Configuration	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Workflow Design	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist

Project Milestone (from Pinellas Project Plan)	Location	Physical Requirements
Site Validation	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Training	100 % Onsite	-Training Rooms to Facilitate End User Training -Internet Access -Work Area for Tyler Trainers
Go-Live	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist -Access to user areas (to work with end users)
Post Support and Phase Closure	10 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
PHASE 3 CIVIL		
Infrastructure and Environment	25% On-site	-Access to Server Rooms -Internet Access
Site Installation	Offsite	
Data Conversion	Offsite	

Project Milestone (from Pinellas Project Plan)	Location	Physical Requirements
Configuration	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Workflow Design	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Site Validation	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Training	100 % Onsite	-Training Rooms to Facilitate End User Training -Internet Access -Work Area for Tyler Trainers
Go-Live	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist -Access to user areas (to work with end users)
Post Support and Phase Closure	10 % Onsite	-Meeting Room for Joint Team

Project Milestone (from Pinellas Project Plan)	Location	Physical Requirements
		Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
PHASE 4 – CRIMINAL / TRAFFIC / JUVENILE		
Infrastructure and Environment	25% On-site	-Access to Server Rooms -Internet Access
Site Installation	Offsite	
Data Conversion	Offsite	
Configuration	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Workflow Design	50 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Site Validation	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist
Training	100 % Onsite	-Training Rooms to Facilitate End User Training

Project Milestone (from Pinellas Project Plan)	Location	Physical Requirements
		-Internet Access -Work Area for Tyler Trainers
Go-Live	100 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist -Access to user areas (to work with end users)
Post Support and Phase Closure	10 % Onsite	-Meeting Room for Joint Team Configuration Activities -Internet Access -Work Area for Tyler Configuration Specialist

Onsite – Activity carried out, onsite with Pinellas County and Tyler Team Members.
Offsite – Activity carried out, offsite of Pinellas County.

Sample Deliverables

Stage/Deliverable	Description	Comments
PLANNING STAGE		
Statement of Work	An agreement between Client and Vendor that outlines in detail the work to be completed by the project team. This document typically is completed as a "statement of understanding" of what needs to be completed.	
Project Charter	An agreement or document that formally recognizes the existence of the project and stipulates a clearly defined and agreed upon scope. The team organization, roles, and responsibilities are defined in the Project Charter.	
Scope Statement	Statement that clearly defines what is in scope as well as what is out of scope; includes modules to be implemented, features and functions to be implemented, etc. This may be included in the Project Charter or Statement of Work.	Included with Statement of Work
Staff Management	Human resource requirements for each of the project phases and segments. Percentage of time each resource must be available is also indicated. This may be included in the Project Charter or Statement of Work.	Included with Project Charter
Change Control	Procedures which outline how any of the formally agreed-upon documents may be modified and the terms and conditions relating to the changes. Procedures include work scope changes, staffing changes, timeline changes, etc.	Included in Project Charter
Risk Management Plan	Document which outlines the risks to the project and the mitigation strategies.	Developed as part of the Project planning phase
Issue Management Plan	Procedures to identify, record, and track issues that arise during a project. An issue log is maintained and every issue is assigned an owner.	
Communication Plan	Defines how, what, and when to communicate information about the project to the organization,	Included with Charter

Stage/Deliverable	Description	Comments
	the project team, and other interested parties.	
Quality Assurance Plan	Outlines and defines the quality parameters for the project and the process to monitor, measure, and track quality throughout the life cycle of the project.	Included in Charter and Project Plans
Project Plan	Defines the project phases, activities, and steps that must be followed in a predetermined sequence to successfully complete the project. Also indicates the resources that are assigned to a project step.	High level plan developed during initial planning and detailed plans developed/maintained as project progresses
Technology Assessment	Evaluation of Client readiness to install and support the CMS architecture. Includes organizational assessment, IT assessment with regard to staffing, skill sets, and knowledge to support architecture, hardware and software platform and release level assessment, and training requirements. Includes an action plan.	Developed during project planning
Hardware/Software Requirements	Defines the hardware and software needed, as well as the release levels of the software that are needed for the CMS architecture. Can be part of the Technology Assessment.	Provided in proposal and also included in planning process
Organizational Assessment	Part of the Technology Assessment that assesses Client readiness to install and support the CMS Internet Architecture.	This is a normal part of regular communications between Tyler and Client PM's during each phase training program
Training Needs Assessment	Assessment of technical skills and knowledge needed to install and support the technology needed for the CMS architecture. Can be part of the Technology Assessment.	This is developed as part of the project planning and implementation planning portions of each phase.
Work plan and Schedule	Derived from the Project Plan; a more detailed account of the tasks which need to be completed, who must do them, and when, for each step of the	This is developed during the planning phase, and maintained

Stage/Deliverable	Description	Comments
	project plan.	throughout the life of the project.
EXECUTION STAGES		
Fit/Gap Analysis Summary	A high level document identifying the major gaps between the required client functionality and the CMS's delivered capabilities.	Produced as a result of the Fit/Gap analysis
Detailed Fit/Gap Differences	Detailed description of the differences between current system used by client and the same functionality as delivered in the CMS.	Produced from the Fit/Gap analysis
Fit/Gap Resolutions	Definition of each of the gaps and the alternatives in closing the gap. May include a recommendation to re-engineer client business process, or may suggest an enhancement or a customization to the CMS.	Produced from the Fit/Gap analysis
Refined Implementation Strategy	Revision of the original implementation strategy upon completion of the Fit/Gap Analysis.	This is developed by the PMs during the planning phase and refined as necessary as the project progresses.
Conversion Strategy	Conversion plan (conversion approach and responsible parties).	Developed as part of the planning process and refined as needed during the project
Testing Strategy	Outlines types and amounts of testing of the CMS delivered functionality and any customizations. Includes validation strategy for data conversion.	
End User Training Strategy	How, when, and who will be trained within the client organization.	Developed during planning stage and depends on the approach (Tyler-led or "Train-the-Trainer")
Interface Matrix	Detailed listing of interfaces and reports to/from the CMS, what they do, when they run, how they run, and who must run them.	Developed during the configuration and testing of the installation
Detailed Project Plan	Updated project plan with phases, activities, and	Developed during the planning phase, and

Stage/Deliverable	Description	Comments
	steps to be performed during the project.	maintained throughout the life of the project.
Technical "How-To"	A "cheat sheet" of changes to online objects, reports, and queries that must be made to allow these objects to operate in the CMS. A suggestion on how to make the change and possibly what code to use is included.	We have this for Public Access. Not fully available for all components of the product.
Security Strategy	Outlines the CMS security requirements. Contains roles and permission lists, query security, end users, and security strategies to be implemented. LDAP and single-sign-on are included in this strategy.	
Functional Specifications	Detailed specifications for satisfying a business requirement within a specific client functional area.	A Conceptual Project Design (CPD) is created for each modification
Technical Specifications	Specifications defining the CMS objects and other technical components which need to be created or modified to satisfy a client business requirement.	These are developed and used internally, but not normally shared with client
Unit Test Scripts	Step-by-step testing scenarios and scripts to test individual online and batch re-customization or new functionality within the CMS.	
System Test Scripts	Step-by-step testing scenarios to test complete business processes and business areas within the CMS.	
Testing Readiness Status	Status of the different types of testing being performed with the CMS.	Part of normal communication process between PMs
Integration and Parallel Test Plans	Testing strategies for integration testing and/or parallel testing.	Part of charter and project plan, if parallel testing is employed.
Integration Test Scripts	Step-by-step testing scenarios to test process between complete business processes and business areas within the CMS.	Developed based on integration design
Production Readiness Review	Formal review process involving all who participated on the project to determine the state of readiness to	Part of go-live preparation

Stage/Deliverable	Description	Comments
	move forward with the system go-live.	
Production Cutover Plans	Who will perform what activities when during the time in which the Client organization transitions from the current system to the new CMS.	Detailed go-live project plan
Production Support Plan	What, how, and who will be needed to be support the CMS when in production.	Developed during project
Go-Live Contingency Plan	In the unlikely event the cutover is not completed during the allotted time during go-live, this defines how and when the client business is able to operate on the prior production system.	Part of go-live planning
Project Acceptance Review	Formal review process with stakeholder, functional users, technical staff, and others to accept the newly upgraded CMS.	Included as part of the go-live planning and decision making process

Commitment of Resources

In compliance with the RFP requirements to name dedicated project personnel, Tyler is naming the Project Manager, the Regional Project Manager, and the Integration Project Manager. Resumes for these individuals follow this section.

Ms. Alicia Wims will be the dedicated Pinellas County project manager. Ms. Wims has served as Project Manager for successful Odyssey installations of criminal and non-criminal case types within the State of Florida. Ms. Wims is currently finishing an implementation in Orange County, Florida, and this commitment to Pinellas County is based on the expectation that the contract will be signed in the April-May 2010 timeframe.

Mr. Brian Williams is also named as one of the individuals managing this contract. Mr. Williams is Tyler's Regional Project Manager for Florida, and has management oversight responsibility for the Odyssey projects in Florida. Mr. Williams assists in overall planning, oversight, management visibility, and helping as needed to see that the proper resources are available for the project to be successful. Mr. Williams has personal experience in successful Odyssey implementations in Florida, Pennsylvania, and New Hampshire. These implementations included supporting Court and Clerk functions. The projects have also required criminal justice integration on a local and state level.

Mr. Pete McNair, Tyler's Integration Product Manager, will oversee the integration effort for the Pinellas County project. Mr. McNair sets our product direction for our integration tools, and oversees the integration projects for all of our large clients. Mr. McNair will work closely with the client and the Tyler Project Manager to ensure that the integration strategy supports the project objectives.

Tyler does not typically use a standard consultant services methodology to staff its implementations. Rather than assigning a fixed team of resources to Pinellas County, Tyler believes in establishing a permanent Tyler project management structure and then allocating resources to the client based on

current project activities. Tyler maintains specialized teams for conversion, business analysis, training, integration, configuration, and development. While the project management team will be assigned to the project 100% of the time, other resources will be assigned on a task basis based on the activities currently in progress on the project. This provides the client with the right resources for the particular task.

Several of the individuals listed below will be called on to support the Pinellas County project. This includes the Director of National Accounts, the DBA Conversion Manager, the Manager of Business Analysis, the Odyssey Product Manager, the Deployment Operations Manager, the Implementation Director, and several other Professional Services and Development resources.

Brian Williams – Florida Regional Project Manager

Mr. Williams reports to the Director of National Accounts and is responsible for managing client implementations of Odyssey Justice Products in the State of Florida. Mr. Williams has over 15 years of experience with information technology initiatives, systems integration, and business management consulting within public and private sectors. He is responsible for day-to-day project activities including engagement management, solution configuration, change management, budget management, and site rollout. Mr. Williams' proficiencies include integrating implementation methodologies with client delivery methodologies for site implementations of local and enterprise wide solutions to achieve project objectives. Mr. Williams has a Bachelor of Arts in Communication Arts from Western Illinois University, is a member of Project Management Institute, and has successfully completed the Certified Project Management 2000 program.

Pete McNair – Integration Product Manager

Mr. McNair has 20+ years of experience in systems integration, implementation, consulting, and project management within the public and private sectors. Eight of those years have been focused on courts and integrated criminal justice solutions, including guiding many of Tyler's state and large county integration efforts. Prior to joining Tyler, Mr. McNair led the multi-million dollar criminal justice integration program at Hennepin County, Minnesota, building integrations between Odyssey and the local and state criminal justice agencies. At Tyler, he directs the ongoing evolution of the Odyssey Integration Toolkit, as well as our client integration consulting team. Mr. McNair holds a Bachelor's Degree in Computer Engineering from the University of Arizona.

Alicia Wims – Project Manager

Ms. Wims possesses 12+ years of Information Technology Project Management experience. She has successfully managed Fortune 500 client relationships and implemented multi-million dollar projects. Her expertise is displayed in her ability to effectively manage medium to large scale projects on time and within budget. As part of the project management team in Florida, Ms. Wims responsibilities include accountability project direction, planning, scheduling, budgeting, requirements gathering, risk mitigation and site deployments. During her employment span, she has received numerous client recognitions for delivering superior client support. In addition to her primary duties managing Florida projects, Ms. Wims is actively managing the product rollout and implementation of the Courtroom Product. Ms. Wims has a Bachelor of Science in Telecommunications Management.

Tom Bartel – Director of National Accounts

Mr. Bartel reports to the Chief Operating Officer of Tyler's Courts and Justice Division and leads the teams implementing Odyssey for Tyler's National Accounts, including the Florida region and five state-wide implementations. Mr. Bartel has 25 years of experience in customer relations, systems integration, implementation, consulting, outsourcing, and management within the public and private sectors. He is

responsible for all aspects of the client relationship, including change management, budget management, project oversight, product configuration, and site rollout. Mr. Bartel also has extensive experience in successfully implementing new systems and processes, including statewide, nation-wide, and international projects in the public and private sector. Mr. Bartel has a Bachelor of Science from the University of Illinois.

Philip Fucich - Conversion and Database Manager

Mr. Fucich leads a team of database administrators who support judicial products development, data conversion utilities development, and assist with client data conversion and administration tasks. Mr. Fucich has 15 years of experience in design, development, and implementation of medium and large-scale multi-tier information systems in both the public and private sector. Mr. Fucich works directly with client's technical staff to train and advise on the use of Tyler's conversion utilities and provides technical training on the judicial product databases, database replication, and general database administration.

Deborah Webb - Manager, Business Analysis and Design

Mrs. Webb has over 8 years of professional software and consulting experience. She has over 4 years experience in design and analysis for Tyler's Courts and Justice Solutions. Deborah's expertise is in the Case Manager product and she is the primary designer for Tyler's new courtroom product. She has worked alongside many of the large Florida jurisdictions through the project Fit Analysis phase for all courts, including civil, family, probate, criminal and traffic. She has a bachelor's degree in management information Systems from Southern Methodist University in Dallas, Texas.

Ken Miles - Odyssey Implementation Director

Mr. Miles reports to the Chief Operating Officer of Tyler's Courts and Justice Division and is responsible for managing Odyssey Implementation, Consultant and DBA Conversion teams. Mr. Miles has 6 years of law enforcement experience as a commissioned officer working in and around Courts, clerks, jails, sheriff, and police agencies. Mr. Miles also has 10 years of experience implementing integrated justice solutions and process re-engineering. His responsibilities include managing budgets, project scheduling, product configuration, site rollout, and client communication. He has assisted our analyst team overseeing product modifications ensuring compliance with state mandated interfaces and reporting. Mr. Miles has been with Tyler since the initial launch of the Odyssey Case Manager product performing training, implementation support, analysis, and project management.

Michael Grabfelder - Odyssey Deployment Operations Manager

Mr. Grabfelder reports to the Director of Development and works alongside several other development managers to provide oversight for ongoing development and maintenance of the Odyssey Case Manager product. Mr. Grabfelder is also key technical deployment contact for new clients implementing Odyssey. Mr. Grabfelder graduated from Texas A&M University with a bachelor of science in computer science. He has 10 years of experience implementing enterprise software solutions. He has been instrumental in the design, development, and delivery of numerous applications including law enforcement records management, computer aided dispatch, and Odyssey Case Manager.

Amy Puckett - Odyssey Product Manager

Ms. Puckett is the Product Manager for the Odyssey Courts and Justice Product Suite. She has over 15 years of professional experience in the design and implementation of software solutions for the public sector, with an emphasis on courts and integrated criminal justice. Ms. Puckett has worked on designing, implementing and supporting products in all of Tyler's justice-related products, including being the primary designer for Tyler's Odyssey Case Manager. Ms. Puckett is still actively involved with Tyler's key clients, as well as providing future product direction. She has a Bachelor's Degree in Business

Computer Information Systems and is a vendor representative on the National Center for State Court's Case Management Standards Committee.

Angelina Crawford – Odyssey Project Manager, PMP

Ms. Crawford has over 7 years of experience in project management and understands the full SDLC process, customer relationships, budgeting, resource management, system integrations, risk analysis/mitigation, project/enhancement analysis and design, including requirements gathering and design. She has successfully implemented all court case categories and taken on additional responsibilities to manage internal projects such as eFiling. In addition to these responsibilities, she has also spent a significant amount of time becoming very sound in understanding the Florida State Reports and the business rules surrounding those reports. Ms. Crawford received her BS in Criminal Justice from Sam Houston State University in 1998, she received her MBA in 2004, and she has been PMP certified since 2005.

Mike Wolverton – Quality Assurance Manager

Mike has over 12 years experience in Quality Assurance and Product Development ranging from government software, dot com based organizations, and shrink-wrapped graphics applications. Mike's career focus has been making better quality software by ensuring the customer receives a working, stable product that meets or exceeds the customer's expectations. Additionally, Mike has served the role of product manager, developer, and marketing manager for a variety of software products. He has also demoed software applications to software publications and presented at several software related trade shows throughout his career, in addition to active involvement in local area user group meetings. He holds a bachelor of business administration in strategic management, with a minor in information systems from the University of North Texas.

Kristin Wheeler – Regional Project Manager

Ms. Wheeler has more than 10 years of experience in customer relations, systems integration, implementation, consulting, outsourcing, and management within all levels of government. She is responsible for all aspects of the client relationship, including change management, budget management, project oversight, and site rollout. Ms. Wheeler has experience in successfully implementing new systems and processes, including local and state-wide projects. Ms. Wheeler comes from LexisNexis where she helped design and implement electronic filing solutions for attorneys.

Post-Implementation Support

Tyler's Technical Support organization is dedicated to providing services that will help you experience success when using and maintaining your Odyssey system. Your investment in Odyssey represents a strategic step in the future of your judicial system, and maximizing the value of this investment is key to success.

Tyler's comprehensive support programs are designed to meet each jurisdiction's particular needs and budget. The Tyler support team delivers services to help you take advantage of Odyssey's rich features while helping you maintain a low total cost of ownership.

Tyler Support Services Offerings

Tyler offers a wide variety of services designed to meet all of your support needs. The Tyler support staff is knowledgeable, experienced, and fully trained on Odyssey installation, configuration, and troubleshooting procedures. Our customer support engineers share knowledge via an industry-leading

call management and issue-reporting system, significantly accelerating issue resolution time. Ongoing support training ensures consistent, reliable, and knowledgeable responses to your questions.

Tyler's Standard Support Plan includes the following:

- Software updates at no additional cost
- Defect and software helpdesk support via telephone from **7 AM CST to 7 PM CST**, excluding Tyler holidays.
- Issue reporting via the Tyler website **24 hours a day, 7 days a week**.
- Five days of onsite refresher training per calendar year. This is a critical component in successfully transitioning to Odyssey.
- A personal support representative assigned to you to learn your specific business processes and serve as your primary point of contact for issue resolution.
- Hardware helpdesk support and emergency production priority 1 defect support **24 hours a day, 7 days a week**.
- "Dial-in" support for your production site, test site, and one stage site using either Microsoft VPN agent or the Cisco client. Tyler considers these two access agents standard.
- Documentation for software updates via the Tyler online support website (support.tyler-tsg.com).

To aid in the success of the support plans, Tyler recommends that Pinellas set up an internal help desk that includes:

- Two helpdesk technicians to serve as communication points for the end users and to assist with business process review. The ideal candidate would possess high level troubleshooting skills, strong organization skills, and experience with Microsoft office products. This person would also need to understand business processes as it relates to courts and justice software and competency with the Odyssey software application. These individuals would also be responsible for ongoing training of the Odyssey application.

- Two database administrators to help with cluster configuration, database monitoring, load balancing, and running custom queries. Tyler offers DBA training to skilled SQL users to familiarize them with the Odyssey database.

- One quality assurance technician to assist in testing updates to the system and functionality requirements for Pinellas. The ideal candidate would need to understand business processes as it relates to courts and justice software and competency with the Odyssey software application.

By working together, Tyler and Pinellas can create an alliance that will ensure that your transition to Odyssey is smooth and successful.

Service Level Agreements

Tyler has standard service level agreements that include response and resolution times as defined by defect priority levels. Each incident is initially given a priority by the client when entered into the online support tracking system. Once the support engineer has reviewed the incident with the client, together they determine what the true priority is as defined by our service level agreements.

Priority 1 Defect means:

- A complete application failure or application unavailability
  OR
- Loss of multiple system function

Tyler shall provide an initial response to priority 1 defects within two (2) hours of receipt of the documented defect. Tyler shall use its commercially reasonable efforts to resolve such documented defect within one (1) business day. Tyler's responsibility for loss or corrupted data is limited to assisting client in restoring its database to a known, accurate state.

Priority 2 Defect means a documented defect that causes:

- Repeated, consistent failure of functionality affecting more than one user
  OR
- Loss or corruption of data

Tyler shall provide an initial response to Priority 2 defects within four (4) hours of receipt of the documented defect. Tyler shall use its commercially reasonable efforts to resolve such documented defect without the need for circumvention procedures within five (5) business days. Tyler's responsibility for loss or corrupted data is limited to assisting client in restoring its database to a known, accurate state.

Priority 3 Defect means:

- A priority 1 defect with an existing circumvention procedure,
  OR
- a priority 2 defect that affects only one User or for which there is an existing circumvention procedure

Tyler shall provide an initial response to priority 3 defects within one (1) business day of receipt of the documented defect. Tyler shall use commercially reasonable efforts to resolve such documented defect without the need for circumvention procedures within twenty-five (25) business days. Tyler's responsibility for lost or corrupted data is limited to assisting client in restoring its database to a known, accurate state.

Priority 4 Defect means a documented defect that causes failure of non-essential licensed software functionality. Tyler shall provide an initial response to priority 4 defects within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such documented defect within the next version release.

Priority 5 Defect means a priority 4 defect with an existing circumvention procedure. Tyler shall provide an initial response to priority 5 defects within two (2) business days. Tyler shall include correcting software with a future version release.

Priority 6 Defect means a cosmetic or other documented defect that does not qualify as any other priority defect. Tyler shall provide an initial response to priority 6 defects within two (2) business days. Tyler shall include correcting software with a future version release.

Description of Technical Architecture

Odyssey was developed as a web-centric, browser-based application to leverage the economy and scalability of today's sophisticated enterprise architectures. Odyssey combines the expertise gained in hundreds of justice implementations nationwide into a product that takes full advantage of today's most modern, forward-looking technologies. It is the foundation for future Tyler products and defines our strategic direction for generations to come.

Tyler's Odyssey application suite leverages off-the-shelf Microsoft operating system and DBMS software and is compatible with hardware that can operate in a Windows environment. Odyssey's server, desktop and networking requirements are consistent with the standards set forth in Section E11 of this request for proposal.

Hardware Environment

Tyler has provided a detailed hardware configuration for Pinellas County as Attachment 9 in Section 11.0 of this response. For each of these servers, the specifications provided in Tyler's hardware proposal will be sufficient to meet the needs of the functionality described in this RFP. Also included in Attachment 9 are the recommended desktop requirements for the Odyssey application.

The hardware environment consists of servers tasked with specific roles. Descriptions of each server roles include:

- **Controller**
  Provides a security scope for Odyssey servers within a stand-alone domain; does not perform end-user authentication. Add backup controller for optional redundancy. Recommended specification: one processor, 1GB RAM

- **Web Application Server**
  Hosts interactive portion of Odyssey application; multiple Web application servers are load-balanced using Microsoft NLB or an external load-balancing appliance; compatible with virtualization. Recommended specification: one quad-core processor, 4GB RAM

- **Job Server**
  Processes Odyssey jobs and reports; custom load-balancing provided by Odyssey software; compatible with virtualization. Add Microsoft Word for Odyssey Flexible Calendar or Record of Appeals functionality (limit one per Job Server). Recommended specification: one quad-core processor, 4GB RAM

- **Test Web Application/Job Server**
  Required host for testing new releases and current-release patches before they are applied to

production servers; compatible with virtualization. Add Microsoft Word for Odyssey Flexible Calendar and/or Record of Appeals functionality testing. Recommended specification: one quad-core processor, 4GB RAM

- **Primary Database Server**
  Hosts Odyssey SQL database instance for production data, may host additional instances for testing and training if staging environment is not available; virtualization not recommended. Client may deploy an SQL cluster for fail-over

- **Public Access Web Server**
  Hosts an inquiry-only website for Public Access; isolated from the private Odyssey network; compatible with virtualization. Public Access inquiries may be directed toward the primary database server or (optionally) a Public Access database server. Recommended specification: one quad-core processor, 4GB RAM

- **Public Access and/or Reports Database Server**
  Hosts an inquiry-only database for Public Access, and/or shares reporting duties with the primary database server; utilizes SQL replication; virtualization not recommended. May host additional non-production database instances for testing, staging, and/or training purposes. Minimum specification: one quad-core processor, 4GB RAM

- **Staging Web Application Server**
  A secondary host for testing current-release Odyssey patches at the same time that new-release testing is in progress on the test WAJ server; different Odyssey releases cannot co-exist on a single Web application server. Deploy with a test/stage/conv database server; compatible with virtualization. Recommended specification: one quad-core processor, 4GB RAM

- **Conversion Web Application Server**
  For verification of conversion data before it is pushed to production. Deploy with a dedicated test database server; compatible with virtualization. Recommended specification: one quad-core processor, 4GB RAM

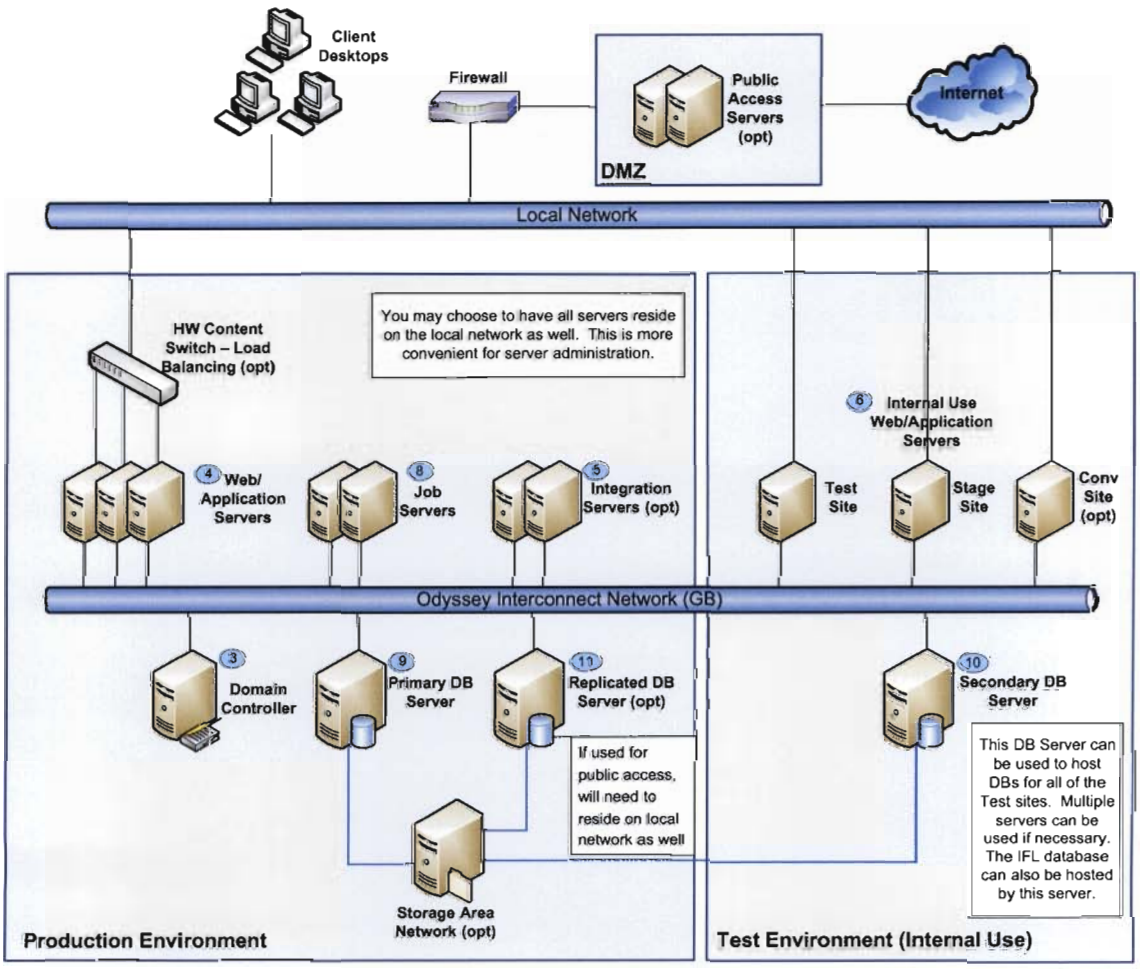
- **Test, Staging and/or Conversion Database Server**
  A dedicated host to non-production database instances for testing, staging, conversion data checkout, and/or training purposes; virtualization not recommended. Minimum specification: one quad-core processor, 4GB RAM

- **Integration Server**
  Processes integration transactions between Odyssey and third-party systems; compatible with virtualization. Recommended specification: one quad-core processor, 4GB RAM

Network Environment

Odyssey clients communicate with the Odyssey web/application servers using HTTP or HTTPS over a TCP/IP network.

Odyssey is very firewall-friendly and requires only that a port to be defined for HTTP or HTTPS traffic (typically, ports 80 and 443). Additionally, Tyler will require a VPN connection to the application and database servers for remote support and diagnostics. Optionally, the application can also use an additional administrator-defined port for sever to client messaging (such as report completion notifications). A sample network configuration is provided below.



Hardware Lifecycle

All of the equipment included in Tyler's Attachment 9 has been configured with a five-year maintenance plan from the manufacturer. Odyssey does not have any special influence on the hardware lifecycle and we recommend that clients follow their own policy and/or industry best practices regarding hardware replacement.

General Recommendations

- Monitoring of disk space consumption rates should be a regular administrative function for local IT, with projection of future consumption taken into consideration for storage expansion and hardware lifecycle planning
- By the third or fourth year of hardware life, review server loads, perceived performance and reliability, and expected growth in user counts and storage consumption to determine whether existing hardware life can be extended beyond the initial 5 year service term
- Consider hardware budget and advances in technology when making the decision to replace or extend hardware life

Load Balancing

Odyssey supports load balancing in two major functional areas.

- **Web/Application Servers**
  Odyssey is fully compatible with any web-based load-balancing solution. Network Load Balancing (NLB) is included with Windows Server operating systems and has been successfully utilized in many past Odyssey implementations. In addition, external hardware load-balancing appliances from vendors such as Cisco, Citrix, and F5 have been employed to provide this capability.

- **Job Servers**
  The ability for multiple job servers to balance the load is built into the Odyssey job processing system. Submissions to the job processing system are entered into a queue which is monitored by the job servers. On a configurable interval, each server will pull the next item off of the queue to process. In this way, the workload is evenly balanced across all available job servers.

These solutions introduce redundancy to these functional areas as well as provide the ability to scale the solution to improve capacity. If there is a system problem both web and job servers can be pulled from their respective clusters. The remaining servers will continue to provide services to Odyssey users.

High-Availability Clusters

The data tier typically consists of two servers operating in an Active-Active MSCS clustered configuration utilizing shared storage configured for RAID. SQL Server is running on the primary node during normal operations. In the event that the primary node fails, SQL Server's operation is failed over to the secondary node (the second server).

During normal operation, SQL Server on the secondary node is hosting a replica of the Odyssey production databases for reporting and public access. In the event of a fail-over from the primary database node, the secondary node will host both functions until the primary node is returned to service. If the secondary node fails, the replica database can be hosted by the primary node with minimal administrator action.

SQL Server 2005/2008 failover clustering provides high availability support for server-wide failure. With failover clustering, the operating system and SQL Server work together to provide failure protection by providing redundant hardware and an automated mechanism to move the database server to secondary

hardware in the event that the primary fails. Failover clustering supports up to eight nodes, depending on which edition of Microsoft Windows Server is running on the server. SQL Server has extended the abilities of failover clustering to SQL Server Analysis Services, Notification Services, and SQL Server replication. With SQL Server 2000, SQL Server Agent and other job management and processing capabilities were not covered by failover clustering. Now, the technologies are clustering aware. SQL Server failover clustering is now a more complete server-level redundancy solution.

Report Server Database

Tyler has proposed the use of a read-only replica database instance for public inquiry and reporting. This function is provided by real-time transactional replication functions in SQL Server. All data inquiry traffic from the reporting system and Public Access will be directed to this database instance so that the OLTP database instance is not negatively impacted by such queries. Detailed specifications for the Public Access/reporting database server are included in Tyler's hardware proposal.

Performance Monitoring Tools

A number of tools are available to monitor both the general health of the Odyssey servers as well as end-to-end transactions in the Odyssey system. Solutions from Microsoft (Microsoft Operations Manager) and BMC (ProactiveNet) have been successfully deployed in large Odyssey implementations to provide real-time analytics and greatly reduce the time from issue detection to resolution.

It should be noted that Tyler's proposal does not include the configuration or monitoring of any health/performance monitoring tools. However, consultation between Tyler support resources and the county's IT staff will be required in order to implement end to end transaction monitoring of the Odyssey application.

Response Time Services and Methodology

Odyssey has been installed in production sites since 2002, including Lee County, Florida. As a result, Tyler has data available from real-world production sites, including statewide implementations with extremely large data sets, for use in evaluating Odyssey's normal performance characteristics. As a result, Tyler does not typically include site-by-site performance profiling as a part of our standard engagements. As part of our internal testing process, Tyler utilizes Microsoft's Transaction Cost Analysis (TCA) Method for performance profiling. The Odyssey Assistant includes some performance troubleshooting measures such as TTLB logging.

Any performance requirements or standards for client-specific functionality will be documented in a client-approved System Requirements Specification (SRS). Failure of the application to meet such a standard would then be classified as an application defect and addressed under the client's maintenance agreement.

From a user's perspective, most response time issues tend to result from such non-application issues as network congestion, processor or memory-bound workstations, interference from other applications, and other such external influences. Technical consulting is available for clients who need assistance with network and hardware configuration, or with troubleshooting local performance constraints such as network congestion.

Network Latency

The application is designed to minimize bandwidth requirements from the server to end-client through a number of mechanisms.

First, Odyssey utilizes the workstation's Internet cache effectively by not requesting static content (Web pages, style sheets, graphics) from the server if have already been cached during a particular user session.

Second, Odyssey transmits only minimal data. When an update operation is performed, only those data elements that were added or changed are transmitted from the client to server in a minimal-XML payload. Additionally, Odyssey caches codes locally on the client workstation so that code translations and validation do not require a server transaction. When a page is loaded, the client validates that the code tables utilized on that page are up-to-date, and then requests only updated codes. When a user tabs off a codified field, the entry is validated against the local cache, completely eliminating a significant source of client-to-server chatter.

Third, transmitted textual data (HTML, XML, etc.) is compressed between the server and client.

Bandwidth benchmarking in Minnesota has resulted in bandwidth utilization guidelines of 8-10kbps per user for case management data traffic. Additional bandwidth would be necessary to support document imaging traffic.

Further bilateral analysis with the court's network management team will be required to estimate document imaging bandwidth requirements.

Some typical data transmission requirements are:

- Less than 10k for application startup/sign-on
- Approximately 5k for case retrieval (compressed)
- Approximately 50k per document page

These transmission requirements assume that server-to-client data compression is enabled, that a user's Internet cache is up-to-date with current Odyssey web resources, and that the user's code cache is current.

Documentation Services and Methodology

Scope Definition and Development Project Planning

As approved development projects are planned, implementation scope is generally limited to a specific feature/function that can be developed in a few weeks' time. Larger logical projects are broken down into smaller discrete projects to facilitate improved control.

Initially, projects are defined by a scope document that identifies the project sponsors, a broad business objective, any constraints (typically involving time and budget), and a high level description of the

deliverable including any functional vision or anticipated technical approach. This document outlines an initial budget for the project and staff assignments to begin work. The remaining phases of the project result in a CPD, SRS, technical plans, a test plan, test scripts, a user help and documentation plan, and associated project management documents. All of these documents are maintained under version control.

Development Process

Several years ago, Tyler adopted the use of Scrum, an Agile software development methodology. In this methodology, the analysis, functional design, coding, and test planning phases are conducted as concurrently as possible in order to facilitate continuing feedback and design validation. Business analysts, with the input of Tyler and client subject matter resources, begin by documenting application requirements and processes. Additionally, cases provided by client subject matter resources are incorporated in the process to validate requirements and designs.

As this analysis matures, frequent storyboarding sessions are conducted to flesh out a high-level functional design. The output of this process is the CPD, which includes a refined definition of the project's intent, the application modifications that will be made, and all known areas of impact (configuration, integrations, conversion, party merge, state reporting, etc). Once the CPD is finalized and approved, SRS documents are updated. SRS documents are a set of structured, formal documents that evolve with the Odyssey product. They define the user interface, fields, data relationships, and business processing rules of the application.

Testing

The product development team maintains a dedicated team of quality assurance staff. Test scripts are created as part of the development process in order to test the project deliverable as well as any other impacted areas of the application. These test scripts may be executed manually or via automated tools, depending upon the specifics of the tests.

Upon completion of the coding efforts, the project undergoes a final technical review and a scrum sprint review, which transitions the project to the Tyler quality assurance team. Functional testing takes place at three different levels:

- Unit testing (testing the project itself
- Integration testing (testing the project as part of a release alongside other projects in the release)
- Regression testing (testing of the application as a complete product)

Online Help and Release Notes

Tyler's documentation staff representatives review project artifacts and attend sprint reviews which aid them in updating the online help and producing release documentation.

Section 6.0 – Change Management Approach

Adapting to new applications and new ways of doing things can be stressful and overwhelming, especially when your existing applications and processes have been in place for an extended period, or your organization has previous implementation "scars". You come to feel comfortable with your existing processes and know what to expect. Changing from what has become normal can feel threatening.

Tyler follows simple and practical change management approaches that have historically proven successful. Change management principles include:

- Addressing the Human Side
- Starting at the Top
- Involving Every Layer
- Integrating with the Implementation
- Communicating the Change
- Avoiding Surprises
- Speaking to the Individual
- Creating a Theme

The Tyler Project Manager and Florida Regional Project Manager will be involved in planning change management activities at the outset of the project with the county leadership team. Tyler resources will work with Pinellas personnel throughout the project employing the approaches outlined below.

Addressing the Human Side – This involves validating your staff's feelings about the change while emphasizing the positive aspects of the new system. Positive aspects include new features, new services available, ease of use, the county's investment in their area, and management's interest and involvement in the project. It may also include information about other divisions or jurisdictions that have adopted the new system, and their positive experience.

Starting at the Top – Change management activities start with the leadership team. The first task is identifying and distilling the messages to your staff. The leadership team, including the county and Tyler Project Managers, must be conversant and comfortable with the goals and benefits of the project. The leadership team will also participate in the some of the same change management activities as your staff. These activities include up- front training and process reviews so that the leadership team can champion and prepare your staff for coming changes.

Involving Every Layer – It is important to clearly identify supervisors, key team leads and business users early in the change process. These people become formal and informal champions for the new system. People are selected for their knowledge of the process coupled with the respect they command within the organization at multiple levels. A leader should also be identified to coordinate and encourage communication efforts in the organization.

Integrating with the Implementation – Staff and leadership involved with implementation should attempt to incorporate change management principles at each step of the implementation. For example, a Readiness Assessment is performed at specific points in the project. The Readiness Assessment determines all the major areas affected by the implementation and assesses their current ability to handle the implementation. Actions are set in motion to address any identified deficiencies well in advance of when they would have caused an impact.

While the majority of change management activities are focused on the user community, these principles also apply to other major threads in implementation: configuration, development, integration, and data conversion. Each of these project areas will incorporate the principles of communication, avoid surprises, involve every layer, etc.

Communicating the Change – It is important to use multiple mediums in communicate the coming change. Florida counties have had success using newsletters, posters in the work area, small gifts as part of training, "graduation" ceremonies, project web sites, and "welcoming parties" for the new system. This does not have to be a strictly management's responsibility. Several clients have tapped the creativity of users in developing communications vehicles. This can make change fun and is another way to promote positive involvement. The tone of the communication is celebratory, congratulating the team on their success and movement to the new system.

Avoiding Surprises – Communicating the high level plan, letting your staff know what is coming in advance, and following proven methods – these approaches instill confidence and comfort. The reverse – training without advance notice, disrupting the operation without prior preparation –causes discomfort and stress. And when your staff is stressed, they are less open to new ideas and less willing to participate positively.

Speaking to the Individual – Leadership should also attempt to craft messages that address the concerns of the individual. These may include changing roles and job security. A key element is involving all layers of the management team so that there is a unified voice consistently reinforcing goals and benefits. Your should also provide your staff with an appropriate forum to express their concerns and ways to direct those concerns to the appropriate leadership representative.

Creating a Theme – A theme helps the whole team, your staff and leadership, rally around the project. A theme also takes a complex effort and focuses intent and energy on one common goal. One theme that was recently successfully employed at a large Florida county was "Go Green, Go Odyssey". This simple theme encapsulated a big idea: the environmental benefits of transitioning to a paperless process using Odyssey. It helped to remind the organization why it was important to support the change. It also provided a goal that the team could be proud of and support with enthusiasm.

Section 7.0 - Training Plan

Tyler recommends that training/implementation teams be formed consisting of Tyler and client resources. The joint training/implementation team will be responsible for developing the training plan, building training materials that incorporate court procedures and expected process changes, coordinating training schedules, and performing training. Tyler is equipped to undertake all of these efforts without client resources, but the quality of the training program will be significantly enhanced if the process is highly collaborative. Additionally, joint training development between Tyler and the client facilitates knowledge transfer to client Training Staff members (supporting the "Train the Trainer" approach).

The training plan and training materials is ideally a collaboration of Tyler and client resources and must be tailored to the specific needs of the various end users for each case type. This is especially important if the client wants to assume ongoing training responsibilities after the initial installation. Tyler does provide base training documentation.

The training team is focused on three primary tasks:

1. Developing a training plan
2. Developing training materials specific to your county
3. Executing the training itself

Training plans, training materials, and the training itself must address process changes and the needs of specific job positions. Users must understand ***how*** to use the system and more importantly, they must ***when*** and ***why*** to use Odyssey's capabilities.

Odyssey provides the capability to link this county-specific online help to specific contexts within the application. Pressing the **F1** key in Odyssey will launch context-sensitive, vendor-provided application help. **Alt+F1** will alternatively launch county-specific context-sensitive help.

Train the Trainer Approach

Tyler is willing to undertake several different training approaches that leverage Tyler and client resources to varying degrees. In the State of Minnesota, Tyler conducted direct end-user training at early pilot sites while the state's resources mostly assisted.

The state gradually assumed more and more training responsibility, while Tyler's role lessened over time. The State of Minnesota's goal was to build a team of local resources capable of deploying Odyssey with only limited support from Tyler. Taking advantage of both groups' resources, we achieved that goal. At other client sites, Tyler has assumed sole responsibility for training.

We look forward to a discussion with you regarding the role of your county's resources in the rollout.

Traditional Training Approach

Users should receive training specific to their job requirements. For each office, Tyler training and implementation teams will identify specific position categories (judicial officer, file clerk, cashier, etc.)

and develop a job-specific training checklist for each position. The training should be process (rather than function) oriented so that participants can apply the training to real-world requirements and tasks. Users should not be subjected to "generic" training plans that include material they will not need in their unique position.

The client will participate in developing the training plan by providing staffing data, scheduling end-users for training, and providing management input during training as needed to address changes in business practices.

Training Plan – End-User Training

Tyler has estimated what services it will provide for direct end user training by Tyler training staff. Additionally, Tyler recommends that each office designate one or more personnel to undergo "Train the Trainer" style training. These trainers will then train inquiry-only , external (non-county employee), and basic orientation classes. Subsequent to initial training, these county trainers will also be able to provide training to new employees or refresher training to existing employees as the need arises.

Tyler develops, in collaboration with the court, various training modules (case initiation, scheduling, fees, and docketing, for example). Those modules are then grouped together into training courses applicable to judicial officers, court administrators, clerks, cashiers, and so forth. Additionally, variations of the training modules could be implemented for users specialized in particular case types. Criminal case initiation, for example, has slightly different requirements than non-criminal case initiation. The training modules include all aspects of end user functions.

Power Users

The training team should identify "Power Users" in each office or location who can receive up-front and in-depth training. These users will be designated during installation as first points of contact for "how to" issues that arise. These users will also serve as valuable resources for Tyler training staff in developing a training plan and training materials.

Hands-on Classroom Training

Tyler will encourage hands-on exercises using real data and scenarios, providing a bridge between the way the user previously performed a process and how they will perform the same process using Odyssey. ***Additionally, we strongly suggest that training, where feasible, be conducted away from users' day-to-day responsibilities in a quiet training facility.*** The maximum number of training recipients will be constrained by the training facilities available assuming, preferably, that each recipient will have access to their own workstation. In any case, a single training session should not exceed 12-16 users per trainer.

Staged Training

Training should not, ideally, be conducted in one segment. Rather, some pre-installation training should be conducted to prepare users for "go-live." This could occur directly before training or during an interim time between training and go-live for users to practice on the system. We have recently had success with the later approach in Orange and Broward County, Florida. Additional, on-the-job

assistance should be provided during the transition. Follow up training should be provided after the transition to respond to any additional questions. This follow up training is also an opportunity to provide advanced training on features that users did not require during the transition period. At a minimum, it is suggested that training for each position (other than simple inquiry users) should be divided into two segments: one pre-installation, and one post-installation.

Technical Training Approach

With any investment in an enterprise system, there is a need to maintain and administer the solution. Tyler recommends the following approach for our knowledgeable deployment staff to pass on information to your technical staff:

Technical training begins during initial discussions about the infrastructure needed to support Odyssey installation. This will be our first opportunity to hold a detailed discussion on hardware, network infrastructure, and maintenance considerations that are specific to the solutions you have purchased. Tyler technical resources will explain in detail what is needed and how the pieces fit together. Together we will create a hardware plan. Once the hardware and infrastructure is in place and we have conducted the site installation, we can then conduct a basic training class on-site installation covering all the different pieces and how they work together. We will cover some basic procedures for system startup and shutdown as well as discuss recommendations for backup strategies within pre and post go-live time frames.

Some of the key topics we will cover center around SQL backups, SQL maintenance plans, system recovery, SQL recovery, various application and job server components, imaging storage, document repository recovery, and replication setup and teardown. As we get closer to turning on the production system we will have additional time to train technical staff on routine application, integration, and job servers. This will include troubleshooting, best practices and tips from our technical teams. As part of the technical training approach Tyler will provide documentation covering the topics discussed.

During end user training, system administration sessions will be scheduled for application administrators. This training will give the administrators the knowledge needed to maintain the system code tables and will also cover release processes. Tyler will also cover transition and communication plans for our support teams. This will ensure your technical staff has all the appropriate information needed to continue administering the solution once your production system is up and running.

Section 8.0 – Essay Responses

How do you ensure consistency in data standardizations and data modeling?

All proposed schema changes go through a centralized DBA team for approval. The team analyzes the proposed changes with Tyler's documented database development standards to ensure consistency in naming and design.

Naming standards require Pascal case for element naming with specific standards and abbreviations in place based on the specific object type. The DBA group is responsible for ensuring that all naming standards are enforced. This group is also responsible for evaluating the effect of the schema modifications on the application's data model. This includes considering performance implications of the modifications on both new and existing software.

The DBA team is then responsible for incorporating the change into our software configuration management system and our standard deployment system. The standard deployment process includes both the DDL and metadata in the form of a data dictionary for all of the objects in the data model.

Identify any gaps between the functional requirements listed in this RFP and those typically found in "best-of-breed vertical market" case management solutions targeted to Courts, Clerks of Court, Sheriffs, Prosecutors and Public Defenders?

Overall, the requirements in this Request for Proposal are not unusual, but are exceptional in that they assume that many local justice offices will be working closely together using same data and processes as if they were on the same system, which is ideally how local government should work. Tyler feels especially qualified to respond to such a request thanks to our integrated justice history. Odyssey is a suite of fully-integrated products from Law Enforcement, through Jail, Prosecution, Clerk, Court and Probation. Although Tyler will only be proposing a subset of this suite to accommodate the expressed needs this proposal, we are well-versed in the business processes that must occur between and among the offices involved to serve the justice community.

As a side note specific to Florida, Tyler found the requirements surrounding the need to replicate all child support collection information in the CMS's receivable system unusual since it is our understanding that the clerks are mandated to use the FACC's CLERC system for posting such payments. Tyler understands that the court needs to have ready access to this information in order for judges to make clear and accurate decisions. However, building interfaces to replicate that data is an expensive and time-consuming mechanism to achieve that objective. Tyler has included in our proposal a different method of obtaining that information by regularly populating a separate table with information from CLERC and then providing one-click access to that separate table from the court's case record within the CMS. By keeping this data separate from the receivable information it does not cloud the issue of where the monies were actually receipted.

Indicate what report writers are most effective for getting information out of your proposed solution. From past experience, what report writers have other County governments taken advantage of to meet needs for case- and person- reporting, state-mandated reporting, and managerial decision support.

The Odyssey application includes several standard methods for the automated retrieval of data from the application. These include an internally created local reports feature that allows for the creation of ad hoc data fed from the application. The application includes automated publishing capabilities that are triggered by user-initiated actions in the application.

A large number of standard reports are included in the application. These reports have been created using Data Dynamic's Active Reports report writer and are embedded as selectable options within the client application. The State of Florida's mandated state reporting is included as a part of the Odyssey application.

Adhoc reporting requirements can be handled by a variety of external reporting tools. Clients are currently using ActiveReports, Crystal Reports and SQLServer Reporting Service to create reports directly from the Odyssey data schema. Training is provided for understanding the underlying data schema via a schema reporting class.

We recommend and support the use of Microsoft's SQLServer Reporting Services (SSRS). The benefits of using this approach lie in the layer of published metadata known as the reporting model. The application product team creates, maintains and updates the reporting model with the goal of shielding the user from many of the complexities inherent in the direct access of an OLTP database.

Please provide a narrative indicating your understanding of "Florida CMS Reporting Compliance," and how you will modify or configure your solution to satisfy these requirements. (See Attachment 13.)

Florida CMS Reporting Compliance

As with any state, achieving Case Management System (CMS) compliance is an important part of a CMS' success. Tyler Technologies partnered with Lee County, our first Odyssey client in Florida to design and develop our Florida-specific features and reporting functions for Odyssey. As we understand it from the Administrative Orders handed down by the Florida Supreme Court, the clerk, not Tyler, must submit a document requesting CMS compliance. Tyler has worked with each client in Florida to provide them necessary information to complete CMS compliance. Tyler will provide Pinellas County with the information they require to achieve CMS compliance with their Odyssey solution as well.

Tyler's approach to CMS compliance is to incorporate the necessary changes to support compliance into our overall solution. The codes used in Odyssey are mapped to reporting values that may differ from the codes users actually see. This allows more flexibility when configuring the system and customization from the client's point of view, but allows us to maintain consistent reporting of data to the state as required.

As Tyler is notified about changes to Florida CMS compliance, we collaborate with our clients to understand the changes needed to meet compliance. Those changes are designed, developed and delivered to clients in new releases.

As you may know, most of these changes from the state come with no funding to support the necessary changes. This leaves the county or circuit with the responsibility of funding the changes out of their own budgets. To ease this situation Tyler now offers legislative changes as part of our Florida Maintenance Agreements. This allows our customers the ability to budget for maintenance costs one time and not incur out-of- pocket expenses unexpectedly after the state changes CMS compliance guidelines.

Florida State Reporting Technical Approach

The Tyler Design and Development Team worked to create a very intuitive user experience when initially designing fundamental user interface behaviors. The Tyler team understood that the ease and speed of data entry is an important factor for a clerk. At the same time some basic validation must occur when the data is entered. This ensures accurate data entry and reduces the need for data correction at a later time. The Odyssey user interface provides several data validations while the case is being entered, edited and/or saved. The user is presented with some of the basic validations at that time. An example of this is an "Appear By Date" cannot be before the "Case Filed Date" and the "Charge Offense Date" cannot be a date in the future. While these were not specifically implemented for TCATS, OBTS, CCIS or SRS, they do help reduce the errors in these reports.

In Odyssey, once a case is saved, a message is logged into a database queuing table that is in turn picked up by the state reporting jobs. When the state reporting jobs are executed, additional validations specific to the state report can be performed. The record is not included in the extract if any validation error is generated. The user can run the Extract Error Report to see all the errors that were generated for a given report run. Depending on the report, once the error is remedied it will be resent in the next extract.

The SRS Report is slightly different from OBTS, TCATS and CCIS in that the SRS counts data in categories. As a result, the Tyler team took a different approach with the SRS report. The Tyler team implemented business rules that validate the data when the case is saved. This helps to prevent a case from causing anomalies in the reporting categories on the SRS report.

Pinellas has multiple specialized functions performed by different stakeholders. Discuss your recommended approach to interfacing to other stand-alone county systems, and to meeting Agency-specific (and different) processing needs within the same application solution and database shared by some many different justice agencies with differing business rules (even for the same case type).

Two different information sharing challenges are presented:

1. Use of the application by different agencies with different processing needs and different data access rights. Odyssey provides many alternatives to meet this need, outlined below.

2. Sharing information between discrete stand-alone systems. This need is addressed in the "Interface & Data Exchange Approach" section below.

Information Sharing within the Odyssey Product Suite

Odyssey Products

Access to data and features within Odyssey is controlled by a "Rights and Roles"-based application security model. This allows granting users access to the features and data that they require while preventing them from inappropriate access to information or features.

For example, this allows for Judicial Assistants to have permissions to update and maintain calendars, while the clerk has permissions to perform docketing. Roles can be configured with a set of rights that allows each division to perform only their functions. Data rights can also be configured to limit access, or an area could be given view but not modify rights.

Similarly, access can be limited by case type, party type, etc. For example, the county may need access to perform Case Management functions across all case types. In the clerk's office, separate access may needed based on Juvenile, Civil, Criminal, and so forth. The flexible rights and roles approach allows creating user profiles that perform different functions, with different data access rights, while utilizing the same underlying unified system.

Agency Portal / Attorney Portal / Public Access

Odyssey has a password-protected Agency Portal available – an HTML-based product that can be accessed from a web-browser. It is read-only, and can grant access to secure or public cases as an option. It also provides access to the calendar with numerous sorting and filtering options.

The Attorney Portal is a password-protected web access product that gives an attorney access to the register of actions for all their cases. In addition to the register of actions, it can optionally provide access to documents on cases for which they are the attorney of record.

Reporting

Odyssey core reports can be scheduled and emailed. This includes Flexible Calendars, which have the format defined by client configuration staff. Reports can often fill information sharing needs.

Ad hoc reports can also be developed by the client to fill the information needs of other agencies. Multiple methods exist to accomplish ad hoc reporting. One of them, Local Reports, can be set up on the Odyssey menu and have a client-defined .CSV file. This type of report can often satisfy the operational need with a low level of technical complexity.

Interface & Data Exchange Approach

Methodology

Every integration is unique. Therefore, different methods may apply to each integration between Odyssey and other applications. As such, there are several types of Odyssey tools for building integrations in addition to optional third-party middleware tools.

Odyssey tools

Odyssey has several different integration approaches depending on the requirements of each integration. Integrations may either be implemented as scheduled (batch) jobs, or as more involved integration interactions using the Odyssey Integration Toolkit. The Toolkit provides near real-time integration capabilities using web services and business event-triggered outbound publishing of XML data. The Odyssey Integration Toolkit is described in more detail below.

Third-party middleware tools

While integrations can often be built with straightforward point-to-point techniques, such as FTP file transfers, direct web service calls, etc., our clients often choose to implement middleware tools for more complex integrations which require greater interaction. Odyssey has been successfully integrated with several third-party integration middleware products such as Microsoft's BizTalk and IBM's Websphere Integrator. Any third-party tool that utilizes industry standard methods such as XML and web services can integrate with the Odyssey Integration Toolkit.

Project Plan

The Tyler Project Manager directs the activities of Tyler teams supporting conversion, training, integration, and development. The Integration Team Lead will be responsible for the execution of specific integrations. The Integration Team will work closely with county and vendor personnel in the implementation of the integration projects.

The Integration Project Plan encompasses the following areas:

- Scope
- Activities/Tasks
- People

Each integration project will follow this general approach.

Scope – each integration project will include analysis to determine the details of the applications that are being integrated, the data elements to be exchanged, the required technical infrastructure, and other technical details such as timing, frequency, transfer methods, and error processing. Where feasible, multiple alternative solutions may be considered, recommended, and selected.

Activities – each integration project will typically involve the set of activities listed below. When the project begins, activities will be broken down into detailed tasks and responsibilities. At that time, task assignments, durations, dependencies, and deliverables will be determined in detail.

- Definition of detailed business requirements
- Functional and technical design
- Specification, sizing, approval and development of any necessary Odyssey components (as needed)
- Third-party vendor development and testing (as needed)
- Development and testing of any required middleware components (as needed)

- System and user acceptance testing of the overall integration solution
- Production implementation, in concert with the overall CMS implementation

People – during the initiation of each integration project, some or all of the following roles and responsibilities will be defined and assigned:

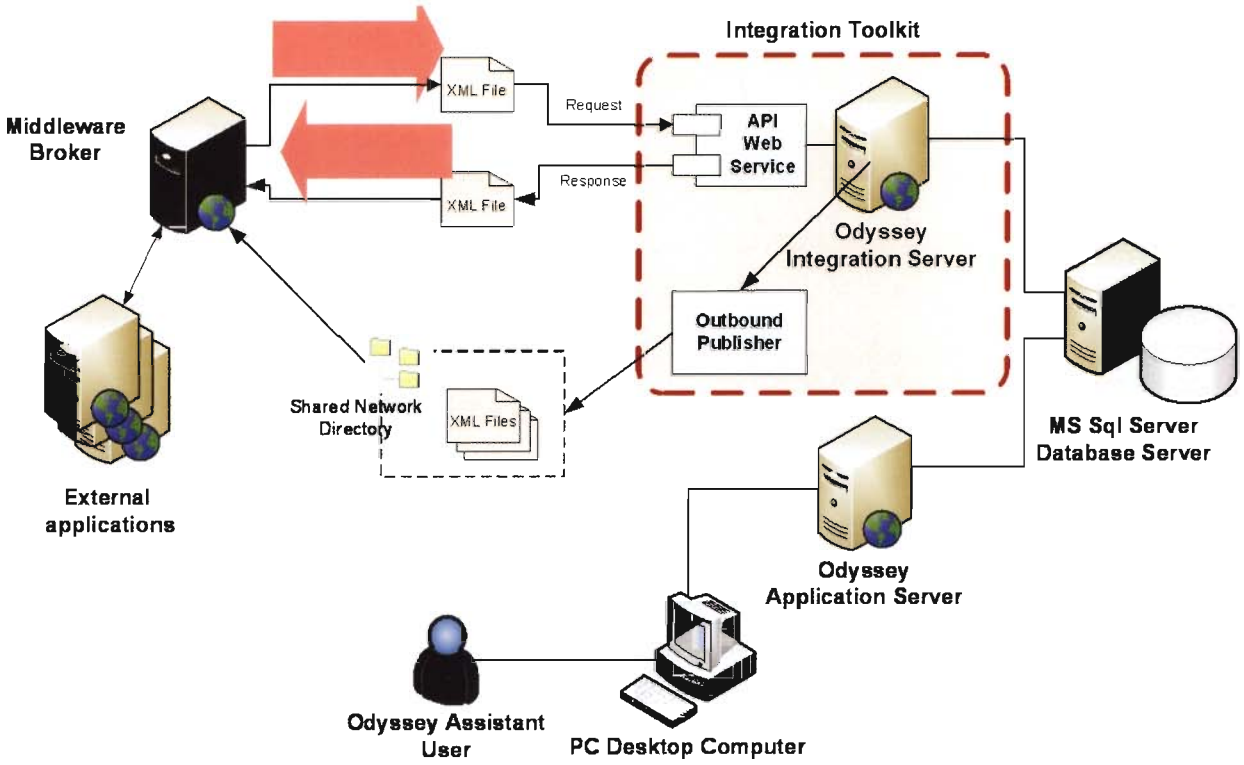
Tyler – The Tyler project manager will incorporate the completion of the integration project into the overall CMS implementation plan, the Integration Team Lead will direct the details of the integration project, Business Analysts will collect requirements, and technical resources will develop and test solution components.

Pinellas – Business users will define requirements, technical staff will implement required infrastructure as well as provide knowledge and/or modifications to existing applications as needed. County personnel may also implement middleware components.

Third-party vendors – If the integration involves a third-party vendor, then the vendor will provide technical experts for the vendor product, make technical documentation available as needed, provision testing environments as needed, and build any required modifications.

Odyssey Integration Toolkit

A fundamental objective of the Odyssey Integration Toolkit is the ability to integrate with the myriad state, county and federal applications and data sources that are needed to successfully execute the business of the judiciary in a timely manner. Odyssey provides several capabilities and options to meet these needs. The Odyssey Integration Toolkit implements interfaces for bringing data into Odyssey (API web services) and for publishing data outbound from Odyssey to other systems (Integration Publisher). A typical architectural diagram is shown below.



Inbound API web services - The Toolkit implements API (application programming interfaces) web services for uploading data into the Odyssey system. These APIs ensure that all updates obey the configured business rules and validations in the Odyssey system, just as if a clerk was entering the transaction through the regular online application.

Outbound Integration Publisher – The Toolkit implements a wide selection of business event triggers within the application, such as saving a particular case type, warrant, case event, disposition, etc. When a particular business event occurs, the Integration Publisher is programmed to publish a configurable package of XML data about that particular case. This XML data can then be transformed as needed and transmitted to interested agencies or applications.

Odyssey supports a number of delivery mechanisms including FTP file drops, HTTP postings (including web service calls), and posting to a message-oriented middleware queue. The Integration Toolkit is modular and supports the creation of additional delivery mechanisms as required by specific integrations.

Odyssey's native integration payload is an XML schema known as Odyssey Integration XML (IXML). This schema is dedicated to integration uses, is documented, and provides the following:

- The ability to represent as many Odyssey data representations as necessary to support the integration needs of our clients, including site-specific customizations
- A layer of abstraction to isolate integration processes from internal product schema changes

- The ability to support future extensions of the Odyssey Case Manager product as well as any other product from the Odyssey Integrated Judicial product suite

- The ability to notate deprecations instead of changing the underlying schema, except in rare circumstances.

Third-Party Development

The Odyssey Integration Toolkit is available for use by clients. Assuming that the Toolkit provides all of the messaging transactions required, a client can implement integrations with limited or no Tyler involvement. The State of Minnesota, for example, uses a message broker (IBM Websphere) to interface to their criminal justice partners. Odyssey sends a message to their broker based on certain business events (e.g. a case is disposed) and the broker then transforms and distributes that message to the appropriate consumers as needed.

Tyler typically becomes involved in this activity when the client requires new messages or needs the application to generate messages based on newly defined business events. Tyler would make appropriate changes to the application and the Integration Toolkit, and the client would then manipulate those messages as required by a particular integration.

Section 9.0 - Customer References

Tyler Technologies client base extends to all 50 states and over 6,000 local government locations. Our Courts and Justice Solutions include a variety of statewide and county implementations. Odyssey clients range in size from relatively small Texas Clients to large Counties such as Clark County (Las Vegas), Nevada. Statewide implementations, both completed and in progress, range in size from New Hampshire to Texas (CUC).

Common Threads

While each implementation is unique there are common requirements that weave through all Odyssey projects. All Odyssey implementations include such tasks as data conversion, configuration, training, interfaces, modifications, go-live support, etc. Additionally, local software enhancements to accommodate unique and specific statutes, business rules, and reporting requirements are common elements of the implementation. These elements of the project require both Tyler and our clients to work in a collaborative effort with proven methodologies and processes. We are pleased to report that our project management methodologies have been successful, without compromise, throughout our many implementations. We strive for, and continue to have, strong relationships with each and every Odyssey client.

Integration Experience

As mentioned in the paragraph above, interfaces are a common element in most of Tyler's projects. Due to the amount of integration work that is needed, Tyler would like to take a moment to highlight some of our integration experience in some of the reference accounts that are being provided to Pinellas County.

Hennepin County, Minnesota

The Odyssey system formed the backbone of the large criminal justice integration effort in Hennepin County, the most populous county in the state, as part of the overall statewide Odyssey implementation in Minnesota. Approximately 100 data exchanges were built between Odyssey and the other criminal justice agencies in Hennepin County, including the Sheriff's Office, County Attorney, Public Defender, Community Corrections, Local Law Enforcement, and the State.

Data exchanges were built in XML on the IBM MQ-Series queuing platform. Odyssey integration components used standard XML messaging services, supporting a very high daily volume of exchanges, requiring near real-time performance. The solution encompassed the entire criminal justice business process – from initial booking and pretrial services, to court scheduling and disposition, to post-disposition supervision and criminal history.

Ramsey County, Minnesota

Tyler worked with Ramsey County, as part of the adult criminal implementation of Odyssey, to build a series of data exchanges between the Sheriff, County Attorney, and Ramsey County Court. The integration process support booking, warrant, scheduling, and disposition communication between the Jail and the Court, in a near real-time environment. The Ramsey County Law Enforcement Center depended on very close communications between Sheriff and Court personnel and systems, supported by XML data exchanges to and from Odyssey.

Minnesota State Court Administration

Tyler worked with Minnesota's State Court Administration offices to realize a statewide set of standard integration services for court notifications, inbound e-filing, statewide queries, and state reporting

- Notifications – subscription-based notification of changes to case, warrant, bond and party records
- E-filing – secure services for citation and criminal case initiation, hearing scheduling, and warrant updates
- Statewide queries – search and query services for case and defendant status information
- State reporting – criminal history disposition reporting and motor vehicle suspension reporting

These standard integration services currently support dozens of criminal justice agency partners across state, county, and city jurisdictions.

Clark County, Nevada

Tyler is working with the Clark County Integrated Justice project to build Global Justice GJXDM based exchanges between county and state agencies. At the county level, criminal justice exchanges include:

- booking communication from the Detention Center
- Criminal case filing from the District Attorney
- Warrant communication to both Clark County and the State of Nevada.

The XML data exchanges are supported by Odyssey integration services and communicate through Court and County BizTalk integration services.

Orange County, Florida

Tyler is working with Orange County to support the ICJIS integration environment for the Adult Criminal implementation of Odyssey. ICJIS data exchanges are implemented with Global Justice GJXDM defined exchanges between multiple county agencies, including the Detention Center, States Attorney, and the Court. Odyssey integration services have been developed to support the following data exchanges:

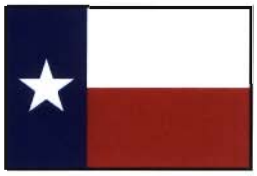
- Electronic case creation - allows criminal case creation based on incoming Jail bookings
- Case/defendant updates - defendant OBTS and demographic updates
- Case lookup and retrieval – on demand criminal justice agency query of Court case information

As requested, Tyler has included a complete list of Odyssey clients with contact information for each site. Tyler has also included specific references for Pinellas County using the required reference sheet and has placed this information in Section 11.0 – Attachments.

 Florida	**Lee County, Florida (Ft. Myers)** Contract Date: September 2002 Lisa DiDonato – Court Systems Manager Clerk of Circuit Court 239-533-2320 ldidonato@leeclerk.org **Clay County, Florida (Green Cove Springs)** Contract Date: May 2006 Doris Stotler – Chief Deputy Clerk of Circuit Court 904-269-6316 stotlerd@clayclerk.com **Orange County, Florida (Orlando)**

	Contract Date: March 2007 Gino Butto – Chief Information Officer Clerk of Circuit Court 407-836-2061 gino.butto@myorangeclerk.com **Monroe County, Florida (Key West)** Contract Date: October 2005 Lance Guerry – IT Manager Clerk of Circuit Court 305-292-3573 lguerry@monroe-clerk.com **Miami-Dade County, Florida (Miami)** Contract Date: October 2005 Thomas G. James – Chief Information Officer Clerk of Circuit Court 305-349-6192 jamestg@miamidade.gov **Miami-Dade County, Florida (Miami)** Contract Date: October 2005 Sharon Abrams – Judicial Administration Director 11th Judicial Circuit, AOC 305-349-5600 sabrams@jud11.flcourts.org **Broward County, Florida (Ft. Lauderdale)** Contract Date: November 2006 Barry Lasher – Chief Information Officer Clerk of Circuit Court 954-658-7077 blasher@clerk-17th-flcourts.org
 Indiana	**State of Indiana (Statewide)** Contract Date: May 2007 Donna Edgar – Project Manager Indiana Supreme Court 318-234-2926 dedgar@jtac.in.gov
	**Glynn County, Georgia (Brunswick)** Contract Date: June 2005 John Catron – IT Director 912-554-7149

Georgia	jcatron@glynncounty-ga.gov **Rockdale County, Georgia (Conyers)** Contract Date: November 2003 Ruth Wilson – Clerk of the Court 770-929-4021 Ruth.wilson@rockdalecounty.org **Forsyth County, Georgia (Cumming)** Contract Date: December 2008 Greg Allen – Clerk of the Superior Court 770-781-2120 gallen@forsythco.com **Columbia County, Georgia (Evans)** Contract Date: June 2006 Cindy Mason – Clerk of the Court 706-312-7139 cindy.mason@gsccca.org
 Minnesota	**State of Minnesota (Statewide)** Contract Date: July 2002 Angie Hutchins State Court Administrators Office, IT Division 507-388-5204 angie.hutchins@courts.state.mn.us
 New Hampshire	**State of New Hampshire (Statewide)** Contract Date: April 2004 Dan Morin – Director of MIS Administrative Office of the Courts 603-271-2521 ext. 2259 dmorin@courts.state.nh.us
 New Mexico	**State of New Mexico (Statewide)** Contract Date: October 2007 Steve Prisoc – Judiciary CIO Administrative Office of the Courts 505-476-6900 sprisoc@nmcourts.gov
 North Dakota	**State of North Dakota (Statewide)** Contract Date: October 2008 Sally Holewa State Court Administrator sholewa@ndcourts.gov

 Nevada	**Clark County, NV (Las Vegas)** Contract Date: November 2005 Mike Lee – IT Director 702-671-3194 leem@clarkcountycourts.us
 Michigan	**Third Judicial Circuit Court of Michigan (Detroit – Wayne County)** Contract Date: June 2006 Bernard Kost – Executive Court Administrator 313-224-5261 bernard.kost@3rdcc.org **Ninth Judicial Circuit of Michigan (Kalamazoo)** Contract Date: June 2006 Ruth Gruizenga – Chief Court Clerk 269-383-8839 ragrui@kalcounty.com
 Pennsylvania	**Lehigh County, PA (Allentown)** Contract Date: March 2004 Kathy Warren – Manager of Applications 610-782-3785 kathywarren@lehighcounty.org
 Texas	**Fort Bend County, Texas (Richmond)** Contract Date: March 2007 Connie Heinecke 281-341-4570 connieh@co.fort-bend.tx.us **Williamson County, Texas (Georgetown)** Contract Date: February 2007 Otis Coufal – Project Manager 512-943-1464 ocoufal@wilco.org **Collin County, Texas (Plano)** Contract Date: March 2006 Caren Skipworth – IT Director 972-548-4503 cskipworth@collincountytx.gov **Gregg County, Texas (Longview)** Contract Date: February 2007 Cindy Romines 903-236-8436 cindy.romines@co.gregg.tx.us

Tarrant County, Texas (Ft. Worth)
Contract Date: December 2006
Mark O'Neal
817-212-7454
moneal@tarrantcounty.com

Dallas County, Texas (Dallas)
Contract Date: August 2004
Robert Clines – Chief Information Officer
214-653-7339
rclines@dallascounty.org

Denton County, Texas (Denton)
Contract Date: September 2007
Kevin Carr – IT Director
940-349-3001
kevin.carr@dentoncounty.com

Taylor County, Texas (Abilene)
Contract Date: September 2005
Scott Kemp – IT Director
325-674-1226
kemps@tylercountytexas.org

Victoria County, Texas (Victoria)
Contract Date: August 2006
Cathy Stuart – District Clerk
361-575-0581
cstuart@vctx.org

Hays County, Texas (San Marcos)
Contract Date: July 2005
Jeff McGill – IT Director
512-393-7655
jmcgill@co.hays.tx.us

Kaufman County, Texas (Kaufman)
Contract Date: May 2004
George York – IT Manager
972-932-4331
york@kaufmancounty.net

Hidalgo County, Texas (Edinburg)
Contract Date: July 2008
Renan Ramirez – IT Director
956-318-2151

	renan.ramirez@co.hidalgo.tx.us **Nueces County, Texas (Corpus Christi)** Contract Date: September 2008 Mike Biddle – IT Director 361-888-0373 mike.biddle@co.nueces.tx.us **Cameron County, Texas (Brownsville)** Contract Date: October 2008 Paul Escobar – IT Director 956-550-1336 paul.escobar@co.cameron.tx.us **San Patricio County, Texas (Sinton)** Contract Date: November 2008 Raul Delgado – IT Director 361-364-9307 raul.delgado@co.san-patricio.tx.us
 Tennessee	**Davidson County, Tennessee (Nashville)** Contract Date: April 2009 Vicki Bailey – Office Manager/Chief Docket Clerk Clerk & Master's Office 615-862-5710 ext. 25711 vickibailey@jis.nashville.org

Section 10.0 – Exceptions to the RFP

Tyler takes no exceptions to this RFP.

Section 11.0 – Attachments

ATTACHMENT 1: RFP SUBMITTAL CHECKLIST

It is the proposer's responsibility to make sure all items are submitted as outlined in this entire request for proposal. The checklist below is a guide and may not be inclusive.

RFP Submittal Checklist Guide	
Task	**Submitted**
Proposal Section 1.0 - Introductory Material and Executive Summary	☒
Proposal Section 2.0 – Technical Requirements	☒
Proposal Section 3.0 – Company Background	☒
Proposal Section 4.0 – Functional Requirements	☒
Proposal Section 5.0 – Implementation Plan	☒
Proposal Section 6.0 – Change Management Approach	☒
Proposal Section 7.0 – Training Plan	☒
Proposal Section 8.0 – Essay Responses	☒
Proposal Section 9.0 – Customer References	☒
Proposal Section 10.0 – Exceptions to the RFP	☒
Proposal Section 11.0 – Attachments	☒
Attachment 1: RFP Submittal Checklist	☒
Attachment 2: References Form	☒
Attachment 3: Requirements Responses	☒
Attachment 4: Data Dictionary	N/A
Attachment 5: Interfaces Required	N/A
Attachment 6: Cost Spreadsheets **(in separate sealed envelope)**	☒
Attachment 7: Staffing	☒
Attachment 8: Company Background	☒
Attachment 9: Hardware, Software, and other equipment recommendations	☒
Proposal Section 12.0 – Sample Documents	☒
Proposal Section 13.0 – Cost Proposal **(see Attachment 6)**	☒
Signed Proposal	☒
Proposal Submittal Copies	☒
W9 Form	☒
Section H – Addenda Acknowledge Form (if applicable)	☒

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: State of Minnesota

Address: 25 Rev. Dr. Martin Luther King Jr. Blvd, St. Paul, MN 56001

Project Manager: Angie Hutchins **Title:** Vendor Relations Manager

Phone: (507) 388-5204 **E-mail address:** angie.hutchins@courts.state.mn.us

Software Program/Version: R2008-SP1

Number of Employees: 3,000 **Approximate Size of Operating Budget**: $100M

PROJECT SCOPE

The State of Minnesota has implemented Odyssey statewide. The project began in early June 2002, and progressed to a pilot site implementation in February 2003. To date the project is completed with all of the 87 counties installed (Over 3000 users).

Minnesota began a process of evaluating software vendors in 2000. A large measure of business process reengineering was part of the process. Following an RFP process the state initially contracted with another vendor to implement their CMS solution. In 2001 Minnesota had abandoned the project and was embarking on a "build" project. A large contingent of Minnesota staff and court users attended the 2001 CTC7 conference in Baltimore. At that conference, they were introduced to Tyler Technologies and to Odyssey. Although Odyssey did not offer all of the features required by the State at that time, Tyler's technology direction closely paralleled the State's. A decision was made to pursue the Odyssey solution while keeping the option of in-house development open.

Minnesota took part in extensive benchmarking tasks with Tyler at the Microsoft Development Center in early 2002. At those sessions, it was proven that Odyssey could easily scale to thousands of users with relatively inexpensive hardware. Minnesota decided to abandon their in-house development project at that time and pursue a contract with Tyler for Odyssey implementation. The contract was signed in July 2002.

The state's goal was to prove to their funding body, prior to the new budget approval cycle, that the decision to move forward with Tyler was the correct one. As such, Tyler developed a project plan to modify Odyssey as required between July 2002 and the legislative session in early 2003. The first series of modifications were to encompass features needed by the State to go live, so that when installed, Odyssey would offer every function they currently enjoy, plus all the added functionality of the core Odyssey application.

Even though the scope of development and Odyssey modifications far exceeded those necessary for the Circuit's system, every milestone has been met. Every release thus far has been on schedule. The proof-of-concept site went live in February 2003 on time and on budget.

Installation in Hennepin County, Minnesota's largest immediately followed the pilot site. Hennepin Probate Division was implemented on December 15, 2003, and Blue Earth County implemented all case types on January 20, 2004. At that time the state asked Tyler to develop a financial management product for their courts to use statewide to manage their financial activity. The new Financial Manager product (OFM) was accepted and installed in 2004. OFM simplifies the financial aspects of managing a court, due to its tight integration with Odyssey Case Manager.

The statewide implementation of Odyssey across all 87 counties continued for the next three years and concluded in 2007. Now over 3,000 Court users and over 6,000 Agency partner users utilize Odyssey daily in the State of Minnesota.

Odyssey supports large and complex integration demands for the state and metropolitan areas. Over 20,000 outbound messages are sent daily to other systems, triggered by business events in Odyssey. Over 8,000 inbound messages are received daily from other systems. The types of integrations include Warrant notifications, Scheduling Orders, DL suspensions, E-Citations, and many others.

PROJECT INFORMATION

Total Project Costs $

$ 13,000,000

Length of Project

_62 Months from start to completion of state-wide rollout

(Implementation-# months)

Approximate Number of Consultant Hours 62,0000

Go-Live Date

Pilot 2 – 2/03

Pilot 2 – 12/03

Phase 3 – 1/04

State-wide Rollout complete – 6/07

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: State of New Mexico

Address: 2905 Rodeo Park Drive East Bldg. 5, Santa Fe, NM 87505

Project Manager: Steve Prisoc **Title:** CIO

Phone: (505) 476-6900 **E-mail address:** sprisoc@nmcourts.gov

Software Program/Version: Odyssey Case Manager and Odyssey Financial Manager – Odyssey Release 2008SP3

Number of Employees: 1670 **Approximate Size of Operating Budget:** $

PROJECT SCOPE

The State of New Mexico Administrative Office of the Court engaged Tyler in 2008 to implement Odyssey for the Supreme, Appellate, District, and Magistrate courts. Odyssey will support all court and clerk functions within the state of New Mexico, in one unified system.

Nine pilot courts were identified for the first two phases. To date, three of the pilots have been successfully implemented.

The State has elected to take a train-the-trainer approach. Tyler Professional Services took the lead on the initial pilot site training, and is transitioning this responsibility to State project team members. Tyler and State project team members are sharing the responsibilities for data conversion, with Tyler performing the technical tasks, and the State providing analysis support.

Prior to the completion of the pilot phase, Remote Document Storage (RDS) will be implemented for New Mexico. RDS will enable the distribution of document stores throughout the State, in a manner that is seamless to end users. This will allow the State to take full advantage of Odyssey Document Management capabilities: scanning, imaging, E-Filing, E-Signature, etc. The RDS is critical to supporting full document management in a State implementation with limited network bandwidth.

The state also plans to use the existing Odyssey E-Filing Connector to implement civil E-Filing for all courts in the state.

PROJECT INFORMATION

Total Project Costs $

$5,914,182

Length of Project

30 Months
(Implementation-# months)

Approximate Number of Consultant Hours 11,500

Go-Live Date

Phase 1 –

1st Pilot – November 17, 2008

2nd Pilot – April 27, 2009

Phase 2 –

3rd Pilot – July 10, 2009

4th Pilot – August 24, 2009

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: Clark County, NV (Las Vegas)

Address: 200 Lewis Ave, LV, NV 89101

Project Manager: Mike Lee **Title:** IT Director

Phone: (702) 671-3194 **E-mail address:** leem@clarkcountycourts.us

Software Program/Version: Odyssey Case Manager, Financial Manager / R2008-SP1

Number of Employees: 800 **Approximate Size of Operating Budget**: $

PROJECT SCOPE

In November 2005, the Clark County Courts – Eighth Judicial District Court, the Clark County Clerk's Office, and the Las Vegas Justice Court – signed a contract with Tyler Technologies to implement its court case management system, *Odyssey Case Manager.*

Las Vegas is the fastest growing urban center in the United States. This dynamic growth forced a change in the justice and business processes of the courts. As demands on the court system grew, it became more apparent that the courts must make changes to respond to a growing caseload and competition for fewer resources. Clark County recognized that the future of its courts hinged on how well the court responded to the changing needs of the community.

Many traditional court methods and processes no longer applied and new strategies were needed to reengineer its business model. One component of this was a software solution. After a lengthy and thorough evaluation of best practices and products, Clark County chose Tyler.

Along with this choice, Clark County adopted the vision of a virtual court. A virtual court means immediate availability to a wider collection of information, faster access to customer data, and improved customer service, in short, better access to justice. Clark County's "justice partner" – Tyler Technologies allow the courts to collect and share information electronically.
The scope of the project included implementation of *Case Manager* for use by the District Court in criminal, civil, family and juvenile cases and for the use by the Las Vegas Justice Court in criminal and traffic cases. The Clark County project also included electronic document management for all court documents filed for these case types, judicial assignment and scheduling, and management and assessment of court fines and fees.

Clark County prides itself on taking advantage of technology to improve business processes. The contract with Clark includes several integrations with third party products to streamline court

processes, increase productivity, and improve customer service. One example of this effort is an e-filing integration project. The project includes the automation of all civil, family, and juvenile courts.

The Odyssey system is already allowing the courts to demonstrate the power of a virtual court by introducing Web and Integrated Voice Response (IVR) payments and reengineering the traffic court's business processes. In the first month of operation, the IVR system collected more than $1 million in traffic fines. In the first week, the Internet payment option went online it collected over a quarter of a million dollars in fines. Clark County not only dramatically improved their service to the public but also improved their bottom line.

With Clark County's implementation in the Civil Division, they have adopted a paperless processing approach. Clark is taking advantage of Odyssey's Auto Attach Batch Scanning capability, which is fully integrated with Case Manager. Clark County changed their processes to eliminate the costly and timely effort involved in maintaining and routing physical case files. Through process change, the Odyssey DMS, and a back scanning effort; Clark county has been able to take this major step forward in processing efficiency.

PROJECT INFORMATION

Total Project Costs $

$5,669,194

Length of Project

56 months
(Implementation-# months)

Approximate Number of Consultant Hours 15,000

Go-Live Date

Phase 1 – 11/06

Phase 2 – 06/07

Phase 3 – 04/09

Phase 4 – 12/09

Phase 3 – 05/10

Phase 3 – 07/10

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: Miami-Dade County and the 11th Judicial Circuit AOC

Address: 175 NW First Avenue, Miami FL 33128

Project Manager: Tom James **Title:** CIO (Clerk)

Phone: (305) 349-6192 **E-mail address:** jamestq@miami-dadeclerk.com

Project Manager: Sharon Abrams **Title:** CIO (AOC)

Phone: (305) 349-5600 ext. 2630 **E-mail address:** sabrams@jud11.flcourts.org

Software Program/Version: Odyssey Case Manager / 2008SP2.07

Number of Employees: 500 **Approximate Size of Operating Budget**: $60,000,000

PROJECT SCOPE

The selection process for the Miami-Dade Clerk and the AOC included finding a solution partner whose product could support existing business processes and one whose vision and technology could easily support a paperless solution. Shortly after contract signing in 2006, Miami-Dade kicked off a project with Tyler Technologies to implement a paperless court. Miami-Dade and Tyler Technologies worked together through the detailed fit analysis to map existing processes to the Odyssey Solution and define needed enhancements to support the paperless solution. After the fit analysis, the implementation of the Family Phase began.

Through this phase, Miami-Dade County made the decision to convert all of the legacy data themselves. The conversion team consisted of members from the Family Division, AOC, and Clerk's Technology Division. Tyler Technologies assisted all team members with this conversion through a series of workshops and training sessions on conversion tools, and was able to call Tyler Technologies conversion experts as needed.

After the end-to-end solution was validated, Miami-Dade gave the green light to go ahead with it first paperless court. The Miami-Dade Family Division and Judiciary went live in November 2008. The Clerk uses Odyssey for Case Maintenance, and the AOC uses Odyssey for Case Management. This is a model for how Circuits and Clerks can leverage a single implementation of Odyssey, producing an effective solution for both organizations.

The Clerk of Courts and the Judiciary are currently evaluating the next phase of paperless deployment.

PROJECT INFORMATION

Total Project Costs $

$3,851,043

Length of Project

60

(Implementation-# months)

Approximate Number of Consultant Hours 13,362

Go-Live Date

Phase 1 – 11/08

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: Broward County

Address: 201 S.E. 6th Street, Room 760 Fort Lauderdale, Florida 33301

Project Manager: Allison Edwards **Title:** MIS Manager

Phone: (954) 831-6014 **E-mail address:** aedwards@browardclerk.org

Software Program/Version: Case Manager R2008SP3.05

Number of Employees: 450 **Approximate Size of Operating Budget**: $36,000.000

PROJECT SCOPE

The Broward County Clerk of Courts entered into a contract with Tyler Technologies January of 2007. At the project kick-off, both Broward and Tyler began a thorough fit assessment, reviewing business functionality for the Probate, Mental Health, Civil, Criminal, and Juvenile offices. In addition to identifying the 'fit' of Odyssey, looking at all offices initially, Broward's initial budget assessment was validated.

After the initial fit assessment, the Clerk's team began with Implementation of the first office. Broward's strategy for implementation included starting with Probate / Mental Health Office, a smaller office. To add to the complexity, Broward had decided to take on the challenge of converting their data. Once live, they planned to redirect resources and intellectual knowledge captured during the first phase, toward the remaining phases. This approach is still being tested, but is working so far.

In August 2008, Broward's Probate / Mental Health office went live. A significant development effort was put forth creating a new module for Odyssey to support unique processes around guardianship audit case management. This and all other requested enhancements met or exceeded expectations. The ease of transition to Odyssey for the Probate / Mental Health office afforded the Clerk to the opportunity to quickly transition project resources to Phase 2 and Phase 3 delivery. Currently the project teams are aggressively working to deploy Phase 2 Civil and Family office with a go live date of August 24, 2009. Phase 4 Criminal, Juvenile, and Juvenile dependency are scheduled to deploy the 2nd quarter of 2010.

PROJECT INFORMATION

Total Project Costs	**Length of Project**
$4,611,974	**36 months (Implementation-# months)**

Approximate Number of Consultant Hours 19,000

Go-Live Date

Phase 1 – 8/08

Phase 2 – 8/09

Phase 2a – 6/10

Phase 3 – 12/10

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: Orange County

Address: 425 N. Orange Avenue, Suite 2110, Orlando, FL 32801

Project Manager: Gino Butto **Title:** CIO

Phone: (407) 836-2061 **E-mail address:** gino.butto@myorangeclerk.com

Software Program/Version: Case Manager / 2008SP2.03

Number of Employees: 600 **Approximate Size of Operating Budget**: $31,600,000

PROJECT SCOPE

The Orange County Clerk of Courts entered into a contract with Tyler Technologies in June 2007. This agreement was reached following a rigorous 30-day fit analysis between Tyler and Orange County's Probate, Mental Health, Civil, Family, Records Management, and Juvenile Dependency and Delinquency offices to identify functionality gaps between their legacy application and Odyssey. The purpose of the analysis was to identify effective methods for leveraging Odyssey's existing functionality to meet the County's needs and, in so doing, minimize the amount of required development. Where application modifications were deemed necessary, estimates for enhancements were provided within the implementation approach documentation. This information provided Orange County a roadmap to use in determining which enhancements to implement and which business processes to concentrate on improving.

From a modifications perspective, Orange County expressed an interest in demonstrating leadership in county government by possessing a state-of-the-art CMS system. To accomplish this goal, they have already implemented interfaces between Odyssey and other products such as Trakman, Munis, and the Florida BAR Association. Interfaces with other products being implemented include ICJIS, Amscot/Lockbox, IVR, Internet Pay and Tybera's eFiling Solution.

As winners of the 2008 Governor's Sterling Award Winner for providing superior Customer Service, Orange County stressed the importance of developing new CMS features to continue this exemplary trend. Particularly noteworthy in this regard is the design, development and implementation of Tyler's Courtroom Product to achieve creation of in-court paperwork and substantially reduce existing courthouse wait time. The creation of a new citation imaging product will further reduce processing time for traffic citations.

Orange County has successfully leveraged Tyler's proven methodology for the conversion of legacy data and the configuration of Odyssey to meet their business needs.

PROJECT INFORMATION

Total Project Costs $

$4,680,918

Length of Project

31

(Implementation-# months)

Approximate Number of Consultant Hours 13044 **services**

Go-Live Date

Phase 1 – 3/08

Phase 2 – 2/09

Phase 2a – 6/09

Phase 3 – 10/09

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: Lee County

Address: 1700 Monroe Street, Ft. Myers, FL 33901

Project Manager: Lisa DiDonato **Title:** Court Systems Manager

Phone: (239) 533-2156 **E-mail address:** LDiDonato@leeclerk.org

Software Program/Version: Case Manager, Supervision Manager/2008sp2

Number of Employees: 350 **Approximate Size of Operating Budget**: $37,000,000

PROJECT SCOPE

The Lee County Clerk of Courts entered into a contract with Tyler Technologies in September of 2002 to replace all of the court applications with an integrated case management system. The Clerk evaluated several systems from vendors that offered systems currently installed in Florida Counties. They concluded that Odyssey, while priced somewhat higher than other systems, was the only product available that would sustain the County's growth far into the future. The fact that Odyssey was built with truly new web-based technology, coupled with its ability to scale with the County's growth, made their choice of Tyler Technologies the most economically feasible over the long term.

A project kick off meeting was conducted on September 18, 2002. Tyler and the County agreed on the project plan. A decision was made to proceed with implementation and make only minimal required system modifications. The approach gave Lee County the opportunity to adjust business practices and have the experience of using the system before funding any modifications that may be unnecessary. The focus was defining requirements that must be there to "go- live."

Additional components worked on prior to implementation included: infrastructure, data conversion, state reporting, and configuring the system to meet the county's needs. The data conversion was accomplished with Tyler's IFL (Intermediate File Layout) methodology.

PROJECT INFORMATION

Total Project Costs $	**Length of Project**
$1,477,000	**68 months** **(Implementation-# months)**

Approximate Number of Consultant Hours 5,508

Go-Live Date

Phase 1 – 6/03

Phase 2 – 1/05

Phase 3 – 5/07

Phase 4 – 5/08

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ATTACHMENT 2: REFERENCES FORM

Name of Proposer: Tyler Technologies

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: Clay County

Address: 825 N. Orange Avenue, Green Cove Springs, FL 32043

Project Manager: Leah Conner **Title:** IT Director

Phone: (904) 284-6361 **E-mail address:** ConnerL@clayclerk.com

Software Program/Version: 2008SP2.01

Number of Employees: 100 **Approximate Size of Operating Budget**: $5,000,000

PROJECT SCOPE

Clay County began executing the contract to implement Odyssey in June 2006. Initially the Clay County contract only contained budget dollars to implement the Civil Traffic, Civil, Family, Probate, Mental Health, Juvenile Delinquency, and Juvenile Dependency project phases. The client was using a legacy case management system that did not provide the reporting or scalability that Odyssey had to offer. Upon completion of the Civil Traffic phase, the client was very impressed with the level of customer service received and the robustness of the Odyssey application that they purchased additional services to include a Criminal project implementation phase.

Although small in size in comparison to other Florida counties, the client took on the challenge of converting the data for the Civil Traffic phase. Through the use of the IFL data conversion tool and writing scripts to convert the data, Clay County successfully converted the data for Civil Traffic phase with minimal effort.

From a software modification standpoint, Clay County has been able to leverage existing functionality that has been added to the application throughout the lifecycle of the application. Clay County has been able to use Odyssey out-of-the-box minus the existing integrations that Clay County needed to interface with Odyssey to extract case management data.

PROJECT INFORMATION

Total Project Costs $	**Length of Project (Implementation-# months)**
$1,490,164	18

Go-Live Date	Approximate Number of Consultant Hours
Phase 1 – 8/07	3444
Phase 2 – 11/07	
Phase 3 – 7/08	

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server.

Interface/API Platform: Publishable outbound IXML and APIs on integration server

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Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been ***FULLY IMPLEMENTED*** and is ***"live."*** Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer: Monroe County

Address: 500 Whitehead Street, Key West, FL 33040

Project Manager: Lance Guerry **Title:** Computer Systems Coordinator

Phone: (305) 292-3573 **E-mail address:** LGuerry@monroe-clerk.com

Software Program/Version: Odyssey Case Manager/ 2009SP1

Number of Employees: 50 **Approximate Size of Operating Budget**: $4,400,000

PROJECT SCOPE

On March 9, 2005, Monroe County Clerk Courts office submitted a Request for Information (RFI). Upon review of the collected information, Monroe County made the decision to begin implementation of the Odyssey Case Management system provided by Tyler Technologies. After the initial fit analysis in the fall of 2006, the implementation of the Civil Traffic phase began and in February of 2007, Monroe County was live with their first department.

Through this phase, and the remaining two, Monroe County made the decision to convert all of the legacy data themselves. Although they are a relatively small county within the state, there were obstacles to overcome, but Tyler Technologies provided assistance and direction every step of the way. After successful completion of the first implementation, Monroe County proceeded with the implementation of the remaining criminal courts including Criminal Traffic, Misdemeanor, and Felony divisions in October of 2007. Lastly, Monroe became Tyler Technologies' third fully implemented Florida County in March of 2009 when they successfully implemented their Civil, Family, Probate and Juvenile divisions.

Although Monroe made several software modifications, they were able to leverage existing functionality to meet their current needs along with streamlining day-to-day procedures through means such as Tyler's Document Management Solution

PROJECT INFORMATION

Total Project Costs $	**Length of Project**
$814,000	**40 months (3yrs 4 mo) (Implementation-# months)**

Approximate Number of Consultant Hours 1394

Go-Live Date

Phase 1 – 2/07

Phase 2 – 10/07

Phase 3 – 3/09

TECHNOLOGY INFORMATION

Hardware Platform: Microsoft Windows-based servers

Database Platform: Microsoft SQL Server

Operating System: Microsoft Windows

Application Platform: Browser Based Client, IIS, ASP.Net framework on application server

Interface/API Platform: Publishable outbound IXML and APIs on integration server

ID #	NEW ID GROUP #	NEW SUB ID #	Category	Subcategory or Feature	Requirement	*Required* Proposer Response to Requirement	*(Optional)* Proposer Explanation or Additional Comments
0.0	0	0	Global	Terminology	Throughout the numbered list of requirements various examples are given. These are meant solely as representative examples, not as the system-wide entirety of the requirement. Many examples refer to "defendant," thus implying a criminal case type. However, often a similar example could have been given instead, using the term "plaintiff" or other case role, such as "witness" versus "victim." Indeed while some of the requirements herein do pertain to only one case type, proposers must assume that similar functionality or operational characteristics or entity maintenance is required of all entities and in all case types.	Yes	
0.1	0	1	Global	Circuit Level	In order to facilitate reporting of information at the judicial circuit level (e.g. Alternative Dispute Resolution), the system must be able to interface to, and exchange data with, systems located in Pasco County - aggregating Pinellas and Pasco combined "circuit data" as necessary.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems need to consume it.
0.10	0	10	Global	Child Support: Account Setup	The system should automatically generate an account for the child support obligation and track all payments made into the account.	Yes	See answer to .9
0.11	0	11	Global	Child Support: Alerts & Triggers	When child support payments are not received according to the conditions of the established payment plan, events are triggered (e.g. alerts for liens filed after expiration of certain timeframes, delinquency notices) and generated by the FACC system, downloaded, and docketed into the existing system. The system must support this alert/notification download/docketing process according to predefined business rules and workflows.	Yes	See answer to .9
0.12	0	12	Global	Child Support: Arrearages	Should child support obligation arrearages occur, the system must provide notification of the event and perform automated calculation of the arrearage, post a corresponding docket entry, and update the FACC system.	Yes	See answer to .9
0.13	0	13	Global	Child Support: Auto Termination	When a child reaches age of maturity, support payments for the child are normally terminated. All activities related to modifying the payment plan, making appropriate notifications to related parties, arranging for any refunds due, etc. are performed in the Civil/Small Claims system and downloaded/docketed into the existing system. The system must support this download/docketing functionality.	Yes	See answer to .9
0.14	0	14	Global	Child Support: Automated Notices	As with other case types, child support cases generate automatic notifications based on events and business rules (e.g. non-payment of support). The system must provide similar alert/notification functionality based on predefined business rules and workflows.	Yes	
0.15	0	15	Global	Child Support: Case Notes	As with Unified Family Court case managers, authorized users may make notes/comments on various aspects of the case (e.g. payment plan anomalies, address changes, explanations). While these notes are initially recorded within the FACC system, they are downloaded periodically into the existing system. The system must allow for the download and posting of case notes and control access to viewing of those notes via security policies and predefined business rules.	Yes	See answer to .9
0.16	0	16	Global	Child Support: Data Transfer to State	Once the child support case is established, any information that updates the record in the FACC system is automatically transferred from the FACC system so that the two systems are essentially "synchronized". The system must perform this process according to predefined business rules and workflows.	Yes	See answer to .9
0.17	0	17	Global	Child Support: Disbursement of Payments	Disbursement of payments is not made via the existing system, but rather through the FACC system. Information on disbursements is downloaded from the FACC system and updated into the system nightly. The system must be able to accept/process this downloaded information.	Yes	See answer to .9
0.18	0	18	Global	Child Support: Driver's License Suspensions	The system should provide the capability to search the Florida Department of Highway Safety & Motor Vehicles (DHSMV) to determine whether a child support-obligated parent has had their driver's license suspended. This information is of particular importance when a parent's ability to commute to the workplace and earn wages to cover their support obligation is in question.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a party (like the child support-obligated parent) and Pinellas County could transform that data for whatever systems need to consume it.
0.19	0	19	Global	Child Support: Payment Across Cases	It should be noted that a single child support obligation can be associated with multiple cases (e.g. man making child support payments for children of two ex-wives). Case activity for this scenario could be docketed at the individual person level or at the case level. The system must accommodate all case association/docketing scenarios.	Yes	See answer to .9
0.2	0	2	Global	Civil	Civil court possesses over one hundred (100) different case types which fall into one of four court areas and Uniform Case Number (UCN) formats; circuit, county, small claims, and family law. The system must accommodate the business rules of these multiple units and case types, providing a consistent look and feel for all subtypes.	Yes	

0.20	0	20	Global	Child Support: Payment Plans	Once a child support case is established, the system must be able to automatically calculate a payment plan for the obligated parent based on predefined business rules and payment guidelines. Should an arrearage situation arise, the system must be able to modify the payment plan accordingly.	Yes	See answer to .9
0.21	0	21	Global	Child Support: Payment Tracking	Information related to child support obligation payments is initially entered into the FACC, then periodically downloaded/docketed into the existing system for subsequent viewing. The system should provide similar payment tracking/viewing functionality based on predefined business rules and workflows.	Yes	See answer to .9
0.22	0	22	Global	Child Support: Receipts	The system must be able to generate receipts for child support payments received. This is particularly important when a writ of bodily attachment has been issued for non-payment of child support and the parent subsequently makes the required payment. Unless the parent has proof of payment on their person, they may be subject to arrest due to the potential delay in law enforcement being notified of the payment and the writ recalled/cancelled.	Yes	See answer to .9 Although it is Tyler's understanding that the vast majority of child support cases/payments are handled via the FACC CLERC system, Pinellas County could still enter a financial obligation in Odyssey and post a payment towards that obligation.
0.23	0	23	Global	Bonds: Advanced Search	The system must provide comprehensive, user-definable query capability for searching data related to the Bond component.	Yes	There are many fields on which a user can define a bond search.
0.24	0	24	Global	Bond Alerts	The system should alert users and trigger generation of notices to appropriate parties based upon pre-defined parameters (bond expiration dates, related court events, etc.) contained within business rules and workflows. As with other system components, this functionality should be user-configurable.	Yes	Odyssey can support sending notice to bondsmen based on the rules in Florida.
0.25	0	25	Global	Bond Allocation	The system must allow users to determine what parties are to receive bond payments and allocate these funds appropriately based upon business rules and workflows.	Yes	
0.26	0	26	Global	Bond Association	The system must provide the ability to associate bonds received (regardless of type) to the appropriate case and person for which the bond was posted.	Yes	
0.27	0	27	Global	Bond Balance	The system must be able to track bond balances and provide users with bond balance information on-demand regardless of point in the overall bond process.	Yes	
0.28	0	28	Global	Bond Calendaring	The system should provide automated setting and calendaring of bond hearings based on prevailing business rules. Should a bond be paid, the system should automatically remove the related calendar event.	Partial	Time is included in this proposal to build additional features to meet these requirements.
0.29	0	29	Global	Bond Data	The system should allow users to process/track/report a comprehensive set of information concerning the bond (including information such as who paid the bond, name of bonding agent, etc.) and be able to transfer bond-related information to external systems/agencies as required.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a bond and Pinellas County could transform that data for whatever systems need to consume it.
0.3	0	3	Global	Financials	The system must include Point-of-Sale functionality (e.g. cashiering, receipting, for multiple case types) but full Accounting/General Ledger (GL) functionality is not required. Comprehensive accounting/ GL functionality is provided via a separate system that the new system must interface with.	Yes	Odyssey natively includes a fully integrated point-of-sale functionality that provides cashiering across all case types and includes advanced features like allowing for a single payment to be made across multiple cases (e.g. an attorney filing multiple civil cases at once or a defendant paying for multiple case/citations at once). It also includes a full-featured end of day balancing process. Although the Odyssey product suite does include a General Ledger system for the Clerk, based on this requirement Tyler is not including that product in the proposal. Tyler has interfaced Odyssey with several accounting systems and Odyssey already has "hooks" in place for exporting deposits and check requests to third party General Ledger systems.
0.30	0	30	Global	Bond Overrides	The system must provide authorized users with the ability to modify bond data and related workflow events as necessary (e.g. error correction or bond exception handling) to ensure data integrity.	Yes	
0.31	0	31	Global	Bond Receipts	The system must be able to generate/print receipts for bonds taken as well as other types of bond-related documents (e.g. certificates, notices).	Yes	
0.32	0	32	Global	Bond Reinstatement	The system must allow authorized users to reinstate bonds previously posted but placed in a pending or held status (e.g. administratively held).	Yes	
0.33	0	33	Global	Bond Reporting	The system should provide the ability to generate Bond-related notices, reports, receipts, etc. for distribution to appropriate parties or agencies based upon business rules and workflows.	Yes	Odyssey can support sending notice to bondsmen based on the rules in Florida.
0.34	0	34	Global	Bond Staging Area	Based on bond information uploaded from the Pinellas County Jail Information Management System (JIMS), the system should provide users a "staging area" with associated work queue for review/approval of requests to bond-out. The system should automatically query/present users with any relevant data on the defendant (per business rules) to facilitate the review/approval process.	Yes	This interface from the JMS system in included in Tyler's estimates.
0.35	0	35	Global	Bond Status	There are a number of statuses that may be in effect for a bond during it's "lifetime" (e.g. active, held, forfeited). The system must provide for appropriate processing/tracking/reporting at each status point based upon business rules and workflows.	Yes	
0.36	0	36	Global	Bond Tracking	The system must provide comprehensive end-to-end processing of all bond types (e.g. cash, surety) for both criminal and civil cases and integrate effectively with other financials-related processes to ensure proper assignment, tracking, and reporting of bonds received . As is the case with other system processes, the Bond component is highly date/event/rule-driven, and therefore must be user-configurable based upon business rules and workflows.	Yes	

0.37	0	37	Global	Bond Transfer	The system must be able to transfer bond information to other cases, or to other systems (e.g. Accounts Receivable) as required based upon business rules and workflows.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a bond and Pinellas County could transform that data for whatever systems need to consume it. Additionally, Odyssey has capability to export check requests for items such as bond refunds to accounting systems.
0.38	0	38	Global	Bonds: Interest Calculation	The system must be able to calculate interest accrual for bonds being held, determine which party is to receive the accrued interest, and apply amounts appropriately based upon business rules and prevailing fee schedules.	Partial	Time is included in this proposal to build additional features to meet these requirements.
0.39	0	39	Global	Bonds: Notice Generation	When a bond is taken, the system must be able to generate follow-up notifications to interested parties advising them of the next scheduled court appearance.	Yes	
0.4	0	4	Global	Jury Module	The proposer should offer a jury solution component that includes the typical processing required for jury management (e.g. attendance tracking, disqualification/transfer/dismissal). Juror payment information must be transferred to the GL, and the new "jury module" must provide for advanced person searches and ad-hoc reporting. Other functions that must be provided by the jury component include summons generation, parking permit generation, bar code badge generation, employer notifications, etc.	Yes	
0.40	0	40	Global	Bonds: Out of County Bond Tracking	The system must be able to track "out-of-county" bonds (e.g. bonds that are posted outside of Pinellas for Pinellas-related cases or bonds posted in Pinellas for cases in other counties).	Yes	
0.41	0	41	Global	Bonds: Refund Checks	The system must be able to automatically generate/track bond disbursements (refund checks, partial disbursements, etc.) and transmit appropriate data to the General Ledger (GL) system for subsequent processing.	Partial	See answer to .3 Time is included in this proposal to use existing Odyssey "hooks" to export data in the appropriate format to the external accounting system.
0.42	0	42	Global	Bonds: Workflow	Based on a variety of parameters (i.e. dates, court events, business rules, etc.) the system must perform subsequent activities (automated workflows) and generate appropriate docket entries. In addition, authorized users must be able to perform manual adjustment/override of bond data (e.g. due dates) as necessary to ensure data currency and integrity.	Yes	Pinellas County can configure Odyssey so that the entry of a bond status can make an automatic docket entry. Users with appropriate rights can make manual adjustments.
0.43	0	43	Global	Warrants: Active Warrant Alert	The system should provide users with an alert (and visual indicator) when system activity is being performed for an individual who has an outstanding warrant. This is particularly important when Point-of-Sale staff are taking payments from individuals at the counter or jury members are being selected/seated.	Partial	An active warrant indicator is prevelant across Odyssey Case Manager so that during any number of activities (e.g. taking a payment) the end-user can be aware of an active warrant. However, since the jury pool is a separate data base of persons, the Tyler Jury system does not also include this indicator.
0.44	0	44	Global	Warrants: Auto Calendar Next Court Date	Once a warrant is served, the system should automatically set the date for the next court appearance.	Partial	Time is included in this proposal to build additional features to meet these requirements.
0.45	0	45	Global	Warrants: Batch Warrant Selection	To improve productivity and reduce user workload, the system should provide the ability for users to act upon groups of warrants en-masse (based on business rules) via a "work queue." An example of this functionality would be the cancellation of a group of warrants based on the State Attorney's decision to nol-pros a list of cases with active warrants.	Partial	Tyler would build a new Action in Odyssey List Manager to update the status on a list of warrants.
0.46	0	46	Global	Warrants: Electronic Warrant Submission	The system must provide the capability to submit warrants automatically to the Florida FCIC system after local/second-party verification. One potential solution would involve the establishment of "work queues" that hold warrants until the required verification has been completed. At that point the warrant should be automatically transmitted to FCIC via the existing FDLE FCIC/IPC protocol and transmission path.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a warrant and Pinellas County could transform that data for whatever systems need to consume it. Other Tyler clients have used warrant statuses to trigger sending a warrant to an external warrant database. The user would prrof the warrant and at the point that the data is validated,the users adds the status that would trigger sending the warrant data to the external system. Then when the external warrant system sends an acceptance message back, the client uses a Odyssey API to update the status agin with the acceptance code.
0.47	0	47	Global	Warrants: Multiple Data Source Query	To facilitate the warrant packing process, the system should provide the ability to query/select data from multiple external systems and drag-drop selective content into the warrant record. In order to meet Florida Department of Law Enforcement (FDLE) auditing requirements, the system must store (and be able to report/replicate) the original source of the packing data as well as the original content that was selected for inclusion in the warrant record.	No	Without more details, Tyler cannot guarantee that multiple unknown systems could provide a drag-drop interface of their data, nor that we could automatically record the source of this data from those unknown systems.
0.48	0	48	Global	Warrants: Other Outstanding Warrants Alert	If a subject is brought into custody, the system should generate an alert to the appropriate parties if there are other warrants outstanding either locally, within Florida, or nationally.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a warrant and Pinellas County could transform that data for whatever systems need to consume it. Assuming that the requirement speaks to the jail checking for outstanding warrants, Pinellas County could use the toolkit to update the JMS with local warrant information. It would be up the the JMS to check for warrants beyond that.
0.49	0	49	Global	Warrants: Person Biometrics	The system must be able to store biometric identification data (e.g. fingerprints, iris/retina scans, mugshots) associated with the subject of the warrant.	Yes	Odyssey can store fingerprint information and mugshots; however to date Tyler has not interfaced to an retinal scan devices.

0.5	0	5	Global	Juvenile Dependency	The area of Juvenile Dependency (DP) encompasses a wide range of case types, parties, events, documents generated, and access security/privacy requirements. A number of case types have similar processing requirements, while others are quite unique. The system must be able to process/track/report all DP case types and automate DP case processing wherever possible based on predefined business rules and workflows.	Yes	
0.50	0	50	Global	Warrant Advanced Search	The system must provide the ability to search any warrant data element and generate warrant-related documents, notices, reports, etc. for distribution to appropriate parties or agencies based upon business rules and workflows.	Yes	
0.51	0	51	Global	Warrant Alerts	The system must be able to provide users with alerts or notifications based on warrant-related events, status changes, etc. according to business rules and workflows.	Yes	
0.52	0	52	Global	Warrant Data Sheet Generation	To facilitate the physical service of warrants, the system should provide the capability to generate/print paper copies of the electronic warrants or a pre-formatted data sheets containing warrant information.	Yes	
0.53	0	53	Global	Warrant Expiration	Certain warrants have expiration dates (e.g. juvenile warrants expire when the subject reaches age of majority). For these types of warrants, the system should automatically expire the warrant and initiate required notifications/follow-on activities based upon business rules and workflows.	Yes	
0.54	0	54	Global	Warrant Generation	The system must provide the capability to generate electronic/paperless arrest warrants based on established business rules and workflows.	Yes	
0.55	0	55	Global	Warrant Issuance	Once a warrant is issued, the system must automatically establish and assign an appropriate Uniform Case Number (UCN) if there is not yet a case (i.e. UCN) established for the subject of the warrant.	Yes	Although the warrant can be issued prior to a case, the UCN would be created once the warrant was linked up to its eventual case.
0.56	0	56	Global	Warrant Packing Data	The process of "packing" a warrant involves the querying of other systems/sources to identify additional information that can be included in the warrant record to be entered into the Florida FCIC and national NCIC systems . Additional data elements may include State ID Number, Scars, Marks, Tattoos, Alias Names, Gang Affiliation, etc. The ability to identify/enter this additional information is critical for proper identification of the suspect as well as law enforcement officer safety. The system must store additional warrant data elements related to the subject of the warrant, and must facilitate packing by including this data in the automated feed to FCIC/IPC.	Yes	
0.57	0	57	Global	Warrant Recall	If a warrant is recalled (cancelled), the system should automatically initiate cancellation of the warrant in the Florida FCIC and national NCIC systems.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a warrant and Pinellas County could transform that data for whatever systems need to consume it.
0.58	0	58	Global	Warrant Tracking	The system must be able to track warrants of all types (e.g. habeas, criminal, capias, bench) - whether electronically-generated or paper-based. Tracking information should include items such as date of service, type, sub-type and clearance status in Florida FCIC system or national NCIC system.	Yes	
0.59	0	59	Global	Warrants: Diligent Search	The system must provide the ability to track and verify evidence of diligent searches for subjects of arrest warrants.	Yes	
0.6	0	6	Global	Time-Based Workflow	Most business rules and workflows have a timeframe of applicability - they are subject to change as Florida Statues, Administrative Rules of the Court or local ordinances and stakeholder programs/processes change. As a result, the system must be able to track the timeframes that business rules/workflows are in effect and apply them accordingly within those timeframes. The system must also maintain a history of these changes for subsequent review/reporting.	Yes	
0.60	0	60	Global	E-Filing: All Case Types	The e-filing component must be able to accept e-filings for all case types, including, for example, fee-based Civil and non-fee based criminal case e-filings.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types. Tyler is also including a licsense for the Odyssey Integration Toolkit which includes standard API messages for building interfaces such as criminal eFilings.
0.61	0	61	Global	E-Filing: Portal	The proposer may offer their own unique e-filing "portal" component or solution, with the recognition that their portal solution may or may not be implemented. The review of e-filed materials (and the hand-off of same to the system workflow) must not require use of the proposer's e-filing portal solution.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types.
0.62	0	62	Global	E-Filing: Portal Handshaking	The system must provide pre-established communication parameters (handshaking) to the e-filing portal, and communicate back acceptance/rejection. User registration and authority to e-file must be validated by the new system. The system should also support varying e-filing models, whether single- or multi-vendor.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types.
0.63	0	63	Global	E-Filing: Review	The system must be able to accept incoming e-filing requests. Requests should be held in a vendor-provided queue for review by clerk staff. Clerk review queue functions should allow for (a) the acceptance of e-filings, (b) a completeness check of required filing and data documents, and (c) the ability to pass approved e-filing materials to a similar electronic queue for judicial review within the system.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types.

0.64	0	64	Global	E-Filing: Workflow Connection	The e-filing module or component must be connected with the workflow engine in the new Justice CCMS, and must provide the ability to associate payments with e-filings. The system should also account for both third-party incoming e-filings and also court-initiated (internal to the Justice CCMS) e-filings. The e-filing component must generate communications to the e-filing portal, providing notification of partially completed filings or completed filings or rejected filings with error reason codes. Partially accepted filings must be held in suspense; the system must allow for subsequent documents/data/payments/etc. that complete the original e-filing.	Yes	Tyler is including a license cost for a "Generic eFiling" connector which would include non-criminal case types. Tyler is also including a licsense for the Odyssey Integration Toolkit which includes standard API messages for building interfaces such as criminal eFilings.
0.65	0	65	Global	Probate	Probate court possesses over twenty (20) different case types which fall into one of three court areas and Uniform Case Number (UCN) formats; estates, guardianships and mental health. The system must accommodate the business rules of these multiple units and case types, providing a consistent look and feel for all subtypes.	Yes	
0.66	0	66	Global	Probate	The area of Probate encompasses a wide range of case types, parties, and access security/privacy requirements. Some case types and individual documents are sealed from the public but must be viewable by selected staff/agencies.	Yes	
0.67	0	67	Global	Probate	The CCMS must provide the ability to search multiple court areas/case types for other actions involving Mental Health (Baker Acts) patients.	Yes	
0.7	0	7	Global	AB Case Numbers	The system must be able to track cases that may not yet have been assigned an UCN, but instead are tracked by an out-of-county or out-of-state "AB" number. These cases must have the AB identifier associated with the new UCN case number if a UCN is assigned. This "AB" case number must remain a searchable reference number even after assignment of a UCN case number.	Yes	
0.7	0	7	Global	Traffic	The current system in Pinellas County supports the processing of both traffic violations and parking tickets. While there is some overlap in processing approach between the two, there are also significant differences that require significantly different approaches to record processing/tracking/payment processing and reporting. The system should support both processing paradigms based on prevailing business rules, fee schedules and workflows.	Yes	
0.8	0	8	Global	Traffic	The Global360 imaging/workflow management system's "traffic index" component allows for automated query/identification of all individual persons with traffic citations, and of all citations for an individual. If there is no existing unique person identifier for an individual, the "traffic index" component provides the ability to create a new unique person in the CJIS CMS, and to associate the new person with the traffic citation being processed. It should be noted that an individual can have multiple citations (with a number of diverse charges contained within each). The system must aggregate all of these citations/charges for one person under one Uniform Case Number (UCN) to simplify case processing and enhance query/report capabilities.	Yes	When entering traffic citations, any number of citations can be included on a single case, thereby getting a single UCN.
0.9	0	9	Global	Child Support: Account Setup	The system should automatically create a child support payment account based on the establishment and download of a new case from the Florida Association of Court Clerks (FACC) automated system. To support this process, the system must interface to the external FACC system.	Yes	The way that Tyler has solved this problem for other clients is Florida is actually not by creating a receivable account on the existing Clerk's case in Odyssey, but by providing for a regular download of case/payment information from the FACC CLERC system and allowing a user to see that information from the Odyssey case. From any hearing on a child support case that has an entry in this Odyssey CLERC table, a user can click on a button that displays information on the original amount assessed, the last payment, total paid, arrearages, etc. It is important to note that this approach assumes that the tracking and data entry of the financials is being done in the FACC CLERC system by the SDU and not in Odyssey. It is Tyler's experience that most all payments go through the FACC CLERC system and that although there is a need to easily display that information to the Court, it is not necessary to keep those accounts as receivables on the Clerk's financial books. If Pinellas County is interested in pursuing a different approach to actually create the receivable account and thereby replicating the financial transactions in Odyssey as well, Tyler would be willing to discuss that option.
1.0	1	0	UI/Non-Functional	Non-Functional: Automatic Case Number Generation	The system must provide automatic generation of the individual case number (that may cover multiple charges for one event/arrest) at the appropriate step in the system-wide workflow (including arrest at jail or non-arrest case #s), and the case number must be in the format of the Florida Uniform Case Number for each different case type.	Yes	
1.1	1	1	UI/Non-Functional	Non-Functional: Case Consolidation	The system must support case consolidation, based upon local business rules that are different by case type.	Yes	
1.10	1	10	UI/Non-Functional	UI: Configurable Ad Hoc Reports	The system must have the ability to export resultant ad hoc reports to other formats, such as Microsoft Excel. The ability to run, and export, ad hoc reports must be based upon a user's security role and agency and case type and the user's allowable access to the case (or cases) being queried and reported on.	Yes	
1.11	1	11	UI/Non-Functional	UI: Customized Visual Indicator for User	The system must provide a visual indicator for special circumstances or alert conditions to be determined and configured during system implementation.	Yes	

1.12	1	12	UI/Non-Functional	UI: Hover Feature	The system must provide a hover (over field) feature to show more information in the field without requiring the user to open the entry or drill down in order to see the entire contents of the field. "Hover" information must highlight or pop up in a consistent manner across all case types and entities in the system, and system administrators in each agency must have the ability to turn the hover feature on or off for their agency's users.	Yes	
1.13	1	13	UI/Non-Functional	UI: Multiple Results Pinned	The system must have the ability for search results, and other types of results sets, to be saved or pinned or otherwise made persistence during the user's session so as not to require the user to re-run the same search multiple times throughout the day.	Yes	Odyssey remembers the last 20 cases, persons, warrants, etc. that a user searched on and the user can easily recall that list. Additionally, any specific queries done via List Manager can be saved and recalled for as long as the user desires.
1.14	1	14	UI/Non-Functional	UI: One-Stop Processing	Most system tasks or processes (such as Case Initiation or Case Transfer, etc.) must be able to be completed via one screen or panel or tab that interacts as needed with other parts of the application or database, without requiring the user to open multiple windows.	Yes	
1.15	1	15	UI/Non-Functional	UI: Persist Cases List	The system must persist throughout the day a running list of the case numbers that a user has worked on or viewed. This persisted case list must be available in a separate tab or panel or window such that the user could copy case numbers from that list to paste into other screens or other applications.	Yes	
1.16	1	16	UI/Non-Functional	UI: Rapid Data Entry	The system must provide the capability for certain business units to perform "rapid data entry" that does not necessarily require use of a mouse or drop-down select boxes, etc. User-configurable screens that can adapt to the keyboard-only data entry, or some other innovative approach, is required to meet the "rapid data entry" critical need.	Yes	Tyler already has several screens geared specifically for rapid data entry. Those include citations, docket entries and civil cases (where the same filer is filing multiple cases at once). All of these screens are entirely keyboard friendly and although they include "drop-down select boxes" for any required code tables, those boxes support the use of shortcut code words as well as full keyboard support for searching.
1.17	1	17	UI/Non-Functional	UI: Summary Screens	The system must have Summary Screens providing a comprehensive view of information (on one screen or tab or panel) for each case and each person, and summary screens must be configurable based upon changing information needs over time.	Yes	Some summary screens (like the Register of Actions for a case) are configurable by an adminsitrator. Other summary screens would required Tyler to make modifications.
1.18	1	18	UI/Non-Functional	Soundex Advanced Search	The Justice CCMS must provide "Soundex" or equivalent "like" advanced search capability for any "name" entity in the new Justice CCMS.	Yes	
1.2	1	2	UI/Non-Functional	Non-Functional: Case Grouping	The system must support grouping of multiple cases (of like and different) case types, and automatically assign a Case Group number, and support subsequent addition or removal of cases to or out of the group by an authorized user.	Partial	An authorized user can group any number and kind of cases together via a "related cases" concept in Odyssey. There is not currently a group number assigned to those cases. Although Tyler could build in a feature to assign a number to the group itself, we would like to discuss further the business purpose for that number.
1.3	1	3	UI/Non-Functional	Non-Functional: Incidents	The system should provide the capability to create/query/report an Incident, or overarching "umbrella" event for use in capturing/consolidating/connecting information related to a broader crime scene or criminal activity. The incident might initially describe a large, complex, interwoven event (e.g. a gang war) that has numerous subjects (subjects, victims, officers) and events/charges (e.g. battery, assault, murder). Over time, this complex event may be "drilled-down" to individual or multiple cases with single/multiple subjects and single/multiple charges (all of which may change up/down over the course of the case). Regardless of subsequent action, the system needs to be able to maintain linkage and provide a current/historical view of all activities within the context/framework of their originating Incident event. The ability to provide this global, historical view of an event and related sub-events/activities/relationships is key to effective prosecution.	Yes	We think that that could be accomplished via relating cases together.
1.4	1	4	UI/Non-Functional	UI: Advanced Search	The system must provide user configurable searches within the application. In general, any data entity must be able to be specified as an input search criteria and any related data entity must be able to be specified in the search results set.	Yes	Although there are specific fields that are included in actual search screens in Odyssey, a power user with access to the Ad Hoc Reporting tool could search any field in the database.
1.5	1	5	UI/Non-Functional	UI: Advanced Search	The system must have the ability to search for a group of related docket codes, by date range and/or by case, to find any docket entries that have been made that could have triggered manual or automated disposition processing.	Yes	
1.6	1	6	UI/Non-Functional	UI: Advanced Search	The system must have the ability to search at the co-defendant level within a case.	Yes	
1.7	1	7	UI/Non-Functional	Comments	The system must allow for public comments (viewable by all system users) and private comments (viewable only by the originator and other allowed users based upon security role). Comments must be entered on a variety of entities at a variety of levels, including comments "by agency", comments on cases, comments on persons, groups of cases, docket entries, etc.	Yes	Notes on cases and persons can be public, private to the user who entered them or semi-private, available to a specific group of users known as a User List. Since docket entries are part of the official Register of Actions of a case, the comments on docket entries are not restricted by security. If a user needs to make private or semi-private comment on a case, they should use the Notes feature and not a docket entry.
1.8	1	8	UI/Non-Functional	Comments	The system must not allow comments changed by other users. The system must allow self-edited comments only. However, authorized users (such as supervisors) must be able to edit "inappropriate" comments made by a user.	Partial	Currently in Odyssey if a user has the right to edit a note, they can edit any note. Tyler could add a new right that allowed a user to only edit notes that they originally entered.
1.9	1	9	UI/Non-Functional	UI: Configurable Ad Hoc Reports	The system must provide user configurable ad hoc reporting. In general, any data entity must be able to be specified as an input filter criteria and any related data entity must be able to be specified in the user-defined formatted output reports.	Yes	

2.0	2	0	Calendaring/ Scheduling	Calendaring: Automatic System Generated Work	In the system, Calendar events must have the ability to generate automatic workflow activity such as notices, alerts, docket updates, etc. based upon business rules for that particular Calendar event. The system should have the ability to generate automatic workflow activity for Probate Mental Health Calendar.	Yes	
2.1	2	1	Calendaring/ Scheduling	Calendaring: Additional Calendar Information	For all calendars, the system must provide the ability to configure what additional information is shown "on the calendar" when displaying or printing the calendar (e.g. docket codes, defendant names, case info, upcoming events, etc.); this will be determined during configuration of each specific individual calendar. Calendars vary by case type in addition to calendars for specific judicial officers.	Yes	
2.10	2	10	Calendaring/ Scheduling	Calendaring: Transfer a Case to Another Section	The calendar must have the ability to transfer a case from one section to another, automatically moving it to the new calendar and automatically generating any required notices or alerts.	Yes	When judges rotate divisions, Odyssey has the ability to mass reassign the cases and reschedule future hearings as long as the new calendar is configured in the same way (i.e. the sessions are the same days/times).
2.11	2	11	Calendaring/ Scheduling	Calendaring: System Updates for Docket Additions	The system must have the ability to automatically generate calendar events and other future workflows based upon the docket entry.	Partial	See answer to 2.9
2.12	2	12	Calendaring/ Scheduling	Scheduling: Judicial Officer and Related Resources Management	The system must allow for each judicial officer's calendar to be individually manipulated according to time available; start times will be different for each judge and each courtroom. The system must relate and provide visibility to both the judge's calendar and the availability of needed resources such as courtrooms or other facilities.	Yes	
2.13	2	13	Calendaring/ Scheduling	Scheduling: Modification of Court Room Assignments	The system must allow the ability to pool resources (courtrooms, etc.) and make them available to designated groups of users for assignment, allocation or usage scheduling.	Yes	
2.14	2	14	Calendaring/ Scheduling	Scheduling: Override of Defaults for Time Blocks	The system must provide the ability to override the limit of scheduled hearings or events set as the default for any calendar time block.	Yes	
2.15	2	15	Calendaring/ Scheduling	Scheduling: Set Blocks by Hearing Type and Section	The system must allow the ability to specify what types of hearings or other events are designated for which time blocks on which calendars. This is referred to locally as schedule blocking.	Yes	
2.16	2	16	Calendaring/ Scheduling	Scheduling: Set Blocks for Multiple or Individual Judges	The system needs the capability to define "available" versus "unavailable" blocks of calendar time, and to specify the number and type of allowable hearings or events within time blocks, and apply these calendar time blocks to one or more judicial officers and to one or more different calendars.	Yes	
2.17	2	17	Calendaring/ Scheduling	Scheduling: Set Default Duration Times with Override	The system must allow the ability to set a trial with a duration, and automatically compute and schedule multiple days on the calendar, and must provide the ability to reschedule the trial manually if it exceeds the default time scheduled on the calendar.	Yes	A user can easily schedule a trial for multiple days, whether consecutive on the calendar or not, and can manually adjust that later if necessary.
2.18	2	18	Calendaring/ Scheduling	Scheduling: System Based Report/Notice Generation	The system must have the ability to automatically re-generate notices, etc. and other required workflows when the case is re-set for a future hearing date.	Yes	
2.19	2	19	Calendaring/ Scheduling	Scheduling: System Based Updates on Docket Entries	The system must provide workflow such that certain docket entries automatically set or create events on calendars based upon local business rules.	Partial	See answer to 2.9
2.2	2	2	Calendaring/ Scheduling	Calendar Changes Notice to Users	The system must track every time certain calendars are "printed-as-closed" or updated, give subscribed users notifications when those calendars have been changed or printed-as-closed.	Yes	A calendar can be closed out, and "add-ons" be processed to that calendar via an exception process. Add-on calendars, like the original final calendars and all Odyssey reports, can be emailed.
2.20	2	20	Calendaring/ Scheduling	Scheduling: Upcoming Event for Same Party or Parties	When attempting to schedule a future event, if the party or parties have other future events already scheduled on the calendar, the system must alert the user so that upcoming events can be scheduled together at or near the same time.	Partial	Time is included in this proposal to build additional features to meet these requirements.
2.21	2	21	Calendaring/ Scheduling	Calendaring: Mass Calendar Rescheduling	The system must allow for mass/block case re-scheduling of all events on a given date, for example to automate re-scheduling due to an unexpected court closure.	Yes	
2.22	2	22	Calendaring/ Scheduling	Scheduling: Bench Rotation	The system must be configurable to allow the automatic re-calendaring and re-assignment of cases to/from designated judicial officers when there is a personnel change, judicial section change or for annual "bench rotation" whereby judicial officers might switch to another bench or begin hearing different case types.	Yes	Via Queries and Actions in List Manager a user can select a group of cases and reassign them to another judicial officer and if that new calendar is the same format, also reschedule all the future hearings on those cases.
2.23	2	23	Calendaring/ Scheduling	Scheduling: Mass Assignment of Cases to a Duty Judge	The system must allow for the mass assignment of cases to a "duty judge", and must also provide "override capability" to enable manual re-assignment of individual cases to a particular duty judge in addition to automatic assignment of a group of cases to a duty judge.	Yes	
2.3	2	3	Calendaring/ Scheduling	Calendar Report Customized View	The system must have the ability to search, sort and arrange any calendar in any format, (with any additional data desired), specified by the user.	Yes	Printed calendars use a Microsoft Word template that can be defined by an administrator.

2.4	2	4	Calendaring/ Scheduling	Calendaring Availability	For most case types, court calendaring is done both before and after court proceedings. In juvenile cases, however, most of the calendaring (e.g. pre-trial motions, arraignments, dispositions) is done during the actual proceeding. The system must support both types of calendaring, making real-time calendar information available both out of court and during "in court" proceedings.	Yes	
2.5	2	5	Calendaring/ Scheduling	Export Calendar	Many calendars need to be available for public access via the Internet. The system must be able to export or distribute all calendars' data on demand to other Pinellas applications that provide online, public access. Further, outside counsel must be provided with the ability to remotely add items to the court calendar.	Partial	Odyssey's Public Access module that can be exposed via the internet by Pinellas County includes a calendar lookup feature. Tyler is including a licsense for the Odyssey Integration Toolkit. One of the control points at which data can be exported for interface purposes is at the save of a hearing and Pinellas County could transform that data for whatever other systems need to consume it. Tyler would need to add the ability in Odyssey Public Access for counsel to schedule their own hearings.
2.6	2	6	Calendaring/ Scheduling	Calendaring: Juvenile	The system must allow for generation of shelter calendars, grouping children by last name and assigning case numbers/timestamp. If children are related but have different last names, the system should group them together under one case number and calendar them together. The system should also allow "mass-motion" calendaring - so that a group of cases can all be calendared at the same time through a single motion.	Yes	Odyssey does allow for mass scheduling of multiple cases at once via a List Manager Action. Odyssey also has the ability to sort multiple cases by the juvenile's name in a court session either as they are scheduled or simply on the printed calendar. Regarding the ability for the calendaring system to group juveniles all under one case number, that is also possible to do when entering the case intially. But if cases are entered separately by the Clerk, the calendaring system cannot renumber the case files into one. A schedulinig clerk could use a feature in Odyssey called a "hearing priority" to group seeming dissimilar cases together so they could be grouped together on the printed calendar.
2.7	2	7	Calendaring/ Scheduling	Calendaring: Master Calendar View/Search	The system must provide a master calendar with view/search/print capability.	Yes	
2.8	2	8	Calendaring/ Scheduling	Calendaring: On Demand Calendars	Subject to the limitations of the user's security role and agency, users require the ability to search and print calendars on demand.	Yes	
2.9	2	9	Calendaring/ Scheduling	Calendaring: System Based Updates Triggered by Docket Code Entries	The system must have the ability to automatically remove or add events to/from calendars based upon entry of certain docket codes on a case or a case party (such as a defendant.) Business rules will vary by division/section, and will vary depending upon the case type and the specific docket code entered.	Partial	Tyler can write custom business rules to accommodate the varying business rules.
3.0	3	0	Case Management	Case Connect: Case Party Activity Toggle	During the course of a case, parties may become inactive or be dropped altogether. The system must allow for changes of party status within a case and track the dates that the status change(s) occurred. All of these processes must be performed according to predefined business rules and workflows.	Yes	
3.1	3	1	Case Management	Case Connect: Civil - Case Centric	It should be noted that civil cases (unlike criminal cases) are not person-centric, but rather case-centric - and therefore likely to be highly de-normalized. Consequently, the system should not attempt to enforce person consolidation/cross-referencing within this case type. They should, however, include all civil case parties within any system-wide queries/reports.	Yes	
3.10	3	10	Case Management	Case Connect: Transfer of Case Assignments	The system must enable an authorized user to manually transfer cases from one case manager or Public Defender attorney or prosecutor to another.	Yes	
3.100	3	100	Case Management	Case Processing: Discovery Tracking	The system must provide tracking of the "discovery" process that occurs between the State Attorney and Public Defender (related to request for and exchange of investigative and other case-relevant data within predefined timeframes) - both for adult and juvenile cases. This process has a number of date-dependent workflow/tickler, reporting/calendaring activities that vary by case type. The system must provide this functionality in a user-configurable manner to authorized users, with appropriate information security/privacy enforced according to predefined business rules and workflows.	Partial	Effort estimate included in 3.43
3.101	3	101	Case Management	Case Processing: Gang Prosecution	State Attorney maintains a "Gang Prosecution Database." "The primary purpose of this database is to store cases involving known and suspected gang members and to track the prosecution of these gang-related cases." The Gang Prosecution database mimics the existing CJIS system in the type of information being stored. Included are subject aliases, historical gang affiliations, court actions, and hearings. This database does not currently produce any case documents or pleadings, though it is certainly within its capability to do so in the future should the need arise. The system must provide functionality equivalent to that of the existing Gang Prosecution Database, and must generate case documents/pleadings as for other case types. The system must provide enhanced case/party association and linkage capabilities and enhanced query/reporting needed to appropriately search and report on gang affiliations over time.	Yes	
3.102	3	102	Case Management	Case Processing: Hearing Attendees	The system must have the ability to record who (all individuals whether associated with the case or not) is present for a hearing, not just those persons who have a party role on a case.	Yes	

3.103	3	103	Case Management	Case Processing: Historical Person Tracking	At present, a separate system is maintained by the State Attorney (the "Krick" database) that serves as a repository of tracking numbers (SPNs) for case parties (e.g. police officers, attorneys) that are referenced repeatedly throughout the system. This system is used primarily to facilitate case-party connecting during case initiation, but also throughout case processing. The database stores limited demographic information, but more importantly provides historical information of officer movement (e.g. hiring's, transfers, retirements). This data is particularly important, for example, in situations where an officer is not directly involved in a case, but may be determined at a later point to have information (based on previous case history/experience) that could be beneficial to the case's resolutions. Another example would be an officer is involved in a case initially, but leaves his/her agency during the course of the case and moves to another municipality and is assigned a different SPN. The ability to monitor/store/track this historical "chain-of-movement" from agency to agency (or to non-active status) is vital to case prosecution continuity. The	Yes	Officers are a specifial party type within Odyssey and are stored within the primary party database. Witnesses are pulled from this primary party database and can therefore be used/reused on cases.
3.104	3	104	Case Management	Case Processing: In Court Docketing	The current system provides rapid, shorthand in-court docketing of many case-related events, orders, etc. The system must provide either comparable rapid in-court docketing capabilities, or must interface to the existing in-court docketing system (ICD) to accept ICD codes and transactions in order to automate a variety of subsequent actions in the new Justice CCMS. Please refer to the description of the "ICD Interface" in the appendix of this RFP to determine needed functionality if the Proposer is replacing ICD with comparable in-court processing functionality.	Yes	Tyler is proposing that Pinellas County use Odyssey's InSession product that provides the clerk in the courtroom a highly configurable rapid entry system for recording proceedings. Predefined combinations of docket entries and common sentencing orders can be recorded prior to court, taking into account the preferences of different judges. Then the clerk in the courtroom can use single keystrokes to perform these predefined activities in order to rapidly generate the necessary forms. At the end of each hearing/session this data is uploaded into Odyssey so that it does not have to be re-keyed into the Clerk's system.
3.105	3	105	Case Management	Case Processing: Interpreter Assignment	Should the services of an Interpreter be needed during the course of case processing, the system should record the need (by date/time/location/language/etc.) and provide a mechanism for assigning, scheduling, and tracking the interpreter service provided. In addition, the interpreter request should be searchable via defendant or case.	Yes	
3.106	3	106	Case Management	Case Processing: Investigations	The system must provide comprehensive functionality to support the State Attorney pre-case filing investigation processing. A broad range of activities and data must be supported by the system, including but not limited to: Maintaining names, aliases, and case relationships; keeping detailed chronological notes; recording correspondence with witnesses; scheduling/calendaring meetings and interviews with various parties related to an investigation (e.g. agency/officer referring the case, victims, witnesses). The system must provide this functionality in accordance with predefined business rules and workflows.	Yes	
3.107	3	107	Case Management	Case Processing: Juvenile Appeals	The process of appeals for juvenile cases is essentially the same as that for adult cases with additional privacy considerations. One difference, however, is the use of a juvenile's initials rather than actual name for identification within the case. During the appeals process a "doing business as" (DBA) number is assigned to the juvenile's initials and annotated within the text of the court docket to facilitate appeal processing, but this number is not searchable/viewable within the existing system. To be successful, the system must process juvenile appeals in a manner consistent with adult appeals - while preserving case confidentiality according to predefined business rules and workflows. The system should allow for cross-referencing of DBA numbers to case numbers in order to support juvenile appeals case inquiries by authorized users.	Yes	DBA cases could be linked to the original cases as Related Cases and those users without the security to see the original case would not be able to access the juvenile information.
3.108	3	108	Case Management	Case Processing: Referrals	The system should provide the ability for case referrals from internal or external agencies to be accepted electronically for the State Attorney to review and accept/deny. Referrals should be received by the system through a standardized interface and placed in a "work queue" for subsequent review by State Attorney staff. This process must be accomplished according to predefined business rules and workflows depending upon the type of referral.	Partial	Tyler is including a license cost for a "Proescutor eFiling" connector license for this feature.
3.109	3	109	Case Management	Case Processing: Traffic Appeals	As with other types of appeals, traffic case appeals require the development of an appeals index and an appeals packets, with information/documents placed in a specific order and paginated based on Florida Statute requirements. The system should similarly provide the ability to assemble traffic appeal packets based on Florida State requirements as well as predefined business rules and workflows	Yes	
3.11	3	11	Case Management	Case Initiation: All Case Types	The system must provide workflows for automated processing of all case types, including both arrest-based and non-arrest base criminal cases. At case filing, the system should automatically generate the case record and corresponding Uniform Case Number (UCN). All system processes must adhere to established business rules and workflows by case type	Yes	
3.110	3	110	Case Management	Case Processing: Traffic Bonds	If a bond is posted for a traffic citation and the associated citation fees are not paid within the designated timeframe, the system should automatically trigger forfeiture of the bond amount in accordance with prevailing fee schedules, business rules and workflows.	Partial	Tyler would need to build a batch job to process these conversions automatically.
3.111	3	111	Case Management	Case Connect: Associate Victim's Waiver with Subject	Case connection must associate each victim notification waiver with the individual who is the subject of the victim's waiver.	Yes	

3.112	3	112	Case Management	Case Maintenance: Background Tracking	The system must track and store the results of background investigations.	Yes	
3.113	3	113	Case Management	Case Maintenance: Distinguish Guardian Vs. Custodian	For juvenile cases, the system must provide for distinction between "guardian" versus "custodian" roles in accordance with court requirements and local business rules.	Yes	
3.114	3	114	Case Management	Case Maintenance: Electronic Capture of Pre-Trial Interview Data	The system must provide online, electronic pre-trial subject "interview" forms or data screens. The system must capture and store the interview data, and relate that data to the case and the person.	Partial	Odyssey already includes a Pre-Trial Supervision features for monitoring a defendant on pre-trial diversion or release. However, Odyssey does not yet include pre-trial release screening. Tyler has included time in this proposal to build out the interview forms utilizing an existing Odyssey user-configurable questionnaires module already in the Supervision product.
3.115	3	115	Case Management	Case Maintenance: Inmate Movement	The system must track inmate location, including "hold" location, current location, transport status and upcoming movement timeframe and new location.	Yes	This interface from the JMS system in included in Tyler's estimates.
3.116	3	116	Case Management	Case Maintenance: Pre-trial Chronos	The Justice CCMS must provide a searchable "chronological" call-in log for individuals under Pre-trial Services supervision.	Yes	
3.117	3	117	Case Management	Case Maintenance: Pre-trial Register	Per Florida statutes, the Justice CCMS system must be able to generate Weekly, Monthly, and Annual "Registers" for Pre-trial Services' operation.	Partial	See answer to 3.114.
3.118	3	118	Case Management	Case Maintenance: Pre-Trial Screening and Investigative Information	The system must (a) provide for input and tracking of pre-trial screening and investigative information, and (b) generate applicable recommendation documents with pre-populated data for consideration by the court. Relevant screening/investigative data must be unified within a single system.	Partial	See answer to 3.114.
3.119	3	119	Case Management	Case Maintenance: Pre-Trial Supervised Release	The system must track and monitor pre-trial supervised release activities of various types for individuals under pre-trial case management.	Yes	
3.12	3	12	Case Management	Case Initiation: Automatic Case Number Generation	The system must enforce creation of a unique new UCN during case initiation. (The current process in Civil Court Records and Probate Court Records of reusing the case number will be discontinued.)	Yes	
3.120	3	120	Case Management	Case Maintenance: Release Conditions	The system must track release conditions based on individual, timeframe, case type, and unique case parameters.	Partial	See answer to 3.114.
3.121	3	121	Case Management	Case Maintenance: ROR	The system must provide "ROR tracking," indicating when an individual is currently free on ROR, and when an individual was previously free on ROR. ROR tracking features should include: (a) generation of ROR lists, including 24-hour release lists; (b) tracking of ROR denials; (c) ROR case/person histories; (d) ROR call-in logs and (e) tracking of out-of-state supervised release tracking information	Partial	See answer to 3.114.
3.122	3	122	Case Management	Case Maintenance: Insert Docket Entries	In addition to providing the ability to append a docket entry to the end of a case progress docket, the system must also allow authorized users to "insert" docket entries at any place in the case progress docket, regardless of entry date and regardless of the docket entry's "event/action date of occurrence."	Yes	
3.13	3	13	Case Management	Case Initiation: Associated Charge Code and Literal Table for Text	The proposer needs to provide a literal table and a matching charge code table, or similar capability, so that predefined charge text will be automatically selected and pre-populated. Note that the system must be able to provide multiple charge code tables with corresponding literals/text, to be defined upon implementation. Some charge code tables may be unique to one agency, while another charge code table might be shared by other agencies using the system. Both the usage and maintenance of these table must be configurable by agency	Yes	
3.14	3	14	Case Management	Case Initiation: Case to Defendant Association	The system must apply docket code(s) at either the UCN (case) level and/or the defendant level, without losing defendant association to the case.	Yes	
3.15	3	15	Case Management	Case Initiation: Case to Defendant to Charges Association	The system must provide one UCN per case, regardless of the number of defendants or charges. The system must provide the ability to modify and add charges to one or more defendants while maintaining appropriate charge sequence numbers by defendant within the same case/UCN. (The current CJIS system generates a new case/UCN for each defendant and each charge, a practice to be discontinued.)	Yes	

3.16	3	16	Case Management	Case Initiation: Civil / Small Claims / Probate	The system must provide the ability to initiate cases, including Probate cases, based on the receipt of paper documents received through the mail or over the counter. To facilitate the initiation process, the system must automatically calculate appropriate fees according to prevailing fee schedules and business rules.	Yes	
3.17	3	17	Case Management	Case Initiation: Court Assignment	Business rules exist for each case type that determine which court division/location will hear a case - based on predefined parameters (e.g. zip code, where the case was originally filed, etc.) The system must provide automated assignment of court division/location based on predefined business rules.	Partial	Odyssey includes several different ways to randomly assign cases to courts; however ZIP code association is not one. Tyler will need to build a custom assignment component for this feature.
3.18	3	18	Case Management	Case Initiation: Data Pre-Population	In general, the system must accept incoming data from other systems, and pre-populate many data entry fields, as part of the case initiation process. For example, in juvenile delinquency, cases are initiated by complaint from an arresting officer or by an officer of the State Attorney. In many instances, data for the case is initially received and entered into the existing system via data feed through an interface from the Department of Juvenile Justice (DJJ). The system must support incoming data transfer and pre-population of case data via various interfaces, even when there are no case entities yet established in the new Justice CCMS.	Yes	This interface from the DJJ is included in Tyler's estimates.
3.19	3	19	Case Management	Case Initiation: Fee Calculation	The system must provide automatic fee calculation at case initiation for many case types, especially for various types of Civil and Probate cases.	Yes	
3.2	3	2	Case Management	Case Connect: Juvenile	The system must allow the connection of attorneys to children involved in a juvenile case - even though the children may not be the primary party of the case. Typically, one attorney would represent multiple children. However, there are also instances where multiple attorneys represent the same child in a case or and the system must be able to accommodate this one-to-many case party relationship.	Yes	
3.20	3	20	Case Management	Case Initiation: Initiate Case Based Upon Arrest Data	The system must accommodate case initiation based upon incoming data from the Sheriff's JIMS. The application must automatically generate new Florida UCN's. (Note: One UCN is created per incident or Arrest Report Number even if there are multiple charges or multiple defendants on the case.)	Yes	This interface from the Sheriff JIMS is included in Tyler's estimates.
3.21	3	21	Case Management	Case Initiation: Initiation Screens	The system must be able to support the initiation of a broad range of case types. Although some case types are similar, many others are distinctive - with different data elements, business rules and workflow processes. The system must provide the ability to configure case initiation screens so that they are tailored specifically to the case type being created.	Yes	Tyler can build custom data entry screens for different case types. Pinellas County can configure different business rules based on different case types.
3.22	3	22	Case Management	Case Initiation: Adoption	The process of adoption occurs at three levels within the court: family adoption, agency adoption, and out-of-dependency adoption due to termination of parental rights (TPR). Judge assignment is different for each of the different levels. The system must support each of the three adoption types as well as the assignment of judges based on predetermined business rules and workflows.	Yes	
3.23	3	23	Case Management	Multiple Charges and Defendants	The system must allow unlimited multiple defendants on a case, must allow unlimited multiple charges per defendant on a case, and must create and maintain unique charge sequence numbers for each charge.	Yes	
3.24	3	24	Case Management	Case Initiation: Multiple Charges and Defendants	The system must provide tracking of unique ID of charges, charge sequences and filing counts.	Yes	
3.25	3	25	Case Management	Case Initiation: Pre-Filing	The current system in Pinellas County allows the State Attorney to "pre-file" a criminal case prior to actual court case initiation (this is usually done during the investigation phase of a case as the State Attorney is determining whether or not to formally file). A "non-arrest" case number is assigned to the pre-file, and appropriate edits are applied to data entered based on business rules and workflows. The system must support initiation of cases that are not yet "court cases" per se in the Justice CCMS.	Yes	
3.26	3	26	Case Management	Case Initiation: Pre-Filing Case Number	If a subsequent decision is made to file the "non-arrest" or other "pre-filed case," a new Uniform Case Number (UCN) must be generated for the court case replacing the "non-arrest" or "pre-filed" case number.	Yes	
3.27	3	27	Case Management	Case Initiation: Pre-Populated from other Modules	At case initiation, the system must pre-populate various entities' information existing in other parts of the system or the backend database, allowing users to "pick and choose" existing entity information to pre-populate, such as persons, case roles, charges, etc.	Yes	
3.28	3	28	Case Management	Case Initiation: Traffic	Citation data comes into the traffic system either through submission of paper citations or data feed from the Pinellas County Sheriff's Office. Once the paper citation is scanned and entered into the Global360 imaging system it is then compared against its electronically-transmitted equivalent received from the Sheriff's Office. If a match is validated successfully within the "traffic index" component of Global360, the case record is created and subsequently tracked via the citation number. Citation payments may be taken at various locations (e.g. AMSCOT) and the payment may be held in suspense until the traffic citation record is created within the system. The system must interface with the Global360 imaging/workflow system and support this record processing paradigm by providing comparable (if not significantly increased) system functionality. In all cases the system must adhere to prevailing fee schedules, business rules and workflows.	Partial	The cost for suspense payments is included in 3.73.

3.29	3	29	Case Management	Case Initiation: Traffic Case Assignment	In Traffic and Driving Under the Influence (DUI) cases, a case number is initially assigned, but in error, to the wrong court division. This creates the potential for confusion and loss of productivity. The system should assign court division based on predefined business rules and workflow, and notifications should be given to attorneys, Public Defenders and other case parties when a court division is assigned/changed.	Yes	
3.3	3	3	Case Management	Case Connect: Associate Attorneys with Law Firms	The system must provide the ability to optionally associate attorneys with law firms, and to associate both firms and/or attorneys to a case and to a defendant or plaintiff on a case.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.30	3	30	Case Management	Case Initiation: UFC Case Manager Assignment	In Unified family Court (UFC), case managers are administratively responsible for a case, but do not have a specific party role within the case (unlike an attorney or judge). To facilitate case processing, the system must allow the UFC case (and any other related cases) to be linked to the case manager, and the case manager given access to case information based on security/privacy rules. Business rules dictate that notes taken by the case manager during the course of a case are not part of the case record and should be kept separately. The system should support this "case notes kept separate" requirement and store the data accordingly.	Yes	Odyssey includes a "Notes" tab on the case where private notes can be kept that are not included on the Register of Actions.
3.31	3	31	Case Management	Case Maintenance: Added Parties	The system must provide for subsequent added parties to be categorized by case party role.	Yes	
3.32	3	32	Case Management	Case Maintenance: Adult/Juvenile Synopsis Screen	In order to facilitate case maintenance and subject to security restrictions, the system must provide a comprehensive "synopsis" screen of all case activity for a given individual - including activity in both adult and juvenile courts.	Yes	
3.33	3	33	Case Management	Case Maintenance: Allow Re-Sequencing of Docket Entries	The system must have the ability to re-sequence docket entries on a case or a party within a day, or other time period limit to be configured by case type. Re-sequencing must be provided by the system, not requiring the user to delete and manually re-enter the docket codes in the desired new sequence.	Yes	
3.34	3	34	Case Management	Case Maintenance: Appeal-Appeal Consolidation	The system must enable consolidation of multiple appeals cases into a single appeal case.	Yes	
3.35	3	35	Case Management	Case Maintenance: Appeals Redaction	The system must provide for rules-based redaction of data that may become part of the appeals case. Situations also exist where paper and/or electronic versions of documents must be physically segregated from the main appeals case file in order to ensure data confidentiality. While this represents a manual process, the system should provide functionality to alert individuals involved in the appeals case-preparation process of the need to segregate, and ensure that the information is not included as part of the file when electronic filing is implemented within the appellate court system.	Yes	Documents that are not for public view have a visual indicator that the clerk preparing the appeal record would see. Those documents could be excluded from the appeal record or segregated to a different volume.
3.36	3	36	Case Management	Case Maintenance: Auto Docketing	The system must provide post-hearing automatic docketing based upon hearing results.	Yes	
3.37	3	37	Case Management	Case Maintenance: Case Caption or Entitlement	The system must automatically generate and pre-populate standard case captions ("entitlements or styles") that vary by case type.	Yes	
3.38	3	38	Case Management	Case Maintenance: Case Reopening	For certain case types a "closed" case may be reopened by the court without a new case being established. Should such an order be given, the system must be able to reopen the corresponding case record and change its status to allow subsequent processing. The reopen process should be accomplished according to predefined business rules and workflows.	Yes	
3.39	3	39	Case Management	Case Maintenance: Case Review	The system must be able to generate flags/alerts/ticklers that prompt the user to review a case for subsequent action (e.g. administrative closure) based upon business rules and workflows.	Yes	
3.4	3	4	Case Management	Case Connect: Case Assignment	The system must provide for automatic case assignment of individual public defenders at case initiation based upon local business rules. Case assignments must be visible through queries. Users must have the ability to override automatic case assignments and manually assign the agency's attorneys to cases and defendants. This same concept holds true for other business units assigning case "managers" to one or more cases. The system must have the ability to manually assign examining committee to incapacity cases.	Yes	Odyssey has the ability for Public Defenders to be placed into "wheels" or "pools" and then be assigned from those different "wheels" based on the type of case. Once that assignment is made, the PD attorney could view all cases assigned to him/her. In Odyssey, a case manager can be assigned to a case, either manually or randomly according to the user's rights, much like a judge can be assigned.
3.40	3	40	Case Management	Case Maintenance: Civil / Small Claims / Probate	The system must have the capability to validate data entry fields during civil and probate case initiation and subsequent case maintenance.	Yes	

3.41	3	41	Case Management	Case Maintenance: Civil / Small Claims / Probate	The system must have the ability to track service of summons and other civil and probate court-related documents from point of creation through acknowledgement of receipt.	Yes	
3.42	3	42	Case Management	Case Maintenance: Data Validation	The system must have the capability to validate data entry fields on all fields identified as reference fields.	Yes	
3.43	3	43	Case Management	Case Maintenance: Discovery	The current system automatically generates the request for "discovery" information and logs/tracks the event and information for subsequent follow-up according to predefined timeframes and business rules. The system must provide "discovery tracking" between the State Attorney and Public Defender for all applicable case types, including juvenile.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.44	3	44	Case Management	Case Maintenance: Diversion Tracking	Should a person be referred to a diversion program (rather than for prosecution or post-adjudication incarceration), the system must be able to track/report on the success or failure of diversion process - including the specific diversion program to be attended, all activities related to the program (e.g. attendance, completion status), etc.	Yes	Tracked via conditions on disposition components.
3.45	3	45	Case Management	Case Maintenance: Docket Code Searches	The system must allow searches by docket code, including the ability to filter by date, case type, and other search parameters specified by the user. Docket code search result output format should be user configurable.	Yes	
3.46	3	46	Case Management	Case Maintenance: Docket Corrections	The system must have the ability to correct docket entries, automatically backing out other system changes created by the initial erroneous docket entry.	No	A permanent link is not made between the originating docket entry and whatever action occurred (e.g. assessing a fee) therefore if a docket entry is deleted, a user with the appropriate rights must make any needed corrections.
3.47	3	47	Case Management	Case Maintenance: Docketing	The system must allow for either multiple docket code tables (as with multiple charge code tables), or must provide some other means that identical 4-character docket codes have different meanings and associated business rules by case type.	Yes	Tyler builds an organization chart that site behind Odyssey that will include different locations in it for different courts. The same code can have different vehavior at different locations. So for example if the "Criminal" division has a docket entry code of "1234" the same code could exist at the "Traffic" division but each code could have different business rules.
3.48	3	48	Case Management	Case Maintenance: Docketing	The system must provide a pre-populated drop-down list of allowable docket codes based upon the agency and case type being updated.	Yes	See answer to 3.46.
3.49	3	49	Case Management	Case Maintenance: Docketing / Probate	The system must support case status changes that are triggered by docket entries for the case or case parties. If a dispositional docket is posted to a case, the case is marked as "Closed for the Clerk." In some instances, case status changes could trigger automatic docketing for the case or case parties. The system must allow for case type changes triggered by a docket code entry (MOVE) which then adds the new case activity for state reporting purposes.	Yes	In Odyssey some of the actions listed are triggered by special data entry (i.e. not necessarily a docket entry). However, the entry still is viewable on the Register of Actions because Odyssey pulls information from different areas of the case to produce the Register. These types of changes are also fully state reporting compliant.
3.5	3	5	Case Management	Case Connect: Caseload Distribution	The system must have the ability to track everything assigned to case managers, State Attorney prosecutors, Public Defender attorneys, Regional Conflict attorneys, and Court-appointed attorneys. Supervisors must have the ability to view and re-distribute case load.	Yes	
3.50	3	50	Case Management	Case Maintenance: Docketing	Docket codes must be able to be grouped, viewed and selected for appropriate usage by agency and by case type based upon local business rules.	Yes	
3.51	3	51	Case Management	Case Maintenance: Docketing	The system must provide predefined literals or text associated with each docket code. Generally, "canned text" must not be able to be changed at a case level, but appending additional text is often required. Also, text (dates, dollar amounts, other case numbers, etc.) can be inserted into the "canned text" at pre-defined locations, not just appended at the end.	Yes	Docket entries can have "canned" text with imbedded pre-defined case data auto-inserted and/or user-defined prompts imbedded as well.
3.52	3	52	Case Management	Case Maintenance: En Masse Docketing	The system must have the ability to en masse docket multiple cases simultaneously based upon the user's selection of multiple cases. This en masse docketing capability also is required for "selected or all parties on a case." En masse docketing is especially prevalent on juvenile dependency cases and civil cases, wherein one docket entry must be automatically added for each related case or for each minor child on a case.	Yes	There are several ways that docket entries can be made en-masse. The user could select a list of cases and user a List Manager Action. Also, Odyssey's InSession court docketing application allows the clerk in court to select multiple cases and make a single docket entry.
3.53	3	53	Case Management	Case Maintenance: Error Alerts to User	The system must provide a means of alerting the user when the system detects an error such as invalid data, missing data, incomplete process steps, or attempting to perform an action on a case or an entity that is in conflict with local business rules for that case type or entity type.	Yes	
3.54	3	54	Case Management	Case Maintenance: Family Law ADR	Many family cases must be referred to alternative dispute resolution (ADR), including mediation and arbitration. Proposer may offer an alternate system for ADR tracking that adheres to predefined business rules and workflows or provide interface to the existing Oracle-based ADR system. If an interface is used, the court would want one way integration between the existing Oracle-based ADR system to allow download of available case management data to the ADR system. There would be no data returned from the ADR system to the case management system.	Yes	This interface to the ADR system is included in Tyler's estimates.

3.55	3	55	Case Management	Case Maintenance: Improved Screen Flow	When moving between different areas of the application, the system must deliver easy, intuitive navigation between screens or panel or windows, with data pre-populated wherever possible, and with a consistent "look and feel" in all system screens, panels, windows, tabs, etc.	Yes	
3.56	3	56	Case Management	Case Maintenance: In Custody Status and History	The system must provide a current in- or out- of custody status for defendants. The system must show the history of jailed inmates, and the nature of the release, such as released on own recognizance (ROR) or bonded out, etc. Also, the system must provide a current, and historical record of behavior while on supervised Pretrial Release.	Yes	This interface from the JMS system in included in Tyler's estimates.
3.57	3	57	Case Management	Case Maintenance: Lower-Appeal Consolidation	The system must allow for rules-based consolidation of multiple lower cases into a single appeals case. The system must provide automated appeals index case documents preparation to the degree possible within business rules and security/privacy constraints.	Partial	Odyssey includes a built-in process to utilize the images on the case to create the appeal record and the index/table of contents to go with it. However, Odyssey does not include the ability to take images from mutliple cases to build the appeals record. Note that since this requirement did not specify, we are answering as if the appellate court is outside of the CMS.
3.58	3	58	Case Management	Case Maintenance: Modifiable Text	In many instances in all case types, boilerplate text or literals are used to pre-populate certain data fields, a feature that the system must provide. Additionally however, the system must allow the text (once pre-populated into the specific field and instance) to be edited, changed, or appended to. For example, additional charge verbiage may need to be added to the base charge literal or text, or errors may need to be corrected.	Yes	
3.59	3	59	Case Management	Case Maintenance: Modifiable Text on Charging Document	The system must allow authorized State Attorney staff to modify the text in the charging document during case initiation and prior to filing with the Court.	Yes	
3.6	3	6	Case Management	Case Connect: Caseload Distribution	The system must have the ability to do random case assignment to judges by case type, with equal distribution. However, the system must also provide for override capability for exception processing for Judges who must occasionally be under-assigned or over-assigned and thus do not get equal caseload distribution (e.g., judicial section designated for habitual criminals)	Yes	
3.60	3	60	Case Management	Case Maintenance: Multiple Statuses for a Case	The system must allow for different case statuses on the same case. What is "Closed" to the Clerk may not yet be closed to the Public Defender or State Attorney because of expected subsequent activity or required post-adjudication tracking and updates needed. These different statuses by agency will have different business processing rules for the same case depending upon the "status within that agency", including for example automated case reporting for disposition. Thus, Clerk "closing" a case might generate a disposition report, whereas subsequent "closing" by the State Attorney might or might not trigger new workflow events.	Yes	The Public Defender, State Attorney, Clerk and Supervision all have their own case records that are related via the defendant and charge(s). Therefore, each office can have their own case status and business rules.
3.61	3	61	Case Management	Case Maintenance: Multiple Work Assignments	The system must have the ability to "assign" both cases and defendant or plaintiffs to one or more prosecutors, public defenders or private attorneys. This concept of "workload assignment" combined with "representation" of a defendant is pervasive throughout the system, with each agency and each "assigned attorney" needing the capability to be added or removed from a case or defendant. The system must track the duration of the individual assignments, and must make searchable or reportable the current aggregation of assignments by agency and/or by attorney (including prosecutors and public defenders). Prosecutors and public defenders will always "roll-up" to the agency's aggregate totals, but private attorneys may, or may not, roll-up to their associated "firm" business entity.	Yes	
3.62	3	62	Case Management	Case Maintenance: Non-transfer Case Type Change	The system must provide the ability to modify case type (and case entitlement), provided that the user has the appropriate security role and level of access to the case(s) in question.	Yes	
3.63	3	63	Case Management	Case Maintenance: Parking	The system must provide for parking ticket entry, payment and tracking, and must provide automation to reduce manual data entry, enhance query/reporting functionality, and enhance data integrity of parking violations data. Parking violations must be tracked in the system as non-case-related obligations, utilizing the Citation Number or Ticket number as the identifier for tracking and collecting/receipting payments received.	Yes	
3.64	3	64	Case Management	Case Maintenance: Parking Triggers and Alerts	The existing system tracks parking ticket data and performs subsequent processing (e.g. generation of alerts, notices, summons and arrest warrants) based upon expiration of certain calculated dates. The system should provide similar functionality to generate alerts, notifications, etc. based upon predefined business rules.	Yes	

3.65	3	65	Case Management	Case Maintenance: Post Closure	The process of "closing" a case has different meanings based on case type, the agency(s) involved and events/timeframes governing the case. There are instances where a case is completely closed and no further action is allowed (e.g. civil cases), while other case types allow a case to be closed for administrative purposes, but subsequent activity is allowed and tracked (e.g. the post-adjudication drug program example). The system must be able to process multiple types of case closure scenarios, sometimes allowing subsequent updates and sometimes preventing case subsequent updates.	Yes	
3.66	3	66	Case Management	Case Maintenance: Probate	Much of the case processing is already automated, including imaging; the system must exchange data with the Global 360 Execute360 imaging/workflow system. The system must also track probate case information, and may be required to continue to perform case initiation in near real-time and send information back to the Execute360 system. The system will be the system of record for probate data.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System which also includes workflow features. Documents entered into Odyssey's DMS are readily availble for viewing right from the case record, provided the user has the appropriate security.
3.67	3	67	Case Management	Case Maintenance: Provide Related Agency Numbers	The system must enable capture, tracking, maintenance of related agencies' identifiers or tracking numbers, such as a State ID number (SID), arrest/agency report number (ARN), etc. As with most other entities in the system, these must be searchable fields that can be associated with other entities (e.g. cases and/or defendants), and the system must accommodate extensibility to add new identifier entities as the need for new identifier entities becomes known in the future.	Yes	
3.68	3	68	Case Management	Case Maintenance: Restitution	Should restitution be ordered in a case, the system should alert appropriate users of the event and automate the restitution process to the highest degree possible (e.g. pre-fill victim information, display restitution amounts, track restitution order compliance, and generate notices of non-compliance). The restitution process must be performed according to predefined business rules and workflow.	Yes	
3.69	3	69	Case Management	Case Maintenance: Seal or Expunge for Multiple or Single Case Parties, or Entire Case or Certain Documents	The system must be able to seal an entire case, a document or documents on a case, and/or multiple parties on a case or only one party on a case. The system must be able to expunge all the records in an entire case, or all the records for multiple parties on a case or only one party on a case. This implies sealing at the "docket code level" in addition to alternatively sealing at the case level.	Yes	
3.7	3	7	Case Management	Case Connect: Mass Update Across Cases	The system should be able to connect en masse a number of individuals with the same role to a case at the same time. And, the system should be able to en masse connect one individual with one role to multiple cases at the same time.	Partial	When adding individuals to a case that have the same role, the user can use an "Add Next" concept where they keep the selected role type and simply select the next person, thereby not starting from scratch on each entry. Regarding adding one individual to mutliple cases at the same time, via Odyssey List Manager there is already an action to assign the same attorney to multiple cases in a list (e.g. if a specific public defender were assigned to an entire docket for the day). There is not currently a way to assign an individual to a list of cases that has a different role than an attorney. Tyler could build other List Manager Actions to support the same concept for whatever roles are necessary.
3.70	3	70	Case Management	Case Maintenance: System Based Updates on Docket Codes	The system must provide automatic docketing of cases or case parties that is triggered by either previous manual docketing or certain calendar changes.	Yes	Business rules can be setup to accommodate any Pinellas County-specific processes in the area of automatic docketing.
3.71	3	71	Case Management	Case Maintenance: Tenant Delinquency Tracking	Tenant Delinquency represents a distinct case type within the system - with its own unique business rules, party role and case status. The system must be able to track delinquent tenant case activities and timeframes (including payment-related activities), generate required documents and provide notification to appropriate case parties (e.g. Surplus Trustee) as defined in the business rules and workflow.	Yes	
3.72	3	72	Case Management	Case Maintenance: TPR Tracking	The court may order termination of parental rights (TPR) for the parent of a juvenile due to negligence or other circumstances. When the order is issued, the system should recognize the TPR event (within the specific juvenile case) and perform all required record modification/tracking/reporting processes. In addition, the system should have the ability to automatically identify all related cases and perform TPR processing against them as well.	Yes	In Odyssey when a TPR is ordered, the parent/child relationship can be modified in such a way that it affects all cases that those people are related to. The parent can be removed from the family unit and can even be set to not be allowed to receive notice in the future as it relates to the juvenile.
3.73	3	73	Case Management	Case Maintenance: Traffic	The existing traffic systems provides the ability to perform a wide array of citation-related record processing (e.g. accept and post payments for traffic citations, provide work queues for record intake/processing, suspense accounts to accepting payments on citations that have yet to be entered into the system, query the Accounts Receivable system to look for payment-related information, and establish ticklers for payment due dates). The system must provide comparable functionality to process traffic citation payments, and must do so in accordance with predefined business rules and workflows.	Partial	Tyler's traffic system does not currently allow for suspense payments because no other client has required it. Tyler would be willing to work with Pinellas County to define business rules surrounding suspense payments and build out whatever features are necessary to support that feature.

3.74	3	74	Case Management	Case Maintenance: Traffic Case Transfer	There are instances where cases are transferred from one court division to another (e.g. traffic to criminal or vice versa). When these transfers occur, the system should automatically process the case transfer with a minimum of user intervention or rekeying. As with other court-related record processing, the system should perform the case transfer based upon predefined business rules and workflows.	Yes	
3.75	3	75	Case Management	Case Maintenance: Transfer Cases	The system must allow transfer of cases from case type to case type, or from business unit to business unit, such as from "Adult County Criminal" to "Adult Circuit Criminal" or from "Juvenile Delinquency" to "Adult Circuit Criminal". The transfer must be able to be configured and automated to the extent possible based upon local business rules, in most situations creating a new UCN while maintaining the previous UCN number for reference and audit history.	Yes	
3.76	3	76	Case Management	Case Maintenance: UFC Case Referral	If a case is referred to UFC, the system should place the case in a "work queue" for review and acceptance/rejection of the case assignments to UFC. The system should incorporate accepted cases within a UFC case group number - which allows related cases to be grouped together for subsequent processing/tracking/reporting. Case information does not change or move - only the "linking" of related cases occurs. All system activities related to the processing of UFC cases must adhere to predefined business rules and workflows.	Yes	As discussed in 1.2, in Odyssey any number of cases can be linked together with user-defined reason codes. However, specifically for UFC Odyssey has the ability to create family units of inidivuduals and each family unit has a unique number. Individuals can be added and removed from the family unit over time and have effective add/remove dates. The family unit number can be associated to a specific case(s) as well.
3.77	3	77	Case Management	Case Maintenance: UFC Case Transfer Association	If a UFC case is transferred back to its original court division, the case should be automatically de-coupled from the UFC group case number and processed on its own going forward. History of the association/coupling within the UFC group case number should be maintained, however, for future query/reporting purposes.	Yes	See answer to 3.76
3.78	3	78	Case Management	Case Maintenance: Violation of Probation	The system should track arrests for Violations of Probation (VOPs) and report the disposition of specific charges related to the VOP based on established business rules and workflows.	Yes	
3.79	3	79	Case Management	Case Processing: Arrest	The system must have the ability to capture and display the OBTS number related to each arrest a defendant has.	Yes	
3.8	3	8	Case Management	Case Connect: Multiple Attorneys and to Multiple Defendants	The system must be able to have multiple attorneys connected to multiple defendants on a case.	Yes	
3.80	3	80	Case Management	Case Processing: Arrest	The system must store, track and provide a summary screen of all data associated with each arrest a defendant has.	Yes	
3.81	3	81	Case Management	Case Processing: Added & Amended Charges	In the course of case processing, charges against the defendant may be added or amended. The system must provide functionality to support the charge addition/amendment process, including features such as generation of a unique charge sequence number for the amended charge and tracking/reporting of charge history (both original and amended charges).	Yes	
3.82	3	82	Case Management	Case Processing: Appeals	The process of appealing a case is an extremely time-sensitive, content-sensitive process. Appeals may be made from county court to circuit court, or from circuit court to district court. To accomplish the appeals process, a wide variety of documents must be indexed, assembled and paginated in a precise, predefined order according to Florida Statute. At present, the existing system uses a combination of manual processing and automated imaging/indexing via Global360's Execute360 image capture/workflow management product. The system must integrate with the Execute360 product and provide complementary functionality to automate the creation/tracking/reporting/billing of appeals based upon business rules and workflows. The system must generate a modifiable appeals index.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System. Odyssey's DMS includes an appeals module that allows the user to select document images from the case, group them into volumes using user-defined parameters for page count per volume, etc. The documents are then repaginated and a user-defined index generated. Also included in Odyssey is a Time Standards module that would allow for ticklers to be set to track the time-sensitive milestones in the appeals process.
3.83	3	83	Case Management	Case Processing: Appeals Processing	When appeal package is ready and complete, the filing of the appeal between county and circuit is electronic locally within the same system. This process should spawn an AP case number. The system must create an appeals case type within Justice CCMS, associating the already-created electronic package. Workflow should automatically build the AP case in the system for circuit at the appropriate time, pointing to the appeals packet already in the system.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.84	3	84	Case Management	Case Processing: Bad Checks	The system must support "bad check processing" and automatic generation of "non-arrest, non-Court" case numbers (a non-UCN formatted "pre-filed" case number), and must provide end-to-end automation to the extent possible, including: enhanced data-entry at initial receipt of paper check (with potential check-imaging), automated offender look-up and evaluation (e.g. one-time/minor offender versus habitual offender), notification and hearing scheduling, and Point-of-Sale collection/receipting/tracking/reporting/interface to County AR/AP system. If the offender does not show up for hearing, the case is converted to a criminal case and a UCN must be automatically established. Offenders can choose to pay the check amount and associated fees, at which time the case is closed.	Yes	
3.85	3	85	Case Management	Case Processing: Witness Lists	The system must provide the ability to publish a "reciprocal" witness list to be viewable by both the State Attorney and Public Defender. The system must also provide the ability to view or modify the witness list (by either group) based upon predefined business rules and workflows.	Partial	Time is included in this proposal to build additional features to meet these requirements.

3.86	3	86	Case Management	Case Processing: Case Closure	On the same case, the system must enforce agency-specific "case closure" business rules, especially those that affect disposition reporting and subsequent case modification or "re-opening." Multiple closure rules must be implemented in a manner that permits each agency to either perform subsequent functions, or to prevent certain updates by users based upon the "closed status" for that agency.	Yes	See answer to 3.60.
3.87	3	87	Case Management	Case Processing: Case Closure	The system must enforce specific rules on whether, and when, a case can be re-opened or not.	Yes	
3.88	3	88	Case Management	Case Processing: Case Closure	Even after closure, the system must permit the case to be re-submitted for "Recording" purposes or "re-reporting" purposes.	Yes	
3.89	3	89	Case Management	Case Processing: Case Closure	The process of "closing" a case has different meanings based on case type, the agency(s) involved and events/timeframes governing the case. A case may be closed once adjudicated by the court, but may still be considered open by an agency responsible for monitoring post-adjudication activities (e.g. successful completion of a drug program). To ensure proper tracking/reporting of case status, the system must be able to maintain multiple case statuses by agency (based on business rules and workflows).	Yes	
3.9	3	9	Case Management	Case Connect: Multiple Party Roles	The system must have the ability to assign multiple case party roles simultaneously for the same person on the same case and also assign multiple case party roles simultaneously for the same person on other cases, with historical tracking of all roles on each case held over time and the effective dates for each role.	Partial	Odyssey includes effective/removed dates for all individuals on a case for historical tracking purposes. Odyssey also includes the ability to assign multiple roles to an individual on a case from a single screen within the case. However, Odyssey does not provide a way to assign multiple roles to an individual on another case that the user is not currently accessing.
3.90	3	90	Case Management	Case Processing: Case Closure	The system must enforce date ranges for reporting cycles, ensuring that required automated reports are generated and distributed at the appropriate time after closure.	Yes	
3.91	3	91	Case Management	Case Processing: Case Consolidation	The system must enable cases that are consolidated, or companion cases, to be processed together, such as "closing all" and automatically generating disposition reporting.	Partial	Time is included in this proposal to build additional features to meet these requirements.
3.92	3	92	Case Management	Case Processing: Case Disposition	The system must limit the ability to input another subsequent docket code that could erroneously generate another disposition date or disposition report.	Yes	
3.93	3	93	Case Management	Case Processing: Case Disposition	The system must provide a case disposition summary screen, filtered and specific by agency, based on local business rules.	Yes	
3.94	3	94	Case Management	Case Processing: Civil / Probate Pending / Hold Status	The system must be able to designate civil and probate cases as having a status of "hold" or "pending/awaiting action." Further action on a "hold" status case can be initiated manually by the user, or automatically as the result of a date or event trigger.	Yes	
3.95	3	95	Case Management	Case Processing: Case Transfer	Court orders, dates, or business rules may dictate that a case is transferred from juvenile court to adult court (and vice versa). Reasons for these transfers include direct order from a judge, a direct file, and certification. When these transfers occur, data from the case must also be transferred within the system. Data integrity must be preserved as well as security and access rights enforced for both the parties of the case and the system users that will be subsequently processing the case. The system should automatically establish a new case in the receiving court, transfer appropriate data from the previous case to the new case, and enforce information security and privacy constraints based on predefined business rules. The system must maintain and transfer appropriate entity associations and party relationships to the new case.	Yes	
3.96	3	96	Case Management	Case Processing: Child Abuse	The current Child Abuse (CA) system is a small database application maintained by the State Attorney. A sub-system of the existing CJIS system's Juvenile component (with data being stored within the CJIS system and not within an external database), the CA system is essentially a tickler/tracking system for child abuse cases. The CA system provides State Attorney staff with the ability to identify and track activities related to child abuse cases and provide checklists of activities to perform related to these case (with associated timeframes). During this process, the State Attorney may prepare free-text case notes, may query external systems (e.g. Florida Department of Children and Families) and print out whatever information those agencies have that might be pertinent to the child abuse case. Medical records and/or results of health department examinations of the child may also be requested/obtained. Scheduling/calendaring of meetings/depositions/etc. are also activities that occur during this time. All of these activities relate to the building of case content before the case is actually filed, at which time the case is closed in the Child Abuse system and control is transferred to the existing CJIS system for "Court filing." The system must provide user-configurable functionality which is equivalent to the existing CA system. The system should provide enhanced functionality, particularly in the areas of external data	Yes	In an upcoming release, within Odyssey's Prosecutor system, the State Attorney would be able to set time standards that could track the various timeframes on CA cases. Already in Odyssey today is the ability to scan documents into that case file and take notes that would only be visible to the State Attorney. Once filed the case would proceed to the Clerk's system as usual.
3.97	3	97	Case Management	Case Processing: Complaint Tracking	The system must provide the ability to establish "complaint tracking" functionality throughout the system (regardless of case-type or other defining data elements). In generic terms, the system should provide workflow shells, ability to create processes and sub-systems, change subject matter area in the workflow to make it unique and track what information is needed, which data sources are called upon, within what timeframes, etc. based upon predefined business rules.	Yes	

3.98	3	98	Case Management	Case Processing: Criminal Charge Modification	The system must provide the ability for authorized users to change the statute number and severity level of a given charge(s) within a case - based on predefined business rules. History of this change must also be recorded and reportable.	Yes	
3.99	3	99	Case Management	Case Processing: Deferred Prosecution	This existing database tracks the progress of defendants placed on the Domestic Violence Deferred Prosecution Program (DVDPP) - a program which provides alternatives to prosecution (e.g. mandatory domestic violence counseling and subsequent supervision). In addition to standard case parties, this case type includes information on third-party providers (e.g. counselors). All of the related case forms and pleadings are generated directly from this database. The system must provide equivalent functionality to the existing system in accordance with predefined business rules and workflows.	Yes	
4.0	4	0	Reports	Ad-hoc Reporting	The system must provide user-configurable ad-hoc reporting, with results returned either onscreen, to a export file, or into a report format specified by the user.	Partial	Included in an upcoming release of Odyssey is the inclusion of an ad-hoc reporting tool. No additional cost was included in this proposal for Pinellas County to receive this feature when it is completed.
4.1	4	1	Reports	Alerts & Triggers	The system must be able to generate alerts to end-user based on timeframes (including expiration dates), docket codes, activity/inactivity against a case, specific case-related events, etc. The system should provide alerts in a manner that either allows the end-user to take immediate action or set them aside in a "pending queue" for subsequent action at a later time.	Yes	
4.2	4	2	Reports	Case Disposition	The system must meet FDLE, OSCA and other Florida State "CMS" reporting requirements in order to be "Certified" in Florida.	Yes	
4.3	4	3	Reports	Case Disposition	The system must comply with published National Standards for Statistical Reporting.	Partial	Included in an upcoming release of Odyssey is the inclusion of a reporting dashboard utilizing the CMS-related CourTools reports. No additional cost was included in this proposal for Pinellas County to receive this feature when it is completed.
4.4	4	4	Reports	Distribution Log Generation	The system must be able to generate both ad-hoc and canned reports that detail what documents/reports/etc. have been created and distributed from the system. Information reported would include, but not be limited to, document/report type, related case number, date of creation/distribution date, recipient, etc.	Yes	All jobs go through Odyssey's Job Processing engine which tracks the creation of those reports.
4.5	4	5	Reports	QA Reports for Errors by User	The system must provide accountability to supervisors by automatically generating a report of the day's errors by user.	No	Odyssey strives to configure appropriate business rules based on the client's needs so that data is not entered in error (e.g. no allow a future date on a payment or not allow closure of a case if rules are not met).
4.6	4	6	Reports	Service Requests	The system must provide the functionality of a "request queue" (or similar mechanism) that allows an authorized user to request items that require a formal request and subsequent review/approval process (e.g. court-certified copies) by the business unit responsible for servicing the request. This capability is in addition to the comprehensive on-demand canned/ad-hoc query and reporting capability being required elsewhere throughout the system.	Yes	Non-docketable entries could be made on a case that could be flagged with due dates. Users needing a list of requests could schedule the Event Review Report to be sent to them via email with these entries that have not yet been completed.
4.7	4	7	Reports	Traffic	The system must meet all requirements for transmitting Traffic Citation and Ticketing System (TCATS) reporting data to the Florida Association of Court Clerks and Comptrollers (FACC).	Yes	
4.8	4	8	Reports	Injunctions	The system must track injunctions, and provide a time-sensitive summary report on those injunctions that are nearing expiration.	Yes	
4.9	4	9	Reports	No File	During analysis of pre-court case filing decisions, the system must provide a count of all no-file decisions made by the State Attorney. No-file status (if applicable) must be indicated in the "pre-filing case record" in the Justice CCMS.	Yes	
5.0	5	0	Security	Allow System Only Updates for Fields	The system must restrict some fields to "system updated" only and not allow any user changes regardless of the user's role.	Yes	
5.1	5	1	Security	Confidentiality	The system must have the ability to flag confidenbality at many levels, including the field level or higher entity level such as "person," or party or case. Access must be controlled through role- based security.	Yes	
5.10	5	10	Security	Role Based Security-Administration	The system must allow a Pinellas security administrator in each agency to assign roles, and the access levels and functional rights associated with those roles.	Yes	
5.11	5	11	Security	Role Based Security-Administration	The system must allow a manager to delegate their same rights to a peer or subordinate when necessary.	Yes	
5.12	5	12	Security	Role Based Security-Data Entry	The system must enforce usage of certain docket codes only by certain authorized staff, enabling only those permitted individuals to enter certain specified docket codes.	No	Odyssey does not support restricting specific code values to specific users.
5.13	5	13	Security	Role Based Security-Exception Based Case Level	The system must enable exceptions to grant access to sealed cases if certain users (e.g. a judicial officer) needs immediate access.	Yes	

5.13	5	13	Security	Rule Based Data Redaction	The system must provide for rules based redaction of data fields that will become available for public access and access by other internal system users. The further implication is that user access to information is limited by the field (filed-based security), in addition to the user's agency, security role and case type/level access. Thus, field-level security is required throughout the system in many different case types.	Yes	
5.14	5	14	Security	Transparency of User Client	The system must enforce security roles and access levels the same regardless of the type of client machine (e.g. browser or thick client) or the client location.	Yes	
5.2	5	2	Security	Multiple User Roles	The system must have the ability to assign multiple security roles simultaneously to the same person, with historical tracking of all roles held over time and the effective dates for each role.	Yes	The client can enable a feature to track any roles changes to a user over time and then run an audit log report for those changes.
5.3	5	3	Security	Role Based Security	The system must provide comprehensive, configurable, and robust role based security that covers the dimensions of Agency, Role Within Agency, Case Type level access, Case Grouping level access, Case Party Role, Specific Case access, Specific Case Party access(e.g. for different defendants on a case), as well as accommodating local business rules that trump the user's standard Agency/Role -to- case/data access. For example, there may be exceptions (to allow access) to a case or a data field, exclusions (to deny access) to a case or a data field, or special business rules regarding who can seal or expunge certain cases by type or other factors. Please refer to the description of needed role based security in the global Technical Requirements section of this RFP.	Yes	
5.4	5	4	Security	Role Based Security	The system security model has to support unique multi-agency levels of cooperation regarding access to cases and access to case- and person- data.	Yes	
5.5	5	5	Security	Role Based Security	The system must recognize and enforce the security rules based upon the current "phase" or "status" of a case, and automatically permit or deny access for certain security roles. For example, only State Attorney and Public Defender staff have certain case access during the pre-filing or investigative stage, whereas all other agencies' staff automatically gain access upon case filing. The security model must be sensitive to the case's life cycle status and allow appropriate access upon status change without requiring manual changes to users' roles or access levels.	Yes	"Case Security Groups" in Odyssey are a way to secure cases to a specific set of users. If a case has a Case Security Group on it, the user must be a member of that group to access the case. The Case Security Group can be automatically changed over time as the case progresses (i.e. once an entry is made to file the case, the Case Security Group code could automatically change, thereby changing which users can see that case).
5.6	5	6	Security	Role Based Security	The system must have the ability to determine which application functions can be performed within the specified role, such as modifying case information versus view-only access to case information.	Yes	
5.7	5	7	Security	Role Based Security	The system must allow some roles to cross agency boundaries, and must be able to designate that certain identical roles in different agencies have different access levels or rights.	Yes	
5.8	5	8	Security	Advanced Search, Ad-Hoc Reports	The system must provide throttles, thresholds or other measures to ensure that ad-hoc reporting and advanced searches do not return so many results as to negatively affect system performance. Further, the security model must enforce what data an individual is permitted to access via "reporting" to be consistent with what data rights the individual has within the application.	Yes	
5.9	5	9	Security	Role Based Security for Sealed Cases and Documents	The system must allow display of sealed documents and/or sealed cases by agency and by user, subject to the users' having the appropriate security role and level of access.	Yes	
6.0	6	0	Records Management	Evidence	The system must track evidence, and apply security rules regarding search and display of evidence location.	Yes	
6.1	6	1	Records Management	File History	The system must provide a history of who accessed the physical paper file, its current location, and its "home location." The system should also indicate if the document or file in question is instead an image in the Clerk's imaging system.	Partial	Odyssey's built-in file tracking system does not currently have the concept of a "home location", although it does have a current location and a full history of the file movement. Time is included to add a "home location" concept.
6.2	6	2	Records Management	File Management	The system must generate user-defined file labels for the Court Records off-site storage, including the addition of bar codes and possibly an RFID number in the future.	Yes	
6.3	6	3	Records Management	File Tracking	The system must allow users to search and display the physical location of a court file and related information.	Yes	
6.4	6	4	Records Management	Paper File - Audit Trail	The system must indicate when a file has been destroyed.	Yes	
6.5	6	5	Records Management	Volumes	The system must have the ability to segregate volumes based on record type or case type.	Yes	
6.6	6	6	Records Management	Volumes	The system must include a "repository" concept that aggregates and identifies a collection of case files and documents. Volumes information must indicate what files and/or evidence is included in a volume in addition to its location. For example, "capital murder case" documents and evidence has a longer retention period than other case types, and must be readily found and prevented from accidental destruction.	Yes	
7.0	7	0	Document Generation	Batch Processing	The system must provide automated batch processing of system generated documents, workflow based upon document type and case events (e.g. certain docket entries), etc.	Yes	

7.1	7	1	Document Generation	Batch Processing	Users also require the option to start a batch "on demand, instead of waiting for the regular batch run time to commence. The system must provide the ability to manually select which items to include in a batch.	Yes	
7.2	7	2	Document Generation	Business Rules	The system must have the ability to enforce business rules for document creation and distribution. System generated documents must be pre-populated by data in the system specified by the user or by the configuration of the document template.	Yes	
7.3	7	3	Document Generation	Business Rules	The system must have the ability to have business rules for documents defined differently by different stakeholder agencies.	Yes	
7.4	7	4	Document Generation	Distribution	The system must be able to apply constraints or limitations on document distribution based upon the docket code.	Partial	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System to generate documents, which includes the ability to setup document templates and merge case/party data from the CMS. However Tyler has included time in this proposal to build out the emailing distribution capabilities.
7.5	7	5	Document Generation	Labels	The system must have the ability to generate file labels, and labels of other varieties, including creation of bar codes on the labels, for different agencies' internal usage. Fields to be printed or bar-coded on the label must be configurable by agency.	Yes	
7.6	7	6	Document Generation	Templates	The system must generate many different types of documents in different formats (electronic documents and paper/printed documents), and distribute or print those documents based upon local business rules. The system must provide easily update-able document templates (or the ability to import word-processing or PDF templates) for all documents that the system must produce. Template maintenance must be self-service to users or system administrators, and generated documents must be automatically populated from the data stored in the system.	Partial	See answer to 7.4.
7.7	7	7	Document Generation	Subpoena Tracking	In addition to generating subpoenas, the system must track the status and other information throughout the life of the subpoena document, such as "service" information. Subpoenas may also need to be re-issued individually on demand, or in large scheduled batches. Some subpoenas are electronic/paperless, whereas others must be printed and mailed. Proposers must demonstrate either robust, feature-rich subpoena generation and tracking functionality, or must demonstrate the ability for Pinellas to configure the new system to meet its business rules related to subpoena generation and tracking.	Yes	Included in Tyler's estimates is an interface for electronic subpoenas to St. Petersburg Police Department. Other subpoena generation and tracking would be native to Odyssey.
8.0	8	0	Technical	Address Model	The system must enforce the business rules regarding whether an attorney inherits a firm address, or whether the address in the attorney's "person record" should be used for notices, etc.	Yes	On a given case an attorney can have a locked in case correspondence address or could be set to use their party correspondence address.
8.1	8	1	Technical	Address Model	All address entities for all person and business entity types in the system must have their own set of configurable address types, and the system must provide the ability to designate which entity's particular address should be designated as primary for notices, etc.	Yes	Odyssey has the ability to store multiple types of addresses for a person (e.g. known address vs. correspondence address). And each business entity can chose to use one of those addresses from the party record or can lock in a different address on their case.
8.10	8	10	Technical	Interfaces	The system must have the ability to link data on incoming data feeds to a case and to source documents in an external system, identifying both the source and the specific external document.	Yes	As an example if a charge or a citation was entered via an itnerface, the user would have a link on that charge or citation to see the actual data that was in the incoming XML. Odyssey will transform that data to simpler to read view (i.e. Label: Data) rather than leaving it in the raw XML format, but the data is exactly as it came in.
8.11	8	11	Technical	Interfaces	One critical interface that must operate in near real-time is connection to the Clerk's electronic document management (imaging) system. The system must be able to attach (link) a document to a case and readily view the electronic image from the case management application.	Yes	Although Tyler has interfaced to external document management systems, Tyler is proposing that Pinellas County utilize the built-in DMS that comes native to Odyssey. This provides a more tightly integrated and seamless solution for the end-user.
8.12	8	12	Technical	Jury Pool	The current system manages a pool of eligible jurors loaded into it (on a quarterly basis) via a data file generated by the Florida Department of Highway Safety & Motor Vehicles (DHSMV). The system randomly selects jurors and generates paper summons which are then mailed to the jurors. The system records juror registration and assigns each juror a registration number for tracking purposes. As jurors arrive, their attendance is recorded (for payment purposes). A number of canned reports exist in the current system to support case activity/financial reporting. The system offered by the proposer should provide (at a minimum) similar functionality and should also provide enhanced capabilities in the areas of ad-hoc query/reporting, direct interfacing to DHSMV for eligible juror demographic information, and maintaining electronic images of documents/reports for historical/auditing purposes.	Yes	
8.13	8	13	Technical	Many Multiple Simultaneous Relationships	The system must have the ability to enforce business rules as either "exclusive" or "inclusive," depending on the case, roles, and parties involved. In general, the system must support relationship changes over time among Cases-Persons-Party Roles. These relationships can be 1-to-many, many-to-1, 1-to-1, or many-to-many, and the system must be able to track, search, and display all current and historical associations or "case connections" over time. Further, some individuals may have more than one role at one time on a case, while also having a different or similar role on other cases. Further, multiple individuals may have the same role on the same case (e.g. two attorneys representing the plaintiff.)	Yes	

8.14	8	14	Technical	Mass Updates	In many case types, and with most entities (including "persons" and "docket entries", etc.) the system must automatically propagate one change across many cases or many entities, such as applying one docket entry en masse to all defendants on a case or case connecting one person with a role of witness to multiple cases at the same time. Dynamic mass entry/association is required throughout the system in many processes and occurs on all case types.	Partial	See answer to 3.7. There are many ways to perform mass updates and most of the examples listed here are native functions. As described in 3.7 the ability to add a single individual to a list of cases does not currently exist except for the role of attorney. Tyler has included time in the proposal to add a new List Manager Action for this purpose.
8.15	8	15	Technical	One Backend Database	The system must provide an integrated solution for all case types via one back-end (physical or logical) database for all application modules.	Yes	
8.16	8	16	Technical	Online Help	The system must provide comprehensive on-line user help features.	Yes	
8.17	8	17	Technical	Person Centric Model	The system must store and track person information, and provide a unique person identification number. Pinellas must be able to configure a combination of data elements (that can change over time) that constitutes what makes a person unique. The system must support an unlimited number of instances of most data elements related to a person, such as addresses, dates of birth, social security numbers, aliases, State ID Number (SID), FBI Number, attorney Bar ID number, etc. The system must support "de-normalization", creating what might appear to be duplicate person entities. The system must support merging or consolidating of multiple persons into one, and automatically associate the merged persons' case and party associations with the remaining unique "consolidated person." The system must also enable bifurcation of one unique person entity into two persons, and replicate the associations for the new person entity when Pinellas subsequently discovers an erroneous consolidation, or a mistaken identity, or identity theft,	Yes	With one exception - Odyssey does not allow multiple bar numbers for a single attorney record. If two attorneys are merged together, the client must select which bar number is the attorney's actual bar number.
8.18	8	18	Technical	Store and Retrieve Graphics	The system must have the ability to store graphics, mug shots, other media, etc. associated with a case or a person, and must display the graphic or image within the application, and make searchable the presence of an associated graphic or image.	Yes	
8.19	8	19	Technical	Telephone Number Model	The system must store and track entities' telephone numbers in the same manner as entities' address, and must accommodate international as well as US domestic phone numbers and types.	Yes	
8.2	8	2	Technical	Address Model	The system must display the most recent entity address entered as the "current" address. All historical addresses associated with the entity must be maintained.	Yes	
8.20	8	20	Technical	Traffic Imaging	The current system provides imaging of all traffic citations through the Global360 imaging/workflow system; however, there are judges who still require paper submission of documents. The system should interface with the Global360 imaging/workflow system and provide comparable functionality to process/track/report traffic citation imaged data in accordance with predefined business rules and workflows.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System which also includes workflow features.
8.21	8	21	Technical	Traffic Interface	The current system utilizes the Global360 imaging/workflow management system to perform citation docketing and related data transfer. The Global360 system provides significant functionality throughout the entire system (not just for traffic case processing) and will not be considered a candidate for replacement. The traffic component must interface/integrate with the Global360 system to provide citation processing functionality.	Yes	Tyler is proposing that Pinellas County utilize Odyssey's built-in Document Management System which also includes workflow features.
8.22	8	22	Technical	Public Facing Website	Proposers must provide a "public facing" website, making available for search and display public record case information. The public facing website portion must be configurable regarding what information can be made available to the public during different time frames, for different case types, etc. The public facing website requires three levels of access - limited public access, authorized user inside firewall, and authorized user outside firewall. The public website must also interface with, or be an integral part of, the role-based security solution of the primary CCMS. The public website solution proposed must be able to (optionally) impose and collect usage fees for authorized users. The public website portion must be ADA complaint, and must support configurable field-level redaction that can be turned on or off based upon local business rules. The public facing portion of the new CCMS system should be configured and deployed to avoid negatively impacting the operations or functional integrity of the internal primary CCMS.	Partial	Useage-based fees for viewing of documents is a feature that Tyler has on the product roadmap for later in 2009. No additional licensing cost was included in this proposal for Pinellas County to receive this feature when it is completed.
8.23	8	23	Technical	Auto-Purge or Auto-Archive	The system must support auto-purging or auto-archiving of case and/or person information based upon local and state records retention business rules and timeframes that vary by case type and/or other case information.	Yes	Custom queries based on local rules can be written by Pinellas County or by Tyler that would feed data into Odyssey's document archiving features. Tyler does not yet have any clients that wish to archive or destroy actual data records, other than document images. Because data storage is increasingly cost-effective and because database software is increasingly performant on large data sets, even clients with state-wide implementations of Odyssey are choosing to keep the underlying data records. When the documents are destroyed many clients secure the cases so that only select groups of users can access them for statistical reporting. Tyler would be willing to discuss data archiving/destruction needs for Pinellas County if they differ from existing Odyssey clients.
8.24	8	24	Technical	Address Descriptor	Addresses in the system must provide for entry of associated "address descriptors" (e.g. "vacant lot," "condemned building," etc.) for each unique address entry, whether a current or historical address.	Yes	

8.25	8	25	Technical	Alert via Email / Notice Auto Printing	The system must allow for certain user-designated or administrator-designated alerts and notices to be automatically routed to a printer, in addition to other "electronic delivery" options applicable to various types of alerts and notices. The system must have the ability for the Court to send email alerts regarding case status or disposition to the attorney of record.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems/users need to consume it.
8.26	8	26	Technical	Data Collaborative	The system must provide an automated extract and transmission of information required by the Pinellas County "Data Collaborative" system.	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems need to consume it.
8.27	8	27	Technical	Re-Entry Database	The system must provide a "virtual database" of information on case parties who are, or were, in the "re-entry" program. The "re-entry database" must track data (on individuals) that clearly identifies both successful completion of the program but also subsequent cases or incidents in the CCMS for that individual.	Yes	Tyler would propose that these cases be entered into Odyssey Supervision where they can be monitored, much like pre-trial supervision. It is unclear what is meant by "virtual database" since these persons/cases would be stored in the primary Odyssey database. However, Pinellas County could create a specific Re-Entry case type so that these cases could be reported on separately.
8.28	8	28	Technical	Work Queue Imaging	Workflow queues must support viewing of images and associated case documents (e.g., "orders" that require review by Clerk staff).	Yes	
8.29	8	29	Technical	Case Initiation	The system should allow the ability to manually assign temporary case numbers during a system outage, that would be cross-referenced with system generated case numbers when system is restored.	Yes	
8.3	8	3	Technical	Address Model	The system must show who entered the "current", and when. (The last address entered is also referred to locally as the "last known address", or LKA, which synonymous with the "current" address. The system must also allow the user to flag the current address as the "last known address", or LKA. This is done when the most recent address known to the courts has been determined to not be a valid address for the party, but a new address has not been discovered.	Yes	
8.30	8	30	Technical	Case Initiation: Mental Health Reporting / Porbate	The system must support reporting new mental health cases as separate "case types" as required by the State. (Baker Acts, Marchman Acts, and Other Social.)	Yes	
8.31	8	31	Technical	Case Initiation: Probate	The system must allow for creation of non-administration (deposit wills, etc.) case types that do not get reported as new case activity on the SRS report.	Yes	
8.4	8	4	Technical	Address Model	The system must have the capability to designate multiple addresses to automatically receive system generated notices and other mailings. The user should be able to turn on or off this designation to receive duplicate notices or mailing. This applies to all entity types that have addresses.	No	Currently there is a hierarchy of addresses that Odyssey uses to determine where to send notice. First Odyssey uses a case correspondence address for that party, then the party's overall correspondence address, then the party's current known address.
8.5	8	5	Technical	Audit History	The system must provide the capability to determine "who (Agency and UserID)" did "what" and "when (Date & TimeStamp)" for ANY CHANGE or addition to the system. Historical, chronological tracking must be able to be recreated by Pinellas staff running queries via self-service without vendor involvement or programming required.	Yes	
8.6	8	6	Technical	Civil / Probate Interface	The system must be able to retrieve/store book and page number(s) of documents scanned into the existing Oncore "official records" system. Oncore-related data must be captured by the system via associated docketing entries that were generated by the Oncore system.	Yes	This interface to/from the Oncore Official Recording system is included in Tyler's estimates.
8.7	8	7	Technical	Code Table Translation	The current system accepts records from external entities with code values that do not exactly match those within the current system (or may not have an equivalent code altogether). Examples of this might be a race code of "W" for white in an external system that translates to a race code of "C" for Caucasian in the existing system, or the external system sends an ethnicity code of "H" for Hispanic for which there is no matching ethnicity field - so the code is translated to a race code of "C" for Caucasian in the existing system. Examples also exist where Florida Statute Numbers for the same crime do not necessarily match between an external system and the CCMS system. The system must make provision for these situations and provide code table comparison/cross-matching/cross-referencing maintenance capability to either accommodate the differences or allow analysis/corrective action to resolve discrepancies. The system should also have the functionality (or provide tools) to print/extract files its own code table values so that they can be provided to external agencies.	Yes	This can be handled in seveal different ways. These known code translations can simply be built into the interface layer for that specific agency's interface. Or Tyler can configure "mapping" values onto an Odyssey code. As an example, this latter method is used for state reporting. The client configures an offense code in Odyssey, but then must also select a valid "TCATS" or "OBTS" offense code so that those processes know what value to report.
8.8	8	8	Technical	Enter Data Once	The system must accommodate entering data once by the originating stakeholder agency, thus having the new or changed data instantly available in the backend database and thus visible real-time across entire system.	Yes	
8.9	8	9	Technical	GIS Interface	The system must be able to interface to an existing Geographic Information System (GIS) in order to facilitate the locating of land parcels, residences, businesses, etc. Information from the GIS should be made available to the end-user in near real-time for use in responding to customer queries (e.g. customers interested in locating properties in foreclosure either over the telephone or via counter walk-up).	Yes	Tyler is including a licsense for the Odyssey Integration Toolkit. Data can be exported for interface purposes and Pinellas County could transform that data for whatever systems need to consume it.
9.0	9	0	Cashiering / Receipting	"One-Shop Stopping"	The system must provide the ability to receive, process, and receipt payments from a single, comprehensive screen within the Point-of-Sale component based upon predefined business rules.	Yes	

9.1	9	1	Cashiering / Receipting	Accounts	The POS component must be able to support different types of accounts: whether case-related (e.g. criminal) or non-case related (e.g. civil - court registry). In addition to any pre-defined account types, the system must also provide the ability to create and manage account types (with associated workflows and business rules) as needed.	Yes	
9.10	9	10	Cashiering / Receipting	Bill Counting	As with traditional bank teller best-practices, the system should support the counting and tracking of individual bill denominations received for payment of fines/fees/etc. The system should also provide appropriate reports to support Point-of-Sale audit and reconciliation activities (e.g. cash drawer reconciliation).	Yes	
9.11	9	11	Cashiering / Receipting	Cash Drawer Balance	The system must provide the ability to count/balance cash drawers associated with the Point-of-Sale component and generate corroborating documentation.	Yes	
9.12	9	12	Cashiering / Receipting	Cash Drawer Tracking	The system must provide real-time monitoring of cash drawer activity, including but not limited to, balances, transaction types processed, refunds or error-corrections, etc. The system must also provide ad-hoc query and reporting capabilities related to cash drawer tracking.	Yes	
9.13	9	13	Cashiering / Receipting	Cashier Closeout	In the current system, cashiers perform certain closeout activities at end-of-day. These activities include totaling all checks received (with attached calculator tape), counting cash drawer contents, transferring check information to the bank, etc.). A number of these activities are manual processes performed against a set of business rules and workflow. Where possible, the system should either automate these activities or facilitate their completion.	Yes	
9.14	9	14	Cashiering / Receipting	Check Validation	The system must provide functionality for scanning and validating checks. If hardware is not provided by the proposer, the proposer must provide industry-standard interfaces for County-provided hardware.	Yes	Cost for standard equipment supported by Odyssey is included in this proposal.
9.15	9	15	Cashiering / Receipting	Child Support	The system must provide the ability to establish, process, track and report case information related to court-ordered child support obligations/payments. The system should support a broad range of payment-related processes, and record history of these processes for subsequent review and auditing purposes. All processes should adhere to prevailing business rules and workflows.	Yes	See also answer to .9 and .22
9.16	9	16	Cashiering / Receipting	Civil / Small Claims / Probate	The system should provide equivalent functionality for civil, small claims, and probate cases as is outlined in the general cashiering/receipting requirements for the Point-of-Sale (POS) component mentioned earlier. As with the POS component, the system should adhere to predefined business rules and workflows associated with civil, small claims and probate case types.	Yes	
9.17	9	17	Cashiering / Receipting	Civil / Small Claims	The system must be able to calculate arrearages in civil/small claims cases and display this information in real-time to support over-the-counter queries/payments or telephone inquiries. The system should calculate any interest due on the arrearage based upon prevailing fee schedules and business rules and generate notifications as required.	Partial	The estimate here assumes that Odyssey's Financial Groups feature that is intended for judgment tracking and payments can be used. This is not currently used in Florida and as the requirements are as yet unknown for Florida since none of our clients use it, this estimate assumes that there would need to be some modification to the fee calculations to accommodate Florida or local rules.
9.18	9	18	Cashiering / Receipting	Civil / Small Claims	The system should provide a civil case "payment history" component. Fields within this history would include (but not be limited to) date, transaction type, amount, and court record or user-specific comments. History should be searchable/sortable by any column and provide linkage to any other supporting documentation (paper documents, system transactions, related cases/parties, etc.).	Yes	
9.19	9	19	Cashiering / Receipting	Civil / Small Claims / Probate	The system should automatically perform fee/interest calculations for civil, small claims and probate cases based on prevailing fee schedules and business rules.	Partial	See answer to 9.17
9.2	9	2	Cashiering / Receipting	Advanced Search	The system must provide comprehensive, user-definable query capability for searching data related to the Point-of-Sale component.	Yes	
9.20	9	20	Cashiering / Receipting	Civil / Small Claims / Probate	The system must be able to generate/print civil and probate case-related receipts and certificates (e.g. receipts for payment of filing fees) based on predefined business rules and workflows. The items may also be printed on-demand per authorized user request.	Yes	
9.21	9	21	Cashiering / Receipting	Collection	The system must provide real-time indication of the collection status and the funds still outstanding.	Yes	
9.22	9	22	Cashiering / Receipting	Configurability	The POS must utilize the bidder's solution for workflow and business rules enforcement, in order to accommodate different POS business rules and workflows by case type and/or by business unit.	Yes	
9.23	9	23	Cashiering / Receipting	Deferred Payments	The system must provide the ability to establish and manage deferred payment plans. Authorized users must also be able to modify plans as required (e.g. error correction, rule changes, funds reallocation) and maintain history of the modification.	Yes	
9.24	9	24	Cashiering / Receipting	Docketing	In order to properly document Point-of-Sale related activities, the system should automatically generate appropriate docket entries based on business rules and workflows.	Yes	
9.25	9	25	Cashiering / Receipting	Fund Allocation	The system must be able to allocate funds received from payment of fines, fees, assessments, etc. across multiple destination accounts (e.g. Pinellas County general revenue, State of Florida agencies, specific trust funds) based upon predefined business rules.	Yes	

9.26	9	26	Cashiering / Receipting	Fund Allocation Override	The system should automatically allocate or reallocate funds received in payment - based on rules enforced at the time the obligation was established. In addition, the system should provide authorized users with the ability to manually override fund allocations as needed (e.g. to correct improperly-allocated funds).	Yes	
9.27	9	27	Cashiering / Receipting	Integrated 10-Key Calculator	Pinellas staff frequently use 10-key paper-tape calculators when performing Point-of-Sale activities (e.g. cashier closeout). These devices are subject to high wear, failure, and frequent replacement. To eliminate this potential point of failure and reduce costs , the system should provide users with an on-screen "virtual" 10-key calculator. In addition, this "virtual" calculator should be able to generate/print paper-tape equivalent reports.	No	There is separate licensable third party software to simulate a 10-key machine and the printed tape that Pinellas County could utilize. Or Pinellas County could have the cashier use an Excel workbook to enter the amounts and sub-total.
9.28	9	28	Cashiering / Receipting	Invoice Generation	The system must generate required Point-of-Sale related documents (e.g. bills, invoices, notices) in appropriate format (e.g. paper document and/or electronic document) based upon business rules and workflows.	Yes	
9.29	9	29	Cashiering / Receipting	IVR and Web Payments	The current system allows citizens to query and make payments on certain types of fines or fees (e.g. traffic citations) via an Interactive Voice Response (IVR) system and via the Internet. The system must also provide for back-end database query of information and payment acceptance via the existing IVR system and the existing County web payment portal.	Yes	
9.3	9	3	Cashiering / Receipting	Allocation	Once a financial obligation (fine, fee, child support payment, etc.) is established, the system must provide the ability to automatically allocate or reallocate funds received in payment - based on rules enforced at the time the obligation was established.	Yes	
9.30	9	30	Cashiering / Receipting	Lockbox	The system must support external lockbox processing functionality (as is typically provided by other competing products) and make it available to all business processes that require this functionality. Lockbox processing can be generically defined as "a service offered by banks to organizations in which the organization receives payments by mail to a post office box and the bank picks up the payments several times a day, deposits them into the organization's account, and notifies the organization of the deposit." As with all other proposed system components, this functionality must be provided in accordance with predefined business rules and workflows.	Yes	Tyler is including a license for the Odyssey Integration Toolkit. This toolkit would include API message for looking up cases and posting payments from an incoming lockbox file.
9.31	9	31	Cashiering / Receipting	Old vs. New Fee Scheduling	Fee schedules drive the calculation of fee amounts, interest, discounts for early payment, etc. As these schedules change over time, the aforementioned items may also change. The system must provide initial calculation of these values, but must also allow for automated recalculation should a fee schedule or business rule change.	Yes	
9.32	9	32	Cashiering / Receipting	Payment Plans	The system must be able to establish payment plans for satisfying fines, fees or assessments based upon predefined business rules. The system must provide the ability for an authorized user to override/adjust a system-generated payment plan.	Yes	
9.33	9	33	Cashiering / Receipting	Payments	The system must be able to accept and accurately track and document full or partial payments of fines, fees, or assessments associated with a case based upon predefined business rules. In addition, the system must be able to accept multiple methods of payments (e.g. cash, check, credit card).	Yes	
9.34	9	34	Cashiering / Receipting	Payments	The system must be able to accept and accurately track/document different types of payments. The system must also provide the ability to create and manage payment types (with associated workflows and business rules) as needed.	Yes	
9.35	9	35	Cashiering / Receipting	POS Optional Usage	Proposed Point-of-Sale component must be loosely coupled within the proposed solution. Should the County choose not to implement the proposer's Point-of-Sale component, the overall functionality, integrity and performance of the proposed solution must not be compromised.	Yes	Tyler is proposing that Pinellas County utilize the built-in Point-of-Sale features in Odyssey. However, Tyler has interfaced Odyssey to a third party cash receipting system. It was Tyler's experience that the end-users lost some features that would have been available had they utilized the native Odyssey funcationality.
9.36	9	36	Cashiering / Receipting	Receipts	The system must generate required Point-of-Sale related documents (e.g. bills, invoices, notices) in appropriate format (e.g. paper document and/or electronic document) based upon business rules and workflows.	Yes	
9.37	9	37	Cashiering / Receipting	Reporting	The system should provide the ability to generate Point-of-Sale related notices, reports, and receipts for distribution to other agencies based upon business rules and workflows.	Yes	
9.38	9	38	Cashiering / Receipting	Suspense Accounts	There are instances when a payee presents a traffic citation for payment, but there is no record of the infraction in the system yet (i.e. the paperwork hasn't caught up yet). To handle this situation, the system should provide for "suspense accounts" where payments can be accepted, the payee receipted, and monies held until the ticket is received and/or posted electronically into the system.	Partial	See answer to 3.73
9.39	9	39	Cashiering / Receipting	Tape Generation	As checks are prepared for deposit, they are totaled and the corresponding 10-key calculator paper tape forwarded for validation/documentation. In order to automate this process, the system should automatically total the checks being deposited and a "paper tape" equivalent report generated.	Yes	Odyssey provides a Till Balance Report that each cashier can run that sub totals by tender method.
9.4	9	4	Cashiering / Receipting	AR Integration	The system must be able to electronically transfer required Point-of-Sale information to the existing General Ledger (GL) system based upon predefined business rules.	Partial	See answer to .3 Time is included in this proposal to use existing Odyssey "hooks" to export data in the appropriate format to the external accounting system.

9.40	9	40	Cashiering / Receipting	Traffic	The system must provide the ability to automatically match funds received against all outstanding fees/fines for the payee, including traffic citations. If there is a mismatch, the payment is accepted and the mismatch is queued for subsequent analysis/processing.	Yes	For example, overpayments are automatically applied with an Overpayment fee code and can be grouped together in a specific check request group for authorization to refund.
9.41	9	41	Cashiering / Receipting	Transaction History	The system must provide a comprehensive history of all Point-of-Sale related transactions. Transaction history must be searchable and reportable using both canned reports and ad-hoc reports/queries to facilitate error correction and auditing activities.	Yes	
9.42	9	42	Cashiering / Receipting	Reimbursement Tracking	The system must be able to track reimbursements, and to apply them against accounts in accordance with local business rules.	Yes	
9.5	9	5	Cashiering / Receipting	Automated Correction	Should a payment be made in error (e.g. assigned to the wrong department), the system should allow authorized users to back the payment out and reapply it to the correct department in a concise, single-step process (that does not require complete rekeying of the transaction). Further, this simple, single-step error correction paradigm should exist throughout the entire Point-of-Sale component.	Partial	Currently in Odyssey a user with the appropriate rights can void/reverse the original payment, but must go to the new case and post an adjustment.
9.6	9	6	Cashiering / Receipting	Automated Receipting	The system must be able to automatically debit/credit accounts upon receipt of payments or refunds (based on predefined business rules).	Yes	
9.7	9	7	Cashiering / Receipting	Automated Reconciliation	The system must be able to automatically reconcile all funds collected within the Point-of-Sale component to the corresponding bank deposit for that given period and/or business unit.	Yes	
9.8	9	8	Cashiering / Receipting	Automatic Ticklers	The system must generate automated notifications to users if required payments for fees/fines/etc. are not received within timeframes established by business rules and workflows. In addition, corresponding notices for non-payment, non-compliance, etc. must also be automatically generated.	Yes	
9.9	9	9	Cashiering / Receipting	Bad Checks	The system should provide the capability to track NSF (non-sufficient funds) checks received in the Point-of-Sale component and link them back to the issuer. The system should also automatically route information related to the NSF check to the State Attorney Office for prosecutorial review.	Partial	Tyler has included time in this proposal to flag the issuer so that when that party makes another payment with a check, the cashier could be notified. A report of NSF voids could be routed to the SAO on a regular basis for review.

Schedule 1

Estimated Total Project Staffing

	Month																													
	Month 1 =																													
Phase/Activity	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Government Hours																														
Configuration & Implementation	450	202	452	427	420	420	666	930	908	865	928	988	965	366	382	552	539	579	552	566	566	819	759	564	273	0	0	0	0	0
Training	0	0	0	0	0	0	20	40	0	0	0	120	220	0	0	0	0	0	0	0	0	450	400	0	0	0	0	0	0	0
Vendor Hours																														
Configuration & Implementation Services	450	346	731	731	725	771	519	1756	1718	1712	558	445	618	263	326	581	613	634	620	627	627	733	889	674	205	0	0	0	0	0
Training Services	0	0	0	0	0	0	118	80	0	0	0	270	324	0	0	0	0	0	0	0	0	550	624	0	0	0	0	0	0	0
Total Hours																														
Configuration & Implementation	899	548	1183	1158	1145	1191	1185	2686	2626	2576	1486	1433	1583	628	708	1133	1152	1213	1172	1193	1193	1552	1648	1238	478	0	0	0	0	0
Training	0	0	0	0	0	0	138	120	0	0	0	390	544	0	0	0	0	0	0	0	0	1000	1024	0	0	0	0	0	0	0

Staffing Level Summary	Vendor Hours	Government Hours	Total Hours
Configuration & Implementation Services	17873	15135	33008
Training Services	1966	1250	3216
Total Hours	**19839**	**16385**	**36224**

Schedule 2

Estimated Government Configuration & Implementation Staffing Levels

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep

Date for Month 1

															Month									
	Month 1 =		October																					
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Cross Phase - Integration and Development																								
Phase 1 - Probate																								
Phase 2 - Civil / Family																								
Phase 3 - Criminal / Traffic / Juvenile																								
Phase 4																								
Phase 5																								
															Month									
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
CROSS-PHASE Configuration & Implementation (include Project Management)																								
Project Management	150	136	143	143	136	156	150	143	150	143	150	150	143	143	143	143	136	156	143	150	150	136	156	150
Subject Matter Expert (fit assess)	60	5																						
Subject Matter Expert (fit assess)	60	5																						
Subject Matter Expert (fit assess)	60	5																						
Subject Matter Expert (fit assess)	60	5																						
CROSS-PHASE Technology Support																								
Network Infrastructure and Environemtn Technician	60	10																						
Subject Matter Expert (Non Criminal Business Expert)		10	25					40	20															
Subject Matter Expert (Criminal Business Expert)							10	25			40	20												
Integration Specialist							60	168	176	168	176	176	168	40										
Integration Specialist							60	168	176	168	176	176	168	40										
Total Cross-Phase Hours	450	176	168	143	136	156	280	544	522	479	542	522	479	223	143	143	136	156	143	150	150	136	156	150
PHASE 1																								
Subject Matter Expert (Conversion)		26	80	80	80	60	60	60																
Subject Matter Expert (Configuration)			102	102	102	102	102	102																
Subject Matter Expert (Workflow, Preperation and Review)			102	102	102	102	102	102																
Total for Phase 1 Configuration & Implementation Hours	0	26	284	284	284	264	264	264	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PHASE 2																								
Subject Matter Expert (Conversion)							20	20	80	80	80	80												
Subject Matter Expert (Configuration)							34	34	102	102	102	102	102											
Subject Matter Expert (Workflow, Preperation and Review)							34	34	102	102	102	102	102											
Subject Matter Expert (Forms and Report Config)							34	34	102	102	102	102	102											
Subject Matter Expert (Go Live Support)													80											
Subject Matter Expert (Go Live Support)													20											
Total for Phase 2 Configuration & Implementation Hours	0	0	0	0	0	0	122	122	386	386	386	386	406	0	0	0	0	0	0	0	0	0	0	0

Schedule 2

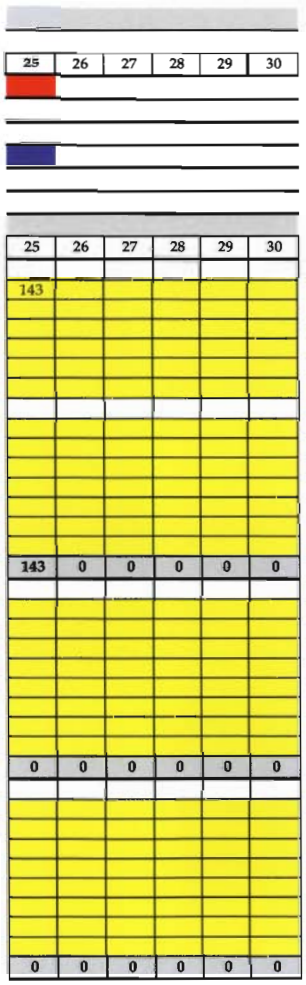
Estimated Government Configuration & Implementation Staffing Levels

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep

Date for Month 1

	Month																							
	Month 1 =	October																						
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Cross Phase - Integration and Development																								
Phase 1 - Probate																								
Phase 2 - Civil / Family																								
Phase 3 - Criminal / Traffic / Juvenile																								
Phase 4																								
Phase 5																								
	Month																							
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
PHASE 3																								
Integration Validation															33	33	33	33	33	33	33	33	33	
Integration Developer															33	33	33	33	33	33	33	33	33	
Subject Matter Expert (Conversion)															30	80	80	80	80	80	80	80	20	25
Subject Matter Expert (Configuration)																120	120	120	120	120	120	120		
Subject Matter Expert (Workflow, Preperation and Review)												80	80	143	143	143	136	156	143	150	150	136	156	150
Subject Matter Expert (CR/Pros/PD/Sup/Jur)																						120	120	120
Subject Matter Expert (CR/Pros/PD/Sup/Jur)																						80	120	60
Subject Matter Expert (CR/Pros/PD/Sup/Jur)																						80	120	60
Total for Phase 3 Configuration & Implementation Hours	0	0	0	0	0	0	0	0	0	0	0	80	80	143	239	409	403	423	409	416	416	683	603	415
PHASE 4																								
Total for Phase 4 Configuration & Implementation Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Phase 5																								
Total for Phase 5 Configuration & Implementation Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Government Configuration & Implementation Hours By Month	450	202	452	427	420	420	666	930	908	865	928	988	965	366	382	552	539	579	552	566	566	819	759	564

oct nov dec jan feb mar



oct	nov	dec	jan	feb	mar
25	26	27	28	29	30
25	26	27	28	29	30
70					
60					
130	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
273	0	0	0	0	0

Schedule 3

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep oct

Estimated Vendor Configuration & Implementation Staffing Levels

Date for Month 1

	Month																								
	Month 1 =	October																							
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Cross Phase - Integration and Development																									
Phase 1 - Probate																									
Phase 2 - Civil / Family																									
Phase 3 - Criminal / Traffic / Juvenile																									
Phase 4																									
Phase 5																									
	Month																								
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
CROSS-PHASE Configuration & Implementation (include Project Management)																									
Project Management	150	136	143	143	136	156	150	143	150	143	150	150	143	143	143	143	136	156	143	150	150	136	156	150	143
Business Analyst (Fit Assess)	120	98																							
Implementation Specialist (Fit Assess)	120	40																							
CROSS-PHASE Technology Support																									
Infrastructure	60	12																							
Development Team #1		30	320	320	320	320	15																		
Development Team #2							80	1195	1195	1195	35														
Intergation Development						113	113	113	113	113	113	113	113												
Total Cross-Phase Hours	**450**	**316**	**463**	**463**	**456**	**589**	**357**	**1450**	**1457**	**1450**	**297**	**262**	**255**	**143**	**143**	**143**	**136**	**156**	**143**	**150**	**150**	**136**	**156**	**150**	**143**
PHASE 1																									
Conversion Specialist 1		30	167	167	167	80	10	10																	
Implementation Specialist 1			102	102	102	102	102	102																	
Implementation Specialist 2 (Go Live Support)								80																	
Implementation Specialist 3 (Go Live Support)								64																	
Total for Phase 1 Configuration & Implementation Hours	**0**	**30**	**269**	**269**	**269**	**182**	**112**	**256**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
PHASE 2																									
Conversion Specialist 1							10	10	133	133	133	15	15												
Implementation Specialist 1							40	40	128	128	128	128	128												
Implementation Specialist 2 (Go Live Support)													80												
Implementation Specialist 3 (Go Live Support)													80												
Implementation Specialist 4 (Go Live Support)													20												
Total for Phase 2 Configuration & Implementation Hours	**0**	**0**	**0**	**0**	**0**	**0**	**50**	**50**	**261**	**261**	**261**	**143**	**323**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Schedule 3

Estimated Vendor Configuration & Implementation Staffing Levels

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep oct

Date for Month 1

												Month												
	Month 1 =		October																					
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Cross Phase - Integration and Development																									
Phase 1 - Probate																									
Phase 2 - Civil / Family																									
Phase 3 - Criminal / Traffic / Juvenile																									
Phase 4																									
Phase 5																									
												Month												
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
PHASE 3																									
Integration Developer															33	33	33	33	33	33	33	33	33		
Conversion Specialist 1															30	143	143	143	143	143	143	143	20	25	
Conversion Specialist 2																143	143	143	143	143	143	143			
Implementation Specialist 1												40	40	120	120	120	159	159	159	159	159	159	159	159	62
Implementation Specialist 2																						120	120	60	
Implementation Go Live Team (10 People Wk 1, 7 People Wk 2))																							400	280	
Total for Phase 3 Configuration & Implementation Hours	0	0	0	0	0	0	0	0	0	0	0	40	40	120	183	438	477	477	477	477	477	597	732	524	62
PHASE 3																									
Total for Phase 4 Configuration & Implementation Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Phase 5																									
Infrastructure and Enviroment / Site Update																									
Data Conversion																									
Configuration																									
Workflow Design																									
Site Validation																									
Training																									
Go-Live																									
Post Support and Phase Closure																									
Total for Phase 5 Configuration & Implementation Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total VENDOR Configuration & Implementation Hours By Month	450	346	731	731	725	771	519	1756	1718	1712	558	445	618	263	326	581	613	634	620	627	627	733	889	674	205

nov	dec	jan	feb	mar
26	27	28	29	30
26	27	28	29	30
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

nov	dec	jan	feb	mar
26	27	28	29	30
26	27	28	29	30
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Schedule 4

Estimated Government Configuration & End User Training Expectations

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar

Date for Month 1

	Month																												
	Month 1 =	October																											
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Cross Phase - Integration and Development																														
Phase 1 - Probate																														
Phase 2 - Civil / Family																														
Phase 3 - Criminal / Traffic / Juvenile																														
Phase 4																														
Phase 5																														
	Month																												
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
CROSS-PHASE Technical Training (Configuration)																														
Total Cross-Phase Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PHASE 1																														
Pinellas Trainer #1							10	20																						
Pinellas Trainer #1							10	20																						
Total for Phase 1 User Training Hours	0	0	0	0	0	0	20	40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PHASE 2																														
Pinellas Trainer #1												40	60																	
Pinellas Trainer #2												40	60																	
Pinellas Trainer #3												40	60																	
Pinellas Trainer #4													40																	
Total for Phase 2 User Training Hours	0	0	0	0	0	0	0	0	0	0	0	120	220	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Schedule 4

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar

Estimated Government Configuration & End User Training Expectations

Date for Month 1

	Month																												
	Month 1 =	October																											
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Cross Phase - Integration and Development																														
Phase 1 - Probate																														
Phase 2 - Civil / Family																														
Phase 3 - Criminal / Traffic / Juvenile																														
Phase 4																														
Phase 5																														

	Month																												
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
PHASE 3																														
Pinellas Trainer #1																						90	80							
Pinellas Trainer #2																						90	80							
Pinellas Trainer #3																						90	80							
Pinellas Trainer #4																						90	80							
Pinellas Trainer #5																						90	80							
Total for Phase 3 User Training Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	450	400	0	0	0	0	0	0	0
PHASE 4																														
Total for Phase 4 User Training Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Phase 5																														
Total Phase 5 User Training Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Government Training Hours By Month	0	0	0	0	0	0	20	40	0	0	0	120	220	0	0	0	0	0	0	0	0	450	400	0	0	0	0	0	0	0

Schedule 5

Estimated Vendor Training Resource Estimates

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar

Date for Month 1

	Month																												
	Month 1 =	October																											
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Cross Phase - Integration and Development																														
Phase 1 - Probate																														
Phase 2 - Civil / Family																														
Phase 3 - Criminal / Traffic / Juvenile																														
Phase 4																														
Phase 5																														

	Month																												
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
CROSS-PHASE Technical Training (Configuration)																														
Total Cross-Phase Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PHASE 1																														
Tyler Trainer #1 (Up to 60)							78	40																						
Tyler Trainer #1 (Up to 60)							40	40																						
Total for Phase 1 Training Hours	0	0	0	0	0	0	118	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PHASE 2																														
Tyler Trainer #1												90	80																	
Tyler Trainer #2												90	80																	
Tyler Trainer #3												90	80																	
Tyler Trainer #4													84																	
Total for Phase 2 Training Hours	0	0	0	0	0	0	0	0	0	0	0	270	324	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Schedule 5

oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar apr may jun jul aug sep oct nov dec jan feb mar

Estimated Vendor Training Resource Estimates

Date for Month 1

	Month																												
	Month 1 =	October																											
PROJECT ROLL-OUT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Cross Phase - Integration and Development																														
Phase 1 - Probate																														
Phase 2 - Civil / Family																														
Phase 3 - Criminal / Traffic / Juvenile																														
Phase 4																														
Phase 5																														
	Month																												
Resource/Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
PHASE 3																														
Tyler Trainer #1																						110	122							
Tyler Trainer #2																						110	129							
Tyler Trainer #3																						110	129							
Tyler Trainer #4																						110	122							
Tyler Trainer #5																						110	122							
Total for Phase 3 Training Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	550	624	0	0	0	0	0	0	0
PHASE 4																														
Total for Phase 4 Training Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Phase 5																														
Total Phase 5 Training Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Estimated Vendor Training Hours By Month	0	0	0	0	0	0	118	80	0	0	0	270	324	0	0	0	0	0	0	0	0	550	624	0	0	0	0	0	0	0

ATTACHMENT 8: COMPANY BACKGROUND

Complete one form for the Lead Proposer and one form for each subcontractor.

Company Background - Name of Proposer: Tyler Technologies	
Page 1 of 2	
Company Name	Tyler Technologies
Company Location:	Courts & Justice Solutions 6500 International Parkway, Suite 2000 Plano, TX 75093
Location of corporate headquarters	5949 Sherry Lane, Suite 1400 Dallas, TX 75225
Location of nearest office/location to the County	
Name(s) of the director(s) or other responsible officer(s) who shall have ultimate responsibility for the management of the contract and senior executive assigned to monitor the project.	Tom Bartel Sr. Director of National Accounts Bret Dixon Chief Operating Officer
Proposers registered office address	6500 International Parkway, Suite 2000 Plano, TX 75093
Proposer Experience	
Years of Experience:	
Number of years in business:	43 years
Number of years involvement in Justice applications	29 Years
Percentage of total business related to software sales & implementation	100%
Percentage of software sales & implementations for local government	100 %
Customer Base:	
# of local government customers	8,760
# of local government customers using the proposed, or similar, software application	Odyssey customers include over installed 125 counties, plus over 175 additional counties that will be implemented as part of statewide contracts.
# of local government customers in Florida	142 local government Florida customers
# of customers that are Counties	20 Florida counties (6 Courts/Justice)
Any material (including letters of support) or endorsements from customers) indicative of	

Company Background - Name of Proposer: Tyler Technologies	
the proposer's capabilities.	
Identify by name some of the customers similar to the County (e.g., similar in size, complexity, location, type of organization, type of Justice application)	• Lee County, Florida Clerk of Circuit Court • Miami-Dade County Clerk of Court and 11th Judicial Circuit • Broward County, Florida Clerk of Circuit Court • Orange County, Florida Clerk of Court • Collin County (Plano), Texas • Clark County, Nevada • 3rd Circuit (Detroit), Michigan • State of Minnesota Judicial Branch • State of New Mexico AOC • State of New Hampshire AOC • State of Indiana Supreme Court • State of North Dakota Unified Judicial Branch
Market Focus: Identify industries serviced	Tyler Technologies is a leading provider of integrated, end-to-end information management solutions and services to local governments. Tyler's Courts & Justice Division is exclusively focused on Court Case Management and Integrated Justice. State and Local Government – Courts & Justice, Administration and Finance/ERP, Tax, Public Safety, Utility Billing, and Recording.
Terminated Projects: List any terminated local government projects Disclose the jurisdiction and explain the reason for the termination.	In 2006, Tyler entered into a software license and development agreement with the Clerk of Court of Manatee County, Florida. In early 2007, and prior to the implementation of the application in Manatee County, Chips Shore, the Clerk of Court, decided to go in a different direction. Tyler and Clerk agreed to discontinue the project and terminate the contract. Tyler is precluded by a nondisclosure agreement from disclosing the terms and conditions of termination. Other than the Manatee Clerk of Court, Tyler has no other instance of terminating an implementation project in the entire 28 year history of its courts and justice software operations. Tyler has never failed to successfully complete a software implementation, and is focused on long-term partnerships with its clients.
The name of the case(s) and the location in which any litigation has been filed or is in process or adjudicated in the last five years with customers (past, present, or potential) or related to bankruptcy. Provide a brief explanation of background, status, and resolution for each case listed.	None
Organization Size	
Number of Employees:	Total Tyler employees = 1,900

Company Background - Name of Proposer: Tyler Technologies	
If Proposer is a subsidiary, identify # of employees in proposing company/division.	Courts & Justice employees = 320
Total Revenue: If proposer is a subsidiary, identify revenues of proposing company/division Identify the percentage of revenue used for research & software development by the proposing company/division	$265 Million $50 Million Between 10%-15%, on average, of Courts and Justice Division revenues are spent on research and software development activities.
Corporate Notes	
Ownership: Privately held? Publicly traded? Parent Company?	Publicly traded (NYSE symbol TYL)
Certified Partnerships: Identify any certifications held by your firm if you are implementing or reselling another firm's products.	N/A
If partnering, identify the amount of time the subcontractor has worked with the software proposer and how many implementations the two parties have completed together.	N/A

ATTACHMENT 9: HARDWARE, SOFTWARE AND OTHER EQUIPMENT RECOMMENDATIONS

Hardware Configuration

A specific configuration has been prepared for Pinellas County project using Dell equipment, as follows:

Item	Description	Quantity
1	**Odyssey Backbone Switch**	1
	Dell PowerConnect 2824 switch, 24 Gigabit ports, 5yr 5x10 NBD parts replacement.	
2	**Odyssey Controller**	1
	Dell PowerEdge R410 (1U) with one Xeon E5504 quad-core processor 2.0GHz, 2GB RAM, 2x160GB 3.5" hotplug SATA disks (RAID1), Windows 2003 Server Std., dual-port Gigabit NIC, iDRAC6 Express, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT, rack install.	
3	**Odyssey Production Web Application Servers**	4
	Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows 2003 Server Std., dual-port Gigabit NIC, iDRAC6 Express, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT, rack install.	
4	**Odyssey Production Job Servers**	3
	Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows 2003 Server Std., dual-port Gigabit NIC, iDRAC6 Express, Sliding Rails, 5yr SD4HR ProSupport for IT, rack install. Microsoft Word 2007 for Odyssey Job Server(s) (K62637).	
5	**Odyssey Clustered Database Servers** (Production and Public Access)	2
	Dell PowerEdge R610 (1U) with two Xeon processors X5550 quad-core 2.66GHz/8MB, 32GB RAM, PERC6i controller, Backplane (1x6, 2.5"): 2x146GB 15K disks RAID1 (max OS part.), Windows 2003 Server Enterprise. (64-bit), dual Gigabit NICs, DVD-ROM, Sliding Rails, redundant power, 5 yr SD4HR ProSupport for IT Mission-Critical, rack install. Note: Direct SQL backup to Imaging Storage Server for backup to tape.	
6	**SQL Server 2008 Standard for Odyssey Database Cluster** (Active-Active)	4
	MVL PRC – SQL Server 2008 Standard Edition Runtime Restricted-Use Software (E65-00151) - 1 Processor License (for Odyssey ProdDB).	
7	**Database Storage** (DAS)	1
	Dell PowerVault MD3000 (3U) with four SAS 5/E HBA (PCI-e), four 2M SAS cables, 15x300GB 15K SAS 3.5" hotplug disk drives, Rapid Rails for Dell rack, 5 yr SD4HR ProSupport for IT Mission-Critical, on-site installation and deployment configuration.	
8	**Imaging Storage Server** (Tape Library host)	1
	Dell PowerEdge R710 (2U) with one Xeon processor E5504 quad-core 2.00GHz, 4GB RAM, PERC6i controller, Backplane (1x6, 3.5"): 6x750GB 7.2K disks RAID6, Windows 2003 Server Std., dual Gigabit NICs, DVD-ROM, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT, rack install.	
9	**Backup and Recovery Software for Imaging Storage Server**	1
	Symantec Backup Exec for Windows Server, v12.5, 1 yr maintenance (T60630).	

10	**Tape Library LTO4** (host: R710 Imaging Storage Server)	1
	Dell PowerVault TL2000 (2U) library, one SAS LTO4 800GB/1.6TB tape drive, 24 cartridge capacity, PCI-E SAS HBA & 4M cable, 5yr SD4HR support, one LTO cleaning cartridge, rack install (media not included).	
11	**Odyssey Public Access Web Server**	1
	Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks (RAID1), Windows 2003 Server Std., dual-port Gigabit NIC, iDRAC6 Express, Sliding Rails, redundant power, 5yr SD4HR ProSupport for IT, rack install.	
12	**Odyssey Test Web-App/Job Server**	1
	Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks RAID1, Windows 2003 Server Std., dual-port Gigabit NIC, iDRAC6 Express, Sliding Rails, 5yr SD4HR ProSupport for IT, rack install. Microsoft Word 2007 for Odyssey Job Server(s) (K62637).	
13	**Odyssey Stage Web-App/Job Server**	1
	Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks RAID1, Windows 2003 Server Std., dual-port Gigabit NIC, iDRAC6 Express, Sliding Rails, 5yr SD4HR ProSupport for IT, rack install. Microsoft Word 2007 for Odyssey Job Server(s) (K62637).	
14	**Odyssey Test/Stage/Conversion Database Server**	1
	Dell PowerEdge T610 (5U) with one Xeon processor X5550 quad-core 2.66GHz/8MB, 16GB RAM, PERC6i controller, Backplane (1x8, 3.5"): 2x146GB 15K disks RAID1 (max OS part.), 4x450GB 15K disks RAID5 (Data), 2x450GB 15K disks RAID1 (T-logs), Windows 2003 Server Std. (64-bit), dual Gigabit NICs, DVD-RW, Sliding Rails, redundant power, 5 yr SD4HR ProSupport for IT Mission-Critical, rack install.	
15	**SQL Server 2008 Standard for Odyssey Test/Stage/Conv Database**	1
	MVL PRC – SQL Server 2008 Standard Edition Runtime Restricted-Use Software (E65-00151) – 1 Processor License (for Odyssey TestDb).	
16	**Odyssey Courtroom & Integration Servers**	1
	Dell PowerEdge R410 (1U) with one Xeon E5540 quad-core processor 2.53GHz, 4GB RAM, 2x146GB 15K 3.5" hotplug SAS disks RAID1, Windows 2003 Server Std., dual-port Gigabit NIC, iDRAC6 Express, Sliding Rails, 5yr SD4HR ProSupport for IT, rack install.	

Operating System

The Odyssey CMS application operates in a Windows environment. The current Odyssey version supports the desktop and server operating system versions as listed in the table below:

Product	Supported
Windows 95/98/ME/NT (Desktop)	N
Windows 2000 Professional (Desktop)	N
Windows XP Professional (Desktop)	Y
Windows Vista Business (32-bit) (Desktop)	Y
Windows 2003 (32-bit) (Web/Job Server)	Y
Windows 2003 (64-bit) (Web/Job Server)	N

Windows 2003 (Itanium) (Web/Job Server)	N
Windows 2003 (32-bit) (DB Server)	Y
Windows 2003 (64-bit) (DB Server)	Y
Windows 2003 (Itanium) (DB Server)	Y
Windows 2008 (32-bit) (Web/Job Server)	Y
Windows 2008 (64-bit) (Web/Job Server)	N
Windows 2008 (Itanium) (Web/Job Server)	N
Windows 2008 (32-bit) (DB Server) **	Y
Windows 2008 (64-bit) (DB Server) **	Y
Windows 2008 (Itanium) (DB Server) **	Y

** Assumes compatible version of SQL Server is installed.

Database System

The Odyssey CMS application uses Microsoft SQL Server as its database platform.

Product	Supported
SQL Server 2005	Y
SQL Server 2008	Y

PC Specifications for Workstations

Odyssey Assistant PC Specifications	
Processor	2.8GHz Pentium 4, 2.0GHz Core Duo, or equivalent/better
Memory (RAM) for XP	1GB or better
Memory (RAM) for Vista	2GB or better
Virtual Memory Paging File	3x physical memory recommended
Disk Space	80 MB free disk space
Monitor & Resolution	17" display, minimum resolution 1024x768
Ethernet Adapter	1000 Mbps recommended (100 Mbps minimum)
Operating System	Windows XP Professional or Windows Vista Business (32-bit)
Web Browser	Internet Explorer 6, 7 or 8
Word Processor	MS Word 2003 or 2007

Tyler Courtroom PC Specifications	
Processor	2.0GHz Core Duo, or equivalent/better
Memory (RAM) for Vista	2GB or better
Disk Space	100 GB free disk space or better recommended
Monitor & Resolution	19" display, minimum resolution 1280x1024
Monitor & Resolution (optimal)	22" wide screen display, minimum resolution 1680x1050
Video	DirectX 10 Hardware Acceleration
Operating System	Windows Vista Business (32-bit)
Database	SQL Server 2005 Express or SQL Server 2008 Express
Word Processor	MS Word 2003 or 2007

SECTION H – ADDENDA ACKNOWLEDGMENT FORM

Proposal Title: Justice CCMS – Consolidated Case Management System
Proposal Number: 089-0408-P (JL)

PLEASE ACKNOWLEDGE RECEIPT OF ADDENDA FOR THIS ITB/RFP BY SIGNING AND DATING BELOW:

ADDENDA NO.	SIGNATURE/PRINTED NAME	DATE
A-1	Steve Moerbe	6/26/09
A-2	Steve Moerbe	7/17/09

Substitute Form **W-9**

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type See Specific Instructions on page 2.

Name (as shown on your income tax return)
Tyler Technologies, Inc.

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☒ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ C
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
5949 Sherry Lane, Suite 1400

Requester's name and address (optional)

City, state, and ZIP code
Dallas, TX 75225

List account number(s) here (optional)

Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number
75 2303920

Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ **7/11/2009**

Detach on the perforation

STATEMENT ON USE OF SOCIAL SECURITY NUMBERS

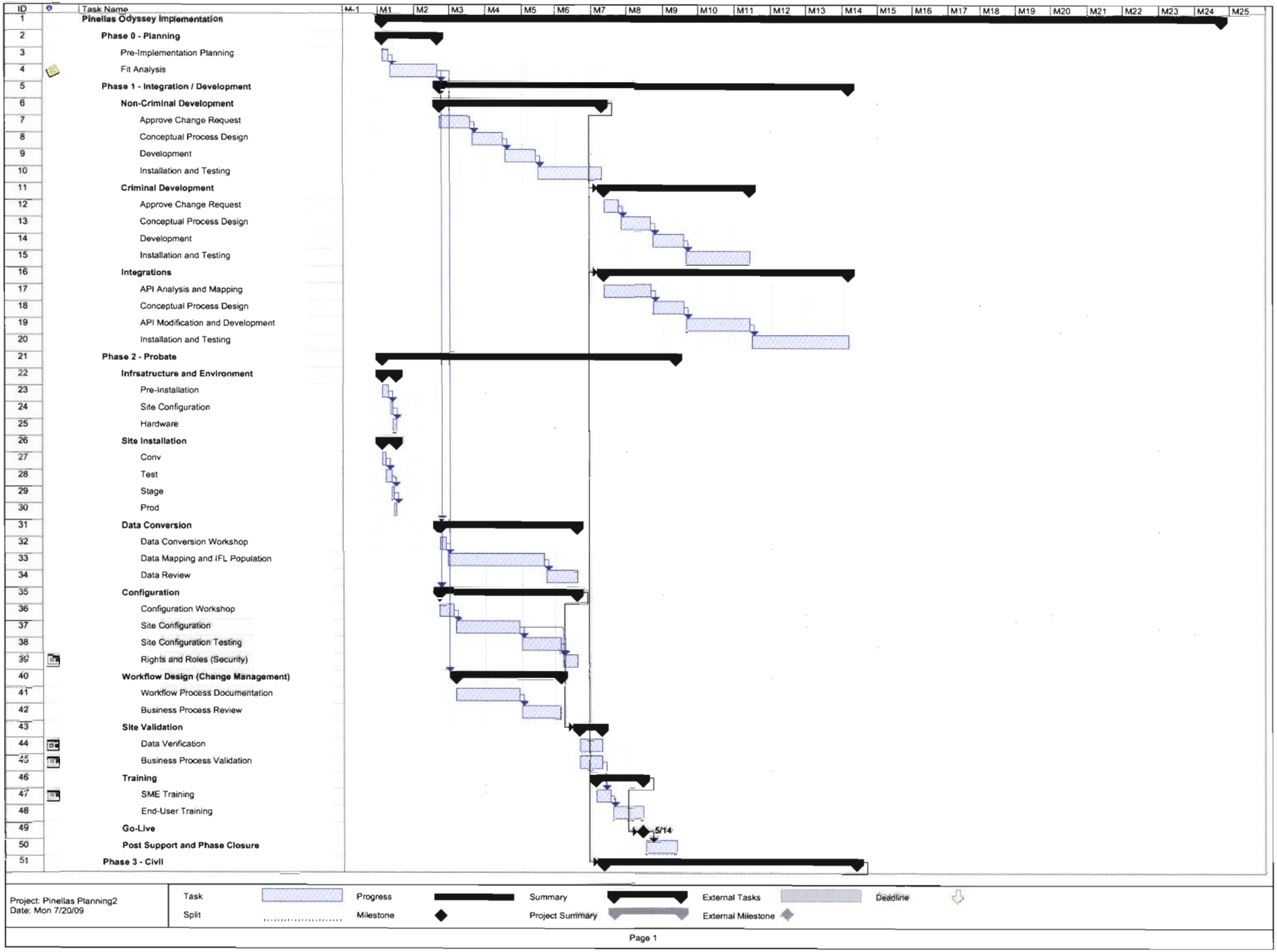
The Clerk of the Court collects social security numbers as required or permitted by law. We are committed to protecting sensitive information and will disclose social security numbers to independent parties only as legally required.

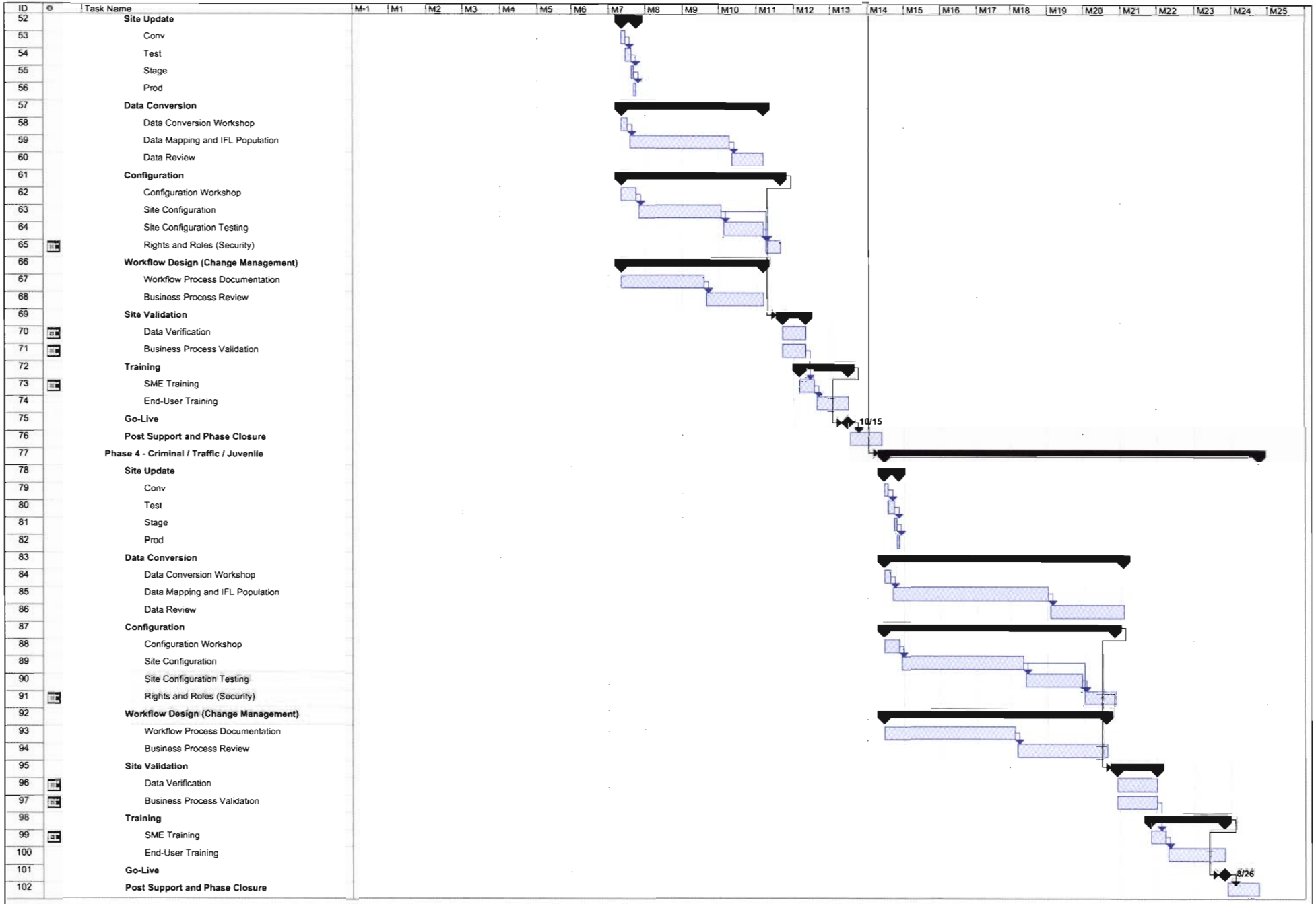
Purposes for which we collect social security numbers include:

- Compliance with record-keeping and tax reporting to federal, state and local agencies;
- Classification of accounts;
- Identification and verification;
- Billing and payments;
- Data collection;
- Reconciliation;
- Tracking; and

Applications for home solicitation permits, marriage licenses and passports as required by state or federal law.

Section 12.0 – Sample Documents


ID
Task Name
M-1
M1
M2
M3
M4
M5
M6
M7
M8
M9
M10
M11
M12
M13
M14
M15
M16
M17
M18
M19
M20
M21
M22
M23
M24
M25
1 Pinellas Odyssey Implementation
2 Phase 0 - Planning
3 Pre-Implementation Planning
4 Fit Analysis
5 Phase 1 - Integration / Development
6 Non-Criminal Development
7 Approve Change Request
8 Conceptual Process Design
9 Development
10 Installation and Testing
11 Criminal Development
12 Approve Change Request
13 Conceptual Process Design
14 Development
15 Installation and Testing
16 Integrations
17 API Analysis and Mapping
18 Conceptual Process Design
19 API Modification and Development
20 Installation and Testing
21 Phase 2 - Probate
22 Infrsatructure and Environment
23 Pre-Installation
24 Site Configuration
25 Hardware
26 Site Installation
27 Conv
28 Test
29 Stage
30 Prod
31 Data Conversion
32 Data Conversion Workshop
33 Data Mapping and IFL Population
34 Data Review
35 Configuration
36 Configuration Workshop
37 Site Configuration
38 Site Configuration Testing
39 Rights and Roles (Security)
40 Workflow Design (Change Management)
41 Workflow Process Documentation
42 Business Process Review
43 Site Validation
44 Data Verification
45 Business Process Validation
46 Training
47 SME Training
48 End-User Training
49 Go-Live
50 Post Support and Phase Closure
51 Phase 3 - Civil
5/14
Project: Pinellas Planning2
Date: Mon 7/20/09
Task
Split
Progress
Milestone
Summary
Project Summary
External Tasks
External Milestone
Deadline


ID
Task Name
M-1 M1 M2 M3 M4 M5 M6 M7 M8 M9 M10 M11 M12 M13 M14 M15 M16 M17 M18 M19 M20 M21 M22 M23 M24 M25
52 Site Update
53 Conv
54 Test
55 Stage
56 Prod
57 Data Conversion
58 Data Conversion Workshop
59 Data Mapping and IFL Population
60 Data Review
61 Configuration
62 Configuration Workshop
63 Site Configuration
64 Site Configuration Testing
65 Rights and Roles (Security)
66 Workflow Design (Change Management)
67 Workflow Process Documentation
68 Business Process Review
69 Site Validation
70 Data Verification
71 Business Process Validation
72 Training
73 SME Training
74 End-User Training
75 Go-Live
76 Post Support and Phase Closure
77 Phase 4 - Criminal / Traffic / Juvenile
78 Site Update
79 Conv
80 Test
81 Stage
82 Prod
83 Data Conversion
84 Data Conversion Workshop
85 Data Mapping and IFL Population
86 Data Review
87 Configuration
88 Configuration Workshop
89 Site Configuration
90 Site Configuration Testing
91 Rights and Roles (Security)
92 Workflow Design (Change Management)
93 Workflow Process Documentation
94 Business Process Review
95 Site Validation
96 Data Verification
97 Business Process Validation
98 Training
99 SME Training
100 End-User Training
101 Go-Live
102 Post Support and Phase Closure
10/15
8/26
Project: Pinellas Planning2
Date: Mon 7/20/09
Task
Split
Progress
Milestone
Summary
Project Summary
External Tasks
External Milestone
Deadline

tyler
TECHNOLOGIES

Agreement

This Software License and Professional Services Agreement (this "Agreement") is made and entered into by and between Tyler Technologies, Inc., a Delaware corporation ("Tyler"), and _____ (the "Purchaser").

Background

Purchaser desires to engage Tyler to license certain software and to provide certain professional services related thereto, all on the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual promises contained herein, along with other good and valuable consideration, the receipt and sufficiency of which all parties mutually acknowledge, Tyler and Purchaser agree as follows:

A. Tyler shall furnish the products and services described in this Agreement, and Purchaser shall pay the prices set forth in this Agreement.

B. This Agreement consists of this cover and signature page and the following attachments and exhibits attached hereto and to be attached throughout the Term of this Agreement, all of which are incorporated by reference herein:

- Schedule 1. – Investment Summary
- Exhibit A. – Software License and Professional Services Agreement
- Exhibit B. – Software Maintenance Agreement

IN WITNESS WHEREOF, this Agreement has been executed by a duly authorized officer of each Party hereto to be effective as of the date last set forth below (the "Effective Date"):

TYLER TECHNOLOGIES, INC.		**PURCHASER**	
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____
Name:	Bruce Graham	Name:	_____
Title:	President – Tyler Courts & Justice Solutions	Title:	_____
Address:	6500 International Parkway, Suite 2000	Address:	_____
	Plano, Texas 75093		_____

(Schedule 1)
Investment Summary

Software & Services					Maintenance & Support	
Software Licenses				**License Fees**	**Support Type**	**Annual M&S Fees**
Licensed Software						-
						-
						-
						-
						-
						-
Professional Services						
T&M Services	**Rate**	**Hours**		**Cost**		
Project Management		1,000	$	-		
Operational Analysis		-	$	-		
Data Conversion		-	$	-		
Customization & Interfaces		-	$	-		
Configuration & Consulting		-	$	-		
Training		-	$	-		
Go-Live Assistance		-	$	-		
Forms Setup Assistnace		-	$	-		
Services Subtotal						
Embedded Third Party Software						
None						

Total License Fees	$	-
T&M Services	$	-
Subtotal	$	-
Estimated Travel Expenses	$	-
Total Contract Price	$	-

Maintenance & Support Fees:
-
(M&S Fees due annually in advance)

(Exhibit A)

Software License and Professional Services Agreement

This Software License and Professional Services Agreement is made and entered into as of the Effective Date by and between Tyler and Purchaser.

WHEREAS, Purchaser desires to engage Tyler to license certain software and to provide certain professional services related thereto, all on the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual promises contained herein, along with other good and valuable consideration, the receipt and sufficiency of which all parties mutually acknowledge, Tyler and Purchaser agree as follows:

1. CERTAIN DEFINITIONS

1.1. Agreement means this Software License and Professional Services Agreement, including all exhibits attached hereto and to be attached throughout the Term of this Agreement, all of which are incorporated by reference herein.

1.2. Business Day means any day, Monday through Friday, excepting any federal holiday.

1.3. Claims mean any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses, including reasonable attorneys' fees and expenses.

1.4. Current Production Software Version means the current production version of Tyler's software listed on the Investment Summary.

1.5. Defect means any bug, error, contaminate, malfunction, or other defect in the Licensed Software caused by, arising from, or emanating from the reasonable control of Tyler that renders the Licensed Software in non-conformance with Tyler's then current published specifications.

1.6. Documentation means the user's operating manuals and any other materials in any form or media provided by Tyler to the users of the Licensed Software.

1.7. Embedded Third Party Software means licensed third party software (other than Third Person Software) that is required to provide the functionality of the Licensed Software, which as of the date of this Agreement, consists of the software set forth on Schedule 1 labeled as "Embedded Third Party Software".

1.8. Escrow Agent means Iron Mountain Intellectual Property Management, Inc.

1.9. Escrow Agreement means the Master Escrow Service Agreement between Tyler and Escrow Agent.

1.10. Indemnified Parties mean Purchaser and each of its personnel, agents, successors, and permitted assigns.

1.11. Investment Summary means the summary of fees and services set forth on Schedule 1.

1.12. License Fee means the "Total License Fees" as set forth on the Investment Summary, which is due and payable as set forth in Section 3.1.

1.13. Licensed Property means the Licensed Software and the Documentation.

1.14. Licensed Software means: (a) the Current Production Software Version; (b) Embedded Third Party Software; and (c) any Local Enhancements.

1.15. Local Enhancements means any refinement, enhancement, or other customization to the Current Production Software Version to be developed by Tyler per the Investment Summary.

1.16. Maintenance and Support Fees has the meaning set forth in Exhibit B – Software Maintenance Agreement.

1.17. Party means, individually, Tyler and Purchaser.

1.18. Project means the delivery and license of the Licensed Property and the performance of all services to be provided by Tyler in accordance with the provisions of this Agreement.

1.19. Project Manager means the person designated by each Party who is responsible for the management of the Project.

1.20. Software Maintenance Agreement means the maintenance and support services agreement attached hereto as Exhibit B.

1.21. T&M means time and materials.

1.22. Third Person Hardware means the CPUs, servers, and other hardware to be leased, purchased, or otherwise acquired by Purchaser from a third party that is minimally required to operate the Licensed Software and such other CPUs, servers, and other hardware that Purchaser has actually leased, purchased or otherwise acquired and/or may be minimally required in the future to operate the Licensed Software.

1.23. Third Person Software means the operating systems and other software to be licensed, purchased, or otherwise acquired by Purchaser from a third party that is minimally required to operate the Licensed Software and such operating systems and other software that Purchaser has actually licensed, purchased, or otherwise acquired and/or may be minimally required in the future to operate the Licensed Software.

1.24. Tyler Confidential and Proprietary Information means all information in any form relating to, used in, or arising out of Tyler's operations and held by, owned, licensed, or otherwise possessed by Tyler (whether held by, owned, licensed, possessed, or otherwise existing in, on or about Tyler's premises or Purchaser's offices, residence(s), or facilities and regardless of how such information came into being, as well as regardless of who created, generated or gathered the information), including, without limitation, all information contained in, embodied in (in any media whatsoever) or relating to Tyler's inventions, ideas, creations, works of authorship, business documents, licenses, correspondence, operations, manuals, performance manuals, operating data, projections, bulletins, customer lists and data, sales data, cost data, profit data, financial statements, strategic planning data, financial planning data, designs, logos, proposed trademarks or service marks, test results, product or service literature, product or service concepts, process data, specification data, know how, software, databases, database layouts, design documents, release notes, algorithms, source code, screen shots, and other research and development information and data. Notwithstanding the foregoing, Tyler Confidential and Proprietary Information does not include information that: (a) becomes public other than as a result of a disclosure by Purchaser in breach hereof; (b) becomes available to Purchaser on a non-confidential basis from a source other than Tyler, which is not prohibited from disclosing such information by obligation to Tyler; (c) is known by Purchaser prior to its receipt from Tyler without any obligation of confidentiality with respect thereto; or (d) is developed by Purchaser independently of any disclosures made by Tyler.

2. TITLE AND LICENSE

2.1. License Grant. In consideration for the License Fee, which shall be due and payable as set forth in Section 3, Tyler hereby grants to Purchaser a non-exclusive, royalty-free, revocable license (and sublicense with respect to the Embedded Third Party Software) to use the Licensed Property for Purchaser's internal administration, operation, and/or conduct of Purchaser's business operations by an unlimited number of users employed by Purchaser on an unlimited number of computers and/or computer stations utilized by Purchaser. Upon Purchaser's payment of the License Fee in full, the foregoing licenses shall become irrevocable, subject to the restrictions on use set forth herein.

2.2. Restrictions. Unless otherwise expressly set forth in this Agreement, Purchaser shall not (a) reverse engineer, de-compile, or disassemble any portion of the Licensed Software or (b) sublicense, transfer, rent, or lease the Licensed Software or its usage. To the extent Purchaser employs contractors, subcontractors, or other third parties to assist in the Project, Purchaser shall obtain from such third parties an executed Tyler confidentiality agreement prior to such parties being permitted access to Tyler Confidential and Proprietary Information.

2.3. Copies. Purchaser may make and maintain such copies of the Licensed Property as are reasonably appropriate for its use and for archival and backup purposes; provided, however, that Purchaser shall retain all proprietary notices, logos, copyright notices, and similar markings on such copies.

2.4. Embedded Third Party Software. The license grant set forth in Section 2.1 includes the right to use any Embedded Third Party Software; provided, however, that such access to and use of such Embedded Third Party Software shall be according to such terms, conditions, and licenses as are imposed by the manufacturers and/or third party licensors of such Embedded Third Party Software. All such Embedded Third Party Software shall be included in the License Fee. Tyler shall pass through to Purchaser any and all warranties granted to Tyler by the owners, licensors, and/or distributors of such Embedded Third Party Software. Purchaser shall be responsible for procuring and paying for all Third Person Software.

2.5. Title.

(a) Tyler represents and warrants that it is the owner of all right, title, and interest in and to the Licensed Software (other than Embedded Third Party Software) and all components and copies thereof. Nothing in this Agreement shall be deemed to vest in Purchaser any ownership or intellectual property rights in and to Tyler's intellectual property (including, without limitation, Tyler Confidential and Proprietary Information), any components and copies thereof, or any derivative works based thereon prepared by Tyler.

(b) All training materials developed solely by either Party shall be the sole property of such Party. Any training materials developed jointly by the Parties shall be owned jointly by the Parties, and each Party shall be entitled to exercise all rights of ownership of such materials without any duty to account to the other, subject to Section 9.

(c) All Purchaser data shall remain the property of Purchaser. Tyler shall not use Purchaser data other than in connection with providing the services pursuant to this Agreement.

2.6. Purchaser Modifications. Tyler shall have no liability pursuant to this Agreement or the Software Maintenance Agreement for any damages or defects to the Licensed Software caused, directly or indirectly, by Purchaser Modifications or other changes to the Licensed Software that are implemented without the prior written consent of Tyler.

3. FEES AND INVOICING

3.1. License Fee. Purchaser shall pay to Tyler the License Fee in accordance with the following payment plan:

Payment Event	% of License Fee Payable
Contract Execution	25%
Delivery of the Licensed Software	60%
Commencement of Operational Use	15%

Tyler shall invoice Purchaser upon each Payment Event, which shall be paid in accordance with Section 3.4.

3.2. Professional Services Charges. T&M charges for all professional services to be performed hereunder shall be invoiced and paid by Purchaser in accordance with Section 3.4.

3.3. Expenses. Purchaser shall reimburse Tyler for travel, lodging, and food expenses actually and reasonably incurred by Tyler in performing its professional services herein in accordance with Section 3.4.

3.4. Invoice and Payment. Tyler shall invoice Purchaser for services and associated expenses herein on a monthly basis. Each invoice shall state the total invoiced amount and shall be accompanied by a reasonably detailed itemization of services and expenses. Following receipt of a properly submitted invoice, Purchaser shall pay amounts owing therein thirty (30) days in arrears. All payments shall be made in U.S. currency. Any undisputed sum not paid when due shall bear interest at a rate of prime rate (as set forth in the Wall Street Journal) plus five percent (5%) per annum or the highest rate allowed by governing law, whichever is less.

4. PROJECT IMPLEMENTATION

4.1. Professional Services. Attached hereto as Schedule 1 is Tyler's good faith estimate of the hours and fees associated with the services to be performed by Tyler for Purchaser, including travel time by Tyler's personnel from Tyler's place of business to and from Purchaser's place of business, and for which Purchaser shall pay on a T&M basis. Additional services requested by Purchaser which are beyond those hours detailed in Schedule 1 will be billed at Tyler's then current services rates.

4.2. Office Space. Purchaser shall, at its sole expense, provide reasonable access to office space, telephone access, network access (including providing Tyler reasonable access to a secure virtual private network connection or other comparable connection for use by Tyler from time to time on a non-dedicated basis), Internet connections, and such other facilities as may be reasonably requested by Tyler for use by Tyler personnel for the purpose of performing this Agreement while such personnel are working on-site and engaged in Project-related services.

4.3. Third Person Hardware and Third Person Software. Purchaser shall be responsible to purchase, install, and configure all Third Person Hardware and Third Person Software. Tyler shall have no liability for defects in the Third Person Hardware or Third Person Software.

4.4. Cooperation. Purchaser acknowledges that the implementation of the Project is a cooperative process requiring the time and resources of Purchaser personnel. Purchaser shall, and shall cause its personnel to, use all reasonable efforts to cooperate with and assist Tyler as may be reasonably required to timely implement the Project, including, without limitation, providing reasonable information regarding its operations and reasonable access to its facilities. Tyler shall not be liable for failure to timely implement the Project when such failure is due to Force Majeure (as identified in Section18.15) or to the failure by Purchaser personnel to provide such cooperation and assistance (either through action or omission).

5. DELIVERY AND INSTALLATION OF THE LICENSED SOFTWARE

5.1. Delivery; Risk of Loss. Tyler shall deliver the Licensed Software to Purchaser's place of business. Risk of loss of the Licensed Software, and media on which such may be delivered, shall remain with Tyler at all times until completed delivery.

5.2. Installation; Diagnostic Testing. Tyler shall install the Licensed Software at Purchaser's place of business. Upon installation, Tyler shall conduct its standard diagnostic evaluation to determine that the Licensed Software is properly installed and shall notify the Purchaser's Project Manager in writing after successful completion thereof.

6. VERIFICATION OF THE LICENSED SOFTWARE; FINAL ACCEPTANCE

6.1. Verification Procedure. Upon installation of the Licensed Software, Tyler shall perform its standard test procedures and shall certify to Purchaser that the Licensed Software is in substantial conformance with Tyler's then current published specifications (the "Verification Procedure") and is ready to commence Operational Use.

6.2. Optional Purchaser Validation. Purchaser may, in its sole and absolute discretion, monitor the Verification Procedure by performing its own defined internal validation process to test the software to determine if it substantially complies with Tyler's then current published specifications. Such validation test shall constitute Purchaser's validation.

6.3. Results Final; Correction. Tyler's verification or Purchaser's validation that the Licensed Software substantially complies with the then current published specifications shall be final and conclusive except for latent defect, fraud, and such gross mistakes that amount to fraud. In the event said verification / validation becomes other than final, Purchaser's sole right and remedy against Tyler shall be to require Tyler to correct the cause thereof. If Purchaser has made modifications to the software programs, Tyler will not make such corrections, unless such modifications were specifically authorized in writing by Tyler.

6.4. Operational Use. Notwithstanding anything to the contrary herein, Purchaser's use of the Licensed Software for its intended purpose ("Operational Use") shall constitute Tyler's verification or Purchaser's validation of the software products, without exception and for all purposes.

6.5. Final Acceptance. When the Licensed Software is ready to commence Operational Use, Purchaser shall be deemed to have "Final Acceptance" of the Licensed Software, this Agreement shall terminate (subject to Section 16.3 (Survival)), and the Licensed Software shall then become subject to the terms and conditions of the Software Maintenance Agreement.

7. TRAINING

To the extent that training services are included in Schedule 1, Tyler shall train Purchaser in accordance with a mutually agreeable training plan. The training plan shall outline the training required for personnel to operate the Licensed Software. Tyler shall provide Purchaser personnel with only the number of hours of training for the respective portions of the Licensed Software as set forth in the Schedule 1. Training shall be provided at Purchaser's principal place of business or other site selected by Purchaser. Training shall be performed according to the training plan, but in any event shall be "hands-on" using production-ready versions of the Licensed Software. The courses shall train Purchaser's employees or agents in a manner to provide basic end user training. Purchaser shall be responsible for providing an adequately equipped training facility to operate the Licensed Software.

8. MAINTENANCE SERVICES

8.1. Maintenance and Support Agreement. Upon the commencement of Operational Use, Tyler shall provide Purchaser with maintenance and support services for the Licensed Software, and Purchaser shall pay the Maintenance and Support Fees.

8.2. Responsibilities of Purchaser. In addition to the other responsibilities set forth herein, Purchaser shall: (a) provide all training of its personnel; (b) collect, prepare, and enter all data necessary for the day-to-day operations of the Licensed Software; (c) retain separate copies of all conversion data delivered to Tyler; (d) provide the computer system on which the Licensed Software will be loaded and operated; (e) provide the requisite networks; (f) maintain an internal help desk function; (g) prior to Project completion, install all changes or updates into the Licensed Software and Third Person Software products that are furnished by Tyler for the purpose of correcting failures of the Licensed Software to conform to, and perform in accordance with, the requirements of this Agreement; and (h) maintain, as part of Purchaser's computer system, a secure Microsoft VPN connection for use by Tyler.

9. TYLER CONFIDENTIAL AND PROPRIETARY INFORMATION

9.1. Protection of Tyler Confidential and Proprietary Information. Purchaser shall not disclose, disseminate, transmit, publish, distribute, make available, or otherwise convey Tyler Confidential and Proprietary Information, and Purchaser shall not use, make, sell, or otherwise exploit any such Tyler Confidential and Proprietary Information for any purpose other than the performance of this Agreement, without Tyler's written consent, except: (a) as may be required by law, regulation, judicial, or administrative process; or (b) as required in litigation pertaining to this Agreement, provided that Tyler is given advance notice of such intended disclosure in order to permit it the opportunity to seek a protective order. Purchaser shall ensure that all individuals assigned to perform services herein shall abide by the terms of this Section 9.1 and shall be responsible for breaches by such persons.

9.2. Judicial Proceedings. If Purchaser is requested or required (by oral questions, interrogatories, requests for information or documents in legal proceedings, subpoena, civil investigative demand, or other similar process) to disclose any Tyler Confidential and Proprietary Information, Purchaser shall provide Tyler with prompt written notice of such request or requirement so that Tyler may seek protective orders or other appropriate remedies and/or waive compliance with the provisions of this Agreement. If, in the absence of a protective order or other remedy or the receipt of a waiver by Tyler, Purchaser nonetheless is legally compelled to disclose Tyler Confidential and Proprietary Information to any court or tribunal or else would stand liable for contempt or suffer other censure or penalty, Purchaser may, without liability herein, disclose to such court or tribunal only that portion of Tyler Confidential and Proprietary Information which the court requires to be disclosed, provided that Purchaser uses reasonable efforts to preserve the confidentiality of Tyler Confidential and Proprietary Information, including, without limitation, by cooperating with Tyler to obtain an appropriate protective order or other reliable assurance that confidential treatment shall be accorded Tyler Confidential and Proprietary Information by such court or tribunal.

10. ESCROW

Tyler maintains an Escrow Agreement with an Escrow Agent under which Tyler places the source code of each major release. At Purchaser's request, Tyler will add Purchaser as a beneficiary on its Escrow Agreement upon payment in full of the License Fee. Purchaser will be invoiced the annual beneficiary fee by Tyler and is solely responsible for maintaining its status as a beneficiary. Release of the escrowed material shall be governed by the terms of the Escrow Agreement and the use thereof shall be restricted by Sections 2.2 and 10 of this Agreement.

11. REPRESENTATIONS AND WARRANTIES

11.1. Project Personnel. All Tyler personnel utilized in connection with fulfilling its obligations pursuant to or arising from this Agreement shall be employees of Tyler or, if applicable, Tyler's subcontractor(s), shall be qualified to perform the tasks assigned them, and shall be in compliance with all applicable laws relating to employees generally, including, without limitation, immigration laws.

11.2. Media Defects. The media on which the Licensed Software is provided shall, at the time of delivery and installation, be free of Defects in material and workmanship.

11.3. Pass-Through of Warranties. Tyler hereby passes through the benefits of all third party warranties that it receives in connection with any product provided to Purchaser.

11.4. No Actions, Suits, or Proceedings. There are no actions, suits, or proceedings, pending or, to the knowledge of Tyler, threatened, that shall have a material adverse effect on Tyler's ability to fulfill its obligations pursuant to or arising from this Agreement.

11.5. Compliance with Laws. In performing this Agreement, Tyler shall comply with all applicable material licenses, legal certifications, or inspections. Tyler shall also comply in all material respects with applicable federal, state, and local statutes, laws, ordinances, rules, and regulations.

11.6. Ownership. Tyler is a Delaware corporation that is listed for trading on the New York Stock Exchange. No director, officer, or 5% or more stockholder shall, during the course of this Agreement, receive or confer improper personal benefits or gains associated with the performance of the services outlined in this Agreement.

11.7. Certain Business Practices. Neither Tyler nor any of its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in this Agreement by any federal department or agency. Tyler further represents and warrants that it is not listed on any local, Purchaser, state or federal consolidated list of debarred, suspended, and ineligible contractors and grantees. No person (other than permanent employees of Tyler) has been engaged or retained by Tyler to solicit, procure, receive, accept, arrange, or secure this Agreement for any compensation, consideration, or value.

11.8. Illicit Code. The Licensed Software, when delivered and installed by Tyler, does not contain, and Tyler has not knowingly introduced through any media, any virus, worm, trap door, back door, bomb, bug, or other contaminant or disabling device, including, without limitation, any timer, clock, counter or other limiting routines, codes, commands, or instructions that may have the effect or be used to access, alter, delete, limit, control, damage, or disable any Purchaser property.

EXCEPT AS SPECIFICALLY SET FORTH IN THIS SECTION 11 OR ELSEWHERE IN THIS AGREEMENT, TYLER DISCLAIMS ALL OTHER WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

12. LIMITATION OF LIABILITY

TYLER'S LIABILITY TO PURCHASER FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO: (A) PRIOR TO OPERATIONAL USE, THE LICENSE FEES PAID BY PURCHASER; AND (B) AFTER OPERATIONAL USE, TYLER'S OBLIGATIONS AS SET FORTH IN THE TERMS AND CONDITIONS OF THE SOFTWARE MAINTENANCE AGREEMENT. THE

FOREGOING LIMITATIONS DO NOT APPLY TO THE FOLLOWING CIRCUMSTANCES: (1) FRAUD; OR (2) FOR BREACH OF SECTION 13.1 (CLAIMS FOR BODILY INJURY OR PROPERTY DAMAGE) OR SECTION 13.2 (INTELLECTUAL PROPERTY INFRINGEMENT).

IN NO EVENT SHALL TYLER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR LOSS OF BUSINESS OR LOSS OF DATA ARISING OUT OF THIS AGREEMENT, IRRESPECTIVE OF WHETHER THE PARTIES HAVE ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGE.

13. INDEMNIFICATION

13.1. General – Bodily Injury and Property Damage. Notwithstanding any other provision of this Agreement, Tyler shall defend, indemnify, hold, and save harmless the Indemnified Parties from and against any and all Claims for bodily injury or property damage sustained by or asserted against Purchaser arising out of, resulting from, or attributable to the negligent or willful misconduct of Tyler, its employees, subcontractors, representatives, and agents; provided, however, that Tyler shall not be liable herein to indemnify Purchaser against liability for damages arising out of bodily injury to people or damage to property to the extent that such bodily injury or property damage is caused by or resulting from the actions, negligent or otherwise, of Purchaser, its agents, contractors, subcontractors, or employees.

13.2. Intellectual Property.

(a) Notwithstanding any other provision of this Agreement, if any claim is asserted, or action or proceeding brought against Purchaser that alleges that all or any part of the Licensed Software, in the form supplied, or modified by Tyler, or Purchaser's use thereof, infringes or misappropriates any United States intellectual property, intangible asset, or other proprietary right, title, or interest (including, without limitation, any copyright or patent or any trade secret right, title, or interest), or violates any other contract, license, grant, or other proprietary right of any third party, Purchaser, upon its awareness, shall give Tyler prompt written notice thereof. Tyler shall defend, and hold Purchaser harmless against, any such claim or action with counsel of Tyler's choice and at Tyler's expense and shall indemnify Purchaser against any liability, damages, and costs resulting from such claim. Without waiving any rights pursuant to sovereign immunity, Purchaser shall cooperate with and may monitor Tyler in the defense of any claim, action, or proceeding and shall, if appropriate, make employees available as Tyler may reasonably request with regard to such defense. This indemnity does not apply to the extent that such a claim is attributable to modifications to the Licensed Software made by Purchaser, or any third party pursuant to Purchaser's directions, or upon the unauthorized use of the Licensed Software by Purchaser.

(b) If the Licensed Software becomes the subject of a claim of infringement or misappropriation of a copyright, patent, or trade secret or the violation of any other contractual or proprietary right of any third party, Tyler shall, at its sole cost and expense, select and provide one of the following remedies, which selection shall be in Tyler's sole discretion: (i) promptly replace the Licensed Software with a compatible, functionally equivalent, non-infringing system; or (ii) promptly modify the Licensed Software to make it non-infringing; or (iii) promptly procure the right of Purchaser to use the Licensed Software as intended.

14. TAXES

14.1. Tax Exempt Status. Purchaser is a governmental tax-exempt entity and shall not be responsible for any taxes for any Licensed Property or services provided for herein, whether federal or state. The fees paid to Tyler pursuant to this Agreement are inclusive of any applicable sales, use, personal property, or other taxes attributable to periods on or after the Effective Date of this Agreement.

14.2. Employee Tax Obligations. Each Party accepts full and exclusive liability for the payment of any and all contributions or taxes for Social Security, Workers' Compensation Insurance, Unemployment Insurance, or Retirement Benefits, Pensions, or annuities now or hereafter imposed pursuant to or arising from any state or federal laws which are measured by the wages, salaries, or other remuneration pay to persons employed by such Party for work performed under this Agreement.

15. INSURANCE

Tyler shall provide, upon the written request of Purchaser (which shall not be less than thirty (30) days after the Effective Date), proof of insurance for and maintain, at Tyler's sole cost and expense, the following insurance coverage issued with an insurance carrier with a Best Key rating of "A VII" or higher: (a) Industrial/Workers' Compensation Insurance protecting Tyler and Purchaser from potential Tyler employee claims based upon job-related sickness, injury, or accident during performance of this Agreement; and (b) Comprehensive General Liability (including, without limitation, bodily injury and property damage) insurance with respect to Tyler's agents and vehicles assigned to perform the services herein with policy limits of not less than $1,000,000 combined single limit per occurrence and $2,000,000 in the aggregate. Purchaser shall be named as an additional insured party and such notation shall appear on the certificate of insurance furnished by Tyler's insurance carrier.

16. TERM, SUSPENSION, AND TERMINATION

16.1. Term. The term of this Agreement (the "Term") shall commence on the Effective Date and shall continue until the sooner of: (a) Final Acceptance; or (b) the Agreement is terminated for Cause pursuant to Section 16.2.

16.2. Termination for Cause. Either Party may terminate this Agreement for Cause, provided that such Party follows the procedures set forth in this Section 16.2.

(a) For purposes of this Section, "Cause" means either:

(i) a material breach of this Agreement, which has not been cured within ninety (90) days of the date such Party receives written notice of such breach;

(ii) the failure by Purchaser to timely pay when due any fees and expenses owed to Tyler pursuant to this Agreement and any delinquent amounts remain outstanding for a period of thirty (30) days after Tyler provides written notice of its intent to terminate for failure to pay;

(iii) breach of Section 9; or

(iv) if Tyler becomes insolvent or bankrupt, or is the subject of any proceedings relating to its liquidation or insolvency or for the appointment of a receiver or similar officer for it, has a receiver of its assets or property appointed or makes an assignment for the benefit of all or substantially all of its creditors, or institutes or causes to be instituted any proceeding in bankruptcy or reorganization or rearrangement of its affairs.

(b) No Party may terminate this Agreement under Section 16.2(a)(i) unless it cooperates in good faith with the alleged breaching Party during the cure period and complies in good faith with the dispute resolution procedures set forth in Section 17 following such period.

(c) In the event either Party terminates this Agreement pursuant to this Section 16.2, each Party shall return all products, documentation, confidential information, and other information disclosed or otherwise delivered to the other Party prior to such termination and all revocable licenses granted herein shall terminate.

16.3. Survival. The following provisions shall survive after the Term of this Agreement: 1; 2; 9; 10; 12; 13; 14; 16; 17; and 18.

17. DISPUTE RESOLUTION

Disputes arising out of, or relating to, this Agreement shall first be discussed by the Project Managers. Any dispute that cannot be resolved within five (5) Business Days at the Project Manager level (or such other date as agreed upon by the Project Managers) shall be referred to the individual reasonably designated by Purchaser and Tyler's Vice President of Courts and Justice Systems Division assigned to Purchaser's account ("Intermediary Dispute Level"). Any dispute that cannot be resolved in ten (10) Business Days at the Intermediary Dispute Level shall then be referred to Purchaser's chief executive officer or other individual reasonably designated by Purchaser and Tyler's President of Courts and Justice Systems Division ("Executive Dispute Level"), at such time and location reasonably designated by the Parties. Any negotiations pursuant to this

Section 17 are confidential and shall be treated as compromise and settlement negotiations for purposes of the applicable rules of evidence. For any dispute that the Parties are unable to resolve through informal discussions or negotiations or pursuant to the dispute resolution and escalation procedures set forth in this Agreement, the Parties shall submit the matter to binding arbitration. Any such arbitration proceeding shall be governed by the rules of the American Arbitration Association. Any award or other relief granted by the arbitrators may be enforced in any court of competent jurisdiction. The foregoing shall not apply to claims for equitable relief under Section 9.

18. MISCELLANEOUS

18.1. Assignment. Neither Party may assign this Agreement or any of its respective rights or obligations herein to any third party without the express written consent of the other Party, which consent shall not be unreasonably withheld.

18.2. Subcontractors. Tyler shall not utilize any subcontractor(s) without the prior written consent of Purchaser's Project Manager, which consent shall not be unreasonably withheld. The approval by Purchaser of Tyler's right to use subcontractor(s) shall not waive or relieve Tyler from Tyler's obligations pursuant to this Agreement.

18.3. Cumulative Remedies. Except as specifically provided herein, no remedy made available herein is intended to be exclusive of any other remedy, and each and every remedy shall be cumulative and shall be in addition to every other remedy provided herein or available at law or in equity.

18.4. Notices. Except as otherwise expressly specified herein, all notices, requests or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by certified or registered mail, postage prepaid, return receipt requested, to the Parties at their respective addresses set forth on the signature page hereto, or at such other addresses as may be specified in writing by either of the Parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) days following deposit in the mail.

18.5. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

18.6. Waiver. The performance of any obligation required of a Party herein may be waived only by a written waiver signed by the other Party, which waiver shall be effective only with respect to the specific obligation described therein.

18.7. Entire Agreement. This Agreement constitutes the entire understanding and contract between the Parties and supersedes any and all prior or contemporaneous oral or written representations or communications with respect to the subject matter hereof.

18.8. Amendment. This Agreement shall not be modified, amended, or in any way altered except by an instrument in writing signed by the properly delegated authority of each Party. All amendments or modifications of this Agreement shall be binding upon the Parties despite any lack of consideration.

18.9. Severability of Provisions. In the event any provision hereof is found invalid or unenforceable pursuant to judicial decree, the remainder of this Agreement shall remain valid and enforceable according to its terms.

18.10. Relationship of Parties. The Parties intend that the relationship between the Parties created pursuant to or arising from this Agreement is that of an independent contractor only. Neither Party shall be considered an agent, representative, or employee of the other Party for any purpose.

18.11. Governing Law. Any dispute arising out of or relating to this Agreement or the breach thereof shall be governed by the laws of the state of the domicile of Purchaser, without regard to or application of choice of law rules or principles.

18.12. Audit. Tyler shall maintain complete and accurate records of all work performed pursuant to and arising out of this Agreement. Purchaser may, upon the written request of the Project Manager, audit any and all work or expense records of Tyler relating to materials and/or services provided herein. Purchaser shall provide Tyler twenty-four hour notice of such audit or inspection. Tyler shall have the right to exclude from such inspection any Tyler Confidential and Proprietary Information not otherwise required to be provided to Purchaser as a part of this Agreement. Tyler shall make such books and records available to Purchaser during normal business hours. Any such audit shall be conducted at Tyler's principal place of business during Tyler's normal business hours and at Purchaser's sole expense.

18.13. No Third Party Beneficiaries. Nothing in this Agreement is intended to benefit, create any rights in, or otherwise vest any rights upon any third party.

18.14. Contra Proferentem. The doctrine of *contra proferentem* shall not apply to this Agreement. If an ambiguity exists in this Agreement, or in a specific provision, neither the Agreement nor the provision shall be construed against the Party who drafted the Agreement or provision.

18.15. Force Majeure. No Party to this Agreement shall be liable for delay or failure in the performance of its contractual obligations arising from any one or more events that are beyond its reasonable control, including, without limitation, acts of God, war, terrorism, and riot. Upon such delay or failure affecting one Party, that Party shall notify the other Party and use all reasonable efforts to cure or alleviate the cause of such delay or failure with a view to resuming performance of its contractual obligations as soon as practicable. Notwithstanding the foregoing, in every case the delay or failure to perform must be beyond the control and without the fault or negligence of the Party claiming excusable delay. Any performance times pursuant to or arising from this Agreement shall be considered extended for a period of time equivalent to the time lost because of any delay that is excusable herein.

18.16. Equitable Relief. Each Party covenants, represents, and warrants that any violation of this Agreement by such Party with respect to its respective obligations set forth in Sections 2.2 and 9 shall cause irreparable injury to the other Party and shall entitle the other Party to extraordinary and equitable relief by a court of competent jurisdiction, including, without limitation, temporary restraining orders and preliminary and permanent injunctions, without the necessity of posting bond or security.

18.17. Attorneys' Fees and Costs. If attorneys' fees or other costs are incurred by either Party to secure the performance of any obligations under this Agreement, or to establish damages for the breach thereof or to obtain any other appropriate relief, whether by way of prosecution or defense, the prevailing Party shall be entitled to recover from the other Party its reasonable attorneys' fees and costs incurred in connection therewith.

[Remainder of this page intentionally left blank]

(Exhibit B)

Maintenance and Support Services Agreement

This Maintenance and Support Services Agreement (this "M&S Agreement") is made and entered into as of the Effective Date by and between Tyler and Purchaser.

WHEREAS, Tyler and Purchaser have entered into that certain Software License and Professional Services Agreement (the "License Agreement") pursuant to which, among other things, Purchaser has acquired a license to Tyler's Licensed Software.

WHEREAS, Purchaser desires Tyler to perform, and Tyler desires to perform, certain maintenance and support services related to the Licensed Software.

NOW, THEREFORE, in consideration of the promises contained herein, along with other good and valuable consideration, the receipt and sufficiency of which all parties acknowledge, the parties agree as follows:

1. CERTAIN DEFINITIONS

1.1. Terms Not Defined. Terms not otherwise defined herein shall have the meanings assigned to such terms in the License Agreement.

1.2. Circumvention or Circumvention Procedures means, as applied to a Documented Defect, a change in operating procedures whereby Purchaser can reasonably avoid any deleterious effects of such Documented Defect.

1.3. Defect means any bug, error, contaminate, malfunction, or other defect in the Licensed Software caused by, arising from, or emanating from the reasonable control of Tyler that renders the Licensed Software in non-conformance with Tyler's then current published specifications.

1.4. Documented Defect means a Defect that Purchaser documents for Tyler pursuant to Section 2.1.

1.5. Effective Date has the meaning set forth in Section 8.1.

1.6. Service Level 1 Defect means (a) a complete application failure or application unavailability or (b) loss of multiple essential system function.

1.7. Service Level 2 Defect means a Documented Defect that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.

1.8. Service Level 3 Defect means a Service Level 1 Defect with an existing Circumvention Procedure, or a Service Level 2 Defect that affects only one user or for which there is an existing Circumvention Procedure.

1.9. Service Level 4 Defect means a Documented Defect that causes failure of non-essential Licensed Software functionality.

1.10. Service Level 5 Defect means a Service Level 4 Defect with an existing Circumvention Procedure.

1.11. Service Level 6 Defect means a cosmetic or other Documented Defect that does not qualify as any other Service Level Defect.

1.12. Third Person Software means all third party software required for the operation and use by Purchaser of the Licensed Software consistent with the license granted to Purchaser.

1.13. Version Release means new versions of the Licensed Software that contain technical improvements, functional enhancements, updates, extensions, and/or maintenance changes to the Licensed Software.

2. PURCHASER RESPONSIBILITIES

2.1. Documenting Defects. Purchaser must document all Defects in writing with sufficient information to recreate the Defect or otherwise clearly and convincingly document or evidence its occurrence, including, but not limited to, the operating environment, data set, user, or any other such information that Tyler may reasonably request. Purchaser shall deliver such information to Tyler concurrently with its notification to Tyler of a Defect. Purchaser shall use all reasonable efforts to eliminate any non-application related issues prior to its notification to Tyler of such Defect, including, but not limited to, issues related to the network, user training, Purchaser-produced extensions, and data problems not caused by the Licensed Software. Any technical or other issue that Purchaser requests services, but which is not a Documented Defect, shall be treated as a request for other services and governed by Section 4.

2.2. Other Purchaser Responsibilities. Purchaser shall:

(a) maintain all required Third Person Software to the release level compatible with the installed version(s) of the Licensed Software;

(b) maintain an internal Help Desk to provide first level support to Purchaser's users relating to basic system and application software questions or problems (only Purchaser's Help Desk staff shall be authorized to contact Tyler's Help Desk after attempting to resolve the matter via Purchaser's internal Help Desk). In the event Purchaser does not establish and maintain a Help Desk function for first level support to Purchaser's users, Tyler reserves the right to increase Purchaser's current maintenance fee;

(c) provide training on the Licensed Software to its employees;

(d) allow Tyler to install patches and other maintenance releases provided by Tyler;

(e) allow remote access by Tyler to Purchaser's servers and data via a Microsoft VPN connection or other mutually agreeable protocol;

(f) implement and perform appropriate data backup and data recovery procedures related to the Licensed Software. In no event shall Tyler be held liable for any loss or other damage associated with the loss or destruction of any data related to the Licensed Software that is attributable to Purchaser's failure to implement and perform such procedures on a timely and regular basis; and

(g) provide onsite installation, new integration, training, and other responsibilities with respect to Version Releases as set forth in Section 5.

3. TYLER RESPONSIBILITIES – SUPPORT SERVICES FOR DOCUMENTED DEFECTS

3.1. General Services for Reporting Documented Defects.

(a) Tyler shall provide Purchaser with procedures for contacting support staff during normal business hours (8:30 a.m. to 5:00 p.m., Central Time, Monday through Friday, excluding national holidays) for reporting Documented Defects. Tyler shall assist Purchaser in the diagnosis of any Documented Defect, including the assigned Service Level and Tyler's tracking number.

(b) For each reported Documented Defect, Tyler shall assign appropriate personnel to diagnose and correct the Documented Defect, and where appropriate, identify Circumvention Procedures. Tyler's initial response shall include an acknowledgement of notice of the Documented Defect, confirmation that Tyler has received sufficient information concerning the Documented Defect, and an action plan for resolving the Documented Defect and avoiding further deleterious consequences of the Documented Defect.

3.2. Service Level 1 Defects. Tyler shall provide an initial response to Service Level 1 Defects within two (2) hours of receipt of the Documented Defect. Tyler shall use its commercially reasonable efforts to resolve such Documented Defect within one (1) Business Day. Tyler's responsibility for loss or corrupted data is limited to assisting Purchaser in restoring its database to a known, accurate state.

3.3. Service Level 2 Defects. Tyler shall provide an initial response to Service Level 2 Defects within four (4) hours of receipt of the Documented Defect. Tyler shall use its commercially reasonable efforts to resolve such Documented Defect without the need for Circumvention Procedures within five (5) Business Days. Tyler's responsibility for loss or corrupted data is limited to assisting Purchaser in restoring its database to a known, accurate state.

3.4. Service Level 3 Defects. Tyler shall provide an initial response to Service Level 3 Defects within one (1) Business Day of receipt of the Documented Defect. Tyler shall use commercially reasonable efforts to resolve such Documented Defect without the need for Circumvention Procedures within ten (10) Business Days. Tyler's responsibility for lost or corrupted data is limited to assisting Purchaser in restoring its database to a known, accurate state.

3.5. Service Level 4 Defects. Tyler shall provide an initial response to Service Level 4 Defects within two (2) Business Days. Tyler shall use commercially reasonable efforts to resolve such Documented Defect within twenty (20) Business Days.

3.6. Service Level 5 Defects. Tyler shall provide an initial response to Service Level 5 Defects within two (2) Business Days. Tyler shall deliver to Purchaser correcting software with the next Version Release.

3.7. Service Level 6 Defects. Tyler shall provide an initial response to Service Level 6 Defects within two (2) Business Days. Tyler shall deliver to Purchaser correcting software at Tyler's discretion in a Version Release.

3.8. Base Version Level for Correction. Tyler shall correct or otherwise cure Documented Defects to the current Version Release of Licensed Software made available to Purchaser and either the immediately preceding Version Release or all Version Releases released to Purchaser within the prior one (1) year, whichever is greater.

4. ADDITIONAL SUPPORT SERVICES

Purchaser may request support services in addition to the correction of Documented Defects by delivering to Tyler a written request outlining the nature of the services desired (a "Service Request"). Such other support services may include, without limitation, services related to: (a) a "help desk"; (b) additional training; (c) technical assistance; (d) programming services; (e) installation of add-on components; and/or (f) business analysis. Tyler shall provide to Purchaser a written response to the request which describes in detail the anticipated impact of the request on the existing Licensed Software, the time required to perform such services, an implementation plan, and a schedule of the fees related thereto. Fees for additional support services shall be billed by Tyler directly to Purchaser and shall be invoiced monthly, which shall be due and payable in accordance with Section 7.2.

5. VERSION RELEASES

Tyler shall notify Purchaser of the occurrence of a new Version Release and shall provide Purchaser with such Version Releases for the Licensed Software. The delivery of each Version Release shall include a complete, installable copy of the Licensed Software, together with release notes and other appropriate documentation. Purchaser shall, at its own expense, be responsible for any installation assistance, new integration, and training with respect to each Version Release.

6. THIRD PERSON SOFTWARE

6.1. Notice of New Third Person Software. Tyler shall provide Purchaser with advanced notice of any mandated new Third Person Software revision that shall be required to load a Version Release. Tyler shall, to the extent practicable, minimize the need for Purchaser to rely upon updates of Third Person Software.

6.2. Tyler Certification. At Tyler's expense, Tyler shall certify the compatibility of Third Person Software components used by the Licensed Software and maintain a list of supported Third Person Software release levels. Version Releases shall be certified to supported versions of all required Third Person Software. Tyler shall certify new releases of Third Person Software within a reasonable timeframe.

6.3. Costs. Purchaser is responsible for all costs associated with installing and maintaining Third Person Software versions that are identified on Tyler's list of certified Third Person Software.

6.4. Maintenance. Purchaser is responsible for maintaining software maintenance/update agreements with Third Person Software vendors at Purchaser's expense. At the request of Purchaser, Tyler shall participate with Purchaser in discussions with Third Person Software providers on all software maintenance issues.

7. FEES

7.1. Annual Maintenance Fee. Purchaser shall pay Tyler the annual maintenance and support fees as set forth on and in accordance with the timetables of Schedule 1 (the "Maintenance and Support Fees").

7.2. Invoice and Payment. Tyler shall invoice Purchaser for all Maintenance and Support Fees annually in advance. Each Tyler invoice shall be printed on Tyler's standard printed bill form, and shall include, at a minimum, the total invoiced amount and a reference to the specific items being invoiced under this M&S Agreement. Following receipt of a properly submitted invoice, Purchaser shall pay amounts owed within thirty (30) days. All payments shall be made in U.S. currency. Any undisputed sum not paid when due shall bear interest at a rate of prime rate (as set forth in the Wall Street Journal) plus five percent (5%) per annum or the highest rate allowed by governing law, whichever is less.

7.3. Maintenance on Purchaser-Specific Customer Enhancements. The annual Maintenance and Support Fee may be further increased by agreement of the Parties with respect to (a) maintenance and support of Purchaser-Specific Customer Enhancements requested by Purchaser and (b) material functional enhancements contained in new Version Releases that are not merely technical improvements, updates, extensions and/or maintenance changes to the Licensed Software. Purchaser will have the option to accept or decline any such material functional enhancement that would result in an increase in the Maintenance and Support Fee without affecting Purchaser's entitlement to receive the remainder of any Version Release in which such enhancement is offered.

7.4. Suspension of Services for Non-payment. Tyler may suspend its performance of services hereunder during any period for which Purchaser does not pay any undisputed Maintenance and Support Fees for a period of time exceeding sixty (60) days. Tyler shall promptly reinstate maintenance and support services upon receipt of payment of all undisputed Maintenance and Support Fees, including all such fees for the period(s) during which services were suspended.

8. TERM AND TERMINATION

8.1. Term. This M&S Agreement shall commence in accordance with Section 8 of the License Agreement (the "Effective Date") and shall continue in effect for a period of one (1) year; provided, however, that at the end of such initial term, and on each subsequent anniversary of the Effective Date, the term shall automatically extend for an additional year unless a Party provides, at least thirty (30) days prior to the end of the then current term, written notice that it does not wish to extend the term or otherwise terminates the agreement as provided in this Section 8.

8.2. Termination by Purchaser at the End of a Term. Purchaser may terminate this M&S Agreement effective as of the end of the initial term or any subsequent term by giving not less than thirty (30) days' notice of its intent to terminate. Purchaser may, at its option, reinstate maintenance by providing notice to Tyler and making payment of fifty percent (50%) of each year's Maintenance and Support Fees that would have been owed by Purchaser during the lapsed period plus the Maintenance and Support Fees for the then upcoming maintenance year.

8.3. Termination by Purchaser for Cause. Purchaser may terminate this M&S Agreement for "cause" in accordance with this Section 8.3. For purposes of this Section, "cause" means a continuous or repeated failure to cure Documented Defects timely as provided in Section 3. In such event, Purchaser shall deliver written notice of its intent to terminate along with a description in reasonable detail of the problems for which Purchaser is invoking its right to terminate. Following such notice, Tyler shall have ninety (90) days to cure such problems. Following such ninety (90) day period, Tyler and Purchaser shall meet to discuss any outstanding issues. In the event that "cause" still exists at the end of such period, then Purchaser may terminate this Agreement. In the event of a termination under this subsection, Tyler shall return all monies paid to Tyler by Purchaser under this M&S Agreement for the remainder of the then current maintenance period.

9. LIMITATION OF LIABILITY

TYLER'S LIABILITY TO PURCHASER FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS M&S AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO FIXING DEFECTS IN ACCORDANCE WITH SECTION 3 OR AS OTHERWISE SET FORTH IN SECTION 8.3.

IN NO EVENT SHALL TYLER BE LIABLE TO PURCHASER FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR LOSS OF BUSINESS OR LOSS OF DATA ARISING OUT OF THIS AGREEMENT, IRRESPECTIVE OF WHETHER THE PARTIES HAVE ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGE.

10. DISPUTE RESOLUTION

The parties agree to use good faith, reasonable efforts to meet, discuss, and try to resolve any disputes arising out of, or relating to, this M&S Agreement for a period of sixty (60) days. The parties shall include in any such informal meetings persons with appropriate knowledge and authority, including, without limitation, Purchaser's Information Technology Manager and Tyler's Support Manager. Any negotiations pursuant to this Section 10 are confidential and shall be treated as compromise and settlement negotiations for purposes of the applicable rules of evidence. For any dispute that the Parties are unable to resolve through informal discussions or negotiations, the Parties shall submit the matter to binding arbitration, which shall be governed by the rules of the American Arbitration Association. Any award or other relief granted by the arbitrators may be enforced in any court of competent jurisdiction.

11. MISCELLANEOUS

11.1. Assignment. Neither party may assign this Agreement or any of its respective rights or obligations herein to any third party without the express written consent of the other party.

11.2. Notices. Except as otherwise expressly specified herein, all notices, requests or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by certified or registered mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth on the signature page, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) days following deposit in the mail.

11.3. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

11.4. Waiver. The performance of any obligation required of a party herein may be waived only by a written waiver signed by the other Parties, which waiver shall be effective only with respect to the specific obligation described therein.

11.5. Entire Agreement. This Agreement constitutes the entire understanding and contract between the parties and supersedes any and all prior or contemporaneous oral or written representations or communications with respect to the subject matter hereof.

11.6. Amendment. This Agreement shall not be modified, amended or in any way altered except by an instrument in writing signed by the properly delegated authority of each Party. All amendments or modifications of this Agreement shall be binding upon the parties despite any lack of consideration.

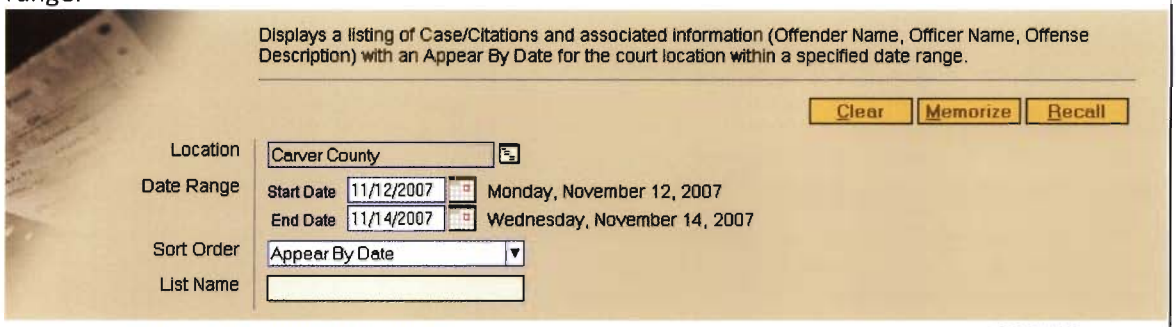
11.7. Governing Law. Any dispute arising out of or relating to this Agreement or the breach thereof shall be governed by the laws of the state of the domicile of Purchaser, without regard to or application of choice of law rules or principles.

11.8. No Third Party Beneficiaries. Nothing in this Agreement is intended to benefit, create any rights in, or otherwise vest any rights upon any third party.

11.9. Contra Proferentem. The doctrine of contra proferentem shall not apply to this Agreement. If an ambiguity exists in this Agreement, or in a specific provision, neither the Agreement nor the provision shall be construed against the party who drafted the Agreement or provision.

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Citation Calendar Report	Displays a listing of Case/Citations and associated information (Offender Name, Officer Name, and Offense Description) with an Appear By Date for the court location within a specified date range.
Calendar Report	Prints hearings related information for a particular calendar.



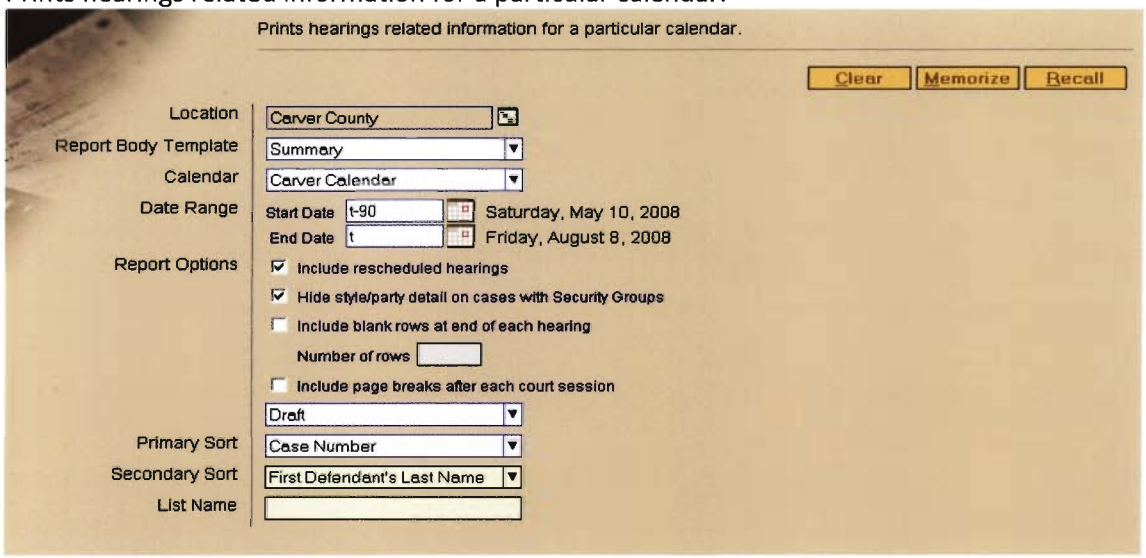
Citation Calendar Report

<SITE NAME>

Date Range: 08/01/2006 to 09/15/2006 Sorted by: Appear By Date

District Clerk Criminal

Appear By Date	Offender's Name	Officer's Name	Citation #	Case #	Offense Description
09/01/2006	Smith, Robert	Williams, Billy	20598	CR 2006 85	Driving Under the Influence
09/01/2006	Johnson, Betty	Jones, Glenda	20593	CR-00-0053	Speeding – 75/55
09/01/2006	Jackson, Fred	Smith, John	18744	CR-06-0052	No Seat Belt
09/01/2006	Aguirre, Michael	Smith, John	18755	CV 0038 22	Abandonment of dependent/Pregnant Wife



Case Manager
Calendar Detail Listing - Internal
Demo
Friday, April 24, 2009 - Sunday, May 24, 2009

Seq. Time	Case Number	Style	Case Status
Hearing Type	CaseType	Comment	Group ID
4 (R) 8:00 AM	CV-08-0035	Minnie Mouse vs Mickey M MOUSE, Sr.	Open
Review Hearing	Personal Injury		

NOT COMPLETING REPORTS

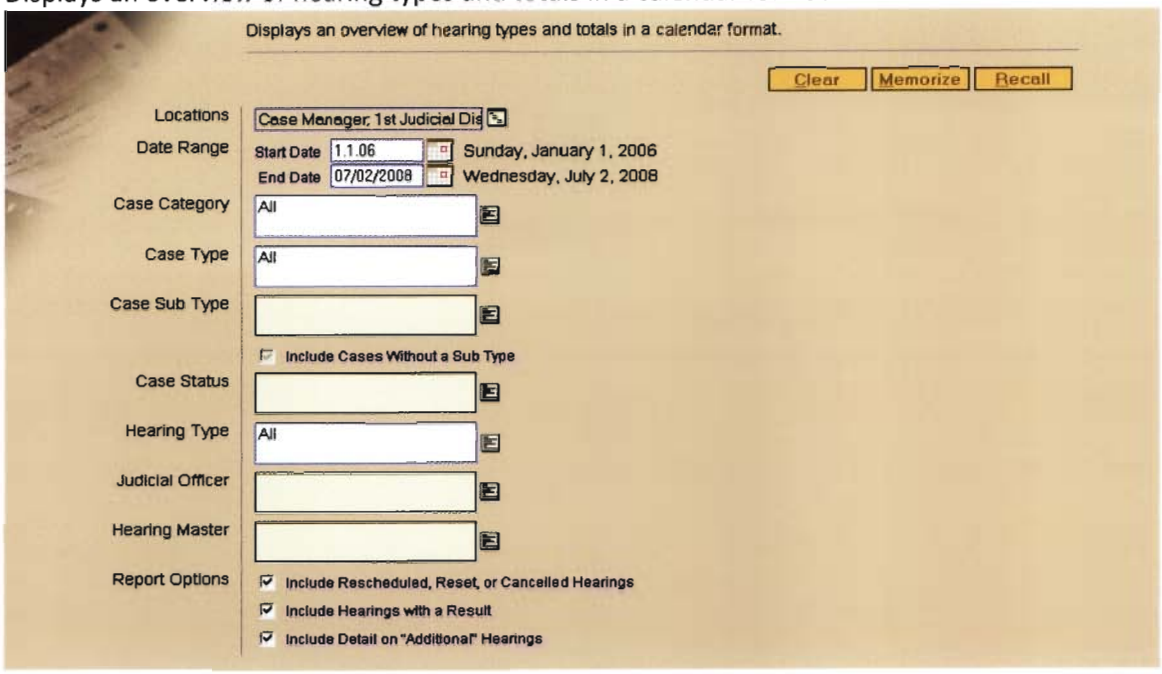
MOUSE, Mickey M, Sr. DFD Atty: Johnson, James H., ESQ

DOB: 01/13/1931 Gender: Male State ID: FL 1234 Race: Collected

Mouse, Minnie PLN Atty: None

Calendar Summary

Displays an overview of hearing types and totals in a calendar format.



March — District Court

Monday	Tuesday	Wednesday	Thursday	Friday
3	**4**	**5**	**6**	**7**
BENCH – 3 CONTEMPT - 8	COMPEL – 4 MODIFY – 2 MTR – 2	COMPEL – 4 MODIFY – 2 MOTION – 4 PLEA – 2	BENCH – 3 CONTEMPT – 8	ARR – 1
10	**11**	**12**	**13**	**14**
BENCH – 3 CONTEMPT - 8	ARR -2 BENCH – 3 CONTEMPT – 8	ARR – 1 BENCH – 3 CONTEMPT – 8	ANUL – 2 BENCH – 2 COMPEL – 4 CONTEMPT – 3 DIV – 10 MODIFY – 2 MOTION – 4 MTR – 2 Additional – 10	ARR - 3
17	**18**	**19**	**20**	**21**
BENCH – 3 CONTEMPT - 8	ANUL – 2 BENCH – 2 COMPEL – 4 CONTEMPT – 3 DIV – 10 MODIFY – 2 MOTION – 4 MTR – 2 Additional – 4	ARR – 3	ARR – 7 DIV – 4	ARR – 3
24	**25**	**26**	**27**	**28**
BENCH – 3 CONTEMPT - 8	VOC – 2	BENCH – 3 CONTEMPT – 8	BENCH – 2 DIV – 2	ARR – 25 DIV - 1
31				
BENCH – 3 CONTEMPT - 8				

Example Calendars:

Civil Case Docket

The Honorable Judge David Lamford Presiding
June 02, 2009
9:00 AM

9:00 AM	**Motion Hearing -**	
	CASE NUMBER: 31,100B	**CASE STYLE:** Bank of America vs Regina Cooper
	PLAINTIFF: Bank of America	**Atty:** James L. Jones
	DEFENDANT: Regina Cooper	**Atty:** Stan Johnson
	Number of times reset/continued: 1	

9:15 AM	**Discovery Conference -**	
	CASE NUMBER: 2007-1023-16	**CASE STYLE:** Ryan Matkin vs. Ryan's Auto Shop, Vs. Kenny Rogerstone
	PLAINTIFF: Ryan Matkin	**Atty:** Ryan Matkin
	DEFENDANT: Jennifer Anniston; Tony Romo; Ryan's Auto Shop, Inc	**Atty:** Bob Jones
	Number of times reset/continued: 1	

Judge's Calendar

06/01/2009

Defendant	Offense & Degree	Bond Company	Bond Type
Monson, Lynn	Aggravated Robbery; Disorderly Conduct	Monson, Lynn; Quick Bonding CO.; FATLAND, LINDA	Cash Bail
	09-08-K-930		Bond Amount: 500.00
1.	06/23/2008; 07/16/2008	**Atty:** James H. Johnson, ESQ	
Puckett, John David, Jr.	Drugs - 3rd Degree - Possess - 10 Grams Or More Narcotic; Trespass	AA Bonding Co.	Surety Bond
	CR-05-0002		Bond Amount: 5000.00
2.	01/07/2005; 01/07/2005	**Atty:** James H. Johnson, ESQ	

COURT A

Judge Gary C. Giguere 07/13/2009 TO 07/13/2009

DATE	TIME	DEFENDANT NAME	CASE NUMBER	ATTORNEY
07/13/2009	9:00 AM	Hamilton, Terri Anita	2009-0361-FH	Tagg, Nathan E
07/13/2009	9:00 AM	Williams, Stacey Merrell	2009-0659-FH	Gagie, Jeffrey M
07/13/2009	9:00 AM	Meikle, Corey David	2009-0661-FH	Gagie, Jeffrey M
07/13/2009	9:00 AM	Cole, Cornelius Ray	2009-0730-FH	Zervic, Christopher
07/13/2009	9:00 AM	Robinson-Griffis, Brian Maurice	2009-0803-FH	Zervic, Christopher
07/13/2009	9:00 AM	Word, Jameka Renee	2009-0814-FH	Tagg, Nathan E
07/13/2009	9:00 AM	Pierson, Patrick Lamar	2009-0821-FH	Tagg, Nathan E
07/13/2009	9:00 AM	Luce, Jason Thomas	2009-0843-FH	Kinney, James
07/13/2009	9:00 AM	Taylor, Milton Charles, Jr.	2009-0959-FH	Champion, Robert A

Courtroom A
Judge Gary C. Giguere Jr.

INTERNAL SCHEDULE

07/13/2009 TO **07/13/2009**

Monday, 07/13/2009 at **1:00 PM** **Video #:**

DEFENDANT & CHARGE INFORMATION	CASE # / VID	TIME	OPEN DATE	HEARING TYPE	ATTORNEY INFORMATION
Monroe, Darwin Keith Larceny In A Building Habitual Offender-2nd Offense Notice	**2007-1744-FH**		**04/15/08**	**Financial Review/Probation Compliance**	**Def Atty:** **Pro Se** OPA: Russell, Gregory W
Pratt, Terry Jermaine Home Invasion - 1st Degree Domestic Violence-second Offense Notice Habitual Offender-third Offense Notice	**2008-0191-FH**		**04/29/08**	**Financial Review/Probation Compliance**	**Def Atty:** **Pro Se** OPA: Kanaby, Michael T
Carter, Nathaniel Lee Child Support-failing To Pay Desertion/abandonment/non-support Habitual Offender-2nd Offense Notice	**2008-0818-FH**		**11/13/08**	**Financial Review/Probation Compliance**	**Def Atty:** **Pro Se** OPA: Kanaby, Michael T
Boland, Casey Marie Uttering & Publishing Habitual Offender-2nd Offense Notice	**2008-1064-FH**		**07/10/08**	**Financial Review/Probation Compliance**	**Def Atty:** **Pro Se** OPA: Sanford, Alexis
Hofacker, Aleah Fay Robbery - Unarmed Assault - Aggravated Retail Fraud - Third Degree	**2008-1637-FH**		**10/03/08**	**Financial Review/Probation Compliance**	**Def Atty:** **Pro Se** OPA: Kanaby, Michael T
Hughes-Banks, Jacqueline Eloise Cont. Sub-deliver/mfg Less Than 50 Gr	**2009-0207-FH**		**02/05/09**	**Financial Review/Probation Compliance**	**Def Atty:** **Pro Se** OPA: Russell, Gregory W
Burton, Shannon Anthony Controlled Sub. - Delivery/mfg Marihuana Controlled Sub. - Delivery/mfg Marihuana	**2009-0244-FH**		**02/09/09**	**Financial Review/Probation Compliance**	**Def Atty:** **Pro Se** OPA: Russell, Gregory W

tyler
TECHNOLOGIES

Tyler Courts and Justice Solutions

Odyssey API Message Definition
AddCaseEvent

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1 Revision History

Last updated: 7/21/2009 10:02 AM

Ref#	Date	Author	Description	Source
1	9/11/2007	Stacie Perkins	Put current documentation into current style template.	
2	9/20/2007	Stacie Perkins	2.3.1.9 – added 'Amount' to exception list 3.23 – Added 'Amount' as an element to the AddCaseEvent API. 3.15 & 3.17 – Changed 'Occurs' to '0 to Many' 4 - Updated message sample XML	Development Paul Covington
3	9/24/2007	Stacie Perkins	2.2.1 & 2.2.3 – Added assumptions that CaseID and PartyID must exist in Odyssey or an exception will occur.	Neil De Wilde
4	10/10/2007	Karen M. Hunter	Removed validations since the fields are optional (3.11.3, 3.12.3.1 and 3.13.3.1).	Developer walk-through.
5	10/15/2007	Amy Puckett	3.26 – Added new element to override the auto assessment of fees that are configured on the event.	Project # 2202
6	12/04/2007	Paul Covington	3.7.3.1, 3.9.3.1, 3.26.3.1 – Clarified for the DocketableFlag, IncludeOnAppeal, and AssessFees elements the Boolean values must be passed in as all lower case letters	Project #2202
7	3/18/2008	Stacie Perkins	Validate inbound and outbound XML message samples.	Project #3202
8	5/5/2008	Stacie Perkins	3.25.2 – Updated the Field Type for the AgingClock element. Was indicated as being a User Code, but is not. The applicable codes are coded into the application. 3.27 - Added RecordingNeeded element. 4 – Added new element to message sample.	Project #3217/#3408
9	07/02/2008	Angie Samuel	3.5 Added new element Date2. Added new element Index #. 4 Provided Sample Result Message for Date2 and IndexNumber.	Project# 3215
10	08/29/2008	Angie Samuel	2.3.1.13 Added Date 2 data element. 3.5.3.1 Cross Referenced section 2.3.1 to explain that optional data elements that are configured to be required may or may not contain any data in the incoming message. If data does not exist then the message will not fail. 2.3.2 Specified that messages will be accepted if incoming data contains the specified elements that are not configured on the case event.	Project# 3215 – Dev Review

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Ref#	Date	Author	Description	Source
11	10/29/2008	Allison Sanderson	2.2.8 – Assumption: UserID / Audit Info 2.3.3 – Exception: UserID validation 2.3.4 – Exception: NodeID validation	Internal Update
12	12/15/2008	Stacie Perkins	3.4 & 3.5 – Switched the order of Date2 and Time. The Time element should follow the Date element and precede the Date2 element. 3.8 – Strikethrough the Print Event Barcode element. This element is not needed in this message definition. 4 - Removed IndexNumber element from inbound message sample. This element is not needed for this API message. Also placed the Date2 element after the Time element in the sample.	ODY-50339

2 Message Overview

2.1 Purpose

2.1.1 The purpose of this message is to add a case event to an existing case.

2.2 Assumptions

2.2.1 There are two levels of validation: An element exists in Odyssey and an element exists on the specified case. Elements that exist as part of a case will be validated against the specified CaseID since for them to exist on a case they must also exist in Odyssey. By doing this, both validations are performed.

2.2.2 A case with the specified CaseID must already exist in Odyssey. If the case is not found in Odyssey, the CaseDoesNotExistException exception will be thrown.

2.2.3 A party with the specified PartyID must already exist on the specified CaseID. If the party is not found on the case, the PartyNotFoundException exception will be thrown with the appropriate error message.

2.2.4 The specified CauseOfActionID must already exist on the specified CaseID. If it is not found on the case, the CauseOfActionNotFoundException exception will be thrown with the appropriate error message.

2.2.5 A charge with the specified ChargeID must already exist on the specified CaseID. If a charge is not found on the case in the message, the ChargeNotFoundException exception will be thrown with the appropriate error message.

2.2.6 The CaseStatusEventEntryLockException is thrown when the current case status is configured to not allow events to be added to the case.

2.2.7 The PleaOnNonCriminalCaseException is thrown when a plea code is on the add case event message and the case id is for a case that is not a criminal case.

2.2.8 The UserID passed on the message header will be used for any audit information for any updates to Odyssey data.

2.3 Exceptions

2.3.1 The following data elements can be configured on the case event to either be optional, required or totally hidden. This message will not be rejected if the incoming data elements do not match the current configuration. For example, if the event is configured to require a Time, but Time is missing from the message, the message will not be rejected. If a client requires that this message obey the current configuration of a case event, a customer specific schema for message validation will need to be applied.

2.3.1.1 Time

2.3.1.2 Volume

2.3.1.3 Page

2.3.1.4 NumberOfPages

2.3.1.5 InstrumentNumber

2.3.1.6 Party1

2.3.1.7 Party2

2.3.1.8 Judge

2.3.1.9 Amount

2.3.1.10 Plea

2.3.1.11 Charge

2.3.1.12 Cause of Action

2.3.1.13 Date 2

2.3.2 If an incoming message contains these data elements and the case event is not configured for these elements, the message will not fail. For example, if an incoming message contains a data element for InstrumentNumber, but the case event is not configured to have the InstrumentNumber, then the message will not be rejected and the non-configured field (InstrumentNumber) will be ignored.

2.3.3 If the UserID passed on the message header is an invalid UserID in Odyssey, an exception will be generated.

2.3.4 If the NodeID passed on the message header is an invalid NodeID in the Odyssey Case Manager Product Center, an exception will be generated.

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3 Inbound Message Definition

3.1 CaseID

3.1.1 Description

3.1.1.1 The case that this event is associated with.

3.1.2 Element Information

Type / Length (if applicable)	Positive Integer
Min / Max Occurs	1 / 1
Parent Elements	Message Root
Child Elements	None

3.1.3 Validations

3.1.3.1 None

3.1.4 Data Defaults

3.1.4.1 None

3.1.5 Attributes

3.1.5.1 None

3.2 CaseEventType

3.2.1 Description

3.2.1.1 The code word of the case event type.

3.2.2 Element Information

Type / Length (if applicable)	User Code
Min / Max Occurs	1/1
Code Table	User-defined code table: Case Event Types Administration → System Codes → Events → Case Event Types
Parent Elements	Message Root
Child Elements	None

3.2.3 Validations

3.2.3.1 None

3.2.4 Data Defaults

3.2.4.1 None

3.2.5 Attributes

3.2.5.1 None

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3.3 Date

3.3.1 Description

3.3.1.1 The user-supplied date of the case event.

3.3.2 Element Information

Type / Length (if applicable)	Date
Min / Max Occurs	1/1
Parent Elements	Message Root
Child Elements	None

3.3.3 Validations

3.3.3.1 None

3.3.4 Data Defaults

3.3.4.1 None

3.3.5 Attributes

3.3.5.1 None

3.4 Time

3.4.1 Description

3.4.1.1 The user-supplied time of the case event.

3.4.2 Element Information

Type / Length (if applicable)	Time
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.4.3 Validations

3.4.3.1 None

3.4.4 Data Defaults

3.4.4.1 None

3.4.5 Attributes

3.4.5.1 None

3.5 Date2

3.5.1 Description

3.5.1.1 Secondary date associated with the event.

3.5.2 Element Information

Type / Length (if applicable)	Date
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.5.3 Validations

3.5.3.1 See 2.3.1

3.5.3.2 See 2.3.2

3.5.4 Data Defaults

3.5.4.1 None

3.5.5 Attributes

3.5.5.1 None

3.6 Comment

3.6.1 Description

3.6.1.1 Frequently the description of the code is not enough detail to describe the document being filed. The Comment field can be used to annotate the case event with additional detail necessary to be displayed in the Register of Actions on the case.

3.6.2 Element Information

Type / Length (if applicable)	Text
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.6.3 Validations

3.6.3.1 None

3.6.4 Data Defaults

3.6.4.1 None

3.6.5 Attributes

3.6.5.1 None

3.7 DocketableFlag

3.7.1 Description

3.7.1.1 A flag that will indicate whether an event will display on the Register of Actions for a case.

3.7.2 Element Information

Type / Length (if applicable)	Boolean
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.7.3 Validations

3.7.3.1 Values = true or false

3.7.3.1.1 Setting the flag to "true" will make the case event a "docketable" case event, which typically are the only case events configured by the client to display on the Register of Actions for a case. Only "docketable" case events will display on Odyssey's public access site.

3.7.3.1.2 Setting the flag to "false" will make the case event "non-docketable". Typically non-docketable case events are configured to not appear on the Register of Actions and they do not appear on Odyssey's public access. Furthermore, viewing non-docketable events within Odyssey requires an additional right.

3.7.4 Data Defaults

3.7.4.1 This value can be configured on a case event type code to be defaulted to "true" or "false". When missing, the message will default this value to obey the configuration for that case event type code.

3.7.4.1.1 A comment is necessary in the schema that it is preferable to use the default, unless the message sender has an agreed upon reason to override it.

3.7.5 Attributes

3.7.5.1 None

~~3.8 Print Event Barcode Upon Save~~

~~3.8.1 Description~~

~~3.8.1.1~~

3.9 IncludeOnAppeal

3.9.1 Description

3.9.1.1 The flag indicates if this case event appears by default when creating an appeals record.

3.9.2 Element Information

Type / Length (if applicable)	Boolean
Min / Max Occurs	0 / 1

Parent Elements	Message Root
Child Elements	None

3.9.3 Validations

3.9.3.1 Values = true or false

3.9.4 Data Defaults

3.9.4.1 This value can be configured on a case event type code to be defaulted to "true" or "false". When missing, the message will default this value to obey the configuration for that case event type code.

3.9.4.1.1 A comment is necessary in the schema that it is preferable to use the default, unless the message sender has an agreed upon reason to override it.

3.9.5 Attributes

3.9.5.1 None

3.10 LogBook

3.10.1 Description

3.10.1.1 Sometimes a copy of the document is also recorded in a physical "log book". This element allows for the recording of the "log book" information. The combination of Volume, Page and Number of Pages will uniquely identify where that document is located in the books.

3.10.2 Element Information

Type / Length (if applicable)	Container
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	Volume, Page, NumberOfPages

3.10.3 Validations

3.10.3.1 None

3.10.4 Data Defaults

3.10.4.1 None

3.10.5 Attributes

3.10.5.1 None

3.11 Volume

3.11.1 Description

3.11.1.1 Sometimes a copy of the document is also recorded in a physical "log book". When that is done the number or volume of that book is recorded as a reference for finding that document later. The combination of

Volume, Page and Number of Pages will uniquely identify where that document is located in the books.

3.11.2 Element Information

Type / Length (if applicable)	Text, 100
Min / Max Occurs	0 / 1
Parent Elements	LogBook
Child Elements	None

3.11.3 Validations

3.11.3.1 None

3.11.4 Data Defaults

3.11.4.1 None

3.11.5 Attributes

3.11.5.1 None

3.12 Page

3.12.1 Description

3.12.1.1 Sometimes a copy of the document is also recorded in a physical "log book". When that is done the beginning page number of the document in that book is recorded as a reference for finding that document later. The combination of Volume, Page and Number of Pages will uniquely identify where that document is located in the books.

3.12.2 Element Information

Type / Length (if applicable)	Text, 100
Min / Max Occurs	0 / 1
Parent Elements	LogBook
Child Elements	None

3.12.3 Validations

3.12.3.1 None

3.12.4 Data Defaults

3.12.4.1 None

3.12.5 Attributes

3.12.5.1 None

3.13 NumberOfPages

3.13.1 Description

3.13.1.1 Sometimes a copy of the document is also recorded in a physical "log book". When that is done the length of that document is recorded as a reference for finding that document later. The combination of Volume, Page and Number of Pages will uniquely identify where that document is located in the books.

3.13.2 Element Information

Type / Length (if applicable)	Text, 100
Min / Max Occurs	0 to 1
Parent Elements	LogBook
Child Elements	None

3.13.3 Validations

3.13.3.1 None

3.13.4 Data Defaults

3.13.4.1 None

3.13.5 Attributes

3.13.5.1 None

3.14 InstrumentNumber

3.14.1 Description

3.14.1.1 When a copy of the document is entered into a recording system, it is given a unique document number. This number essentially takes the place of the physical Volume/Book reference used when that document is recorded in a physical book.

3.14.2 Element Information

Type / Length (if applicable)	Text, 255
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.14.3 Validations

3.14.3.1 None

3.14.4 Data Defaults

3.14.4.1 None

3.14.5 Attributes

3.14.5.1 None

3.15 Party1

3.15.1 Description

3.15.1.1 When a document is filed, the party(ies) filing that document are typically referenced on that case event using this field.

3.15.1.1.1 The label for this field is configurable in Odyssey and can be used for other purposes on different case types and should be discussed with the business experts for the court.

3.15.2 Element Information

Type / Length (if applicable)	Container
Min / Max Occurs	0 / n
Parent Elements	Message Root
Child Elements	PartyID

3.15.3 Validations

3.15.3.1 None

3.15.4 Data Defaults

3.15.4.1 None

3.15.5 Attributes

3.15.5.1 None

3.16 PartyID

3.16.1 Description

3.16.1.1 The Odyssey Party ID of the case party that needs to be associated.

3.16.2 Element Information

Type / Length (if applicable)	Positive Integer
Min / Max Occurs	1 / 1
Parent Elements	Party1, Party2
Child Elements	None

3.16.3 Validations

3.16.3.1 None

3.16.4 Data Defaults

3.16.4.1 None

3.16.5 Attributes

3.16.5.1 None

3.17 Party2

3.17.1 Description

3.17.1.1 In complex civil cases, the party(ies) the document is being filed against are typically referenced on the case event using this field. However, the label for this field is configurable in Odyssey and can be used for other purposes on different various case types and should be discussed with the business experts for the court.

3.17.2 Element Information

Type / Length (if applicable)	Container
Min / Max Occurs	0 / n
Parent Elements	Message Root
Child Elements	PartyID

3.17.3 Validations

3.17.3.1 None

3.17.4 Data Defaults

3.17.4.1 None

3.17.5 Attributes

3.17.5.1 None

3.18 Judge

3.18.1 Description

3.18.1.1 A judicial officer can be assigned to a specific event, usually because they have actually signed the document being referenced.

3.18.2 Element Information

Type / Length (if applicable)	User code
Min / Max Occurs	0 / 1
Code Table	User-defined code table: Judge Administration → Court Administration Setup → Court Administration Codes → Judicial Officers
Parent Elements	Message Root
Child Elements	None

3.18.3 Validations

3.18.3.1 Must be a valid user code.

3.18.4 Data Defaults

3.18.4.1 None

3.18.5 Attributes

3.18.5.1 None

3.19 DueDate

3.19.1 Description

3.19.1.1 The date the event is due to be completed

3.19.2 Element Information

Type / Length (if applicable)	Date
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.19.3 Validations

3.19.3.1 None

3.19.4 Data Defaults

3.19.4.1 None

3.19.5 Attributes

3.19.5.1 None

3.20 CompletedDate

3.20.1 Description

3.20.1.1 The date the event is completed.

3.20.2 Element Information

Type / Length (if applicable)	Date
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.20.3 Validations

3.20.3.1 None

3.20.4 Data Defaults

3.20.4.1 None

3.20.5 Attributes

3.20.5.1 None

3.21 ChargeID

3.21.1 Description

3.21.1.1 A criminal case must have one or more charges entered on the defendant. A case event may have none to many charges associated to it.

3.21.2 Element Information

Type / Length (if applicable)	Positive Integer
Min / Max Occurs	0 / n
Parent Elements	Message Root
Child Elements	None

3.21.3 Validations

3.21.3.1 A FindCharge message is not going to be initially provided as there is not a project that currently needs this feature.

3.21.4 Data Defaults

3.21.4.1 None

3.21.5 Attributes

3.21.5.1 None

3.22 CauseOfActionID

3.22.1 Description

3.22.1.1 A civil or family case may have none to many causes of action entered. A case event may have none to many causes of action associated to it.

3.22.2 Element Information

Type / Length (if applicable)	Positive Integer
Min / Max Occurs	0 / n
Parent Elements	Message Root
Child Elements	None

3.22.3 Validations

3.22.3.1 A FindCauseOfAction message is not going to be initially provided as there is not a project that currently needs this feature.

3.22.4 Data Defaults

3.22.4.1 None

3.22.5 Attributes

3.22.5.1 None

3.23 Amount

3.23.1 Description

3.23.1.1 Indicates an amount associated with the event. The amount entered is not assessed to the case.

3.23.1.2 This is a field that can be configured to display as part of data elements necessary for an event. Once configured to display, it is a required field.

3.23.2 Element Information

Type / Length (if applicable)	Numeric, 2 decimal places
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.23.3 Validations

3.23.3.1 The data element must contain a decimal. Example: 100.00 is a valid value, while 100 is not.

3.23.3.2 No dollar sign ($).

3.23.3.3 A negative value is acceptable. Example: -100.00

3.23.4 Data Defaults

3.23.4.1 None

3.23.5 Attributes

3.23.5.1 None

3.24 Plea

3.24.1 Description

3.24.1.1 A case may have a plea associated with it.

3.24.2 Element Information

Type / Length (if applicable)	User code
Min / Max Occurs	0 / 1
Code Table	User-defined code table: Plea Types Administration → Dispositions → Plea Types
Parent Elements	Message Root
Child Elements	None

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3.24.3 Validations

3.24.3.1 None

3.24.4 Data Defaults

3.24.4.1 None

3.24.5 Attributes

3.24.5.1 None

3.25 AgingClock

3.25.1 Description

3.25.1.1 Indicates the status of the case aging clock.

3.25.2 Element Information

Type / Length (if applicable)	~~User~~ System code
Min / Max Occurs	0 / 1
Code Table	The values for this code are a small set of values coded into the application. See Validations 3.25.3.1 for the applicable codes.
Parent Elements	Message Root
Child Elements	None

3.25.3 Validations

3.25.3.1 Possible values

3.25.3.1.1 N = Does not affect case aging clock

3.25.3.1.2 SR = Starts case aging clock

3.25.3.1.3 SP = Stops case aging clock

3.25.3.1.4 R = Starts over case aging clock

3.25.4 Data Defaults

3.25.4.1 None

3.25.5 Attributes

3.25.5.1 None

3.26 AssessFees

3.26.1 Description

3.26.1.1 This element is used to indicate whether to obey the configuration on the event for assessing fees. In some circumstances the fees for the incoming event have already been assessed by some other mechanism and therefore the message sender wants to not assess fees again, even though the event may be configured to automatically assess fees. The

default behavior for this message is to follow the event configuration and assess fees if they are set to auto-assess.

3.26.2 Element Information

Type / Length (if applicable)	String
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.26.3 Validations

3.26.3.1 Possible values

3.26.3.1.1 true

3.26.3.1.2 false

3.26.4 Data Defaults

3.26.4.1 The default function of this message is to follow the behavior configured on the event and assess fees if they are so configured. If this element is missing or is set to "true" and the event is configured to assess a fee schedule(s), those fees will be assessed.

3.26.4.2 If this element is included and set to "false", regardless of the configuration on the event , fees will not be assessed.

3.26.5 Attributes

3.26.5.1 None

3.27 RecordingNeeded

3.27.1 Description

3.27.1.1 Used to indicate whether the document associated to the case event requires recording.

3.27.2 Element Information

Type / Length (if applicable)	Boolean
Min / Max Occurs	0 / 1
Parent Elements	Message Root
Child Elements	None

3.27.3 Validations

3.27.3.1 The use of this is element requires the Org Chart Attribute 'EnableRecordingInterface' to be enabled and the CaseEventType element provided in the incoming message to be mapped to a Pria Document Type.

3.27.3.1.1 When the required validation (Org Chart and mapping) is not in place and the RecordingNeeded element is passed (whether as 'True' or 'False') in the incoming message, the message will error.

3.27.4 Data Defaults

3.27.4.1 If this element is not present in the incoming message and the org chart attribute is enabled, it will default to 'False'.

3.27.5 Attributes

3.27.5.1 None

4 Sample Inbound Message

```
<Message MessageType="AddCaseEvent" NodeID="1"
        ReferenceNumber="R-19293" UserID="34235" Source="Tyler">
        <CaseID>12345</CaseID>
        <CaseEventType>MOTDIS</CaseEventType>
        <Date>07/10/2007</Date>
        <Time>08:50</Time>
        <Date2>08/05/2007</Date2>
        <Comment>This is additional text with the event as a comment.</Comment>
        <LogBook>
                <Volume>12</Volume>
                <Page>73</Page>
                <NumberOfPages>4</NumberOfPages>
        </LogBook>
        <InstrumentNumber>1234567</InstrumentNumber>
        <Party1>
                <PartyID>1234</PartyID>
        </Party1>
        <Party1>
                <PartyID>2345</PartyID>
        </Party1>
        <Party2>
                <PartyID>3456</PartyID>
        </Party2>
        <Party2>
                <PartyID>4567</PartyID>
        </Party2>
        <Judge>147</Judge>
        <Amount>100.00</Amount>
        <AssessFees>False</AssessFees>
        <RecordingNeeded>True</RecordingNeeded>
</Message>
```


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5 Result Message Definition

5.1 CaseEventID

5.1.1 Description

5.1.1.1 The unique ID associated to this case event.

5.1.2 Element Information

Type / Length (if applicable)	Positive Integer
Min / Max Occurs	1/1
Parent Elements	Message Root
Child Elements	None

6 Sample Result Message

```
<Result>
        <CaseEventID>12345</CaseEventID>

</Result>
```

tyler
TECHNOLOGIES

Tyler Courts and Justice Solutions

Odyssey Integration Toolkit

Summary

Release R2009

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1 Revision History

Last updated: 7/7/2009 6:51 PM

Ref#	Date	Author	Description	Source
1	4/19/08	Pete McNair	R2008 version	
2	7/10/08	Pete McNair	Diagram additions	
3	8/4/08	Pete McNair	R2008SP1 version	
4	11/3/08	Pete McNair	R2008SP2 version Api's added: Case manager library: • FindCitationByCitationNumber, GetTrafficOptionsByCase, SelectTrafficOption Jail manager library: • AddInmateAccountDeduction, AddJailManagerArrestTX	
5	12/11/08	Pete McNair	Added section with API descriptions	
6	02/04/09	Richard Skinner	R2008SP3 version API's added: Base library • GetCodeListing • GetCodeTableRevisionID • GetDocumentTypeCode Case Manager library: • AddChargeTrackingFields • AddCaseFlag • GetCaseEventTypeCode • GetJudicialOfficerCode • GetPleaTypeCode • RemoveCaseFlag	
6	02/04/09	Richard Skinner	R2009 version API's added: Base library • AddFreestandingWarrant • AddWarrantNote • EditWarrant • FindParty • LoadParty Case Manager library: • AddFinancialCreditCaseFee Jail Manager library • LoadJailing	

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2 Introduction

2.1 Summary

The Case Manager Integration Toolkit comprises two main parts:

- **Application Programming Interfaces** (APIs) – the APIs are web services that allow on demand adding, updating and querying data in Case Manager using a defined message based interface. The set of APIs may be added to or altered by Tyler in Version Releases. APIs are called as standard web services.

- **Configurable Integration Publishing** (CIP) – the Configurable Integration Publisher allows automated publishing of messages based on events that have occurred in Case Manager.

This document summarizes the current capabilities of these two parts of the Integration Toolkit.

2.2 Toolkit Libraries

The Toolkit license is structured as a Base license, combined with one or more Library licenses. Each Library contains API interfaces focused on a specific Odyssey product center or functional area.

As of this release, the currently available API libraries are:

- **Base** – base interface functions applicable to all product centers
- **Case Manager** – interfaces applicable to Court Case Manager
- **Jail Manager** – interfaces applicable to Jail Manager

Each of these libraries is summarized further in this table. Note – this is a partial list. For a full list, consult the table of individual API messages Section 3.3 below.

Library	Summary Areas
Base	Party Codes Attorneys Basic document management
Case Manager	Case initiation Events Status, flags Financial Warrant Plea, disposition, judgment

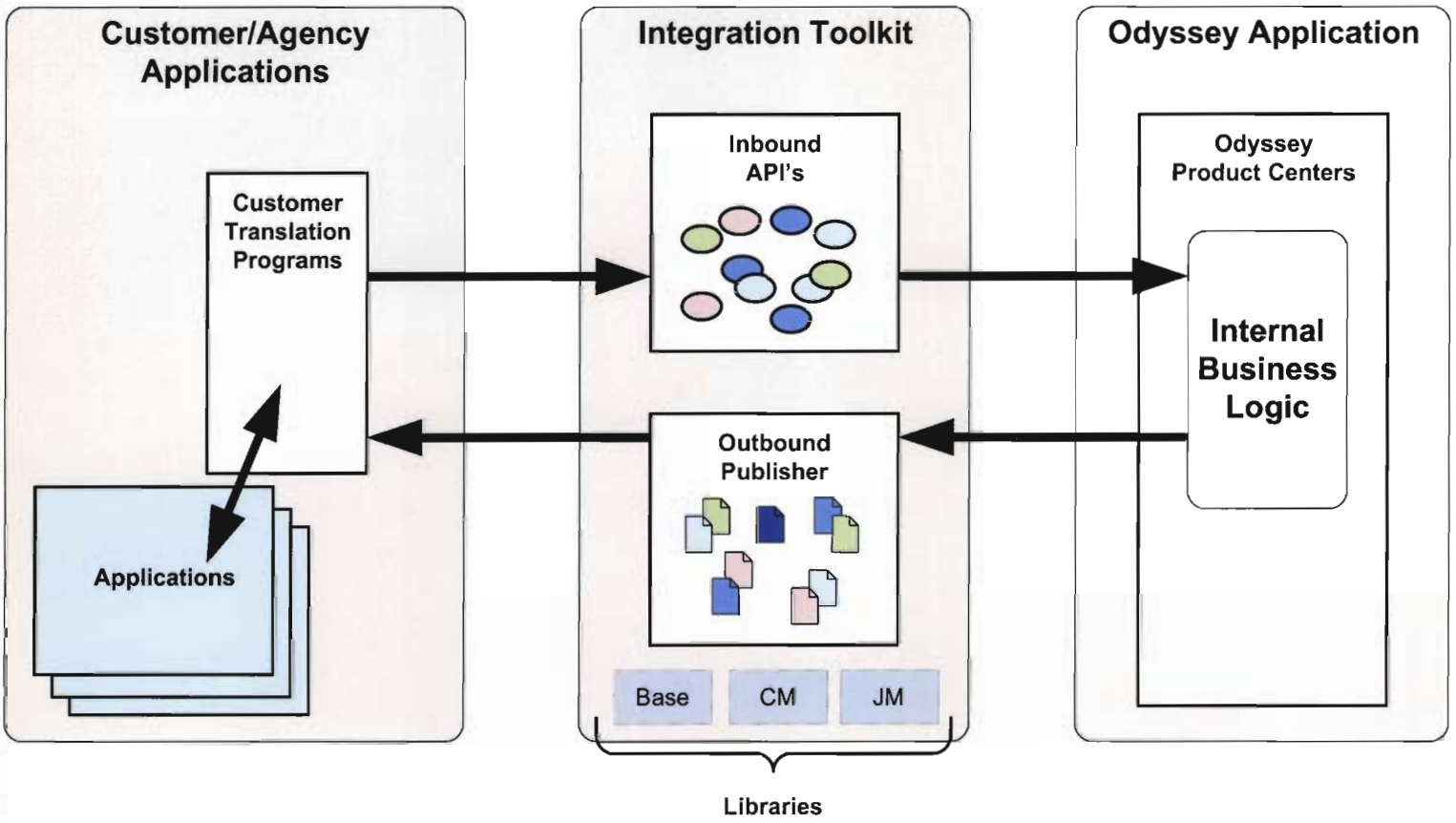
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Library	Summary Areas
Jail Manager	Arrest Bond Jailing Release

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2.3 Conceptual Diagram

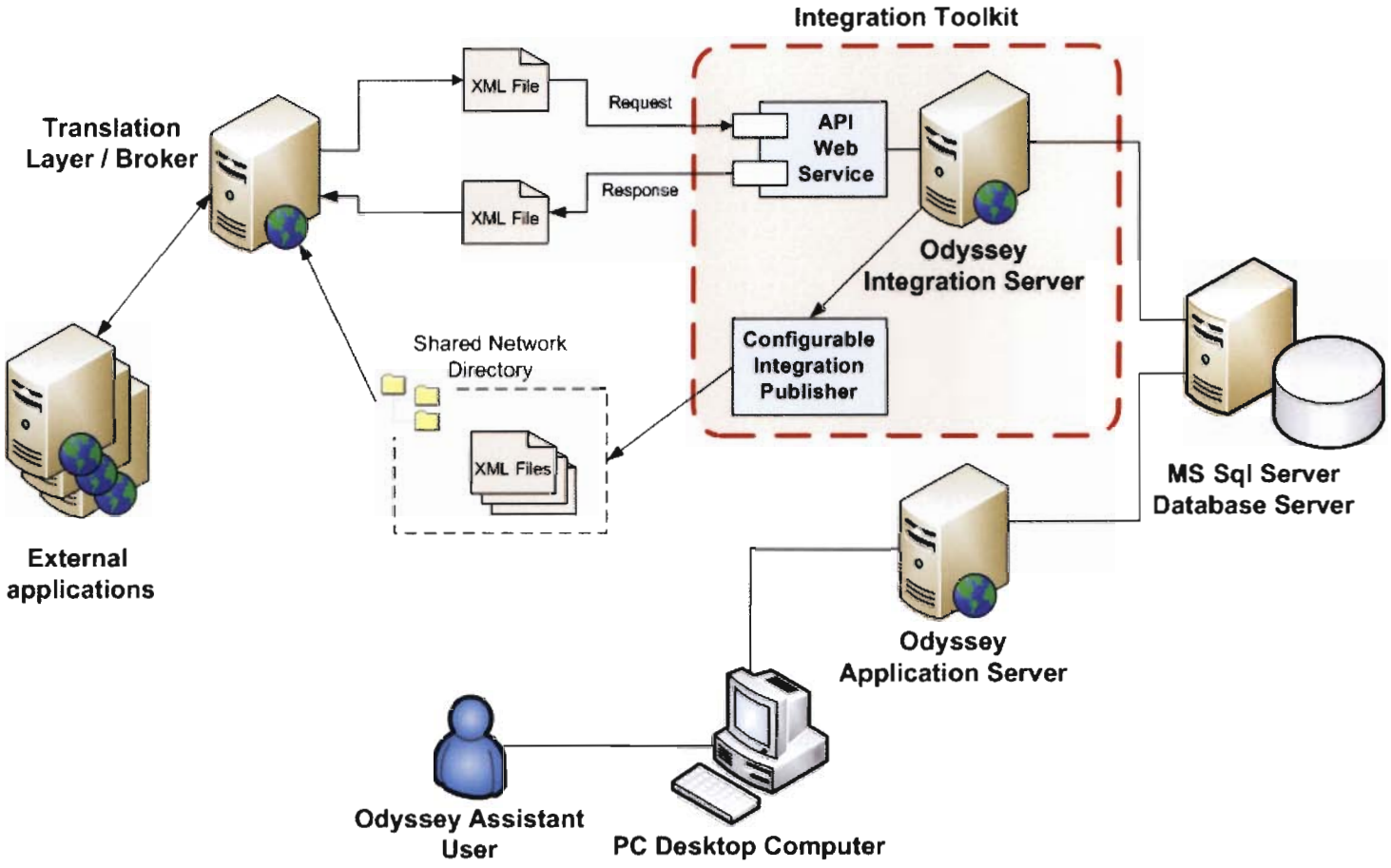
The following diagram shows the interaction between Odyssey, the Integration Toolkit, and customer applications.



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2.4 Infrastructure Diagram

The following diagram shows the relationship between the various servers involved in the end-to-end integration process.



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3 Application Programming Interfaces

3.1 Overview

The APIs support on demand adding, updating or querying the Odyssey Case Manager system.

APIs are implemented as web services, called with a properly formatted XML message. APIs may be called in one of two ways, either as a single message, or as a compound transactional message with several component messages chained together as a single unit of work.

3.2 Documentation

For each API, the following documentation is available:

- A Word document providing general information about the API, as well as a field by field business description of the XML data fields in the message and their usage. It also includes a sample message.
- A XML schema file (XSD) for the message.
- A WSDL definition file for the message.
- A training class for the Integration Toolkit.

3.3 API messages

This table lists the API messages currently available in each library.

Library	API Messages
Base	Base interface functions applicable to all product centers • AddDocument • AddExternalIDReference • AddFreestandingWarrant • AddParty • AddPartyName • AddPartyOtherAgency • AddWarrantNote • EditWarrant • FindAttorneyByBarNumber • FindOfficerByBadgeNumberAndAgency • FindParty • GetCodeListing • GetCodeTableRevisionID • GetDocumentTypeCode

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	• LinkDocument • LoadParty • MatchUpdateParty
Case Manager	Interfaces applicable to Court Case Manager • AddAttorney • AddAttorneyStanding • AddCaseCrossReferenceNumber • AddCaseEvent • AddCaseFlag • AddCaseParty • AddCasePartyAttorney • AddCasePartyName • AddCaseStatus • AddChargeTrackingFields • AddCivilCase • AddCriminalCase • AddDispositionEvent • AddFamilyCase • AddFinancialChargeCaseFee • AddFinancialCreditCaseFee • AddFinancialPaymentCaseFee • AddFinancialReversalCaseFee • AddHearing • AddPleaEvent • AddProbateCase • AddRelatedCase • AddServiceToCaseEvent • AddStatisticalClosure • AddWarrantStatus • CalculateFinancialChargeCaseFee • CheckDrawDownBalance • EditServiceTrackingEvent • FindCase • FindCaseByCaseNumber • FindCaseByCrossReferenceNumber • FindCitationByCitationNumber • GetCaseEventTypeCode • GetJudicialOfficerCode • GetPleaTypeCode • GetTrafficOptionsByCase • LoadCase • RemoveCaseFlag • RemoveCaseParty • RemoveCasePartyAttorney • SelectTrafficOption • UpdateCollectionStatus • UpdateJudgment

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Jail Manager	Interfaces applicable to Jail Manager • AddInmateAccountDeduction • AddJailManagerArrestTX • LoadJailing

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3.4 API message descriptions – alphabetical order

This section provides a short summary description of each API message, presented in alphabetical order.

API Message	Description
AddAttorney	The purpose of this message is to add a new attorney to Odyssey, not associated with a case.
AddAttorneyStanding	The purpose of this message is to add a new standing record to an existing attorney.
AddCaseCrossReferenceNumber	The purpose of this message is to add a new case cross reference number to an existing case.
AddCaseEvent	The purpose of this message is to add a case event to an existing case.
AddCaseFlag	The purpose of this message is to add a single new Case Flag to an existing case
AddCaseParty	The purpose of this message is to connect a party from the existing party database to an existing case.
AddCasePartyAttorney	The purpose of this message is to add an attorney from the existing attorney database to a party on a case.
AddCasePartyName	The purpose of this message is to update a case party by locking an existing party name on an existing case.
AddCaseStatus	The purpose of this message is to add a new and current case status to an existing case.
AddChargeTrackingFields	The purpose of this message is to add a new charge track number to an existing case
AddCivilCase	The purpose of this message is to add a new civil case. Typically included at the time of case add are the filing party(ies) and the defendants.
AddCollectionStatus	The purpose of this message is to add a collection status to a case or payment plan.
AddCriminalCase	The purpose of this message is to add a new criminal case. Typically included at the time of case add are the filing party(ies), the defendants and charges.
AddDocument	The purpose of this message is to add a new document (e.g. TIFF, PDF, etc.) to the Document Management System (DMS).
AddExternalIDReference	The purpose of this message is to add an external ID reference that can be used in an API message as a substitute for an Odyssey ID.
AddFamilyCase	The purpose of this message is to add a new family case. Typically included at the time of case add are the filing party(ies).
AddFinancialChargeCaseFee	The purpose of this message is to allow for the assessment of a financial charge in the Case Fees financial category.

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API Message	Description
AddFinancialCreditCaseFee	The purpose of this message is to allow for a credit transaction to be applied to a financial credit amount assessed in the Case Fees financial category
AddFinancialPaymentCaseFee	The purpose of this message is to allow for a partial or full payment against financial charges assessed in the Case Fees financial category.
AddFinancialReversalCaseFee	The purpose of this message is to allow for the reversal of a financial transaction in the Case Fees financial category on a case.
AddHearing	The purpose of this message is to add a new hearing to an existing case in an existing court session.
AddInmateAccountDeduction	The purpose of this message is to record a deduction transaction against an inmates account on a jailing in the Jail Manager Product center
AddJailManagerArrestTX	The purpose of this message is to create an arrest and jailing within Odyssey's Jail Manager Product center.
AddParty	The purpose of this message is to add a new party to Odyssey, not associated with a case.
AddPartyName	The purpose of this message is to update a party by adding a new name to the party with a type specified.
AddPartyOtherAgency	The purpose of this message is to add an identifier for an agency to a party.
AddProbateCase	The purpose of this message is to add a new probate case. Typically included at the time of case add are the filing party(ies).
AddRelatedCase	The purpose of this message is to add a related case number to a specific case.
AddServiceToCaseEvent	The purpose of this message is to add service detail to an existing case event on an existing case.
AddStatisticalClosure	The purpose of this message is to add a new and current Statistical Closure to an existing case.
AddWarrantNote	The purpose of this message is to add a single note to an existing warrant in Odyssey.
AddWarrantStatus	The purpose of this message is to add a new and current warrant status to an existing warrant in Odyssey.
AmendSentenceEvent	The purpose of this message is to amend an existing sentence event on a criminal case, in the Odyssey Case Manager Product Center.
CalculateFinancialChargeCaseFee	The purpose of this message is to calculate the fees that will be assessed to a case based on user-supplied fee schedule(s) and supporting data.
CheckDrawDownBalance	The purpose of this message is to retrieve the current balance and minimum balance allowed of a draw down account.

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API Message	Description
EditServiceTrackingEvent	The purpose of this message is to provide the ability to edit service tracking details and/or to remove distinct service tracking data elements on an existing service event associated with an existing case.
EditWarrant	The purpose of this message is to provide the ability to update an existing Warrant in Odyssey.
FindAttorneyByBarNumber	The purpose of this message is to find the party ID for an existing attorney record by using the attorney's bar number.
FindCase	The purpose of this message is to find the Odyssey CaseIDs for existing cases searching by using other than case number.
FindCaseByCaseNumber	The purpose of this message is to find the Odyssey CaseID for a single existing case by using the court's case number.
FindCitationByCitationNumber	The purpose of this message is to find the Odyssey CaseID's and CitationID for a single citation.
FindCaseByCrossReferenceNumber	The purpose of this message is to find the Odyssey CaseID for a single existing case by using a case cross reference number
FindOfficerByBadgeNumberAndAgency	The purpose of this message is to find the officer ID for an existing officer record by using the agency and the officer's badge number.
FindParty	The purpose of this message is to search for parties within Odyssey. The API will return matches based on the search criteria and a minimal amount of demographic data for each match. The API will also return flags indicating if the party is attached to a given entity type (Warrant, Jailing, etc).
GetCaseEventTypeCode	The purpose of this message is to provide information at a detail level for a specific Case Event Type code that exists in Odyssey for a specified node.
GetCodeListing	The purpose of this message is to return a listing of all user-defined codes for the specified code table that match the search and filter criteria.
GetCodeTableRevisionID	The purpose of this message is to return the highest revision ID for a specific code table.
GetDocumentTypeCode	The purpose of this message is to provide information at a detail level for a specific document type code that exists in Odyssey for a specified node.
GetJudicialOfficerCode	The purpose of this message is to provide information at a detail level for a specific Judicial Officer code that exists in Odyssey for a specified node.
GetPleaTypeCode	The purpose of this message is to provide information at a detail level for a specific Case Plea Type code that exists in Odyssey for a specified node.

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API Message	Description
GetTrafficOptionsByCase	The purpose of this message is to return the traffic options and corresponding payment amount for each option on a given case.
LinkDocument	The purpose of this message is to attach an existing document (i.e. tiff or pdf) to an existing data entity.
LoadCase	The purpose of this message is to retrieve case information other than the common info returned in FindCase & FindCaseByCaseNumber (Case Style, Security Group designation, Lead / Consolidated Case Number & ID, if consolidated) by using the court's case number.
LoadJailing	The purpose of this message is to retrieve additional jailing information other than the common information returned in the FindJailing API.
LoadParty	The purpose of this message is to retrieve party information other than the common information returned in FindParty by using the PartyID.
MatchUpdateParty	This message can serve two purposes: The first purpose of this message is to input as much data as is known about the party and utilize the party matching components in Odyssey to find, update and re-use an existing party. If none exists based on the point values, thresholds and configured actions, this message will be responsible for creating a new party. The second purpose of this message is to utilize the "update" functionality of party matching only – without doing any matching. This allows the user to update parties in a consistent way based on an existing party match configuration
RemoveCaseFlag	The purpose of this message is to remove a single case flag from an existing case.
RemoveCaseParty	The purpose of this message is to remove a party from an existing case.
RemoveCasePartyAttorney	The purpose of this message is to remove an attorney or Pro Se representation from an existing case.
SelectTrafficOption	The purpose of this message is to select a traffic option for a charge on a case. The event configured with the selected traffic option will be added onto the corresponding case.
UpdateCollectionStatus	The purpose of this message is to add a completion date to an active collection status.
UpdateJudgment	The purpose of this message is to update the component information on a single judgment.

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4 Configurable Integration Publishing

4.1 Overview

The Configurable Integration Publisher is an application service that automatically publishes XML messages based on events that have occurred in Case Manager.

Multiple Integration Packages are defined and created via the Odyssey user interface.

To define an Integration Package, the following components are defined:

- **Business event** – these are application-level business events that may be used to trigger an outbound XML message to be generated. In Odyssey terminology, these are called "control points."
- **Odyssey XML data to load** – this tells the publisher what data to load out of the Odyssey database and publish as XML data. A wide variety of XML components are available.
- **Conditional test** – a user-defined conditional test may be defined for each package, and tells the publisher whether or not to publish this particular XML message. Conditional tests are user-defined using either XPath or XSLT statements, and then applied against the Odyssey XML data.
- **Publishing destination** – this tells the publisher where to place the generated outbound XML message files. Current choices include either a specified file directory or an IBM MQ-Series message queue.

4.2 Calling via Web Service Request

Alternatively, the Odyssey XML data that is available via the Configurable Integration Publisher is also available via an on demand web service request.

4.3 Documentation

For Configurable Integration Publishing, the following documentation is available:

- A Word document providing reference documentation on how the Publisher works, as well as how to create Integration Packages.
- A Word document describing the details of each area of Odyssey XML data that is available to load in an Integration Package.
- A training class for the Integration Toolkit.

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4.4 Business events

The following business events are available for Integration Packages.

4.4.1 Criminal Case Type

These control points occur on case processing on the **Criminal** case type. Each one fires when a save occurs on a Criminal case in the particular area. For instance, the SAVE-CR-EVENT control point fires when an event is added, modified, or deleted on the case.

- SAVE-CR-CASE
  - The overall criminal case is saved.
- SAVE-CR-DISPOSITION
  - A disposition is saved on the criminal case.
- SAVE-CR-EVENT
  - An event is saved on a criminal case.
- SAVE-CR-HEAR-CTS
  - A hearing court session is saved on a criminal case.
- SAVE-CR-HEARING
  - A hearing is saved on a criminal case.
- SAVE-CR-MINUTES
  - Minutes are saved on a criminal case.
- SAVE-CR-PLEA
  - A plea is saved on a criminal case.
- SAVE-CR-SENTENCE
  - A sentence is saved on a criminal case.
- SAVE-CR-SERVICE
  - A service is saved on a criminal case.
- SAVE-CR-TRANS
  - A financial transaction is saved on a criminal case.
- SAVE-CR-WARRANT
  - A warrant is saved on a criminal case.

4.4.2 Civil Case Type

These control points occur on case processing on the **Civil** case type. Each one fires when a save occurs on a Civil case in the particular area. For instance, the SAVE-CV-EVENT control point fires when an event is added, modified, or deleted on the case.

- SAVE-CV-CASE
- SAVE-CV-EVENT
- SAVE-CV-HEAR-CTS
- SAVE-CV-HEARING
- SAVE-CV-JUDGMENT
- SAVE-CV-MINUTES
- SAVE-CV-SERVICE
- SAVE-CV-TRANS
- SAVE-CV-WARRANT

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4.4.3 Family Case Type

These control points occur on case processing on the **Family** case type. Each one fires when a save occurs on a Family case in the particular area. For instance, the SAVE-CV-EVENT control point fires when an event is added, modified, or deleted on the case.

- SAVE-FAM-CASE
- SAVE-FAM-EVENT
- SAVE-FAM-HEAR-CTS
- SAVE-FAM-HEARING
- SAVE-FAM-JUDGMENT
- SAVE-FAM-MINUTES
- SAVE-FAM-SERVICE
- SAVE-FAM-TRANS
- SAVE-FAM-WARRANT

4.4.4 Probate Case Type

These control points occur on case processing on the **Probate** case type. Each one fires when a save occurs on a Probate case in the particular area. For instance, the SAVE-CV-EVENT control point fires when an event is added, modified, or deleted on the case.

- SAVE-PR-CASE
- SAVE-PR-EVENT
- SAVE-PR-HEAR-CTS
- SAVE-PR-HEARING
- SAVE-PR-JUDGMENT
- SAVE-PR-MINUTES
- SAVE-PR-SERVICE
- SAVE-PR-TRANS
- SAVE-PR-WARRANT

4.4.5 Other Categories

The rest of the control points don't fit into the above case type categories, since they are triggered either outside the context of a case, or the same across several case types.

- **Bond**
  - SAVE-BOND - a bond is saved, whether it is a free-standing bond, or a bond within a case of any type.
  - BOND-REPARENT – the party on a bond is changed to another party.
- **Session**
  - SAVE-COURTSESSION – a court session is saved, outside the context of a particular case type.
- **Citation**
  - CITATION-REPARENT – the party on a citation is changed to another party.
  - SAVE-CITATION – a citation is saved.
- **Party**
  - CASEPARTY-REPLACE – A party is replaced on a case.
  - CASEPARTY-UNLINK – A party is removed from a case.

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- PARTY-MERGE – two party records are merged together.
- PARTY-UNMERGE – a party record is unmerged back into separate party records.
- SAVE-PARTY – a base party record is saved.
- SAVE-PARTY-GROUP – a party group is saved.

- **Warrant**
  - SAVE-WARRANT – a warrant is saved, whether it is a free-standing warrant, or a warrant within a case of any type.
  - WARRANT-REPARENT - the party on a warrant is changed to another party.

4.5 Odyssey XML Data Areas

This table lists the Odyssey XML data areas currently available, along with a short explanatory description of each.

Odyssey XML Area	Description
Address	Full address information for a party, including multiple addresses if available.
Attorney	Attorney information, including bar number, address, phone and attorney standing.
Bond Reparent	Information on a bond when parties are added/removed from the bond.
Bonds	Bond information
Case	General information about a case. Also acts as a container for a great number of other child XML entities.
Case Event	Case event information (i.e., register of actions)
Case Party	Connection information for the parties on a Case. Includes the connection type (i.e., defendant, attorney, victim, etc.), the name on the case, and the party id. Detailed party information appears in a separate <Party> root element, if the Party load mask is selected.
Case Party Replace	Shows identifiers for parties that are added/removed from the case.
Case Party Unlink	Shows identifier for a party that is removed from the case.
Charge	Show detailed charge information on the case. Includes multiple entries to show the charge history for charge stages (i.e., arrest, case filing, plea, disposition, etc.).
Citation	Shows detailed citation information, including charge history. Note - this appears a root XML entity, separate from Case.
Citation Reparent	Shows identifiers for parties that are added/removed from the Citation.
Core Judgment Components	Core standard judgment components on the case.

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Odyssey XML Area	Description
Core Sentence Components	Core standard sentence components on the case.
Court Session	Court session information.
Disposition	Disposition information for a Case, specific to the disposed charges on the Case.
Fee Category Balances	Fee assessment balances on a Case.
Financial	Financial summary for a Case, specific to each party on a Case.
FL Charge Components	Client-specific – Florida Information on Florida -specific data elements that can be found on the Additional tab of the Charge dialog or the Citation – Charge tab.
GA Charge Components	Client-specific – Georgia Information on Georgia -specific data elements that can be found on the Additional tab of the Charge dialog or the Citation – Charge tab.
Guardianship Audit	Probate guardianship audit information.
Hearing	Information for hearings on a case, including setting, session, and courtroom minutes information.
IN Sentence and Judgment Components	Client-specific – Indiana Detailed information on sentence and judgment components, specific to Indiana.
Interim Condition Event	Information for interim conditions on a Case.
Interim Placements	Interim placement information.
Judgment Event	Judgment events information.
MI Sentence Components	Client-specific – Michigan Detailed information on sentence components, specific to Michigan.
MN Charge Components	Client-specific – Minnesota Information on Minnesota-specific data elements that can be found on the Additional tab of the Charge dialog or the Citation – Charge tab.
MN Judgment Components	Client-specific – Minnesota Information on Minnesota-specific data elements that can be found on the Judgment link on the Dispositions tab.
MN Sentence Components	Client-specific – Minnesota Detailed information on sentence components, specific to Minnesota.

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Odyssey XML Area	Description
NM Charge Components	Client-specific – New Mexico Information on New Mexico -specific data elements that can be found on the Additional tab of the Charge dialog or the Citation – Charge tab.
NM Judgment Components	Client-specific – New Mexico Information on New Mexico -specific data elements that can be found on the Judgment link on the Dispositions tab.
NM Sentence Components	Client-specific – New Mexico Detailed information on sentence components, specific to New Mexico.
Party	Party information. This is a root entity in the XML, and contains party detail information found on the Party tabs.
Party Merge	Contains the target and source identifiers when two parties are merged.
Party UnMerge	Contains the live party and merged party identifiers when two parties are unmerged.
Party Name	Appears within the Party area, contains detailed name information
Phone	Appears within the Party area, contains detailed phone information
Plea	Shows information for plea events on charges.
Sentence	Shows summary sentence information for a sentence event. Note – detailed information on sentence components does not appear, unless specifically built as a site-specific addition (for example, Indiana and Minnesota above).
Service Event	Detailed information on a service event for a Case.
TX Charge Components	Client-specific – Texas Information on Texas -specific data elements that can be found on the Additional tab of the Charge dialog or the Citation – Charge tab.
Warrant	Warrant information. This is a root entity in the XML, and contains detailed warrant information. This may be a warrant on a case, or a free-standing warrant.
Warrant Reparent	Information on a warrant when parties are added/removed from the warrant.

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5 Integration Toolkit Training

5.1 Training Class

A training class is available for the Integration Toolkit, covering both the API and Configurable Integration Publishing components.

The cost of this class is separate from the license cost for the Toolkit itself.

The class is 3 days, and a summary of the agenda is as follows:

Course Topics

- Basics of Odyssey case management
- Basics of XML technologies – including XML, XPath, and tools
- Inbound Application Programming Interface (API) updates and queries
    - Messages vs. transactions, documentation, samples, business scenarios
- Outbound IXML publishing
    - Creating integration packages, documentation, samples, business scenarios
- Data mapping
- Odyssey database
    - Code tables, basic structure, integration tables
- Programming tools
    - Examples – BizTalk and .NET Visual Studio
- Miscellaneous integration topics
    - Web services, monitoring, performance
- Architecture and design
    - Alternative design approaches
    - Combining inbound APIs and outbound IXML publishing
- Working sessions on client scenarios

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Manual Test Execution

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
1	Pre: Setup the Case Type and Sentence Event Type Setup an Adult Criminal Case Type, with a Plaintiff and Defendant setup as parties on the case type. Add a Sentence Event Type Code via the Sentence Event Types Code Editor, with Volume, Page, # Pages, and Instrument # fields. Have Public Access available for searching when executing the following scripts. ROA = Register of Actions on the						

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
	Case Summary Tab						
2	Pre: Setup the Case 1. Click Add a Case Classic on the Nav Bar. 2. Select the Criminal Category, and choose the Adult Criminal Case Type you created within the Pre-Conditions. 3. Add a Defendant to the case (and a Plaintiff if its not added by default). 4. Add two charges to the case. 5. Save the Case, and click Edit on the Tada Dialog.		Verify Case was saved and can be edited.				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
3	Data Integrity - Add a Sentence. 1. Select the Sentence Link on the Disposition Tab. 2. Select a Judge. 3. Set the Sentence Event Type to the pre setup code from above. 4. Enter Volume, Page, # Pages, and Instrument # fields. 5. Select Charvel 1 to link the sentence. 6. Add a simple/generic Sentence Component, enter req fields. 7. Click Save. 8. Click the Sentence link after the Save has occurred. View Register of Actions and		Verify: 1. The View Sentence History Dialog is launched. 2. The Sentence Event was created (the block of Sentence information) 3. Clicking on the Sentence Event Launches the Modify Sentence Dialog. 4. The Sentence assigned to charge one is displayed with the sentence. 5. All other fields that were entered saved properly. 6. All values and information are properly displayed on the ROA and Public Access.				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
	Public Access as well.						

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
4	Data Integrity - Modify a Sentence. 1. Select the Sentence Link on the Disposition Tab. 2. Click on the existing Sentence Event. 3. Change the Sentence Event Type. 4. Change the Volume, Page, # Pages, and Instrument # fields. 5. Change information on Sentence component. 6. Click Save. 7. Click the Sentence link after the Save has occurred. View Register of Actions and Public Access as well.		Verify: 1. The View Sentence History Dialog is launched. 2. The Sentence Event was modified (the block of Sentence information) and has the correct Charge linkage and Sentence Component Information. 3. Clicking on the Sentence Event Launches the Modify Sentence Dialog. 4. The Sentence assigned to charge one is displayed with the sentence. 5. All other fields that were entered saved properly. 6. All values and information are properly displayed on the ROA and Public				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
			Access.				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
5	Data Integrity - Amend a Sentence. 1. Select the Sentence Link on the Disposition Tab. 2. Click Amend link. 3. Change the Sentence Event Type. 4. Change the Volume, Page, # Pages, and Instrument # fields. 5. Change information on Sentence component. 6. Click Save. 7. Click the Sentence link after the Save has occurred. View Register of Actions and Public Access as well.		Verify: 1. The Disposition Tab shows the Amend Icon next to the Sentence Info. 2. The View Sentence History Dialog is launched. 3. The Sentence Event was amended (the block of Sentence information) and has the correct Charge linkage and Sentence Component Information. 4. Clicking on the Sentence Event Launches the Modify Sentence Dialog. 5. The Sentence assigned to charge one is displayed with the sentence. 6. All other fields that were entered saved				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
			properly and data is intact. 7. All values and information are properly displayed on the ROA and Public Access.				
6	Delete a Sentence 1. Select the Sentence Link on the Disposition Tab. 2. Right click on the Sentence Event, and select "Delete" 3. Click Save.		Verify the sentence event is deleted on the Disposition tab, the ROA, and Public Access.				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
7	Date is in the Future Error Message 1. Add a Sentence with a Date in the future, click Save.		Verify Error message: "The Date is in the future."				
8	No Charges Selected Error Message 1. Add a Sentence and do not select a charge, clck Save.		Verify Error message dialog prompt: "To save the <sentence>, at least one charge must be selected."				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
9	Date is Prior to Disposition Date Warning Message 1. Add a Sentence with the date prior to the disposition date entered for the charge selected.		Verify Warning message: "The Date is before the disposition date."				

Script Name: CMDISP:TYL:000:100 - Sentences - Add, Modify, Amend, and Delete

Description: This test addresses testing the add, amend, and modify functions of Sentences within Case Manager. The test script numbering blocks for Sentence Testing will be r

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
10	Fees Sentence Component, Warning Message 1. Add a Sentence, choose the Fees Component. 2. Assess a Fee with the Component. 3. Click Save.		Verify Warning message dialog prompt: "Any fees assessed via the Fee Totals component on this sentence event have been assessed to the charges that were selected at the time of assessment. Adding or removing a charge at this time from the sentence event will not affect which charges have already been assessed fees."				
11	Written by Mike Wolverton						

Manual Test Execution

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
1	Case 1 - Criminal case 1. Add a criminal case of any type 2. Assess fees to the case with a due date of yesterday						
2	Case 2 - Civil, Case type 1 1. Add a civil case of case type 1 2. Assess fees to the case with a due date of yesterday						

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
3	Case 3 - Civil, Case type 1, Pmt Plan 1. Add a civil case of case type 1 2. Assess fees to the case 3. Add fees to a payment plan with a start date of yesterday						
4	Case 4 - Civil, Case type 2 1. Add a civil case of case type 1 2. Assess fees to the case with a due date of yesterday						

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
5	Case 5 - Civil, Case type 2, Pmt Plan 1. Add a civil case of case type 2 2. Assess fees to the case 3. Add fees to a payment plan with a start date of yesterday						
6	No Filter on Case Type 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Select CV case category 6. Enter List Name		Verify case 1 is not in the list Verify case 2, case 3, case 4 and case 5 are returned in the list				

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation.
60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
7	Filter on Case Type 1 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Select civil case type 1 6. Enter List Name		Verify case 1, case 4 and case 5 are not in the list Verify case 2 and case 3 are in the list				
8	Case 2 - Add event 1 1. Navigate to case 2 and add event type 1						
9	Case 3 - Add event 1 1. Navigate to case 3 and add event type 1						

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation.
60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
10	Case 4 - Add event 2 1. Navigate to case 4 and add event type 2						
11	Case 5 - Add event 2 1. Navigate to case 5 and add event type 2						
12	No Filter on EventType 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Enter ALL for case category 6. Enter List Name		Verify all cases are in the list				

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
13	ALL on EventType 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Enter ALL for case category 6. Enter ALL for include event type 7. Enter List Name		Verify Case 2,3,4,5 are in the list. Case 1 filtered out - if no events on the case.				

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation.
60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
14	Filter on EventType 1 - Include 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Select to Include event type 1 6. Enter List Name		Verify case 1, case 4 and case 5 are not in the list Verify case 2 and case 3 are in the list				
15	Case 2 - Add collection status 1 1. Navigate to case 2 and add collection status 1						

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation.
60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
16	Case 3 - Add collection status 1 1. Navigate to case 3 and add collection status 1						
17	Case 4 - Add collection status 2 1. Navigate to case 4 and add collection status 2						
18	Case 5 - Add collection status 2 1. Navigate to case 5 and add collection status 2						

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
19	No Filter on Collection Status 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Enter ALL for case category 6. Enter List Name		Verify all cases are in the list				

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
20	ALL on Collection Status 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Enter ALL for case category 6. Enter ALL for Include Collection Status 7. Enter List Name		Verify Case 2,3,4,5 are in the list. Case 1 filtered out - no collection status on the case.				

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
21	Filter on Collection Status 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Enter ALL for case category 6. Select to Include collection status 1 7. Enter List Name		Verify case 1, case 4 and case 5 are not in the list Verify case 2 and case 3 are in the list				

Script Name: CMJOBS:TYL:000:001 Automated Collection Status - Civil, Case Type, Event, Coll Status filters

Description: Verify case category, case type, event type and collection status Include filtering. Uses single location, start/end date search criteria and list creation. 60 min

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
22	Filter on Case Type, Event, Collection Status 1. Run Automated Collection Process job with 2. One location selected 3. Start date of y 4. End date of y 5. Select CV case category 6. Select civil case type 1 7. Select to Include event type 1 8. Select to Include collection status 1 9. Enter List Name		Verify case 1, case 4 and case 5 are not in the list Verify case 2 and case 3 are in the list				
23	author: susan golemon						

Manual Test Execution

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
1	Pre: Setup the Case Type and Sentence Event Type Setup a Criminal, Civil, Family, and Probate Case Type. Make sure and set a default case status on the Case Types Code Editor. Setup Separate Case Status Codes: Case Status 1 - With Makes Case Active checkbox on. Case Status 2 - With Makes Case Active checkbox off. Case Status 3 - With Makes Case Active checkbox on, turn on Event/Service/Hearing Entry Lock on Warn. Case Status 4 -						

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
	With Makes Case Active checkbox on, turn on Prevent/Service/ Hearing Entry Lock on Prevent.						
2	Default Case Status 1. Add a case from all four categories listed above in the precondition. 2. Check the default status on each case.		Verify the default status is correct on all four case types and categories.				

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
3	Test Closed Status 1. Go to the Disposition Tab of any one of the four case types. 2. Click the Case Status Add Icon, set the Status to one of Case Status 2 type (closed). 3. Click Continue, Save the Case. 4. Reopen the case. Check all other 3 case types too (repeat this test 4 times on different categories of Criminal, Civil, Family, and Probate)		Verify the Case Status on the Disposition Tab in the stack is correct, also verify every tab within the Case has the "Inactive" stamp in the upper right hand corner (except for the Summary Tab which has the status in a different location).				

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
4	Test Open Status 1. Go to the Disposition Tab of any one of the four case types. 2. Click the Case Status Add Icon, set the Status to one of Case Status 1 type (open). 3. Click Continue, Save the Case. 4. Reopen the case. Check all other 3 case types too (repeat this test 4 times on different categories of Criminal, Civil, Family, and Probate)		Verify the Case Status on the Disposition Tab in the stack is correct, also verify every tab within the Case no longer has the"Inactive" stamp in the upper right hand corner (except for the Summary Tab which has the status in a different location).				

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
5	Test Event Entry Warn. 1. Go to the Disposition Tab of any one of the four case types. 2. Click the Case Status Add Icon, set the Status to one of Case Status 3 type (Event Entry Warn). 3. Click Continue, Save the Case. 4. Reopen the case. 5. Attempt to add an Event on the Events Tab. Check all other 3 case types too (repeat this test 4 times on different categories of Criminal, Civil, Family, and Probate)		Verify warning popup message "This case currently has of <case status>, which indicates it should not accept new events. Do you want to enter and Event anyway?" Confirm you can still add an event after clicking yes.				

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
6	Test Event Entry Prevent. 1. Go to the Disposition Tab of any one of the four case types. 2. Click the Case Status Add Icon, set the Status to one of Case Status 4 type (Event Entry Prevent). 3. Click Continue, Save the Case. 4. Reopen the case. 5. Attempt to add an Event on the Events Tab. Check all other 3 case types too (repeat this test 4 times on different categories of Criminal, Civil, Family, and Probate)		Verify error popup message "This case currently has of <case status>, which indicates it cannot accept new events. In order to add a new event, add a new status to the case that allows the entry of new events." Confirm you cannot add any events after clicking "ok"				

Script Name: CMDISP:TYL:000:920: - Case Status

Description: These scenarios test Case Status.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
7	Delete a Case Status 1. Go to the Disposition Tab. 2. Right click on the most current Case Status. 3. Select Delete. 4. Save the Case, reopen to Edit, go to Disposition Tab.		Verify the Case Status has been deleted.				
8	Bonus - View Only Rights and Rights for Deletion Turned Off						
9	Written by Mike Wolverton						

Manual Test Execution

Script Name: CMPLAC:TYL:000:001 - Placements - General Placements Functionality

Description: These tests validate functionality for placement types with differing agency settings on the codes.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
1	Pre: Setup a Placement Type that is configured as a Physical Location Agency Select a Placement Type that is configured as a Case Party Select a Placement Type this is configured as free text.						

Script Name: CMPLAC:TYL:000:001 - Placements - General Placements Functionality

Description: These tests validate functionality for placement types with differing agency settings on the codes.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
2	Add a placement that uses a physical location agency (set up in the code table) 1. Open a Family Case. 2. Go to the Placements Tab. 3. Add a new Placement. 4. Select a Placement Type that is configured as an actual agency. 5. Save the Placement.		Verify the Placement Saves, the information on the Placement Tab is correct along with the Agency.				

Script Name: CMPLAC:TYL:000:001 - Placements - General Placements Functionality

Description: These tests validate functionality for placement types with differing agency settings on the codes.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
3	Add a placement that uses a physical location agency (set up in the code table) 1. Open a Family Case. 2. Go to the Placements Tab. 3. Add a new Placement. 4. Select a Placement Type that is configured as a Case Party placement. 5. Save the Placement.		Verify the Placement Saves, the information on the Placement Tab is correct along with the Case Party.				

Script Name: CMPLAC:TYL:000:001 - Placements - General Placements Functionality

Description: These tests validate functionality for placement types with differing agency settings on the codes.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
4	Add a placement that uses a physical location agency (set up in the code table) 1. Open a Family Case. 2. Go to the Placements Tab. 3. Add a new Placement. 4. Select a Placement Type that is configured as a Free Text placement. 5. Save the Placement.		Verify the Placement Saves, the information on the Placement Tab is correct along with the Free Text.				
5	Right click any of the above Placements, and seelct Delete. Save and Edit the Case.		Confirm the placement has been deleted from the case.				

Script Name: CMPLAC:TYL:000:001 - Placements - General Placements Functionality

Description: These tests validate functionality for placement types with differing agency settings on the codes.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
6	On another case, have a placement already added with Party (A), then try to add another placement on a new case with Party (A).		Verify Error in error window: This party has an open placement that must be ended before adding a new placement <case #>				
7	Add a placement with an end date of T+1 and click Continue.		Verify warning message "You have entered an end date in the future. Do you want to continue?" and the Yes or No button.				
8	Bonus - Run the Juvenille Placements Report and the Juvenille Review Report (both are related to Placements Functionality)		Verify data is returned for cases such as the one used in the test case above, as far as out of home days are concerned in addition to final placements, etc.				

Script Name: CMPLAC:TYL:000:001 - Placements - General Placements Functionality

Description: These tests validate functionality for placement types with differing agency settings on the codes.

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
9	On another case, have a placement already added with Party (A). Add a Placement on a new case with Party (A), save it. Click the View Placements on all cases link.		Verify placement information is pulled in from the other case and the totals for days add up correctly.				
10	Created by Mike Wolverton - 02/09						

Manual Test Execution

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
1	Rule 1a for Misdemeanor Level Conditions for level of Misdemeanor: 1. Sentence Event Type of "STAY" 2. If Probation status is not equal to "closed "		Verify sentence level degree is equal to the offense level at the time of finding or plea of guilty.				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
2	Rule 1b for Misdemeanor Level Conditions for level of Misdemeanor: 1. Sentence Event Type of "STAY" 2. If Probation status is set to "closed" 3. Offense Level Degree = "FEL" 4. Or Offense Level Degree = "GMD" 5. Or Offense Level Degree = "MSD"		Verify Level of Sentence component is set to MSD - Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
3	Rule 2a.1 for Felony Conditions for level of Felony 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Year Field > 1		Verify Level of Sentence component is set to FEL - Felony				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
4	Rule 2a.3 for Felony Conditions for level of Felony 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Months Field > 12		Verify Level of Sentence component is set to FEL - Felony				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
5	Rule 2a.4 for Felony Conditions for level of Felony 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Days Field > 365		Verify Level of Sentence component is set to FEL - Felony				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
6	Rule 2b.1 for Gross Misdemeanor Level Conditions for level of Gross Misdemeanor 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Months Field - >3 <=12		Verify Level of Sentence component is set to GMD - Gross Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
7	Rule 2b.2 for Gross Misdemeanor Level - Days > 90 and <= 365 Conditions for level of Gross Misdemeanor 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. if Days > 90 and <=365		Verify Level of Sentence component is set to GMD - Gross Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
8	Rule 2b.3 for Gross Misdemeanor Level Conditions for level of Gross Misdemeanor 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Months Field - 11 months 5. Enter Days Field - <=29 days		Verify Level of Sentence component is set to GMD - Gross Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
9	Rule 2a.2 for Felony Conditions for level of Felony 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Year Field 1 year		Verify Level of Sentence component is set to FEL - Felony				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
10	Rule 2c.1 for Misdemeanor Level - Days <=90 Conditions for level of Misemeanor 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Months Field - <=3 months		Verify Level of Sentence component is set to MSD - Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
11	Rule 2c.2 for Misdemeanor Level - Days <=90 Conditions for level of Misemeanor 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Months Field - 2 months 5. Enter Days Field - <=29 days		Verify Level of Sentence component is set to MSD - Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
12	Rule 2c.3 for Misdemeanor Level - Days <=90 Conditions for level of Misemeanor 1. Sentence Event Type of not equal to "STAY" 2. Sentence Component = "LOC" - Local Confinement 3. Or Sentence Component = "PRI" - Prison Confinement 4. Enter Days field - >=1 <=90		Verify Level of Sentence component is set to MSD - Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
13	Rule 3a for Felony - Sentence Component = "AFEE" fine > 3000 Conditions for level of Felony 1. Sentence component = "AFEE" - Fee Component 2. And if Fine > $3000		Verify Level of Sentence component is set to FEL - Felony				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
14	Rule 3b for Gross Misdemeanor - > $1000 and <= $3000 Conditions for level of Gross Misdemeanor 1. Sentence component = "AFEE" - Fee Component 2. And if Fine > $1000 and <= $3000		Verify Level of Sentence component is set to GMD - Gross Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
15	Rule 3c for Misdemeanor - > $300 and <= $1000 Conditions for level of Misdemeanor 1. Sentence component = "AFEE" - Fee Component 2. And if Fine > $300 and <= $1000		Verify Level of Sentence component is set to MSD - Misdemeanor				
16	Rule 3d for Petty Misdemeanor - <= $300 Conditions for level of PMD - Petty Misdemeanor 1. Sentence component = "AFEE" - Fee Component 2. And if Fine <= $300		Verify Level of Sentence component is set to PMD - Petty Misdemeanor				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
17	Rule 3e for Current Offense Level - no sentence component Conditions for level of current offense level 1. Sentence component not equal to LOC, PRI, or AFEE		Verify Level of Sentence component is set to current offense level				
18	Display Text - If Level of Sentence is less than current level Make one of the rules apply above where the sentence level is less than the current level		Verify display text is: Level of Sentence: Conviction Deemed a <Sentence Level> Pursuant to 609.13				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
19	Recalc if Start, Years, Months or Days fields are modified. Change Start, Years, Months, or Days fields		Verify date is recalculated based on new settings.				
20	New Level of Sentence on Amend Amend a sentence that already has Level of Sentence data.		Verify new level is added in addition to the first one.				
21	Level of Sentence - Component detail data Make all conditions correct to make the component display.		Verify display is: Level of Sentence <Sentence Level>				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
22	Discharge to Probation - Run job that will recalc level 1. Create a Felony Charge. 2. Assign a sentence event of STAY 3. Add the Probation component, mark it as active (default). 4. Save the Sentence. 5. Run the Discharge from Probation Job. 6. Reopen case.		Check sentence level, make sure level has been updated to misdemeanor.				
23	Disposition Bulletin Report Yield criteria in report for Level of Sentence		Run and View Report and confirm LOS detail is present on the report.				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
24	Test all Sentence Events Types other than non fire types Add a sentence event to a sentence that is anything EXCEPT the following: EJJ Adult Sentence Imposed (EJJADULT) Payable without appearance (PAY)Sentence (SENT)Stay of Imposition (STAY)		Verify sentence level is not processed and no detail text exists.				

Script Name: CMDISP:MN:000:017 - Crim Dispositions - MN Specific - Level of Sentence

Description: These test cases represent the MN specific functionality of Level of Sentence.
Any script below with a sentence event type of <>STAY should mean the following sentence types only EJJ Adult Sentence Imposed (EJJADULT)Payable without app

Status: Not Started

Comments:

Associated File:

Step	Text	Answer	Notes	Comments	Associated Data	Attachment	Execution Attachment
25	With a sentence already added that fired Level of Sentence, change the sentence event type to a non-level processing type. Amend the sentence in the above scenario.		Verify level is not calculated and no detail data reports back level of sentence information.				
26	With a sentence already added that fired Level of Sentence, change the sentence event type to a non-level processing type. Modify the sentence in the above scenario.		Verify level is not calculated and no detail data reports back level of sentence information.				

Response to Request for Proposal

Justice CCMS - Consolidated Case Management System

RFP Number 089-0408-P (JL)

COST PROPOSAL

Pinellas County

Purchasing Department
Board of County Commissioners
Annex Building – 6th Floor
400 South Fort Harrison Avenue
Clearwater, FL 33756

tyler TECHNOLOGIES

COURTS & JUSTICE SOLUTIONS
6500 International Parkway, Suite 2000
Plano, Texas 75093
972.713.3770

Steve Moerbe, Regional Account Executive
steve.moerbe@tylertech.com

Prepared on July 21, 2009

Schedule 1: Summary

Summary of Total Justice CCMS Project Costs

Cost Categories	Proposed Cost	Explanation/Notes (if necessary)**
Software License Fees (Schedule 2)	$ 1,272,800	
Professional Services (Schedules 3, 4, & 5):		
Professional Services (Schedule 3)	$ 906,750	
Data Conversion (Schedule 3)	$ 488,250	
Customizations/Custom Reports (Schedule 3)	$ 1,446,305	
Training (Schedule 4)	$ 295,500	
Travel Costs (Schedule 6)	$ 303,666	
Other Costs (Schedule 6)	$ -	
Total Cost During Project Period	**$ 4,713,271**	

Total 5-Year Maintenance & Support Costs (Schedule 5)	**$ 1,013,966**

5-Year Total Cost of Ownership	**$ 5,727,237**

***Attach additional notes (if needed) to provide full explanation.*

Additional worksheet has been added at the end that includes project assumptions and comments

Schedule 2: Software Licensing Fees

Detailed Licensing Fees By Software Module(s) Provided

Module	Functionality/ Description	Proposed Cost	Explanation/Notes (if necessary)**
Odyssey Case Management - Enterprise		$ 772,100	
Odyssey Prosecutor		$ 98,000	
Odyssey Public Defender		$ 78,000	
Odyssey Supervision		$ 106,000	
Tyler Jury Management		$ 47,000	
Odyssey Financial Manager		included	
Odyssey Check Manager		$ 29,000	
Odyssey Courtroom	In-court rapid data entry	$ 65,400	
API Toolkit		$ 50,000	
Electronic Filing Connector		$ 27,300	
Public Access	Agency and Attorney Secure	included	
Third-Party Software (List Individually)			
Subtotal		$ -	
Total License Fees		**$ 1,272,800**	

***Attach additional notes (if needed) to provide full explanation.*

Additional worksheet has been added at the end that includes project assumptions and comments

Schedule 3: Professional Services

Estimated Professional Services Required to Configure & Implement CCMS

Estimated Vendor Hours and Costs

	Implementation Services			Data Conversion			Configuration / Customizations / Custom Reports			Total	
Area	**Hours**	**Rate***	**Cost**	**Hours**	**Rate***	**Cost**	**Hours**	**Rate***	**Cost**	**Hours**	**Cost**
Project Management	3,600	$ 175	$ 630,000							**3,600**	**$ 630,000**
Business Process Review / FIT	378	$ 155	$ 58,590							**378**	**$ 58,590**
Integration Consulting	360	$ 155	$ 55,800							**360**	**$ 55,800**
Integration API Development							900	$ 155	$ 139,500	**900**	**$ 139,500**
Development							5,025	$ 155	$ 778,875	**5,025**	**$ 778,875**
Installation & Pre Site Planning	72	$ 155	$ 11,160							**72**	**$ 11,160**
Probate (CM)				630	$ 155	$ 97,650	612	$ 155	$ 94,860	**1,242**	**$ 192,510**
Civil (CM)				450	$ 155	$ 69,750	720	$ 155	$ 111,600	**1,170**	**$ 181,350**
Adult Criminal/Juvenile/Traffic (CM)				990	$ 155	$ 153,450	1440	$ 155	$ 223,200	**2,430**	**$ 376,650**
Prosecutor				315	$ 155	$ 48,825	180	$ 155	$ 27,900	**495**	**$ 76,725**
Public Defender				315	$ 155	$ 48,825	180	$ 155	$ 27,900	**495**	**$ 76,725**
Supervision				450	$ 155	$ 69,750	180	$ 155	$ 27,900	**630**	**$ 97,650**
Jury							22	$ 155	$ 3,410	**22**	**$ 3,410**
Public Access Consulting & Configuration							72	$ 155	$ 11,160	**72**	**$ 11,160**
Go Live Support - Probate	144	$ 150	$ 21,600								**$ 21,600**
Go Live Support - Civil	180	$ 150	$ 27,000								**$ 27,000**
Go Live Support - CR/JUV/Pros/PD/Sup/Traffic	684	$ 150	$ 102,600								**$ 102,600**
Total	**5,418**		**$ 906,750**	**3,150**		**$ 488,250**	**9,331**		**$ 1,446,305**	**17,899**	**2,841,305**

**** Please use (and specify) the proposed blended rate for each phase.***

Additional worksheet has been added at the end that includes project assumptions and comments

Schedule 4: Training Costs

Estimated Cost of CCMS Technical & End User Training

1. Training Hours and Costs By Trainee

Functional Area	Training Type (on-site, off-site, web, etc.)	Number of Students	Hours of Training (Instruction)	Gov Hours Spent in Training (Column CxD)	Cost	Explanation/ Notes
Probate (CM)	on-site	60	21	1,236	$29,700	SME, Prep, End User, Forms, Follow-Up
Civil (CM)	on-site	325	19	6,205	$89,100	SME, Prep, End User, Forms, Follow-Up
Traffic (CM)	on-site	60	18	1,050	$27,000	SME, Prep, End User, Forms, Follow-Up
Adult Criminal/ Juvenile (CM)	on-site	100	33	3,260	$51,300	SME, Prep, End User, Forms, Follow-Up
Prosecutor	on-site	75	13	1,010	$21,600	SME, Prep, End User, Forms, Follow-Up
Public Defender	on-site	50	12	620	$21,600	SME, Prep, End User, Forms, Follow-Up
Supervision	on-site	100	38	3,840	$54,000	SME, Prep, End User, Forms, Follow-Up
Jury	on-site	12	21	248	$1,200	End User Training
Add additional rows if necessary						
Total		**782**	**175**	**17,469**	**$295,500**	

**** Please use (and specify) the proposed blended rate for each phase.***

Note: Please label each Phase to be consistent with your implementation methodology.

2. Additional / Technical Training Costs

Description	Training Type (on-site, off-site, web, etc.)	Number of Students	Hours of Training (Instruction)	Gov Hours Spent in Training (Column CxD)	Cost	Explanation/ Notes
Add additional rows if necessary						
Total		**0**	**0**	**0**	**$0**	

3. Total Training Costs

			Hours of Training (Instruction)	Gov Hours Spent in Training	Cost
Total Cost			**175**	**17,469**	**$295,500**

Assumptions/Additional Comments

Cost submittal must match any phases proposed in implementation and staffing plan.

Please check all cell formulas!!

Schedule 5: Maintenance and Support

Software Maintenance Fees For Entire CCMS Solution *(all modules total)*

Software Maintenance & Support (Years 1-5)

Period	Proposed Cost	Explanation/Notes (if necessary)
Year One	$ -	M&S support starts in year 2 at 50% and goes to full cost in year 3.
Year Two	$ 137,632	
Year Three	$ 283,521	
Year Four	$ 292,026	
Year Five	$ 300,787	
Total 5-Year Maintenance & Support Costs	**$ 1,013,966**	

Schedule 6: Travel and Other Costs

Directions: The County requires each proposer to propose travel costs as not-to-exceed using the 4 categories provided in the following table. Proposers should also indicate assumptions used for determining travel costs. For example, disclose what travel rate was used or state assumptions for specific costs. Any other costs (not software, training, or professional service costs) should be listed below.

Travel Costs

Description	Cost	Cost Assumption
Airfare	$66,220	
Meals	$43,516	
Lodging	$118,250	
Auto	$75,680	
Total	$ 303,666	

Other Costs

Description	Cost
Total	$ -

Assumptions/Additional Comments

Please check all cell formulas!!

Data Conversion
Client will provide Tyler with data from the source system(s) in a non-proprietary format (e.g. SQL Server tables, comma separated ASCII files, or some other mutually agreeable form, and on media that is readable by Tyler).

Tyler will perform a standard conversion from the source system(s) to the Odyssey database using Tyler's existing IFL tool. This proposal assumes all data will be converted "as-is" with limited or zero data manipulation or cleanup. If data manipulation or cleanup is needed, it is in addition to the estimates provided. Conversion Team will escalate such items to the Project Management Team.

Tyler assumes that all data is from a single source system and data conversion programs can be reused in part or in whole for additional phases of the project.

No Jury conversion

Equipment
Tyler has not worked with the specific model of Magtek Mini MICR check scanners that are installed in Pinellas County. We do not see a problem working with these scanners because we support other Magtek Mini MICR devices, however, we would require that one of the scanners be loaned to Tyler for compatibility testing.

The Client will provide all servers, hardware, workstations, and peripheral equipment. Server operating system, database licenses, and other Third Party Software required to run Odyssey will be provided by the County.

Implementation Assumptions
Configuration, Training, and Go-Live Assistance
This proposal includes specific time for Tyler analysts and trainers to assist the Client with configuration of the system, which includes defining security, setting up code tables, and defining system behavior and business rules. This activity may require significant participation by Client personnel.

This proposal includes a specific amount of training time. Training will be performed in a classroom setting using facilities and equipment provided by client such that each participant can have hands-on access to a computer workstation during training. Training classes will have no more than 14 participants per instructor. Training is conducted during normal business hours.

Additional training can be provided via a train-the-trainer approach for non-employee users (such as criminal justice partners who the county may wish to provide access).

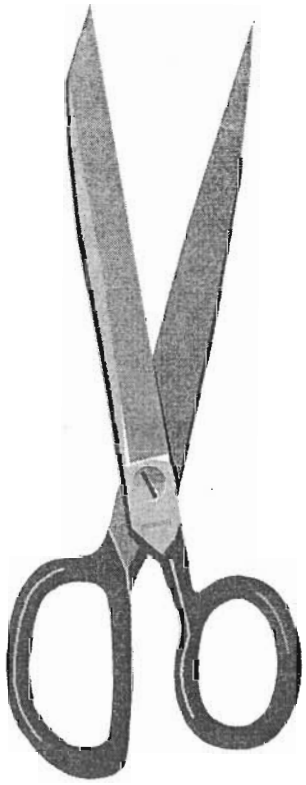
This proposal includes a specific amount of time for on-site go-live assistance and follow up training. Additional on-site training and assistance can be purchased at Tyler's then-current hourly rate. Go-live assistance is during normal business hours.

Travel
Client will reimburse Tyler for actual and reasonable travel expenses, at least the rates specified by the US General Services Administration

Integrations
Tyler's proposal includes a license as well as training and support for Circuit/County personnel to utilize Odyssey's API's and Integration Toolkit to implement any needed integrations within the County's existing integration framework. If the Circuit/County desires a more turnkey implementation for one or all of any needed integrations, Tyler proposes to leverage Metatomix's JDX Integration Platform and their professional services at an additional cost of $10,250 per exchange. Tyler will work the Circuit/County to modify this integration approach to best suit business and fiscal requirements when more information can be shared about the specific integrations required.

License
Tyler's license fees cover Pinellas County and Circuit personnel. Should the Pasco County Clerk of the Circuit Court wish to license Odyssey Case Manager, Tyler is including an optional license fee of $593,000. The Pasco license fee could be further reduced to $250,000 if Pinellas and Pasco Counties and the Circuit share a common Case Management System hosted at Pinellas County using Odyssey's multi-jurisdictional capabilities. Tyler is unable to estimate the professional services for Pasco County without additional information, but is willing to work with both Counties and the Circuit if such an approach is desirable.

Cut along the outer border and affix this label to your sealed proposal envelope to identify it as a "Sealed Proposal". Be sure to include the name of the company submitting the bid where requested.



SEALED PROPOSAL • DO NOT OPEN

SEALED PROPOSAL NO.: **089-0408-P (JL)**

PROPOSAL TITLE : **Justice CCMS – Consolidated Case Management System**

DUE DATE/TIME: **July 30, 2009 / 3:00 P.M.**

SUBMITTED BY: _____
(Name of Company)

DELIVER TO: PURCHASING DEPARTMENT
Board of County Commissioners
Annex Building – 6th Floor
400 South Fort Harrison Avenue
Clearwater, FL 33756

Please Note:

From time to time, addenda may be issued to this proposal. Any such addenda will be posted on the same Web site, www.pinellascounty.org/purchase/Current_Bids1.htm, from which you obtained this proposal. Before submitting your proposal you should check our Web site to download any addenda that may have been issued. Please remember to sign and return Addenda Acknowledgement Form with completed proposal package if applicable.

SUBMIT TO:		
PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS 400 S. FT. HARRISON AVENUE ANNEX BUILDING – 6TH FLOOR CLEARWATER, FL 33756	Pinellas County PURCHASING	**REQUEST FOR PROPOSAL**
ISSUE DATE: **June 5, 2009**	*PROPOSAL SUBMITTALS RECEIVED AFTER SUBMITTAL DATE & TIME WILL NOT BE CONSIDERED*	
TITLE: **Justice CCMS – Consolidated Case Management System**		RFP NUMBER: **089-0408-P (JL)**
SUBMITTAL DUE: **July 30, 2009** **3:00 P.M.** *AND MAY NOT BE WITHDRAWN FOR 60 DAYS FROM DATE LISTED ABOVE.*		PRE-PROPOSAL DATE & LOCATION: June 24, 2009 / 9:30 A.M. Swisher Building, 509 East Ave S, - Rm 111, Clearwater, FL 33756
DEADLINE FOR WRITTEN QUESTIONS: July 15, 2009 / 5:00 P.M. E.D.T. SUBMIT QUESTIONS TO: JOE LAURO Phone: 727-464-3311 Fax: 727-464-3925 Email: jlauro@pinellascounty.org		
COMMISSIONERS CALVIN D. HARRIS - CHAIRMAN KAREN WILLIAMS SEEL - VICE CHAIRMAN NANCY BOSTOCK NEIL BRICKFIELD SUSAN LATVALA JOHN MORRONI KENNETH T. WELCH	THE MISSION OF PINELLAS COUNTY Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.	_____ JOSEPH LAURO, CPPO/CPPB Director of Purchasing

PROPOSER MUST COMPLETE THE FOLLOWING

PROPOSERS ARE CAUTIONED THAT THE POLICY OF THE BOARD OF COUNTY COMMISSIONERS, PINELLAS COUNTY, IS TO ACCEPT THE LOWEST RESPONSIBLE PROPOSAL RECEIVED MEETING SPECIFICATIONS. NO CHANGES REQUESTED BY A PROPOSER DUE TO AN ERROR IN PRICING WILL BE CONSIDERED AFTER THE RFP OPENING DATE AS ADVERTISED. BY SIGNING THIS PROPOSAL FORM YOU ARE ATTESTING TO YOUR AWARENESS OF THIS POLICY AND ARE AGREEING TO ALL OTHER PROPOSAL TERMS AND CONDITIONS.

PAYMENT TERMS: ____% ___DAYS, NET **45** (PER F.S. 218.70) *RFP DEPOSIT, IF REQUIRED, IS ATTACHED IN THE AMOUNT OF $ _____

PROPOSER (COMPANY NAME):_____ **D/B/A**_____

MAILING ADDRESS:_____ **CITY/STATE/ZIP**_____

COMPANY EMAIL ADDRESS: _____

PHN:(__)_____ FAX:(__)_____

***REMIT TO NAME:** _____
(As Shown On Company Invoice)

CONTACT NAME:_____

Proper Corporate Identity is needed when you submit your bid, especially how your firm is registered with the Florida Division of Corporations. Please visit www.sunbiz.org for this information. It is essential to return a copy of your W-9 with your bid. Thank you.

PRINT NAME: _____

EMAIL ADDRESS:_____

I HEREBY AGREE TO ABIDE BY ALL CONDITIONS OF THIS RFP & CERTIFY I AM AUTHORIZED TO SIGN THIS RFP FOR THE PROPOSER.

FORMS CHECKLIST	
COPY OF COMPANY INVOICE	
W-9 (TAXPAYER ID)	

AUTHORIZED SIGNATURE: _____

PRINT NAME/TITLE:_____

THIS FORM MUST BE RETURNED WITH YOUR RESPONSE

SEE SECTION E—SCOPE OF WORK

SECTION A - GENERAL CONDITIONS

1. SUBMISSION OF PROPOSAL:

a) Proposals will be opened immediately after the proposal submittal date and time (3:00 PM) by the Pinellas County Purchasing Department, 400 South Fort Harrison Avenue, Annex Building, 6th Floor, Clearwater, FL 33756. The public may attend the proposal opening, but may not immediately review any proposals submitted. The names of respondents only will be read aloud at the time of opening. Pursuant to Section 119.07(3)(m), all proposals submitted shall be subject to review as public records 10 days from opening, or earlier if an intended decision is reached before the 10-day period expires. Late proposals will not be accepted.

b) Proposals and changes thereto shall be enclosed in sealed envelopes or packages, addressed to the Purchasing Department, Pinellas County. The name and address of the firms, the date and hour of the proposal submittal, and the title shall be placed on the outside of the envelope.

c) Proposals must follow the format of the RFP and structure their responses to follow the sequence of the RFP when submitting a proposal. County staff will evaluate the proposals received, based on responsiveness to the evaluation criteria and based on the information being provided in the required sequence.

d) Proposers must have experience in work of the same or similar nature, and must provide references that will satisfy the County. Proposer must furnish a reference list of at least four (4) customers for whom they have performed similar services and must provide information as specified in Section D.

e). Proposer is advised that exceptions to any of the terms contained in this RFP or the attached service agreement must be identified in its response to the RFP. Failure to do so may lead County to declare any such term non-negotiable. Proposer's desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

2. WRITTEN REQUESTS FOR INTERPRETATIONS/CLARIFICATIONS:

No oral interpretations will be made to any firms as to the meaning of specifications or any other contract documents. All questions pertaining to the terms and conditions or scope of work of this proposal must be sent in writing (mail or fax) to the Purchasing Department and received no later than the deadline specified in RFP. Responses to questions may be handled as an addendum if the response would provide clarification to requirements of the proposal. All such addenda shall become part of the contract documents. The County will not be responsible for any other explanation or interpretation of the proposed RFP made or given prior to the award of the contract. The Purchasing Department will be unable to respond to questions received after the specified deadline.

3. DESCRIPTION OF SUPPLIES/SERVICES:

Any manufacturer's names, trade names, brand name, or catalog numbers used in specifications are for the purpose of describing and establishing general quality levels. SUCH REFERENCES ARE NOT INTENDED TO BE RESTRICTIVE. Proposals will be considered for all brands that meet the quality of the specifications listed for any items.

SECTION A – GENERAL CONDITIONS – CONTINUED

4. RIGHTS OF PINELLAS COUNTY IN REQUEST FOR PROPOSAL PROCESS:

In addition to all other rights of the County under Florida law, the County specifically reserves the following:

a) Pinellas County reserves the right to rank firms and negotiate with the highest-ranking firm. Negotiation with an individual proposer does not require negotiation with others.

b) Pinellas County reserves the right to select the proposal that it believes will serve the best interest of Pinellas County.

c) Pinellas County reserves the right to reject any or all Proposals.

d) Pinellas County reserves the right to cancel the entire Request for Proposal.

e) Pinellas County reserves the right to remedy or waive technical or immaterial errors in the Request for Proposal or in proposals submitted.

f) Pinellas County reserves the right to request any necessary clarifications of proposal data without changing the terms of the proposal.

g) Pinellas County reserves the right to make selection of the proposer to perform the services required on the basis of the original proposals without negotiation.

5. EVALUATION CRITERIA:

The evaluation criteria define the factors that will be used by the Evaluation Committee to evaluate and score responsive, responsible and qualified proposals. Proposers shall include sufficient information to allow the Evaluation Committee to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee. The contract will be awarded to the most qualified proposer, per the evaluation criteria listed in Section E of the RFP. Proposers will ordinarily not be suggested for award/ranking of firms or oral presentations if a score of at least eighty percent (80%) of the total points available is not achieved through evaluation.

6. COSTS INCURRED BY PROPOSERS:

All expenses involved with the preparation and submission of proposals to the County, or any work performed in connection therewith, shall be borne solely by the Proposer(s). No payment will be made for any responses received, or for any other effort required of, or made by, the Proposer(s) prior to contract commencement.

7. ORAL PRESENTATION AND DEMONSTRATION:

An oral presentation of the proposal, and a demonstration of the proposer's solution, may be requested of any firm, at the Evaluation Committee's discretion.

SECTION A – GENERAL CONDITIONS – CONTINUED

8. CONFLICT OF INTEREST:

a) The Proposer represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance or services required hereunder, as provided for in Fla. Stat., §112.311, et. Seq. The Proposer further represents that no person having any interest shall be employed for said performance.

b) The Proposer shall promptly notify the County's representative, in writing, by certified mail, of all potential conflicts of interest for any prospective business association, interest, or other circumstance, which may influence or appear to influence the Contractor's judgment or quality of services being provided hereunder. Such written notification shall identify the prospective business association, interest or circumstance, the nature of work that the Proposer may undertake and request an opinion of the County as to whether the association, interest or circumstance would, in the opinion of the County, constitute a conflict of interest if entered into by the Proposer. The County agrees to notify the Proposer of its opinion by certified mail within thirty days of receipt of notification by the Proposer.

9. WITHDRAWAL OF PROPOSAL:

A proposal may be withdrawn prior to the time set for the proposal submittal, based on a written request from an authorized representative of the firm; however, a proposal may not be withdrawn after the time set for the proposal submittal for a period of time as specified.

10. LATE PROPOSAL OR MODIFICATIONS:

Proposal and modifications received after the time set for the proposal submittal will not be considered; however, modifications in writing received prior to the time set for the proposal submittal will be accepted. **In addition, late proposals will not be accepted for any reason, and will be rejected and will be returned. The time clock stamp located in Pinellas County Purchasing Department shall be the official time stamp.** This upholds the integrity of the proposal process.

11. PROPOSALS FROM RELATED PARTIES / MULTIPLE PROPOSALS RECEIVED FROM ONE VENDOR:

Where two (2) or more related parties each submit a proposal or multiple proposals are received from one (1) vendor, for any contract, such proposals shall be judged non-responsive. Related parties mean proposers 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 (1) proposer have a direct or indirect ownership interest in another bidder or proposer for the same contract.

Subcontractors of Lead Vendors are not permitted to submit separate proposals for this RFP. Subcontractors that submit separate proposals will negate their proposal as well as the proposal of the Lead Vendor they are subcontracting with. A Joint Venture proposal by two or more unrelated parties will be accepted. Some restrictions are illustrated in *Figure 1: Proposal structures that are allowed* and in *Figure 2: Proposal structures that are not allowed.*

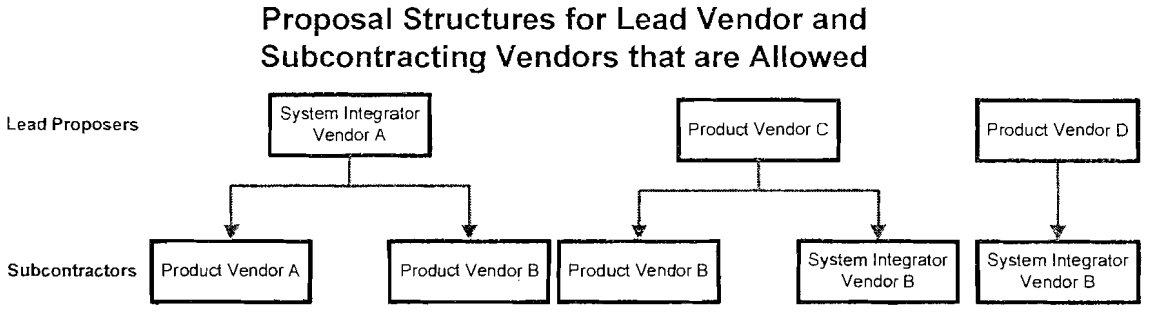


Figure 1: ***Proposal structures that are allowed***

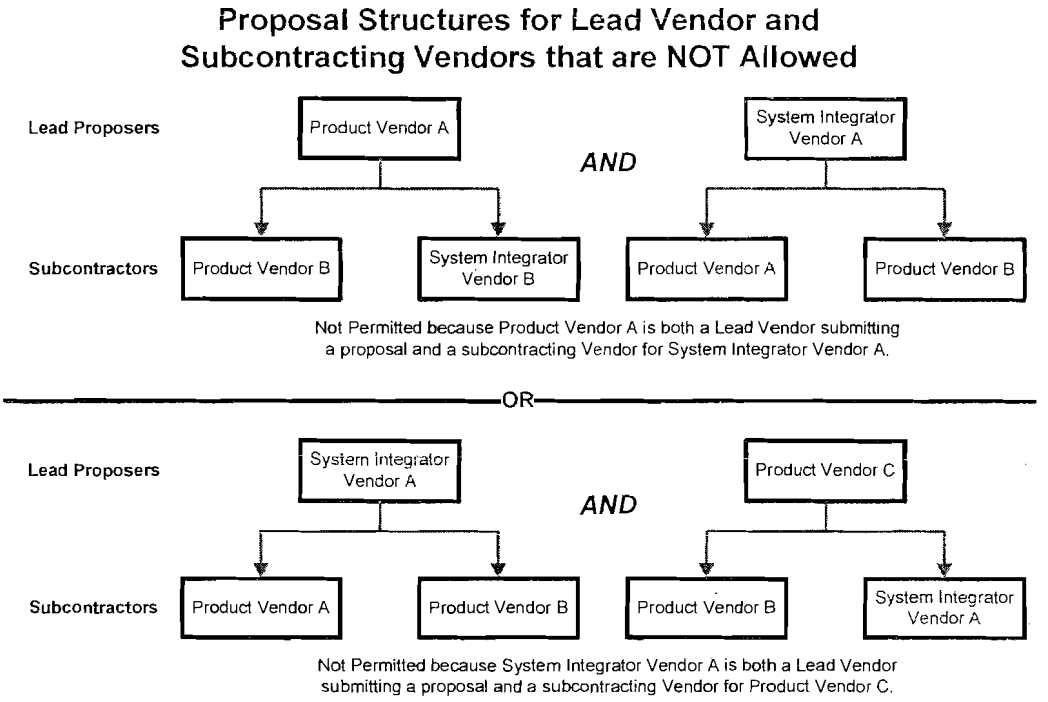


Figure 2: ***Proposal structures that are not allowed and will be judged to be non-responsive***

12. LOCAL, STATE, AND FEDERAL COMPLIANCE REQUIREMENTS:

The laws of the State of Florida apply to any purchase made under this Request for Proposal. Proposers shall comply with all local, state, and federal directives, orders and laws as applicable to this proposal and subsequent contract(s) including but not limited to Equal Employment Opportunity (EEO), Minority Business Enterprise (MBE), and OSHA as applicable to this contract.

SECTION A – GENERAL CONDITIONS – CONTINUED

13. PROVISION FOR OTHER AGENCIES:

Unless otherwise stipulated by the proposer, the proposer agrees to make available to all Government agencies, departments, and municipalities the proposal prices submitted in accordance with said proposal terms and conditions therein, should any said governmental entity desire to buy under this proposal. Eligible Users shall mean all state of Florida agencies, the legislative and judicial branches, political subdivisions (counties, local district school boards, community colleges, municipalities, or other public agencies or authorities), which may desire to purchase under the terms and conditions of the contract.

14. COLLUSION:

The proposer, by affixing his signature to this proposal, agrees to the following: "Proposer certifies that his proposal is made without previous understanding, agreement, or connection with any person, firm or corporation making a proposal for the same item(s) and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action".

15. RIGHT TO AUDIT:

Pinellas County reserves the privilege of auditing a vendor's records as such records relate to purchases between Pinellas County and said vendor. Such audit privilege is provided for within the text of the Pinellas County Code §2-156 through §2-176(j). Records should be maintained for three years from the date of final payment.

16. STATEMENT RELATIVE TO "PUBLIC ENTITY CRIMES":

The proposer is directed to the Florida Public Entity Crime Act, §287.133, Florida Statutes, and the County's requirement that the successful proposer comply with it in all respects prior to and during the term of this contract.

17. COUNTY INDEMNIFICATION:

a) The first ten dollars ($10) of compensation received by the contractor pursuant to this contract represents specific consideration for the following indemnification: contractor shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the County from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from the said contractor; or by, or in consequence of any neglect in safeguarding the work; or through the use of unacceptable materials in the construction of improvements; or by, or on account of any act or omission, neglect or misconduct of the said contractor; or by, or on account of, any claim or amounts recovered under the "Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except only such injury or damage as shall have been occasioned by the sole negligence of the County.

b) The successful proposer(s) agrees to indemnify the County and hold it harmless from and against all claims, liability, loss, damage or expense, including counsel fees, arising from or by reason of any actual or claimed trademark, patent or copyright infringement or litigation based thereon, with respect to the goods or any part thereof covered by this order, and such obligation shall survive acceptance of the goods and payment thereof by the County.

SECTION A – GENERAL CONDITIONS – CONTINUED

18. VARIANCE FROM STANDARD TERMS & CONDITIONS:

All standard terms and conditions stated in Section A apply to this contract except as specifically stated in the subsequent sections of the document, which take precedence over Section A, and should be fully understood by proposers prior to submitting a proposal on this requirement.

19. ADA REQUIREMENT FOR PUBLIC NOTICES:

Persons with disabilities requiring reasonable accommodation to participate in this proceeding/event, should call 727/464-4062 (voice/tdd) fax 727/464-4157, not later than seven days prior to the proceeding.

20. CERTIFICATE OF INSURANCE:

The successful proposer must provide a Certificate of Insurance in accordance with Insurance Requirements, Section C, prior to issuance of Purchase Order or commencement of any work hereunder.

21. PROCUREMENT POLICY FOR RECYCLED MATERIALS:

Pinellas County wishes to encourage its proposer to use recycled products in fulfilling contractual obligations to the County and that such a policy will serve as a model for other public entities and private sector companies.

When awarding a purchase of $5000 or less, or recommending a purchase in excess of $5000 for products, materials, or services, the Director of Purchasing may allow a preference to a responsive proposer who certifies that their product or material contains the greatest percentage of postconsumer material. If they are submitting a proposal on paper products they must certify that their materials and/or products contain at least the content recommended by the EPA guidelines.

On all proposals over fifty thousand dollars ($50,000) and formal quotes under fifty thousand dollars ($50,000), or as required by law, the Director of Purchasing shall require vendors to specify which products have recycled materials, what percentage or amount is postconsumer material, and to provide certification of the percentages of recycled materials used in the manufacture of goods and commodities procured by the County.

Price preference is not the preferred practice the County wishes to employ in meeting the goals of this resolution. If a price preference is deemed to serve the best interest of the County and further supports the purchase of recycled materials, the Director of Purchasing will make a recommendation that a price preference be allowed up to an amount not to exceed 10% above the lowest complying proposal received.

DEFINITIONS:

Recovered Materials: Materials that have recycling potential, can be recycled, and have been diverted or removed from the solid waste stream for sale, use or reuse, by separation, collection, or processing.

Recycled Materials: Materials that contain recovered materials. This term may include internally generated scrap that is commonly used in industrial or manufacturing processes, waste or scrap purchased from another manufacturer and used in the same or a closely related product.

Postconsumer Materials: Materials which have been used by a business or a consumer and have served their intended end use, and have been separated or diverted from the solid waste stream for the purpose of recycling, such as; newspaper, aluminum, glass containers, plastic containers, office paper, corrugated boxes, pallets or other items which can be used in the remanufacturing process.

The County shall be responsible for filing all DEP notifications and furnish a copy of the DEP notification and approval for demolition to the successful proposer. The County will furnish a copy of the asbestos survey to the successful proposer. The proposer must keep this copy on site at all times during the actual demolition.

22. PAYMENT/INVOICES:

The proposer must specify on the Proposal Summary form the exact company name and address which must be the same as invoices submitted for payment as a result of award of this RFP. Further, the successful proposer is responsible for immediately notifying the Purchasing Department of any company name change, which would cause invoicing to change from the name used at the time of the original RFP. Payment will be made, in arrears, in accordance with Fla. Stat. § 218.70, et. seq., the Local Government Prompt Payment Act.

23. CANCELLATION:

a) Pinellas County reserves the right to cancel this contract without cause by giving thirty (30) days prior notice to the contractor in writing of the intention to cancel or with cause if at any time the contractor fails to fulfill or abide by any of the terms or conditions specified.

b) Failure of the contractor to comply with any of the provisions of this contract shall be considered a material breach of contract and shall be cause for immediate termination of the contract at the discretion of Pinellas County.

c) In addition to all other legal remedies available to Pinellas County, Pinellas County reserves the right to cancel and obtain from another source, any items/services which have not been delivered within the period of time stated in proposal, or if no such time is stated, within a reasonable period of time from the date of order as determined by Pinellas County.

d) In the event sufficient budgeted funds are not available for a new fiscal period, the County shall notify the vendor of such occurrence and contract shall terminate on the last day of current fiscal period without penalty or expense to the County.

24. ASSIGNMENT/SUBCONTRACTING/CORPORATE ACQUISITIONS AND/OR MERGERS:

The Contractor shall perform this contract. No assignment or subcontracting shall be allowed without prior written consent of the County. If a proposer intends to subcontract a portion of this work, the proposer must disclose that intent in the proposal. In the event of a corporate acquisition and/or merger, the Contractor shall provide written notice to the County within thirty (30) business days of Contractor's notice of such action or upon the occurrence of said action, whichever occurs first. The right to terminate this contract, which shall not be unreasonably exercised by the County, shall include, but not be limited to, instances in which a corporate acquisition and/or merger represent a conflict of interest or are contrary to any local, state, or federal laws. Action by the County awarding a proposal to a firm that has disclosed its intent to

assign or subcontract in its response to the RFP, without exception shall constitute approval for purpose of this Agreement.

25. NON-EXCLUSIVE CONTRACT:

Award of this Contract shall impose no obligation on the County to utilize the vendor for all work of this type, which may develop during the contract period. This is not an exclusive contract. The County specifically reserves the right to concurrently contract with other companies for similar work if it deems such action to be in the County's best interest. In the case of multiple-term contracts, this provision shall apply separately to each term.

26. LOBBYING:

Lobbying of Evaluation Committee members, Pinellas County Government employees, or elected officials regarding request for proposals, request for qualifications, bids or contracts, during the pendency of bid protest, by the bidder/proposer/protestor or any member of the bidder's/proposer's/protestor's staff, an agent of the bidder/proposer/protestor, or any person employed by any legal entity affiliated with or representing an organization that is responding to the request for proposal, request for qualification, bid or contract, or has a pending bid protest is strictly prohibited either upon advertisement or on a date established by the Board of County Commissioners and shall be prohibited until either an award is final or the protest is finally resolved by the County Administrator or Purchasing Director; provided, however, nothing herein shall prohibit a prospective bidder/proposer from contacting the Purchasing Department to address situations such as clarification and/or questions related to the procurement process. For purposes of this provision lobbying activities shall include but not be limited to, influencing or attempting to influence action or non-action in connection with any request for proposal, request for qualification, bid or contract through direct or indirect oral or written communication or an attempt to obtain goodwill of persons and/or entities specified in this provision. Such actions may cause any request for proposal, request for qualification, bid or contract to be rejected.

27. ADDITIONAL REQUIREMENTS:

The County reserves the right to request additional services relating to this Agreement from the Contractor. When approved by the County as an amendment to this Agreement and authorized in writing, the Contractor shall provide such additional requirements as may become necessary.

28. ADD/DELETE LOCATIONS/SERVICES:

The County reserves the right to unilaterally add or delete locations/services, either collectively or individually, at the County's sole option, at any time after award has been made as may be deemed necessary or in the best interests of the County. In such case, the contractor(s) will be required to provide services to this contract in accordance with the terms, conditions, and specifications.

29. SERVICES AGREEMENT:

A written agreement, in substantially the form attached, incorporating the Request for Proposal and the successful proposal will be prepared by the County, signed by the successful proposer and presented to the Board of County Commissioners, County Administrator or Director of Purchasing for approval and signature.

SECTION A – GENERAL CONDITIONS – CONTINUED

30. PROTEST PROCEDURE:

As per Section 2-162 of County Code

1.

(a) *Bid/Proposal protests.* Any actual or prospective bidder, proposer, who is allegedly aggrieved in connection with the issuance of a bid/proposal package or pending award of a contract may protest to the director of purchasing.

(b) Posting. The Purchasing Department shall post the formal award on the departmental website. The formal award shall be publicly posted on the Purchasing Department's website no less than three full business days after the decision to recommend the award to the bidder/proposer is made.

(c) Requirements to Protest.

(1) If the protest relates to the content of the bid/proposal package, a formal written protest must be filed no later than 5:00 p.m. on the fifth full business day after issuance of the bid/proposal package.

(2) If the protest relates to the award of a contract, a formal written protest must be filed no later than 5:00 p.m., on the fifth business day after posting of either the contract award recommendation or the contract award itself. The formal written protest shall identify the protesting party and the solicitation involved; include a clear statement of the grounds on which the protest is based; refer to the statutes, laws, ordinances or other legal authorities which the protesting party deems applicable to such grounds; and specifically request the relief to which the protesting party deems itself entitled by application of such authorities to such grounds.

(3) A formal written protest is considered filed with the county when the Purchasing Department, County Administrator, or County Commission receives it. Accordingly, a protest is not timely filed unless it is received within the time specified above. Failure to file a formal written protest within the time period specified shall constitute a waiver of the right to protest and result in relinquishment of all rights to protest by the bidder/proposer.

(d) Sole remedy. These procedures shall be the sole remedy for challenging an award of bid. Bidder/proposers are prohibited from attempts to influence, persuade, or promote a bid protest through any other channels or means. Such attempts shall be cause for suspension in accordance with 2-161(b) of this article.

(e) Time Limits. The time limits in which protests must be filed as specified herein may be altered by specific provisions in the Bid/Request for Proposal.

(f) Authority to resolve. The Director of Purchasing shall resolve the protest in a fair and equitable manner and shall render a written decision to the protestant no later than 5:00 p.m. on the fifth business day after the filing thereof.

(g) Review of Purchasing Director's decision.

(1) The protesting party may request a review of the Purchasing Director's decision to the County Administrator by delivering written request for review of the decision to the Director of Purchasing by 5:00 p.m. on the fifth business day after the date of the written decision. The written notice shall include any written or physical materials, objects, statements, and arguments, which the bidder/proposer deems relevant to the issues raised in the request for review.

(2) If it is determined that the solicitation or award is in violation of law or the regulations and internal procedures of the Purchasing Department, the County Administrator shall immediately cancel or revise the solicitation or award as deemed appropriate.

(3) If it is determined that the solicitation or award should be upheld, the County Administrator shall issue a decision in writing stating the reason for the action with a copy furnished to the protesting party and all substantially affected persons or businesses no later than 5:00 p.m., on the fifth full business day. The decision shall be final and conclusive as to the county unless any further action is taken or a party commences action in court.

(h) Stay of Procurement During Protests. There shall be no stay of procurement during protests.

31. INTEGRITY OF REQUEST FOR PROPOSAL (RFP) DOCUMENTS:

Proposers shall use the original RFP Form(s) provided by the Purchasing Department and enter information only in the spaces where a response is requested. Proposers may use an attachment as an *addendum* to the RFP Form(s) if sufficient space is not available on the original form for the proposer to enter a complete response. **Any modifications or alterations to the original RFP documents by the proposer, whether intentional or otherwise, will constitute grounds for rejection of a RFP.** Any such modifications or alterations a proposer wishes to propose must be clearly stated in the proposer's RFP response and presented in the form of an addendum to the original RFP documents.

32. PUBLIC EMERGENCIES:

It is hereby made a part of this bid that before, during, and after a public emergency, disaster, hurricane, tornado, flood, or other acts of God that Pinellas County shall require a "First Priority" for goods and services. It is vital and imperative that the majority of citizens are protected from any emergency situation that threatens public health and safety, as determined by the County. Vendor/contractor agrees to rent/sell/lease all goods and services to the County or governmental entities on a "first priority" basis. The County expects to pay a fair and reasonable price for all products and services rendered or contracted in the event of a disaster, emergency, hurricane, tornado or other acts of God.

SECTION B – SPECIAL CONDITIONS

Proposal Title: Justice CCMS – Consolidated Case Management System
Proposal Number: 089-0408-P (JL)

1. **OBJECTIVE:**

It is the objective of Pinellas County, and within Pinellas County—the Board of County Commissioners, the Courts, the Clerk of Court, the Public Defender, the Sheriff, and the State Attorney to procure and implement a new Justice Consolidated Case Management System, and to hire a qualified proposer to deliver a solution as outlined in this request for proposal (RFP).

2. **PROPOSAL REQUIREMENTS:**

Each proposal should contain the following at a minimum. Proposers must also address detailed requirements as specified in Section E, Scope of Work.

a) A written narrative describing the proposed solution and a method or manner in which the proposer proposes to satisfy the requirements contained in the Scope of Work. See Section E for details that should be submitted as proposal Section 1.0.

b) A description of the proposer's experience in providing the same or similar software solution as outlined in the RFP. The proposer must provide project descriptions, and customer references, where the proposer has implemented similar software solutions. Additionally, project descriptions must include the names of the proposer's staff members, and/or subcontractor's staff members, who will provide related implementation support services, their qualifications, and the years of experience in performing the types of implementation support work proposed. See Section E for details that should be submitted as proposal Section 9.0.

c) The cost(s) for services as outlined in the Scope of Work. See Section E for details that should be submitted as proposal Section 13.0.

3. **EVALUATION CRITERIA:**

Following is the criteria that will be used by the County to evaluate and score responsive and qualified proposals. Proposers shall include sufficient information to allow the County to thoroughly evaluate and score their proposals. Each proposal submitted shall be evaluated and ranked by an evaluation committee. The contract will be awarded to the most qualified proposer, per the evaluation criteria listed in Section E.8, Scope of Work.

4. **PRICING/PERIOD OF CONTRACT:**

Implementation services costs shall be held firm for the duration of the contract unless changed during the negotiations of the contract. Services performed pursuant to this contract shall commence upon execution of the agreement and continue as necessary to perform and complete all system implementation work required, a period of approximately 36 months from the date of execution of the agreement unless otherwise indicated.

5. **TERM EXTENSION:**

The contract may be renewed subject to written notice of agreement from the County and successful proposer, for additional period(s) beyond the primary contract period identified during negotiations. This option shall be exercised only if all prices, terms and conditions remain the same and approval is granted by the County Administrator or Director of Purchasing.

SECTION B – SPECIAL CONDITIONS – CONTINUED

6. NON-MANDATORY PRE-PROPOSAL CONFERENCE:

Will be held on June 24, 2009 at 9:30 a.m., at Pinellas County, Swisher Building, 509 East Ave S - Room 111, Clearwater, FL 33756. All questions pertaining to the proposal or technical specifications will be reviewed at this time. Proposal suggestions or modifications may be discussed with County representatives at this meeting and may be considered by representatives as possible addenda to the Request for Proposal. Proposers attending should bring a copy of the RFP and are advised to read the RFP.

7. PERFORMANCE SECURITY:

The successful proposer must supply Performance Security in the amount of **one hundred** percent (100%) of the final negotiated costs prior to execution of the contract or issuance of a Purchase Order.

The performance security must be in the form of a performance bond, cashier's check, certified check, bank draft, trust company treasurer's check or irrevocable letter of credit. Checks shall be payable to Pinellas County Board of County Commissioners. **NO PERSONAL, COMPANY CHECKS OR CASH WILL BE ACCEPTED.**

8. PROPOSAL SUBMITTAL COPIES:

Proposals shall be submitted as **one (1) printed Original and thirteen (13) printed copies** with the 'Original' clearly marked. In addition, proposers must submit on a compact disk (CD) their proposal in both a) portable document format (PDF) that has been converted not scanned as an image, and b) a MS-Word 97-2003 document. Any MS-Excel spreadsheet must be submitted on a CD as an MS-Excel 97-2003 file in the original version provided. Proposers must submit **fifteen (15) CD copies**. Costs are to be submitted in printed form in a separate sealed envelope.

9. ITEMS TO BE RETURNED WITH PROPOSAL:

A	Section D	Vendor References
B	Section F	Proposal Submittal (reference attachment 1)
C	Page 1	Proposal Signature Page
D	Section G	Addendum Acknowledgement Form (If Applicable)
E	Section H	Statement of No Submittal (If Applicable)

SECTION B – SPECIAL CONDITIONS – CONTINUED

10. TIME LINE:

Following is a listing of actions and **anticipated dates**; the County reserves the right to change the dates, if necessary.

Figure 3

Date	
June 5, 2009	Advertising & Publishing RFP
June 24, 2009	Pre-proposal Conference at 9:30 am (see page 12 for details)
July 15, 2009	Deadline for Questions/Clarifications at 3:00 p.m.
July 30, 2009	Proposals due in Purchasing by 3:00 p.m. Public opening to follow immediately.
Week of August 17, 2009	Evaluation of the RFP (Phase 1)
Week of August 31, 2009	Potential Conference Call with Proposers to answer last minute questions regarding the presentations.
Weeks of September 7 and 14, 2009	Proposer Presentations & Demonstrations
Week of September 21, 2009	Evaluation of Presentations & Demonstrations (Phase 2)
Weeks of October 5 and 12, 2009	Discovery Sessions and Evaluation (Phase 3)
October 30, 2009	Recommendation due to Purchasing from Evaluators for Ranking.
January 12, 2010	Submit recommendation of ranking with permission to negotiate to Board for approval of #1 ranked firm.
January 22, 2010	Final contract recommendation due to Purchasing from Evaluators.
February 16, 2010	Submit recommendation to Board for Award of Contract

SECTION C – INSURANCE AND IDEMNIFICATION REQUIRMENTS

I. MINIMUM INSURANCE REQUIREMENTS FOR GENERAL LOW RISK CONTRACTS

A. Prior to the time Contractor is entitled to commence any part of the project, work or services under this Contract, Contractor shall procure, pay for and maintain at least the following insurance coverage's and limits. Said insurance shall be evidenced by delivery to the County of (1) certificates of insurance executed by the insurers listing coverage's and limits, expiration dates and terms of policies and all endorsements whether or not required by the County, and listing all carriers issuing said policies; and (2) upon request a certified copy of each policy, including all endorsements. The insurance requirements shall remain in effect throughout the term of this Contract. In addition, the County reserves the right to request physical evidence of this coverage by requesting the policy declaration page.

(1) Worker's Compensation in at least the limits as required by law; Employers' Liability Insurance of not less than $100,000 for each accident.

(2) Comprehensive General Liability Insurance including, but not limited to, Independent Contractor, Contractual, Premises/Operations, Products/Completed Operation and Personal Injury covering the liability assumed under indemnification provisions of this Contract, with limits of liability for personal injury and/or bodily injury, including death, of not less than $500,000, each occurrence; and property damage of not less than $100,000, each occurrence. (Combined Single Limits of not less than $500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, and the policy shall include Broad Form Property Damage coverage, and Fire Legal Liability of not less than $50,000 per occurrence, unless otherwise stated by exception herein.

(3) Comprehensive Automobile and Truck liability covering owned, hired and non-owned vehicles with minimum limits of $500,000 each occurrence, for bodily injury including death, and property damage of not less than $100,000, each occurrence. (Combined Single Limits of not less than $500,000, each occurrence, will be acceptable unless otherwise stated). Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards.

(4) Professional Liability Insurance (including Errors and Omissions) with minimum limits of $500,000 per occurrence, if occurrence form is available; or claims made form with "tail coverage" extending three (3) years beyond completion and acceptance of the PROJECT with proof of "tail coverage" to be submitted with the invoice for final payment. In lieu of "tail coverage", CONSULTANT may submit annually to the COUNTY a current Certificate of Insurance proving claims made insurance remains in force throughout the same three (3) year period.

(5) **$1,000,000.00** combined single limits, personal injury and/or bodily injury, including death, and property damage liability insurance as an excess of the primary coverage required above.

SECTION C – INSURANCE AND IDEMIFICATION REQUIREMENTS – CONTINUED

B. Each insurance policy shall include the following conditions by endorsement to the policy:

(1) Each policy shall require that thirty (30) days prior to expiration, cancellation, non-renewal or any material change in coverage's or limits, a notice thereof shall be given to County by certified mail to: Pinellas County Purchasing Department, 400 S. Ft. Harrison Avenue, 6th Floor, Clearwater, Florida 33756. Contractor shall also notify County, in a like manner, within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, non-renewal or material change in coverage received by said Contractor from its insurer; and nothing contained herein shall absolve Contractor of this requirement to provide notice.

(2) Companies issuing the insurance policy, or policies, shall have no recourse against County for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Contractor.

(3) The term "County" or "Pinellas County" shall include all Authorities, Boards, Bureaus, Commissions, Divisions, Departments and offices of County and individual members, employees thereof in their official capacities, and/or while acting on behalf of Pinellas County.

(4) **Pinellas County shall be endorsed** to the required policy or policies as an additional insured. The policy clause "Other Insurance" shall not apply to any insurance coverage currently held by County to any such future coverage, or to County's Self-Insured Retention's of whatever nature.

C. Contractor hereby waives subrogation rights for loss or damage against the County.

D. Contractor shall ensure that any subcontractors or persons hired by subcontractors maintain the same level of insurance coverage as the contractor.

II. MINIMUM INSURANCE REQUIREMENTS FOR HIGH RISK CONTRACTS OVER $100,000.00

A. For selected high-risk contracts over $100,000.00 aggregate value, the County may require an insurance certificate, policy declaration page and required endorsements. These required items shall be received by the County after formal Board of County Commissioners award and prior to execution of contract. Failure to provide required insurance documentation may cause your company to forfeit award.

B. There may be certain projects or services less than $100,000.00 in aggregate value that would be an exception and must be treated the same way as those services of $100,000.00 and greater i.e. services involving obvious potentially dangerous conditions. Examples of such services would be any contracts involving construction, alterations, renovations, painting, spraying, roofing, mowing, scaffolding, excavation, demolition, environmentally sensitive work and any other condition that appears to be dangerous in nature.

SECTION D – VENDOR REFERENCES

Proposal Title: Justice CCMS – Consolidated Case Management System
RFP Number: 089-0408-P (JL)

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER THAT YOUR PROPOSAL MAY BE REVIEWED AND PROPERLY EVALUATED.

COMPANY NAME:

_____

LENGTH OF TIME COMPANY HAS BEEN IN BUSINESS:

_____

BUSINESS ADDRESS:

_____

HOW LONG IN PRESENT LOCATION:

_____

TELEPHONE NUMBER:

_____

FAX NUMBER:

_____

TOTAL NUMBER OF CURRENT EMPLOYEES: _____ FULL TIME _____ PART TIME

NUMBER OF EMPLOYEES YOU PLAN TO USE TO SERVICE THIS CONTRACT: _____

All references will be contacted by a County Designee via email, fax, mail or phone call to obtain answers to questions, as applicable before an evaluation decision is made.

LOCAL COMMERCIAL AND/OR GOVERNMENTAL REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED SIMILAR CONTRACT SERVICES FOR:

All fields below must be completed

1	2
_____ COMPANY NAME	_____ COMPANY NAME
_____ CITY, STATE	_____ CITY, STATE
_____ CONTACT PERSON	_____ CONTACT PERSON
_____ TELEPHONE	_____ TELEPHONE
_____ FAX	_____ FAX
_____ EMAIL ADDRESS	_____ EMAIL ADDRESS

SECTION E – SCOPE OF WORK

Proposal Title: Justice CCMS – Consolidated Case Management System
Proposal Number: 089-0408-P (JL)

E.1 STATEMENT OF INTENT

Pinellas County ("County"), a political subdivision of the State of Florida, on behalf of the Pinellas County Courts, Clerk of Court, Public Defender, Sheriff, State Attorney, and the Pinellas County Board of County Commissioners, is soliciting proposals to procure and implement a replacement for its existing integrated and shared case management system known as Legacy CJIS—the Consolidated Justice Information System. The new solution desired, entitled Justice Consolidated Case Management System ("CCMS"), will result in a new integrated and shared system to be used by the County for common core case management processing and many other related functions.

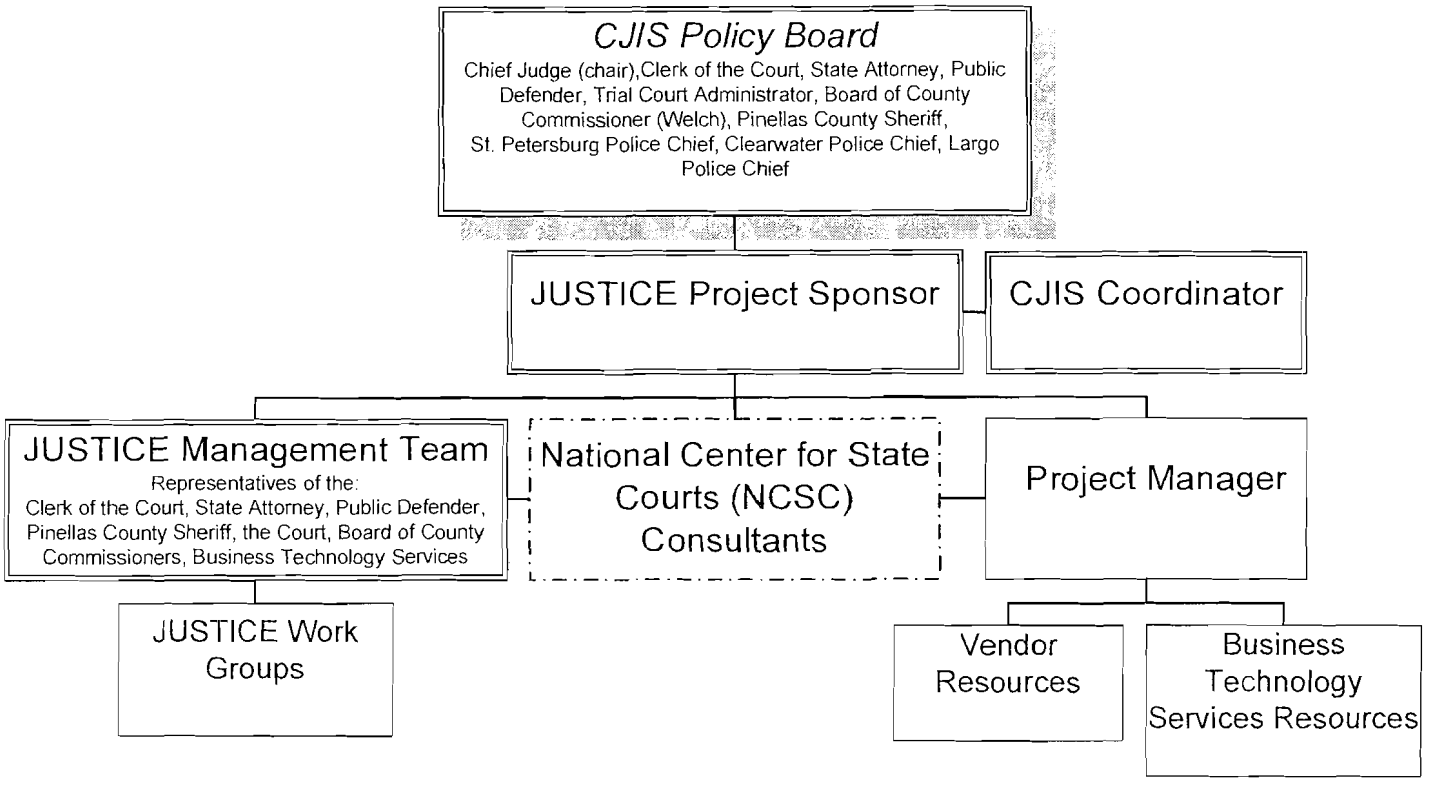
The Justice CCMS project exemplifies a collaborative relationship among its representative Constitutional officers, Agencies and the Courts. This collaborative relationship is unique within the justice community. Proposers should note the Justice CCMS project's Guiding Principles and Governance, specifically:

Figure 4: *Justice CCMS Guiding Principles and Governance Structure*

Pinellas County JUSTICE Consolidated Case Management System

***Justice Project Guiding Principles*:**

- We are committed to each others' success
- Retire Legacy CJIS
- Limit changes to Legacy CJIS
- Leverage Industry Best Practices
- Customize only as a last resort
- Design for flexibility and integration



SECTION E – SCOPE OF WORK – CONTINUED

E.2 PROPOSAL GUIDELINES

Failure to comply with the requirements of this RFP may result in disqualification. Note the following conditions as part of the submittal process:

E.2.1 Use the Submittal Checklist (Attachment 1) as a guide to insure that all required documents, forms, and attachments have been completed and submitted as instructed.

E.2.2 By submitting a proposal the proposer is providing a guarantee to the County that, if chosen, it shall be able to provide the proposed services during the period of time discussed in the RFP and agrees to all terms and conditions.

E.2.3 The Lead Proposer firm shall be considered to be the primary point of contact. If any additional products beyond those the County already owns a license for are required to fulfill any requirement of this RFP or any services are not provided by the Lead Proposer firm, firms are expected to partner to submit a joint proposal that includes all software and services necessary to fulfill the County's RFP requirements. Lead Proposer and all partners are subject to E.2.8 below.

E.2.4 All third-party software and services proposed as part of the proposer's solution are subject to the same guidelines of this RFP, unless otherwise stated. The Lead Proposer shall serve as the prime contact and is accountable for all work related to this RFP and the procurement process.

E.2.5 Pricing must be submitted on a "not-to-exceed" basis. For implementation and support services under a not-to-exceed arrangement, the County compensates the proposer on the basis of major deliverables to be identified in the development of the statement of work. If there is a "residual" amount at the end of the project (the difference between total implementation contract amount and actual total costs), the County shall retain the difference by not spending the funds. In contrast, if the implementation cost ceiling is exceeded, the proposer is to finish the work at no additional compensation. Business analysis, systems analysis, data conversion, system configuration, training, and software coding/modifications are all considered "implementation and support services" in this RFP.

Attachment 6 (Costs) is designed to enable proposers to reflect a total of all anticipated costs for the proposed solution. In addition to providing the total solution "cash" cost reflected in Attachment 6, proposers are encouraged to provide additional "funding" or "financing" options for the County to consider during contract negotiations. For example, a proposer may offer payment terms that reduce the upfront or "one-time" software licensing cost to the County by providing instead a monthly or yearly payment schedule. Or, the proposer may offer financing terms that defer some licensing or labor services payments until later, such as at (or beyond) the system acceptance date. Or, the proposer may offer "no software licensing fees" or "no labor services fees" at all to the County per se, but instead recoup cost through the (cost) benefit realized by the County for utilizing the vendor's (accepted) solution over a specified time period.

For each such alternative, the proposer should detail the differences in the total solution cost to the County between the alternative and the "cash" cost reflected in Attachment 6. Any optional funding or financing alternatives offered must not propose a "per user" or "per seat" fees basis; the County desires an enterprise license and fixed software cost regardless of the eventual number of end users. Any optional funding or financing alternatives offered must be included only in your Cost Proposal (Section 13.)

E.2.6 The County reserves the right to ask proposers to resubmit proposal pricing on either a fixed fee basis or a combination of fixed and not-to-exceed basis. All firms submitting proposals are encouraged to submit the most competitive proposal possible as the failure to do so may result in not being elevated for later steps in the procurement process.

E.2.7 The County reserves the right to reconsider any proposal submitted at any stage of the procurement. The County also reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the County reserves the right to remove or add to the scope of the project (i.e., modules and components) until the final contract signing.

E.2.8 All information provided by Pinellas County in connection with this RFP shall be considered confidential and proprietary information of Pinellas County and must not be disclosed to individuals outside the proposer's organization or bid team without prior written approval.

E.3 NO PENALTY FOR PAUSE IN EFFORTS

There shall be no penalty if the County needs to re-baseline or needs to pause efforts. Additionally, the County reserves the right to discontinue work should it find that this is in its best interest. The Contractor shall be compensated for timelines and work plans completed to the County's satisfaction at that time, or any work in progress or future travel expenses incurred that cannot be cancelled if the County is unable to provide sufficient notice to the Contractor for the need to pause efforts.

E.4 DISCUSSION OF PROPOSALS

The County may conduct discussions with any proposer who submits a proposal. Proposers must be available for a presentation to the County on specific dates if selected for software demonstrations, proposal presentations and/or discovery (pre-contract negotiations).

E.5 SELECTION CONSULTANT

The County has retained the services of the National Center for State Courts (NCSC) for this project. The role of NCSC is to provide information and analytical services to support the procurement process. The decision to select software and implementation services suppliers is solely that of Pinellas County.

E.6 EVALUATION OF PROPOSALS

Proposers shall include sufficient information to allow the County to thoroughly evaluate and score their proposals. The final proposer shall be determined per the evaluation process and evaluation criteria listed in this section.

The evaluation team will consist of one evaluator from Pinellas County Business Technology Services, and one primary and alternate evaluator from the Courts, the Clerk of the Courts, State Attorney's Office, Public Defender's Office, Pinellas County Sheriff's Office and Pinellas County Board of Commissioners.

E.7 EVALUATION PROCESS

The County will use a three-phased approach to evaluating the proposals submitted. At the end of each phase, the County will use the evaluation criteria described in Section E.8 to elevate a limited number of proposers to the next phase. Upon elevation, that proposer shall engage in activities for the next phase. The County shall use the following three phases:

E.7.1 Phase 1: Detailed Proposal Assessment – In Phase 1, the County shall conduct a detailed review of all responses using the criteria listed in Section E.8. At the conclusion of Phase 1 a short list of proposers shall be elevated for Phase 2. Note that the evaluation focus in

Phase 1 is on the proposer's plans, relevant experience, technical approach, and the proposed solution's ability to meet new CCMS Technical Requirements (as opposed to Functional Requirements).

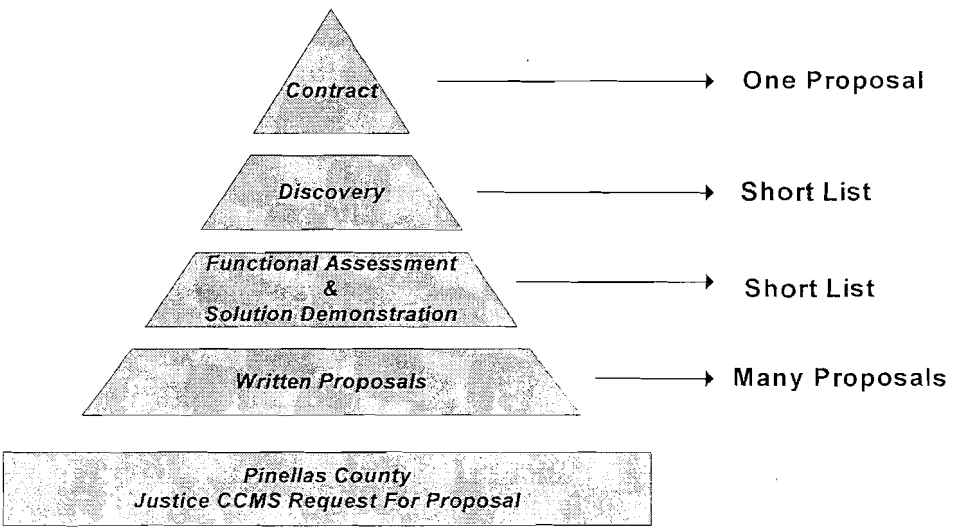
E.7.2 Phase 2: Functional Assessment and Solution Demonstration – The County shall invite certain proposer(s) for a one (1) day presentation and solution demonstration in front of the County's evaluation team and other key stakeholders. Proposers shall be prepared to make available key personnel included in the proposer's project implementation team. Phase 2 evaluation criteria are listed in Section E.8 and shall include an assessment of both the demonstration and of the original proposal. Proposers may be asked to refine elements of the proposal prior to the presentation and demonstration. During Phase 2, contact will be made with proposer's references. At the conclusion of Phase 2, a short list of proposers may be elevated for Phase 3. Note that the evaluation focus in Phase 2 is on the proposed solution's ability to meet Functional Requirements (Attachment 3) and Florida CMS Reporting Compliance Requirements (Attachment 13).

E.7.3 Phase 3: Discovery – Phase 3 shall include written responses to questions provided by the County in the form of Request for Clarification (RFC) Letters. These questions may ask proposers to refine certain elements of the proposal or to clarify anything related to the original proposal or the solution demonstration and presentation. After submission of answers to the RFC letters, proposers may be asked to provide an additional presentation for the County's evaluation team and other key stakeholders. Phase 3 shall be evaluated using criteria described in Section E.8. Focus on any requested presentation shall be to clarify outstanding issues and to allow the County and proposer to gather enough information to begin negotiations on a Statement of Work and other contractual agreements. During Phase 3, the County may take site visits to observe and interview other past or current customers of the proposer. At the conclusion of Phase 3, the County may select one (1) final proposer to begin Scope of Work discussions and contract negotiations.

E.8 EVALUATION CRITERIA

Each phase of the evaluation process builds off of previous phases where information presented is expected to become more detailed and more refined. In addition, the evaluation process is designed to allow the proposer to gather additional information about the County as the County elevates proposers and until a finalist has been selected. The following diagram represents the evaluation process.

Figure 5: Iterative Evaluation Process



SECTION E – SCOPE OF WORK – CONTINUED

Figure 6: *Evaluation Criteria*

Phase 1: Detailed Proposal Assessment		
	Factor	**Points**
1.	Response to the County's 10 Global Technical Requirements	400
2.	Implementation Schedule and Methodology	100
3.	Staffing Plan, Project Org Chart, Corporate Org Charts	50
4.	Project Management Approach	50
5.	Training Approach and Sample Documents	100
6.	Change Management Approach	50
7.	Proposer Profile & Experience (County, city or municipal type governments, justice systems experience, etc.) (Includes background & references.)	150
	Sub Total	900
8.	Cost *(will be evaluated after items 1-7)*	100
	Total	1,000

Phase 2: Functional Assessment and Solution Demonstration		
	Factor	**Points**
1.	Response to the Justice CCMS Functional Requirements	400
2.	Demonstrated Ability to Make Justice CCMS Solution "Florida Compliant"	400
3.	Justice CCMS solution Demonstration	200
	Total	1,000

Phase 3: Discovery		
	Factor	**Points**
1.	Formal Responses to Requests for Clarification	200
2.	Compliance to the County's Terms and Conditions	100
3.	Total Project Costs (Best and Final Offer)	250
4.	Data Conversion and Implementation Strategy, Methodology and Plans	250
5.	Staffing Qualifications	200
	Total	1,000

SECTION E – SCOPE OF WORK – CONTINUED

E.9 PROCUREMENT TIME LINE: SEE SECTION B.10.

E.10 ABOUT THE COUNTY

By various Florida statutes, the Courts and the Justice Agencies within any County and Judicial Circuit are responsible for providing case management services, court records management and many other related services needed for the effective operation of the entire justice system within that jurisdiction. In Pinellas County, the Courts and the remaining four (4) primary justice stakeholder agencies (Clerk of the Court ("Clerk"), Public Defender, State Attorney and Sheriff) work cooperatively to achieve that goal while also maintaining the statutorily required separation of powers.

One critical component to Pinellas County's effective administration of justice is the current integrated case management system—the Consolidated Justice Information System (Legacy CJIS), a common shared platform used by the Courts and the other four (4) primary justice stakeholder agencies. The current Legacy CJIS is a home-grown, mainframe-based custom case management application that implements shared use of an integrated back-end database by all users, and yet is also programmed and configured to implement the necessary separation of powers and operational responsibilities of each stakeholder during various phases in the justice process and various stages in the lifecycles of different case types.

The Business Technology Services Department (BTS) is responsible for maintaining and ensuring the security and availability of Legacy CJIS. BTS also has the responsibility for maintaining and ensuring the security of the County's enterprise wide information assets and appropriate networks, and hardware and software platforms in accordance with Pinellas County's strategic plans and policies.

Figure 7: *About the County*

About the County	
Population	945,000
Annual budget	$1.9 Billion
Fiscal Year	10/1 to 9/30
Appointing Authorities	11
Approximate Number of Active CJIS Users	3,100
Employees	3,700 full time (additional 3,000 seasonal and volunteer)

E.11 BACKGROUND INFORMATION: CURRENT BTS STANDARDS

The following table describes the County's current technical environment and standards. All proposals submitted must be capable of operating in this environment. If the proposed system could potentially create any compatibility issues, please provide the issue, consequences, and strategies for mitigation.

Figure 8: *Current Pinellas County Technology Standards*

Current Pinellas County Technology Standards	
Computing Systems	
Server Operating Systems	Windows 2003, Red Hat Enterprise Linux 5.x (Linux),Power IBM AIX 5.x and 6.x
Desktop Operating Systems	Microsoft Windows XP Microsoft Vista
Database Standards	Oracle 10.x & 11.x, SQL Server 2003 & 2005
Hardware	

Current Pinellas County Technology Standards	
Computing Systems	
Desktop (See Note)	Dell OptiPlex 755 family, Dell OptiPlex 745, Dell Optiplex GX 620, Dell Optiplex GX 520, Dell Precision Workstation 390 Dell Precision Workstation 380 HP DC5800 Intel Desktop Family (2GB – 4GB Memory, 2.33GHz - 2.66GHz processor) HP XW4600 Intel Workstation Family (4GB Memory, 3.00GHz processor)
Laptop (See Note)	Dell Latitude D410, Dell Latitude D420, Dell Latitude D610, Dell Latitude D620, Dell Latitude D630, Dell Latitude D810, Dell Latitude D820, Dell Latitude D830 HP 6710B Intel Laptop Family (2GB Memory, 2.20GHz processor) HP 6510B Intel Laptop Family (2GB Memory, 2.20GHz processor)
Server	Linux (HP Proliant Class), AIX (Power5 and Power6 architecture from IBM), and Intel x86 (HP Proliant Class).
Virtualization	VM Ware Software
Storage	EMC CX3-80 storage array, Compellent Technologies Storage Center storage array (Compellent Storage is not installed on IBM HCL therefore AIX/IBM Servers hosted only on the EMC Array), CISCO FC Directors, Qlogic FCHBA's is installed on Intel Servers, IBM (EMULEX) FCHBA's are installed on AIX (IBM) Servers, EMC PowerPath MPIO required for AIX 5.X.
Internet/Intranet	
Network Authentication	Active Directory, eDirectory, LDAP and Juniper VPN appliances
Directory Services	Active Directory and eDirectory
Web Site Development	Standard web support using open-source code (html or any of its variants, Javascript, etc.) Adobe CS3/Dreamweaver, SharePoint services for collaboration and Helix for web video. The county also uses .net, and is consolidating to WebSphere and moving away from JBoss. The Courts use Adobe Creative Suite CS4 and Dreamweaver.
Email	Microsoft Exchange 2003
Web Browser	Internet Explorer Version 6.x, 7 and 8, FireFox.
Remote Access	Juniper VPN appliances
Network	
Network Infrastructure	LAN - Ethernet 10/100/1000, TCP/IP, OSPF, BGP. WAN - ATM, Frame Relay, T1 and Gate-to-Gate VPN. Cisco Routing and switching environment. The current Pinellas County network environment is based on Ethernet and TCP/IP. The LAN environment is primarily 10/100Mb Ethernet to the station / Client with gigabit (1000mb) backbone connections to the core distribution level. Data Center environment is 100/1000Mb Ethernet with multi-gigabit backbone connections to the core distribution level. The Wide Area Networking (WAN) environment is composed of various technologies such as Asynchronous

Current Pinellas County Technology Standards	
Computing Systems	
	Transfer Mode (ATM), Frame Relay, T1 and Gate-to-Gate.VPN. Large campus locations are connected via ATM. Medium size sites may use Frame Relay or multiple T1 carriers for connectivity. Smaller sites are connected via T1. And small sites or County affiliate sites may be connected via Gate-to-Gate VPN over the Internet.
Security	
Security Policy	All third parties or contactors must agree to abide by Pinellas County's Security Policy and Best Practices. All systems must comply with appropriate regulations such as HIPAA and PCI. The proposer must demonstrate that they are in compliance with PCI regulations. See Attachments 11 and 12 for more information.
The table above is provided as a general guide regarding the County's current technology infrastructure. The County requires all proposers to provide hardware platform and operating system best practice recommendations for this implementation for all systems: hardware, software, server, desktop and any other equipment/software needed to support the proposed solution (see **Hardware, Software, and Other Equipment Recommendations, Section 18.4** below).	

Hardware Capacity Reserve and Growth Standards

Hardware	In-Reserve at Time Of Production Note: anticipated data size (currently 80GB) at the time of Production must be considered	*Annual Growth Reserve for 3 Years
Servers	15%	15%
Storage	20%	40%
Workstation	15%	15%
Database	15%	30%
Network (bandwidth)	20%	5%
Internet/Intranet	20%	5%

E.11.1 Comprehensive Project Management – There shall be a full-time project manager to manage the continuity of the project and ensure the County's project team and the proposer's project teams are meeting project schedules. The proposer's project manager shall work under the direction of the County's project manager, adhere to the County's Project Management Office's Project Management Processes, provide regular communications with the Justice CCMS Core Team, maintain the project schedule, provide bi-weekly progress reports, and be available for periodic project team meetings. The awarded proposer's project manager must maintain a project schedule using Microsoft Project software. The awarded proposer's project team will record time in the County's Clarity Project and Portfolio Management Tool. The project team shall be consistent throughout the project. The proposer's project manager must provide a project plan. The project schedule and project plan are to be delivered within a contractually specified timeframe after contract signing. The proposer's project manager must provide updates

to the project schedule in conjunction with the bi-weekly progress reports to reflect progress on project tasks and any mutually agreed upon adjustments to the project timeline.

E.11.2 Change Management – The County requires the proposer to assist the County with organizational change management activities. Proposer shall be required to:

- Prepare an organizational change management plan
- Provide consulting and assistance in planning and executing change management activities
- Provide assistance in identifying change management risks

E.11.3 Disaster Recovery – The County requires the proposer to provide an architecture which is capable of allowing the operation to be restored in 24 hours at the primary data center or another remote facility. The proposer should provide a methodology to replicate the data to restore it within that timeframe. Beginning with a Recovery Point Objective of 24 hours, the proposer should offer incremental data backups and recovery plans for 12, 6, 4, 1 hour time frames.

E.11.4 Security – The County requires the proposer to assist the County in implementing comprehensive security that addresses the County's security needs for use of the Justice system. This shall include confidentiality, integrity, and availability. See Attachments 11 and 12 for more information.

The following items define the County's specific Protection Requirements:

- NIDS (Network-based intrusion detection) hardware will need to be supplied according to our specs. (Minimum of two units is required. Units must be able to handle and process 2 gigabytes of traffic each. Examples are linked here.) County will supply operating system and NIDS software.
- Network taps will also be required to support NIDS, a minimum of 1 tap per monitoring interface.
- HIDS will be required (Host-based intrusion detection). Therefore the hardware running Justice will need the capacity to permit HIDS to run on the systems that run Justice. The County will supply the HIDS product.
- After Hours Support will be required.
- Periodic Vulnerability Assessments will need to be performed by the County's BTS Security Management Section. Discovered issues will need to be mitigated by the proposer prior to Justice entering production.
- Any third parties or contactors must sign an NDA (Non-disclosure agreement) prior to working on the project.
- Virus protection must be installed on all instances of the Justice system.
- The Justice system must validate all input being entered to ensure data accuracy and data integrity.
- Disaster Recovery and Business Continuity analysis must be performed by our BC/DR Manager. Recommendations made by our BC/DR must be implemented to ensure Justice services remain available for adequate operation of the County business.
- Application vulnerabilities with the Justice system must be held to a minimum. Further, common application vulnerabilities identified by OWASP (Open Web Application Security Project) must be avoided. Finally, application vulnerability scans must be performed by the County's BTS Security Management Section. All discovered issues must be mitigated by proposer prior-to the Justice system entering production.
- The Justice system must have redundancy in hardware and communications in order to maintain service levels.
- All communications of the Justice system must be encrypted.

- The Justice system must provide end-to-end logging for tracking of transactions and user activity. Further, the running hardware must have the capacity of retaining log activity according to the retention requirements of the State of Florida.

- The Justice system must use role-based security for authorization and integrate into the County's existing IDM infrastructure for centralized management of users, roles, passwords, and password management (password management to handle password expiration and enforce password complexity).
- All systems that comprise the Justice system must run the NTP (Network Time Protocol) protocol. The applications/services that comprise Justice must leverage the NTP protocol as well. This way, all systems, services, and transactions that comprise Justice will have a synchronized time to ensure consistent/accurate date/time stamps for logging/tracking of application, transaction, and system activity.
- All operating systems installed and supporting the Justice system must follow "Pinellas County's Best Practices" (See Attachment 12 for more information).
- System scans to identify vulnerabilities must be performed by BTS Security management and issues discovered must be mitigated prior-to the Justice system entering production.
- All physical access to systems supporting Justice must be restricted to those who are authorized to have access.
- All data involved in the Justice project must follow the State of Florida's retention and public records requirements. Further, any data contained on media that is permitted by the State of Florida to be disposed-of must follow Pinellas County's "Best Practices for Electronic Media Disposal" (See Attachment 12 for more information).

E.11.5 High-Level Environment Architecture – The County requires the proposer to illustrate a recommended solution architecture that shows a solution with Development, Test, Reporting, Training, and Production environments capable of supporting a solution development life-cycle where Development, Test, Reporting, and Training environments are mirrored or closely matched to Production. The County requires a best practice recommendation on these environments and the best practice process to manage the full Development through to Production life cycle. Pinellas County utilizes the ITIL framework for managing IT infrastructure, development and operations.

E.11.6 Technical Architecture – The County requires the proposer to illustrate a recommended technical architecture that details operating systems, hardware, applications and how they interact with each other. This technical architecture should illustrate how these systems interact and reflect Development, Test, Reporting, Training, and Production environments.

E.11.7 Business Continuity – The customer requires that the system down time (an outage on any given business day) cannot exceed two (2) hours, and further that cumulative system availability must exceed 99.8% annually. The County requires the proposer to provide an architecture capable of providing continuous operation of this service and a methodology to recover lost data caused by the downtime.

E.11.8 Service Level Management - The County requires the proposer to assist the County with Service Level Agreement (SLA) preparation. Proposer shall be required to:

- Evaluate the County's existing monitoring tools and business processes.
- Recommend any additional tool acquisition or process change that may be needed.
- Recommend industry standards for SLA performance metrics for this type of product, considering the nature and size of our business.

E.11.9 Average Per Session Bandwidth - The proposer shall provide Average per Session bandwidth requirements which shall be calculated and provided to the County so that network

bandwidth requirements may be determined. Example: 100Kbps per session, 25 users, bandwidth requirement is 2,500Kbps.

E.11.10 Domain Name Systems - Domain Name System (DNS) and fully qualified names should be used in all aspects of the Justice system. Hard coded IP addresses should not be used.

E.11.11 Hardware and Software Maintenance Schedule - Hardware and Software maintenance must be allowed for Sundays (as needed), from 3pm to 7pm and follow the Change Management process defined by BTS. Permission outside of the Sunday, 3pm to 7pm, will be on "as needed basis" and must go through the Change Management process defined by BTS.

E.11.12 Web Components - The County requires the proposer to comply with the following rules for the public-facing web components:

- Compatible with all standard web browsers, such as Explorer 6, 7 and 8, FireFox 3 and Safari 4.
- If any custom user-end settings or plug-ins are required, they must be clearly identified and negotiated/approved prior to consideration of inclusion.
- If any third-party products/licensing are being proposed, they must be clearly identified and negotiated/approved prior to consideration of inclusion.
- Public facing systems must comply with the Pinellas County privacy and security policy (www.pinellascounty.org/privacy.htm)
- The information must be accessible (comply with ADA section 508). Application compliance scans will be performed by the County's Office of Human Rights. All discovered issues must be mitigated by the proposer prior to Justice entering production.
- Transactional systems must comply with PCI (Payment Card Industry) standards.
- Enterprise branding is governance-managed by the BTS Portal and eGov Services Manager. Third party entities, vendors, and/or development staff must comply with governance standards of the system.
- All supporting infrastructure, configuration and customizations must be clearly documented prior to production.

E.11.13 Documentation: - During the Discovery phase, selected proposers will be required to provide additional documentation on its software solution, methodology and customer support approaches and tools. For example, Pinellas may request:

- Network Diagrams, including a listing of all dependencies for the applications including printers
- Architectural Diagrams
- Interface Documentation
- Process to install/troubleshoot printers if applications do not print to workstation default printer
- Process that shows how to test the application to determine up/down status
- Process to perform password resets
- A well defined 24/7 escalation path
- All known errors and workarounds

SECTION E – SCOPE OF WORK – CONTINUED

E.12 OVERVIEW OF SOLUTION NEEDED AND GLOBAL TECHNICAL REQUIREMENTS

OVERVIEW

Pinellas County is seeking proposals for a new, comprehensive Justice Consolidated Case Management System ("CCMS") to replace its aging mainframe system known as the Consolidated Justice Information System—Legacy CJIS, or simply "CJIS." Proposers are encouraged to respond with comprehensive "solutions" based upon the entirety of the requirements of the new Justice CCMS. This is important because both the existing CJIS and the desired new "CCMS" are much broader in scope, needed functionality, and required characteristics than many traditional commercial off-the-shelf ("COTS") vendor-provided case management software systems.

This section is intended to provide prospective proposers with both a general understanding of the pervasive system-wide, or "global" requirements of a new solution, but also, importantly, with an overview of the mandatory characteristics of a new CCMS. Proposers will find a long list of specific, discrete requirements statements in Attachment 3, but proposers must understand that the line-item requirements listed in Attachment 3 must be met *by a solution whose architecture and characteristics align with those described in this overview.* The case management functional requirements listed in Attachment 3 reflect "*what*" a new system must provide, but not the "*how.*" Proposers are offered great flexibility in proposing solutions that meet the entire suite of technical and functional requirements of a new CCMS, without limitations regarding how best to fulfill the needs of the entire Pinellas County justice system.

Within the context of this RFP, the "entire Justice CCMS system" refers to the common platform, operational integration, data sharing and specific case management operational needs of *all Justice CCMS stakeholders using the new Justice CCMS*, not to any one proposed "computer system" or "COTS product." Provided below are: a) list of the stakeholders, b) common global technical requirements of a new CCMS solution, and c) a list of specific functional and non-functional requirements. The ***GLOBAL SYSTEM TECHNICAL REQUIREMENTS AND CHARACTERISTICS*** below articulates the "big picture," describing what type of comprehensive solution is sought in order to meet the needs of all Justice CCMS stakeholders.

Stakeholders Served (*see Figure 9*)

The new CCMS must provide a single, common, unified platform for both the data sharing and the agency-specific case management needs of all stakeholders. The Pinellas stakeholders desiring a shared, integrated solution are:

- Clerk of the Court (all business units, including "County" and "Circuit" for all case types)
- Courts (includes Judicial Assistants, Judicial Officers and the Administrative Office of the Courts "AOC")
- State Attorney
- Sheriff
- Public Defender
- Board of County Commissioners

These stakeholders currently benefit from the many advantages of the common, shared Legacy CJIS platform now used in Pinellas County. The requirements of a new CCMS herein reflects **a)** no loss of integration, data sharing or case management functionality for any of the stakeholders, **b)** added or improved functionality in these areas, and **c)** modernization of the hardware and software platforms for the new CCMS. Additionally, the Department of Juvenile Justice (DJJ) is a non-stakeholder that benefits from the consolidated system and provides input into the system, via daily file uploads and direct input. All Pinellas County law enforcement ("LE") agencies have access to the system, primarily for viewing information, and some receive LE's data files from Legacy CJIS.

Figure 9: *CCMS Users*

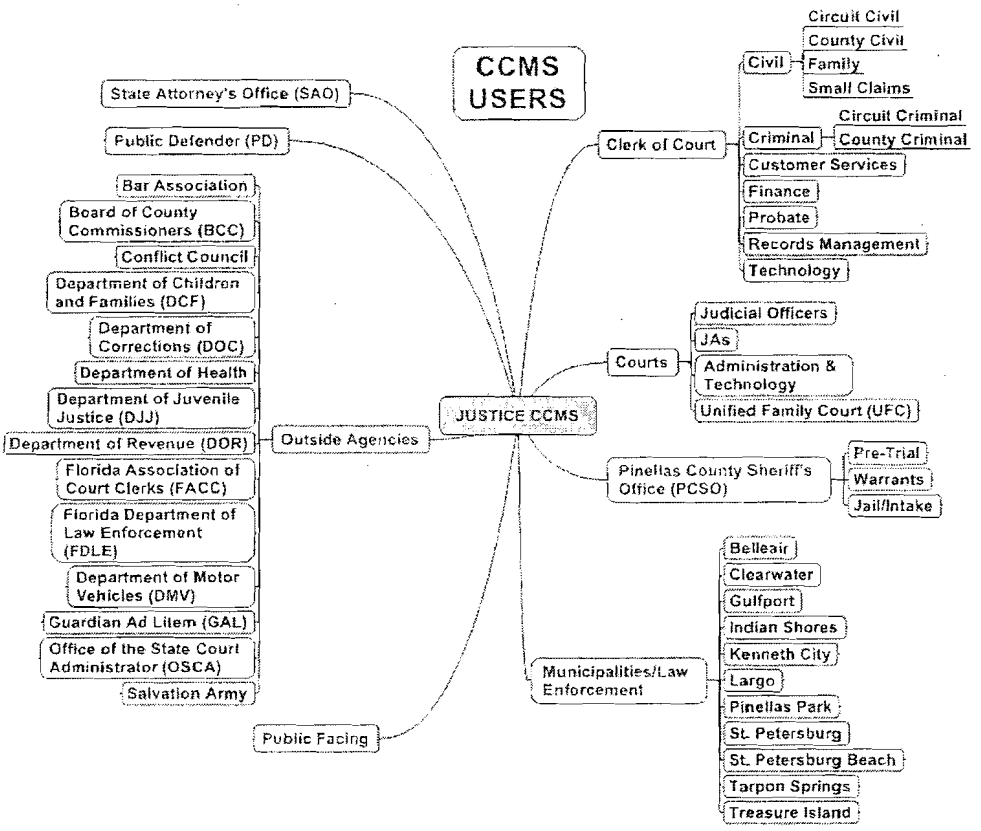
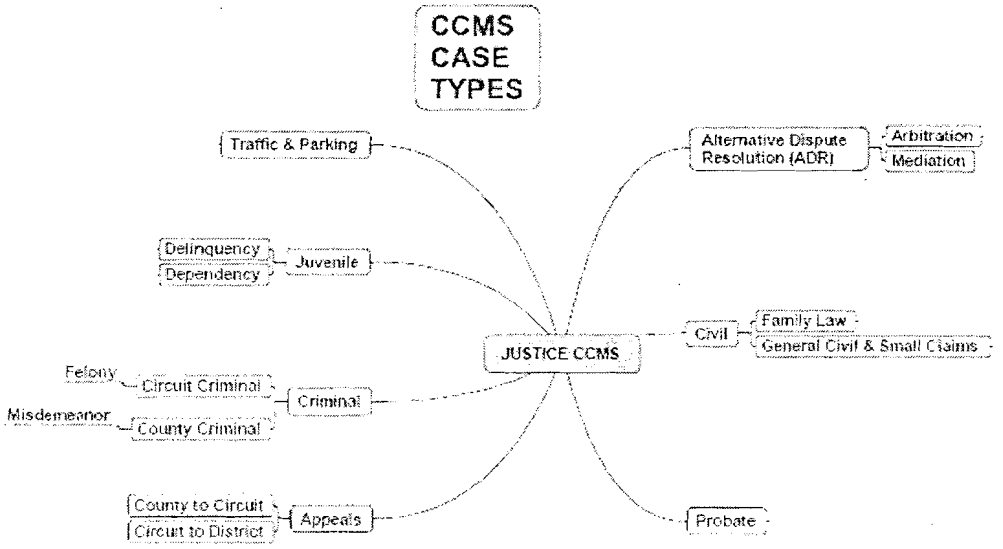


Figure 10: *Major Case Types Supported*



Like the current Legacy CJIS, the new CCMS solution must satisfy each stakeholder's *varied* requirements in processing every case type handled by each agency. The new system must be flexible and configurable in order to handle each agency's processing requirements for the following major case types (*see Figure 10)*:

- Criminal (including "County Criminal" and "Circuit Criminal" i.e. both lower jurisdiction (typically misdemeanors) and higher court (typically felonies)
- Civil (again, both "County Civil" and "Circuit Civil" and including Small Claims and Probate)
- Juvenile Delinquency
- Juvenile Dependency
- Family Court (many case types, such as Dissolution, Adoption, Mental Health and many others)
- Unified Family Court (same case types as Family Court, but with a bundling linkage designed to ensure that all multiple related cases affecting the same parties are heard in the same court/division)
- Traffic
- Parking
- Appeals
- Alternative Dispute Resolution

Within each major case type, there are numerous variations or "sub-case" types. Many sub-case types typically have different workflows and processing requirements, both for that particular major case type, but also based upon each stakeholder's case handling differences. Processing of some sub-case types is very similar to the workflow and processing of its higher level major case type; however, many sub-case types have substantially different statutory or agency-specific workflows or processing needs, making these case-types essentially like additional "major" case types. The key fundamental technical requirement is that the proposer's solution must be flexible and configurable based upon case type and upon differing agencies' and Courts' operational needs.

GLOBAL SYSTEM TECHNICAL REQUIREMENTS AND CHARACTERISTICS

In order for a new CCMS solution to meet the data sharing and processing needs of so many different stakeholders or agencies, and of multiple case types, the new CCMS solution must inherently have certain characteristics. In this RFP, Pinellas County is articulating these characteristics as global "technical" solution requirements. The ten (10) "global" system technical requirements articulated below comprise the foundation (*and minimum solution characteristics*) that a prospective proposer must demonstrate that its solution provides. These foundational technical characteristics position a new CCMS solution to meet most of the specific functional and other requirements listed in Attachment 3.

E.12.1. Configurability

Pinellas County desires a highly configurable system that would allow changes to screens, reports, documents, business rules, workflow, and interfaces through configuration of tables, rather than through writing of custom code.

Currently, Legacy CJIS system changes, (whether statutorily required or agency-requested functional changes), require software coding by Pinellas County programmers in order to implement. This results in backlogs of change requests, and is expensive to maintain. Any new CCMS solution must shift the change implementation paradigm from one of "custom coding" to a "customer-driven configuration" (or some other "flexible architecture" approach). Proposers must demonstrate how their solutions can

accommodate most changes over time via configuration instead of via vendor-provided software coding or application customization and modifications.

Configurability must apply to many different areas, including for example, screen layouts, new data fields, workflow, new/changed business rules, work queues, ticklers, alerts, notices, interfaces and document generation.

Typically, this paradigm shift is achieved via extensive use of configuration tables or via provision of other tools that expedite implementation of new mandates or new interfaces. Pinellas further expects that proposers will provide additional software and data management tools to ease or automate upgrades to the application or changes to the underlying data structures. Proposers are encouraged to offer innovative approaches that demonstrate the ability for the customer to implement changes in a timely manner without requiring extensive additional "custom programming."

E.12.2. Automated Workflow

Pinellas County desires a system whose core building block is a workflow engine that allows "plug and play" with other data sources and other in-house applications, in addition to creating each stakeholder's case management specific workflows within the CCMS application solution provided by the proposer. The new CCMS must be able to automate many current manual tasks.

During the requirements gathering process in Pinellas County, it became apparent that the majority of business process improvement opportunities revolve around automating many "next steps" or subsequent processes that are done manually in the current Legacy CJIS system. This observation includes both processes within a stakeholder's operation, and work processes that span agencies and the courts (with subsequent case processing steps required of the "next" or "receiving" user-group in the case flow).

Proposers must demonstrate how their solution can accommodate automated workflow by various parameters or approaches, including by case type, by stakeholder entity, by case status (or other data-driven parameters), and via an event-driven approach. Representative examples include automatic calendaring of court hearings or other events, or automated docket entries. Further, certain automated workflow tasks or automatic updates to the CCMS database should trigger mass updates, such as a mass docketing to multiple defendants on a case or mass docketing of an entry applicable to a group of cases or parties for the same event or workflow, or multiple calendar updates for related cases or related case parties.

Another workflow requirement that is pervasive across case types and stakeholders is the concept of automated, data-driven, and event-driven "alerts" or notifications in various forms and with various delivery methods. In some instances simple email notices or alerts are sufficient; however, in other instances alerts "within the system" that are noticeably visible on either workflow queues or on case information screens are required. As with other workflow processing, alerts must be configurable and based on predefined business rules, for example, by case type or stakeholder agency based upon some trigger such as a "data change" or an initiating processing event.

Typically, this type of Business Process Management is achieved via a "business rules engine" and/or a "distribution engine" coupled with electronic work queues. However, proposers are encouraged to offer any innovative approach that demonstrates the ability to automate workflow based on different business rules with multiple parameters, and then distribute the data or "next process" to the receiving application or work queue.

Whatever approach is proposed, the "business rules" that are configured to drive CCMS workflows and alerts must be in clear "English-like" expressions so that the rules, parameters constraints, etc. are "visible" to the Pinellas stakeholder users. Furthermore, proposers must demonstrate that their solutions

for automating workflows and applying business rules can be "partitioned by stakeholder" and implemented in such a manner that newly added or changed business rules or workflows affect only the selected stakeholder agency, and thus do not necessarily change the system operation or configuration for other stakeholders and users.

E.12.3. Integrated, Extensible Database that Supports a Shared Case Implementation

The Pinellas County stakeholders require an integrated, extensible and normalized database (physical or virtual) that enables (based upon role-based security limitations) data to be entered and captured "once" in the CCMS application at the original user's data source. All five Pinellas stakeholders will perform their separate case management functions against the one "shared case" in the underlying database. Again, partitioning by agency against the same "shared case" is a key technical requirement. Re-keying of duplicative case data into separate "best of breed" systems or modules is not acceptable and such proposals will be deemed unresponsive.

Pinellas stakeholders require a high degree of "pre-population" of case management information screens, and require that case information changed by one agency is available "real-time" everywhere throughout the system to all end users. The new CCMS relational database must be centric to court parameters (including but not limited to cases, persons, documents, future events, and financials), and support many different Case-Party-Person associations. Certain entities (including cases or persons) might need to be joined, or consolidated or transferred to a different status or relationship. Also, many "like entities" often need to be grouped together logically for like, or group en masse processing.

Often, certain entities must be established without complete information, and the new CCMS must not only allow "partial entity creation", but must also support subsequent new entity information to be added ... new information that might trigger an automatic creation of a new association, relationship, or consolidation. And further, nearly every entity needs to keep track of "historical" versions that are time stamped; the implication is that nearly every entity must be allowed to have multiple entries (or historical instances) without an artificial system limit.

The proposer's back-end database must be open and loosely coupled with the proposer's application code. This will allow for a database that can be expanded, or extended, without disabling existing functionality or introducing superfluous errors when the vendor's application code accesses a data table that contains additional new data elements or "columns." Such a "dynamic extensible database" in the new CCMS solution will provide the Pinellas system administrators with the ability to locally add needed new entities or code table entries without the need to engage the vendor to re-program or re-compile the applications. The CCMS database must be fully supported by the winning vendor even though Pinellas will directly query, and may extend, the database.

Such open, dynamic back-end database architecture is needed to support independent, local data mining by Pinellas staff using industry standard query or "Business Intelligence" tools that do not rely on outside vendor-proprietary or vendor-provided tools or canned queries. Proposers must agree to provide clear documentation of its underlying relational data model (via a detailed data dictionary, schemas, ERD's, logical data model diagrams, etc.) in order to support these "self-service" data extract or mining requirements or Pinellas self-service extensions to the database.

E.12.4. Consistent End User Interface with Rapid Data Entry Features

The proposer's solution must provide a common, consistent end user interface across all case types, core case functions (such as case initiation), and for all Agencies and the Courts.

The consistent user interface provided for various functions, case types and use by all Pinellas stakeholders must operate in substantially the same manner for similar functions, with substantially the same "look and feel." Like screens for similar functions (again, regardless of case type or Agency) must be provided, fostering consistent data entry, maintenance, and query. Separate "best of breed" systems or modules that do not achieve consistency in the end user interface will be scored lower by the Evaluation Committee.

This common graphical user interface "GUI" pervasive requirement extends beyond a common "look and feel." Pinellas stakeholders are requiring substantial improvements compared to the current Legacy CJIS solution, including intuitive navigation, workflow-driven screens, and user-configurable "summary information" screens. Typically, newer CMS's GUI's include features such as drop-down select boxes, radio buttons, type-ahead pre-filled data boxes, etc.

Proposers are encouraged to provide innovative alternatives, keeping in mind that a key characteristic of the new CCMS solution **MUST ALSO PROVIDE** the capability for certain Pinellas County business units to perform "rapid data entry" that does not necessarily require use of a mouse or drop-down select boxes, etc. Again, user-configurable screens that can adapt to the keyboard-only data entry, or some other innovative approach, are required to meet the "rapid data entry" need.

Highly desirable characteristics of a new CCMS consistent end user interface include the ability to "drill down" by selecting designated data elements on configurable GUI screens and provide additional tabs, windows, or "pop-ups" that subsequently provide more information on the selected data element or entity. It is very important that such "additional" information on an entity be available (based upon appropriate security access) across stakeholders and across case types. Calling up (normalized) entity information across case types, regardless of the current work processing step/screen, is a critical success factor in the selection of a new CCMS. Additional innovative GUI features such as persistent "clipboards" or "scratchpads," or other methods that reduce continual lookup of the same data, is highly desirable. Further, screen-scrolling in the user interface should be minimized as much as possible.

An integrated, logically normalized back-end database coupled with configurable data entry and inquiry screens is a foundation for enabling completion of a multi-process, or multi-step, unit of work "in one screen." Pinellas' staff is burdened in the current CJIS system by having to look up data in different screens, enter some of that information in certain subsequent screens, and then completing the desired unit of work by checking or entering data in yet another screen or set of screens. The new CCMS solution should be configurable such that logical units of work (such as Case Initiation) can be completed in one data entry/update screen, and that such a GUI screen is dynamic (containing only the necessary data elements) based upon case type and responsible user/stakeholder. This configurable "functional screen" concept would also enable Pinellas' staff to designate groups of entities for "like processing" or mass updates, such as applying a change en masse to either a selected group of cases or applying a change to a selected group of defendants on a case.

E.12.5. Dynamic Advanced Searching and Ad-Hoc Reporting

Pinellas County requires highly configurable advanced search capabilities, and self-service ad-hoc reporting, both with the ability to specify the vast majority of data entities in the system as either search criteria and/or results outputs.

In the current CJIS system, entities are highly de-normalized, and the back-end databases for most case types are separate, independent VSAM files. This greatly limits the visibility of one person (or other entity type) across all cases (of any case type) system-wide. Pinellas County is looking to the new CCMS to resolve current limitations, and to open up configurable self-service query and reporting to its users.

Based upon user-defined security roles and limitations, end users should be able to search the enterprise database (physical or virtual) based upon a wide range of keys or parameters and filters, such as case type, case number, unique person identifier, statute number or charge, docket code, calendar date, event type, or date, etc. The new CCMS should provide the ability for users to define their own search criteria and Boolean (or other) search logic. Search results sets should be able to be downloaded into another application (such as Microsoft Excel), or maintained for a defined time period within the CCMS or during the end user's login session. Search results should be presented in a manner that allows sorting by result column, and "drill down" into more information (such as a Case Summary, or Progress Docket, or Defendant Information Summary, etc.)

Dynamic "on-the-fly" user configuration of advanced search criteria and the format / content of results sets should work substantially the same for self-service Ad-Hoc reporting. Proposers are encouraged to respond with any innovative approach that demonstrates the ability for the customer to execute user-specified searches with results returning within the CCMS application, as well as the ability for users to specify, save, and share Ad-Hoc report input criteria and the resulting output report format.

E.12.6. Data Model that Supports Complex and Changing Entity Relationships

The new CCMS must provide for creation and management of a complex set of "1-to-many", "many-to-1" and "many-to-many" (operational) relationships amongst varying types of data entities.

For example, one particular "person" entity might have multiple simultaneous roles on a case (or cases), such as "Attorney" and "Father," and "Defendant." Given the mix of different case types and possible "party roles" within the CCMS enterprise, proposers must demonstrate that their solution can manage multiple, complex associations of persons to case roles, and of other entity types to each other (such as relating "Business X" –to– "Case 1" and to "Attorney A" and to "Attorney B").

Further, case roles and other associations have "start" and "end" time periods, so the proposed solution must be able to accurately reflect time periods during which certain persons (or other entities, such as Businesses) had certain roles on various cases. In fact, even "cases" can be related to each other and linked or bundled; Unified Family Court requires the concept of a "master case number" that identifies logical groups of cases with common staff assignments and other group-applicable business rules. These associations must be "searchable across the enterprise" as outlined above in the "Dynamic Advanced Searching and Ad-Hoc Reporting" section.

Pinellas would like to call special attention to the needed "Address Model," a subset of the overall Data Model, but with the same general requirements for handling potential multiple relationships described above. Certain entities will have multiple address types, and thus multiple addresses. The new CCMS solution must appropriately distinguish, store and manage, multiple addresses and address types for multiple entities.

Further, any particular address could be designated as a "Primary" address for certain purposes. For example, a Law Firm may have a Mailing Address and a Business Address, one of which may be designated as "Primary," another of which may be designated as "Service of Process" address. Further, an individual attorney associated with that same Law Firm may also have his or her multiple "person addresses types," and individuals may have a designated "Primary" address. For "notices" and other report purposes, the system must allow for any particular address type, or designated address, to be selected based upon business rules for that particular notice or report.

E.12.7. Role-based Security

Pinellas County desires robust, role-based security that spans the many different access needs of different stakeholders and yet applies to the "one shared case" operating model.

Most vendor-provided CMS "COTS" products on the market today have implemented some type of "role-based" security. However, given the additional dimension of multiple different stakeholders, and different possible case types, Pinellas requires an even more robust and configurable security model. Access to case and other information should be configurable by AGENCY, CASE_TYPE, ROLE and IndividualUserID. Further, as with the data model, the security model must support complex "1-to-many," "many-to-1," and "many-to-many" relationships. For example, exception processing may require that one particular IndividualUserID be given full access to all cases, including "sealed" cases even though that user's ROLE does not contain that access rule or authorization.

Further, there may be very similar (or identically) named ROLES at different stakeholders, but the access rights for the UserIDs within those roles could be different by stakeholder agency, even for the same CASE_TYPE. Thus, assignment of "rights" and "access levels" to roles and case types must be configurable by different stakeholder agencies and the Courts, not solely one "enterprise-wide" definition. As with case "party roles," a UserID might have multiple roles that are different depending upon either the case type, or upon the date, or upon the current case status.

For example, upon "pre-filing" case initiation, State Attorney assigned staff and defense attorney assigned staff may have certain common access to case information at that stage, but then may have more (or less) access upon the case status changing to "filed with the Court." Further, upon withdrawal, the defense attorney staff should no longer have access to that case information after a certain date. Additionally, for example, in multi-defendant cases, there are additional conditions whereby the assigned defense attorney is allowed to access defendant case information for a defendant in custody (or without outstanding warrants), but yet cannot have access to defendant information for other defendants on the same case who still have outstanding warrants less than one year old.

Again, the critical concepts of a) configurability, b) a dynamic, open, extensible data model, and c) date-bound numerous complex relationships that change (in part or in whole) over time, applies equally to the robust role-based security required for a new shared CCMS solution for Pinellas County.

E.12.8. Audit Capability

Given the mix of different statutory responsibilities per stakeholder, and case types, the new CCMS must provide the capability to determine "who (agency and UserID) did what and when (Date & TimeStamp)" for ANY CHANGE or addition to the system. Historical, chronological tracking must be able to be recreated by Pinellas staff running queries via self-service without vendor involvement or programming required.

E.12.9. Ability to Integrate with Other Systems

Pinellas County desires a system that provides a consistent, service-oriented, standards-based method of exchanging data with other in-house applications and workflow engines. The new CCMS will be the centerpiece in an ecosystem of related justice systems.

The current CJIS sends and receives data, in batch and real-time, to/from multiple external systems. One critical interface that must operate in near real-time is the connection to the Clerk's electronic document management (imaging) system (EDMS). The new CCMS must be able to attach documents to a case and readily view the electronic image from within the case management application. The new CCMS must interface with the current EDMS, or any future new EDMS, for the purpose of retrieving and displaying case documents and other images.

The new CCMS solution must provide a consistent method to transmit and receive / consume data from external systems. Typically this is achieved via a vendor-provided Application Programming Interface ("API") or via an adjunct set of "web services" or "service bus," or "messaging engine." Proposers are encouraged to respond with a standards-based approach that demonstrates the ability to appropriately distribute and consume data and functionality that will implement but not be limited to the known interfaces listed in Attachment 5. Data validation consistent with the defined business rules must be present in all transactions within the application's own user interface. Pinellas County considers a NIEM-based XML solution for interfacing with other systems as the best practice; however, this is not a mandated requirement.

It is highly desirable that the proposer's application code calls and utilizes its own standards-based API (or web services, class libraries, etc.) when making updates to the system's back-end database, in the same manner that Pinellas' in-house applications will interface with the new CCMS. Further, it is highly desirable that the case management functions provided by the vendor be loosely coupled, thus not restricting Pinellas' stakeholders in their choice as to which pieces of the proposed solution to implement and use. A prime example of this concept is receipting/POS; Pinellas may choose to not use the proposer's point-of-sale (POS) or receipting portion of the proposed solution, but instead might opt to use a different third-party solution already in-house. The proposed solution should not mandate that Pinellas must use its proprietary, integrated, or tightly-coupled approach to receipting/POS (for example).

E.12.10. Foundation for Future Reduction in Paper, eFiling, Public Facing Website

Pinellas County desires a system that provides a foundation for future eFiling of all case types. The Pinellas County stakeholders intend to rely more on "electronic" transmission of information, thereby eventually eliminating the reliance on paper for many intra- and inter-operational needs, as well as for "Public" operational interactions. Proposers are encouraged to respond with an innovative approach that demonstrates the ability to reduce the reliance on paper for processing cases, including the proposer's solution for eFiling. The proposer's solution must support the current Oasis LegalXML Electronic Court Filing (ECF) 4.0 standards.

While eFiling is the stated direction of the Pinellas CCMS stakeholders, its implementation is subject to limitations and constraints imposed by various State agencies, including the State Supreme Court. Proposers must discuss how their solution supports eFiling into the new Justice CCMS, (assuming that the public portal function is already provided by either Pinellas County or the State or another vendor). Proposers must show how their solution could accept incoming eFilings, and provide appropriate "eFiling review queues" and other internal controls and communications back to the eFiling "portal."

Proposer's must also provide a "public facing" website, making available for search and display public record case information. The public facing website portion of the new Justice CCMS solution must be configurable regarding what information can be made available to the public during different time frames, for different case types, etc. The public facing website requires three levels of access – a) limited public access, b) authorized user inside firewall, and c) authorized user outside firewall.

The public website solution proposed must be able to (optionally) impose and collect usage fees for certain users. The public website portion must be ADA-complaint, and must support configurable field-level redaction that can be turned on (or off) based upon local business rules. Electronic document redaction must also be supported. The public facing portion of the new CCMS system should be configured and deployed to avoid negatively impacting the operations or functional integrity of the internal primary CCMS.

SECTION E – SCOPE OF WORK – CONTINUED

E.13 Functional Requirements of the New CCMS

Please refer to the spreadsheet in Attachment 3 for a line-item list of functional requirements of the new Justice CCMS. Note that there are ten (10) Categories of functional, non-functional, and technical requirements. The "Technical" Category is intended to reinforce Section E.12 above, and to provide specific illustrative examples of Pinellas technical requirements in a new system. Proposers are expected to respond to each numbered requirement in all ten (10) Categories. Proposers' responses to all requirements in all ten (10) Categories will be considered by the Evaluation Team during the Phase 2 "Functional Assessment" scoring. For each numbered requirement, each proposer must respond with either:

- ✓ **Yes** Proposed software solution fully meets this requirement, (or)
- ✓ **No** Proposed software solution cannot meet this requirement, (or)
- ✓ **Partial** Proposed solution can meet this requirement with additional custom software modification, (or)
- ✓ **Config** Proposed solution can meet this requirement via Configuration during implementation.

Figure 11: ***Response to Line-item Requirements in Attachment 3***

Response to Line-item Requirements in Attachment 3			
Y	Proposed software solution fully meets this requirement.	N	Proposed software solution cannot meet this requirement.
Partial	Proposed solution can meet this requirement with additional custom software modification.	Config	Proposed solution can meet this requirement via Configuration during implementation.

E.14 REQUIRED INTERFACES TO OTHER SYSTEMS

Please refer to Attachment 5 for a list of other systems which the new CCMS must interface with. As noted in Section E.12.9, Pinellas desires that Proposers offer a consistent means of interfacing with the new CCMS, such as a standard Application Programming Interface (API), or Web Services, or an Integration Engine, or a Message Broker, or via some other consistent method. This should allow proposers, based on prior similar systems integration experiences and usage of a standard interface method, to derive reasonable cost estimates "per interface." Those proposers that make the short list into Phase 2 will be provided with additional technical details on each system to be interfaced with. Pinellas County considers a NIEM-based XML solution for interfacing with other systems as the best practice; however, this is not a mandated requirement.

E.15 DATA CONVERSION REQUIRED

All current legacy CJIS data for all case types, all entities and all prior years must be converted (*or attempted to be converted*) and loaded into the new CCMS. The awarded vendor must perform the extract and analysis of the CJIS data, transform the data and create appropriate entity relationships, and then load the converted data into the new system. Pinellas does not intend to perform intense, iterative data scrubbing in advance (nor as part of) the awarded vendor's data conversion processing.
Please refer to Attachment 4 for the CJIS Data Dictionary.

SECTION E – SCOPE OF WORK – CONTINUED

Should there be any data that is not converted, data errors within the system must allow for a toggle option giving users the opportunity to view the original data as carried over from the legacy system. Users would have the option to manually enter the correct information in the Justice CCMS related data field (as security roles would allow).

Proposers must describe how such unconverted or partially converted data will be made available within the application so that users can fix the data manually as identified, within the new CCMS. Further, the public-facing system must provide either an error flag for non-converted data, or as another option, a blank field where the related data could not be converted.

In all data conversion initiatives there are a number of key issues that require special consideration; these include but are not limited to, the following:

1. Data retention requirements
2. Confidentiality
3. Data inconsistencies and errors in source data
4. Potential elimination of legacy data (not required by replacement system)
5. New data relationships (required by replacement system)
6. Missing/new data (required by replacement system)
7. Data conversion acceptance criteria

Proposers must describe their intended data conversion philosophy, approach, methodology, procedures, resolution as applicable, and/or controls specifically related to each of the issues listed above.

Proposers must indicate how, and where, data conversion will be performed, and how Pinellas CJIS / CCMS data will be guaranteed to be safe, secure, confidential, and of limited access to the proposer's (and subcontractor's) staff.

Over the last several years, a number of widely adopted data conversion methodologies and best practices have emerged. The methodologies all follow a similar multi-phase approach, and are designed to ensure that data conversion results are more predictable and reliable. Successful data conversion requires thorough knowledge of the workings of both source and target data structures and systems.

Proposers must indicate what data conversion tools will be used, and any industry standards or best practices employed.

Ideally, Pinellas would like to see an experienced data conversion vendor as part of the proposer's team. The vendor must provide a "turnkey" data conversion solution, taking full responsibility for all aspects of data conversion services and results. This approach will allow Pinellas County to leverage the proposer's prior data conversion knowledge and experience, especially as it relates to the new target CCMS database.

SECTION E – SCOPE OF WORK – CONTINUED

The current CJIS is built on 1970's Mainframe technology with a file structure of flat sequential files and VSAM (Virtual Storage Access Method) databases. Complex relational data structures are not supported within the context of the CJIS system. The overall size of the data is slightly under 80GB. The following table depicts the distribution of the primary files within the CJIS system:

Court Type	Number of Records
Adult	356,143,228
Traffic	104,533,959
Civil	57,726,534
Juvenile	28,743,795
Probate	9,239,566
Common – Used By All	8,099,195
Total	**564,786,177**

The core CJIS data is based on the Court Systems described below and is subdivided into five independent data sets:

The Adult System contains felony, misdemeanor, ordinance, Non-Criminal Payable Infractions (NCPIN), criminal and non-criminal traffic cases and some parking cases that are heard in court. The Adult System has a Party file, Case file, Docketing, and Calendaring.

The Traffic System contains criminal traffic violations that require a court appearance and non-criminal traffic violations that are satisfied by paying a fine. The Traffic System has a Party file, Case file, Docketing, and Calendaring.

The Civil System contains Domestic Relations including divorce, child support, domestic violence, mortgage foreclosures and negligence action cases. The Civil System has a Party file, Case file, Docketing, and Calendaring.

The Juvenile System contains delinquency and dependency case data. The Juvenile System has a Party file, Case file, Docketing, and Calendaring.

The Probate System contains Estate & Wills, Guardianship, and Mental Health cases. The Probate System has a Party file, Case file, Docketing, and Calendaring.

Common Data File Description

The Party File contains all the personal data about persons (parties). This data includes a SPN (System Person Number) to make that individual unique to the system (includes name, address, etc). Parties would include attorneys for both sides, judges, police officers, mothers, fathers, the accused and anyone else who may have a relationship to a case or person related to a case.

The Case File contains detail information about charges, including filing date, statutes, all parties associate to the case, and progress dockets.

Calendaring includes appearances and calendaring for the date, time and location a case will be heard in court.

Docketing Files contain information about what has happened to a case and what is planned for the future.

CJIS Data Volume	
Court Type	Size
Adult	48.3 GB
Traffic	15.8 GB
Civil	10.4 GB
Juvenile	3.2 GB
Probate	1.5 GB
Common – Used By All	0.4 GB
Total	**79.6 GB**

Based on a preliminary analysis provided by the Pinellas County BTS-Justice and Law Enforcement Division, it is estimated the data anomalies that have a probability of conversion error for the CJIS Legacy database represent approximately 2% of the overall data.

E.16 PLANNED UTILIZATION OF NEW JUSTICE CCMS SOFTWARE

Legacy CJIS currently has approximately 3,100 active users. The continuum of application access spans from the "view only" user to the "add/update" and "administrator" user.

E.17 PROJECT SUCCESS INDICATORS

The County has identified business drivers as project goals and expectations for the Justice CCMS project and intends to track the achievement of these goals as measurable success factors. All proposals should focus on assisting the County in achieving the following goals.

E.17.1 Indicator 1: Reduction in amount of redundant data lookup and entry, with accompanying reduction of associated annual CMS maintenance costs.

E.17.2 Indicator 2: Use of workflow to improve case management. Use of workflow to improve communications through automatic notifications, and improved efficiency of review and update approval processes.

E.17.3 Indicator 3: Improving the County's preparedness for a disaster by having the ability to remotely access the system and complete all business critical transactions on off-site back-ups.

E.17.4 Indicator 4: The support staff is adequately trained to support the new CCMS.

E.17.5 Indicator 5: System configuration areas are appropriately documented and the appropriate staff is trained on maintaining those areas. System configuration is self-service, and system changes can be implemented quickly without the need for custom programming.

E.17.6 Indicator 6: All infrastructures, including hardware/software, are configured to support high availability production environment with sufficient test/development environments to support effective change management. Retire Legacy CJIS.

E.17.7 Indicator 7: Customers are able to make payments through the County's website for miscellaneous Court fines, fees and other simple receivables.

E.17.8 Indicator 8: Point-of-sale, cashiering/receipting functions benefit from improved automation and workflow by reducing the number of instances where data is re-keyed, and via automated cash drawer and bank reconciliation processes.

E.17.9 Indicator 9: Users perform powerful self-service queries and ad-hoc reports without the use of any shadow systems to track information not contained in the integrated CCMS database, and without the need for custom programming. Reduce the amount of separate report requirements to increase efficiency. Configuration should also allow the capability for users to index fields.

E.17.10 Indicator 10: Real-time, online self-service transactions are provided to the Public via the Public-facing CCMS website portion of the CCMS solution.

E.17.11 Indicator 11: The new CCMS is Florida-compliant for case management and other State reporting purposes, generating and distributing most needed reports automatically in an electronic format. Information is also available in real time using simple queries and dashboards..

E.17.12 Indicator 12: Audit tracking of case actions, and performance data, is available via simple queries.

E.17.13 Indicator 13: End user data entry screens are configurable by case type, subtype and stakeholder Agency, with rapid data entry options that improve the speed of entry over the current Legacy CJIS.

E.17.14 Indicator 14: Case information and data can be easily searched and displayed in timely, easy to understand reports available on the County's website.

E.17.15 Indicator 15: Eliminate need to create paper during eFiling and inter-agency communications processes. Entire eFiling process done electronically through workflow.

E.17.16 Indicator 16: New CCMS appropriately handles multi-Agency Security requirements.

E.17.17 Indicator 17: New CCMS appropriately handles all case types, subtypes and varying business rules and different processing needs of every stakeholder agency.

E.17.18 Indicator 18: New CCMS does not lose any significant functionality currently provided by the Legacy CJIS system.

E.17.19 Indicator 19: Training of end users is improved and expedited or shortened, due in part to a consistent user interface throughout all case types and users of the new CCMS.

E.17.20 Indicator 20: Data-driven and event-driven processing automates many currently manual calendaring, scheduling and docketing processes. En masse processing can easily be configured and applied for many different entities.

E.17.21 Indicator 21: New CCMS simplifies the processes of Case Initiation and Case-party Connections via "one-step" processing screens and via a back-end database that effectively and efficiently creates and tracks multiple cases-parties-persons-roles correctly.

E.17.22 Indicator 22: The new CCMS provides a suitable foundation for reduction in use of paper and provides a suitable foundation for electronic court records management.

E.17.23 Indicator 23: Most case related documents are generated automatically, and pre-populated from data in the CCMS database. Document can be generated, and distributed, in either electronic or paper formats.

E.17.24 Indicator 24: All stakeholder agencies and the Courts will "go live" simultaneously for each case type (or "bench") migrated from Legacy CJIS to the new CCMS.

E.17.25 Indicator 25: The new CCMS is successfully interfaced with the Jail Inmate Management System (JIMS), for critical (current) functionality related to automated case initiation, and also for expanded exchange of additional data in *both directions*.

E.18 SCOPE OF PROFESSIONAL SERVICES

All proposers are required to provide the County with comprehensive Professional Services that will be necessary to successfully implement the Justice CCMS scope of work, as outlined below:

E.18.1 Comprehensive Project Management – There shall be a full time project manager to manage the continuity of the project and ensure the County's project team and the proposer's project teams are meeting project schedules. The proposer's project manager shall work under the direction of the County's project manager, adhere to the County's Project Management Office's Project Management Processes, provide regular communications with the Justice CCMS Core Team, maintain the project schedule, provide bi-weekly progress reports, and be available for periodic project team meetings. The awarded proposer's project manager must maintain a project schedule using Microsoft Project software. The awarded proposer's project team will record time in the County's Clarity Project and Portfolio Management Tool. The project team shall be consistent throughout the project. The proposer's project manager shall provide a project plan. The project schedule and project plan are to be delivered within a contractually specified timeframe after contract signing. The proposer's project manager must provide updates to the project schedule in conjunction with the bi-weekly progress reports to reflect progress on project tasks and any mutually agreed upon adjustments to the project timeline.

E.18.2 Functional Consulting – The County requires the proposer to designate Functional Consulting staff to work with the County's Core technology staff and end user subject matter experts for each of the CCMS functional areas to be implemented. The Functional Consulting staff shall be consistent throughout the project.

E.18.3 Technical & Configuration Training – The County expects the proposer to designate staff to work with the County's technical team related to system configuration and implementation. This would also include providing technical training to county staff on the configuration and installation of the system. Additional technical training for County staff must cover topics areas such as:

- Securing full, remote control access to the Application or Workstations
- Performing initial troubleshooting 24/7
- Determining technical support escalation path
- Performing password resets
- Executing fixes/workarounds for known errors
- Monitoring of the Application, Network and Servers

Configuration and other technical training approach, methods and tools should be part of the proposer's Training Plan submitted as Proposal Section 7.0.

E.18.4 Hardware, Software, and Other Equipment Recommendations – The County requires all proposers to provide hardware platform and operating system best practice recommendations for the new CCMS, including all systems: software, hardware (server, desktop, cash drawers, etc.) and any other equipment/software needed to support the proposed solution.

E.18.5 Business Process Re-engineering – The County is aware that many of its existing processes could be improved with the implementation of a new CCMS. To leverage opportunities for increased efficiencies, the County expects the proposer to partner with the County to identify and develop business processes based upon best system or industry practices.

E.18.6 Implementation and Testing Plans Requirements – The County requires the proposer to develop and deploy a test plan that includes:

- Staff Requirements
- Unit testing
- Integration testing
- User acceptance testing
- Performance and stress testing
- Parallel testing

Testing shall include all business processes for all agencies for all case types. The implementation team shall perform initial testing of the applications and configurations (working with users to develop test scripts, test cases, etc.) to ensure that the setup meets the County's technical and functional requirements.

E.18.7 User Training – The training must be comprehensive enough to ensure that the County's staff can effectively use and maintain the system during configuration and after go-live. Key subject matter experts shall be trained on the modules to participate in acceptance testing. Training must be "role based" and tailored to accommodate the County's (job specific) use of the application, rather than boilerplate product training. The training shall include technical, functional and end user education on all aspects of the new CCMS. The County is expecting a hybrid approach that combines a "train-the-trainer" approach along with extensive onsite user training classes led by the winning proposer's staff. It is anticipated that "lead" or "power" users at the Courts and the stakeholder agencies will provide their own configuration and business rules implementation and will act as "topic experts" through-out end user training. Proposers should describe their proposed training approach to facilitate distributed, decentralized user-driven system configuration and for agency-specific or function-specific user training. Training class makeup, size, timetables, and training tools, etc. should be part of the proposer's Training Plan submitted as Proposal Section 7.0.

E.18.8 Documentation Requirements – The County requires the winning proposer to create and provide all documentation, in a revisable format, to support the data conversion, CCMS configuration, CCMS implementation, system interfaces extension of the backend database, end user training, and including but not limited to:

- Network Diagrams, including a listing of all dependencies for the applications including printers
- Architectural Diagrams
- Process to install/troubleshoot printers if applications do not print to workstation default printer
- Process that shows how to test the application to determine up/down status
- Process to perform password resets
- A well defined 24/7 escalation path
- All known solution errors and workarounds
- Application Security Management
- Application System Administration
- Business Process Flow
- Configuration/Setup

- Data Conversion Documentation
- Data Model Information (detailed data dictionary, schemas, Entity Relationship Diagram (ERD), logical data model diagrams, etc.)
- Database/Hardware Management Information
- Functional Operations Manuals
- Interface Specifications and Related Documentation
- Testing Plans & Procedures
- The County requires the proposer to provide a final technical architecture and business process document/drawing that details the final solution as implemented that will include all hardware, software, server names, database names, IP addresses, and the relationships between all components for Development, Test, Training, Reporting, and Production environments.

E.18.9 Customer Support Plan Requirements – For a period of sixty days following each completed case type (or "bench") implemented, the County shall require post-implementation support, on-site, and remotely as appropriate, to ensure certain criteria is functioning properly before Final Acceptance shall be issued. Once the County has one successful month of case processing operations without any major issues, the only other post-implementation support shall be requested "as needed."

E.18.10 Change Management Requirements – The County requires the proposer firm to assist the County with organizational and/or configuration change management activities. Firms shall be required to:

- Prepare an organizational and configuration change management plan
- Provide consulting and assistance in planning and executing change management activities
- Provide assistance in identifying change management risks

E.18.11 Disaster Recovery Requirements – The County requires the proposer to provide an architecture that is capable of allowing the operation to be restored within 24 hours at the primary data center or another remote facility. The proposer should provide a methodology to replicate the data and to restore it within that timeframe. Beginning with a Recovery Point Objective of 24 hours, the proposer should propose incremental data backups and recovery plans for 12, 6, 4, 1 hour time frames.

E.18.12 Security – The County requires the proposer to assist the County in implementing comprehensive security that addresses the County's security needs for use of the Justice system. This shall include confidentiality, integrity, and availability.

Please refer to Sections E.11, E.12, Attachment 11 and Attachment 12 for more information.

E.18.13 Staffing – The proposer shall define project staffing needs, including County resources, as part of the overall project plan, taking into consideration all aspects of the scope of work and County requirements.

E.18.14 Retiring Legacy System – The County requires the awarded proposer to provide a roll off plan for the retirement of Legacy CJIS. If access to legacy data is required but cannot be accommodated by the implementation, the proposer is required to include a plan and solution to address the issue.

E.18.15 Maintenance and Support Programs –The proposer should propose a software maintenance and support agreement that will be necessary to provide for adequate problem reporting and resolution.

E.18.16 Project Schedule – The County requires the proposer to develop a recommended schedule for a **phased** CCMS implementation, taking into account the required review, approval, and acceptance processes of the related project governance structure and *seasonal* impact on

staff availability. All phases and software modules shall be complete within approximately 36 months from the effective date of the executed contract.

Proposers must base their implementation plan and schedule based upon migrating from Legacy CJIS to the new CCMS ***by case type*** (or groups of case types or "benches.") For each case type or bench or groups of case types, all users of the new CCMS must be migrated at the same time.

Proposals recommending migrating one stakeholder agency (or other subset of users) at different times will be rejected as non-responsive.

E.18.17 Delivery of Project Plan and Other Key Deliverables – The project plan is to be delivered within a contractually specific time frame after contract signing.

E.18.18 High-Level Environment Architecture Requirement – The County requires the proposer to illustrate a proposed solution architecture that shows a solution with Development, Test, Reporting, Training, and Production environments capable of supporting a solution development life-cycle where Development, Test, Reporting, and Training environments are mirrored or closely matched to Production. The County requires a best practice recommendation on these environments and the best practice process to manage the full life cycle.

E.18.19 Technical Architecture – The County requires the proposer to illustrate a proposed technical architecture that details operating systems, hardware, applications and how they interact with each other. This technical architecture should illustrate how these systems interact and reflect Development, Test, Reporting, Training, and Production environments. And, importantly, the proposed technical architecture must support the global technical requirements outlined in Section E.12.

E.18.20 Hardware and Software Maintenance Schedule Requirements – Hardware maintenance must be allowed for Sundays (as needed), from 3 pm to 7 pm and follow the Change Management process defined by BTS. Permission outside of the Sunday, 3 pm to 7 pm, will be on "as needed basis" and must go through the Change Management process defined by BTS.

Software maintenance must be allowed for Sundays (as needed), from 3 pm to 7 pm and follow the Change Management process defined by BTS. Permission outside of the Sunday, 3 pm to 7 pm, will be on "as needed basis" and must go through the Change Management process defined by BTS.

E.18.21 Database Backup/Restore Requirements – The new CCMS must be able to be brought down and/or quiesced depending on the backup methodologies used.

- The system must be able to run 24 x 7.
- The system/subsystem must have backup, recovery and cloning methodologies that are approved and supported by BTS.
- Hot and cold backup plans need to be created and tested to ensure that the database and the application can be recovered in sync to the recovery time frame determined by Pinellas County.

E.18.22 Application Performance – The County requires the new CCMS to develop response time thresholds, by function type, to support the Service Level Agreement (SLA). Proposers shall be required to:

- Determine measurable and realistic response time thresholds based on the actual build and infrastructure.
- If these thresholds are not acceptable, recommend remedial actions required.
- Provide performance testing to demonstrate that the agreed upon thresholds are met.

At a minimum the proposer shall meet the following application performance standards given an average per packet round trip time of 10ms and provide recommendations for infrastructure including network and server to accomplish the required response time objective:

- Screen refresh rate of 3 seconds or better (routine functions and simple queries).
- Sub-second response time for high use functions
- Search and Report generation of 20 seconds or better per 100 lines of data.

E.18.23 Business Continuity Requirement – The customer requires that the system down time cannot exceed two (2) hours on a normal business day. The County requires the solution provider to provide an architecture that is capable of providing continuous operation of this service and a methodology to recover lost data caused by the downtime.

E.18.24 Service Level Agreement/Management Requirements – The County requires the awarded proposer to assist the County with SLA preparation. The awarded proposer shall be required to:

- Evaluate the County's existing monitoring tools and business processes.
- Recommend any additional tool acquisition or process change that may be needed.
- Recommend industry standards for SLA performance metrics for this type of CCMS solution, considering the nature and size of our business.

E.18.25 Average Per Session Bandwidth Requirements – The proposer shall provide Average Per Session bandwidth requirements which shall be calculated and provided to the County so that network bandwidth requirements may be determined. Example: 100Kbps per session, 25 users, bandwidth requirement is 2,500Kbps.

E.18.26 Domain Name Systems Requirements – Domain Name System (DNS) and fully qualified names should be used in all aspects of the proposed solution. Hard coded IP addresses should not be used.

SECTION F – SUBMITTAL REQUIREMENTS

Proposal Title: Justice CCMS – Consolidated Case Management System
Proposal Number: 089-0408-P (JL)

Proposal Organization: Proposers are expected to organize their proposals in such a manner as to facilitate the evaluation process. Proposals should be keyed or indexed to correspond with this Request for Proposal. Responses should be correlated to the specific submittal, Criterion, section or paragraph number of the request for proposal being addressed. Evaluators will make a reasonable effort to locate information in the proposals; however failure to follow this suggested format may make location of critical submittal information difficult, possibly resulting in a loss of appropriate point credit.

Figure 12: *Proposal Sections to be Submitted*

Proposal Section	Description
1.0	Introductory Material and Executive Summary
2.0	Technical Requirements
3.0	Company Background
4.0	Responses to Functional Requirements
5.0	Implementation Plan
6.0	Change Management Approach
7.0	Training Plan
8.0	Essay Responses
9.0	Customer References
10.0	Exceptions to the RFP
11.0	Required Attachments
12.0	Sample Documents
13.0	Cost Proposal (To be submitted in a separate sealed envelope apart from the Technical Proposal.)

F.1 INTRODUCTORY MATERIAL AND EXECUTIVE SUMMARY

(Proposal Section 1.0) This part of the response to the RFP shall be limited to introductory material and a brief narrative (no more than 3 pages) summarizing the proposal. The introductory material must include a title page with the RFP number, subject, name of the proposer, address, telephone number and the date, a Letter of Transmittal, executed by an authorized representative, and a Table of Contents. The summary shall contain as little technical jargon as possible and shall be oriented toward non-technical, business personnel.

F.2 TECHNICAL REQUIREMENTS

(Proposal Section 2.0) This section of the proposal shall include a discussion of the proposer's overall understanding of the ten (10) Global Technical Requirements in Section E.12, and a narrative about how well the proposed solution meets the technical requirements of the new Justice CCMS.

F.3 COMPANY BACKGROUND

(Proposal Section 3.0) Each proposal must provide information about any firm involved with this proposal, including any third party or joint venture partner firms. The County, at its discretion, may require a proposer to provide additional information or to clarify requested information.

F.3.1 Complete Company Background Attachment (Attachment 8). Submit attachment as part of proposal Section 11.0.

F.3.2 Explain how the proposer differentiates itself from its competitors.

F.3.3 Provide Corporate Organization Charts, and the proposed Project Organization Chart.

F.4 RESPONSES TO FUNCTIONAL REQUIREMENTS

(Proposal Section 4.0) Proposers shall use the format provided (Attachment 3) to submit responses (as described in Section E.13) to the functional requirements. Functional requirements represent functionality that is currently needed as well as functionality that is expected or is likely to be required in the future. The requirements responses submitted shall be attached to implementation services contract. The implementation firm is expected to warrant all positive responses (every response except "N"). When submitting proposals, proposer must submit functional requirements in Microsoft Excel format.

F.4.1 Complete Functional Requirements Attachment 3. Submit attachment as part of proposal Section 11.0.

F.4.2 Confirm that all responses which are marked Yes, Partial, or Config are included in the scope, and that cost proposal and proposed staffing includes all necessary software modifications and implementation efforts to achieve the requirements.

F.4.3 Explain if any additional software module is required (*for only a few functional requirements*) and is thus not cost-efficient to include in the proposal, then the proposer shall mark the requirement as "No" and indicate accordingly in the comment field that this additional software module is available but is not being included in the proposal.

F.5 IMPLEMENTATION PLAN

(Proposal Section 5.0) The proposer must provide a detailed plan for installing, configuring and implementing the proposed new CCMS solution. This information MUST include:

F.5.1 Explain in detail the proposed phasing for implementation. Be sure to explain:

- Advantages to this approach
- Disadvantages to this approach
- Level of risk that the County is facing during implementation.
- Again, note that proposers must base their implementation plan and schedule based upon migrating from Legacy CJIS to the new CCMS *by case type* (or groups of case types or "benches.") For each case type or bench or groups of case types, all users of the new CCMS must be migrated at the same time. Proposals recommending migrating one stakeholder agency (or other subset of users) at different times will be rejected as non-responsive.

F.5.2 Discuss how your implementation schedule plans to minimize risks inherent with a project of this size and a phased implementation requirement.

F.5.3 Provide your methodology for implementation. Methodology shall include estimated timeframe, overview of deliverables, assumptions, and assumed responsibilities.

F.5.4 How shall your Project Manager and consulting team work with the County's core team members to assist in design, training, knowledge transfer, process re-engineering and configuration?

SECTION F – SUBMITTAL REQUIREMENTS – CONTINUED

F.5.5 Describe what implementation activities will occur onsite vs. off-site. For onsite work, describe physical requirements your team will need (office space, meeting rooms, phones, Internet, wireless, etc.).

F.5.6 How shall your technical support staff work with the County's technical team to provide on-site technical training? What sort of time commitment, for the proposer and the County, would there be for this task?

F.5.7 Describe the role of the County and proposer staff for interface development.

F.5.8 Within the guidelines set in Section E.15, describe the role of the County and proposer staff for data conversion. Describe the intended data conversion philosophy, approach, methodology, procedures and/or controls. Describe what data conversion tools will be used, and any industry standards or best practices employed. Additionally, provide your policy and procedure for protecting confidential data throughout the data conversion activities.

F.5.9 Describe the role of the County and proposer staff for workflow and business rules development and configuration.

F.5.10 Describe the role of the County and proposer staff for report development.

F.5.11 Describe the role of the County and proposer staff for customizations or modifications to the software.

F.5.12 Describe your test plan. Additionally, provide your policy and procedures for protecting confidential data throughout the testing life cycle.

F.5.13 Provide an overview of services proposed for changing the County's existing case management business processes.

F.5.14 Provide an overview of project management services proposed and how they conform to the Project Management Body of Knowledge (PMBOK) in delivery process.

F.5.15 Explain your quality assurance procedures to ensure the County achieves its objectives. Be sure to explain any deliverable sign-off criteria assumed for this proposal.

F.5.16 Indicate any services proposed with this proposal that plan to utilize subcontractors. Indicate the % of subcontractor involvement and list each proposed subcontractor.

F.5.17 Recommend how many people the County should have dedicated (100%) to the project. Indicate how many other people should be primarily focused (significant % of hours but not 100%). Indicate what functional or technical areas/competencies, and/or subject matter expertise, these County staff must have.

F.5.18 Complete Attachment 7 (Staffing) indicating resources that shall be required by the project (both consultant hours and County staff hours) by month for each month of the implementation schedule as described above. Attachment 7 (Staffing) must be consistent with Attachment 6 (Costs) and other sections of this RFP. The purpose of Attachment 7 (Staffing) is to provide the County with an estimate of resources that shall be required for implementation and training. Include an estimate for all activities that would be included in the project plan for all resources.

SECTION F – SUBMITTAL REQUIREMENTS – CONTINUED

F.5.19 The County reserves the right of refusal for any proposer's staff to the project at any time, with the opportunity to request a replacement staff member. In addition, the proposer shall be expected to maintain continuity of key personnel throughout the project. The awarded proposer will be required to sign a confidentiality and non-disclosure agreement, one that is binding on all proposer staff, partners and sub-contractors. Background investigations of any proposer staff, partners or sub-contractors may be required at any time prior to, or after, contract award.

Note: The County reserves the right to alter work effort estimates after further discussion with the proposer. The Lead Proposer shall be responsible for providing a project plan and keeping the project plan updated during implementation.

F.5.20 Submit resumes for all key members of the proposer's team.

F.5.21 In addition to the production hardware requirement, there is a need for synchronization to maintain quality assurance in all project phases and data instances, such as; data conversions, development, and user acceptance testing systems. For each item of hardware recommended, identify the performance and functional requirements it must meet to enable synchronization. Include expected maintenance requirements if the additional equipment will cause a significant change in the current maintenance schedule.

F.5.22 Identify the hardware needed to fulfill all or any part of the requirements of the CCMS system/subsystem, such as workstations, operational system components, and communication hardware. Compare this with the list of standard hardware currently supported by Pinellas County Government starting in section E11 and supply reasons for discrepancies. For each item of hardware recommended, identify the performance and functional requirements it must meet. Include expected maintenance requirements if the additional equipment will cause a significant change in the current maintenance schedule.

F.5.23 The hardware life cycle is the amount of time that hardware is used before it is replaced with new hardware. Typical server hardware life cycles are 36, 48, or 60 months. Maintaining a shorter cycle prevents the problem of servers that were purchased at the beginning of the cycle becoming obsolete before the end of the cycle. However, a shorter life cycle affects the manageability of file servers, because you must replace hardware, install the operating system and applications, and migrate data more frequently. A longer life cycle affects the reliability and scalability of a server and the Mean Time Between Failures (MTBF) is shortened due to worn parts. Provide the life cycle and reason for each hardware device you are recommending.

F.5.24 Load balancing is a technique to spread work between two or more computers, network links, CPUs, hard drives, or other resources, in order to get optimal resource utilization, maximize throughput, and minimize response time. Using multiple components with load balancing, instead of a single component, may increase reliability through redundancy. The balancing service is usually provided by a dedicated program or hardware device. Describe any methodology for load balancing you are offering.

F.5.25 High-availability clusters (also known as HA Clusters or Failover Clusters) are computer clusters that are implemented primarily for the purpose of providing high availability of services which the cluster provides. They operate by having redundant computers or nodes which are then used to provide service when system components fail. Normally, if a server with a particular application crashes, the application will be unavailable until someone fixes the crashed server. HA clustering remedies this situation by detecting hardware/software faults, and immediately restarting the application on another system without requiring administrative intervention, a process known as Failover. Describe any methodology for high-availability clustering you are offering.

SECTION F – SUBMITTAL REQUIREMENTS – CONTINUED

F.5.26 Based on the Global Technical Requirements, Functional Requirements and estimated numbers of users, determine the workstation hardware requirement. Include any development and testing and all related security requirements in this determination. Compare this with the list of standard hardware currently supported by Pinellas County Government stated in section E11 and supply reasons for discrepancies. For each item of hardware recommended, identify the performance and functional requirements it must meet and the preferred vendor(s).

F.5.27 Identify infrastructure software requirements, including system support software and communication software. For each solution module proposed, identify the functional and performance requirements to be met, preferred vendor(s), estimated additional online and offline storage required, and estimated system resources necessary to operate the application.

F.5.28 A report server database should be installed on a separate server for best performance. Describe your methodology and recommendation for the report server.

F.5.29 The County utilizes CA's SPECTRUM for availability monitoring. The County plans on utilizing internal Oracle performance monitoring tools and inherent server monitoring tools. Provide a list of recommended application performance monitoring tools for end to end transaction monitoring of your proposed CCMS solution, especially if you are proposing a different back-end RDBMS other than Oracle.

F.5.30 Describe any additional hardware/software peripherals needed to meet the requirements within this RFP. (e.g. kiosk machines, cash drawers, repeaters, workstations/servers, etc.).

F.5.31 Please describe your post implementation support strategy. This information MUST include:

- How incidents will be reported and responded to and during what hours.
- An explanation of how problems are classified according to degree of urgency and who classifies them. For example: (very urgent) is responded to within 2 hours; (urgent) within 8 hours; (somewhat urgent) within 48 hours; and, (not critical) within 5 working days. Who determines the priority of the problem?
- Please provide verification that the proposer will provide on-site support if there is a "production down" situation and the remote diagnostics prove inconclusive. Please provide your procedures for this situation.
- Explain your company's escalation procedures if they are unable to resolve a problem within the established response times.

F.5.32 Provide a recommendation for staffing required to maintain and support the system post implementation. For each of the following areas, describe the number of FTE's you would recommend the County have, the role of each person (job title) and what skills/competencies each should possess.

- System administration and configuration
- Database/network administration
- Application development
- Functional user support
- Ongoing training
- Customer Support Center
- Other (indicate if other support area is recommended)

F.5.33 Describe your proposed services and methodology for Documentation. Specifically address:

- The types of documents you propose.

- The method for document review and revision.
- Examples of at least one proposed document type.

F.5.34 Describe your proposed services and methodology for Response time. Specifically address:

- The functions you recommend setting thresholds for.
- The evaluation method you would use to set the thresholds, considering actual build and infrastructure and estimated data conversion of approximately 80 GB.
- The method for evaluating and testing the thresholds and recommending remediation where needed.
- Examples of installations where response times exceeded expectations.
- Documentation you would provide enabling the County to conduct post implementation response time testing and monitoring to insure quality of service.

F.5.35 Network Latency (round trip time in Milliseconds) may fluctuate; however, normal latency averages are as follows: ATM sites average (5-10ms), Frame Relay (10-20ms), T1 (10-20ms) and Gate-to-Gate (30-100ms). The proposed architecture should be designed to operate on the current network infrastructure and still provide the required performance functionality. Provide Best Practices for a successful implementation.

F.6 CHANGE MANAGEMENT APPROACH

(Proposal Section 6.0) Describe your proposed services and methodology for organizational change management. Specifically address:

- The role of the County and role of the proposer in leading change management activities.
- The role of the County and role of the proposer in identifying risks and developing a plan to address them.
- Examples of change management activities that have been successful in the past to help staff make the transition to a new system and new business process.
- If the proposer plans to dedicate staff to the organizational change management effort.

F.7 TRAINING PLAN

(Proposal Section 7.0) Training must be "role based" and tailored to accommodate the County's (job specific) use of the application, rather than boilerplate product training. The training shall include technical, functional and end user on all aspects of the new CCMS. The County is expecting a hybrid approach that combines a "train-the-trainer" approach along with extensive onsite user training classes led by the winning proposer's staff. It is anticipated that "lead" or "power" users at the Courts and the stakeholder agencies will provide their own configuration and business rules implementation. Proposers should describe their proposed training approach to facilitate distributed, decentralized user-driven system configuration and for agency-specific or function-specific user training. The proposer must provide a detailed plan for training. This information MUST include:

F.7.1 Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for on-site, off-site training, configuration training, web training services, etc. for the core project team, end users, and technology personnel. Additionally, provide a staffing plan indicating the number of trainers, technical on-site support and preferred class size per training session.

F.7.2 Describe the role of the County and proposer staff for training including the design and implementation of the training plan, development of training materials, and level of assistance with training.

F.7.3 Provide descriptions of classes/courses proposed in the training plan. The proposer shall specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure. The proposer must be very clear about exactly what training courses are included in the cost of the proposal.

F.7.4 Discuss the advantages and disadvantages for partially using a "train-the-trainer" approach for end user training. Make sure to include the following:

- Estimated additional hours of County training time and estimated reduced hours of consultant time.
- Approximate differences in cost.
- Risk considerations.
- Your recommended approach.

F.7.5 Provide options for ongoing training. Indicate locations, frequencies, and topics for ongoing training.

F.7.6 Explain how your training approach will ensure adequate knowledge transfer to prepare the County's support staff to configure and maintain the system after it is placed into production.

F.7.7 Define the amount of training the proposer is prepared to provide for the Customer Support Center (CSC) that performs 1st level support. To help understand these training needs, be aware that the CSC:

- Has 30 employees
- Has full remote control access to workstations
- Performs initial troubleshooting 24/7
- Determines escalation path
- Executes fixes/workarounds for known errors
- Monitors Network and Servers

F.8 ESSAY RESPONSES

(Proposal Section 8.0) The County has some unique questions or business process needs that it would like addressed as part of this RFP. Proposers are required to answer the following questions with as much detailed information as possible. Proposers are strongly encouraged to make sure the response answers the questions and is not comprised of marketing material. These questions may appear again during presentations and during contract negotiations.

F.8.1 How do you ensure consistency in data standardizations and data modeling?

F.8.2 Identify any gaps between the functional requirements listed in this RFP and those typically found in "best-of-breed vertical market" case management solutions targeted to Courts, Clerks of Court, Sheriffs, Prosecutors and Public Defenders?

F.8.3 Indicate what report writers are most effective for getting information out of your proposed solution. From past experience, what report writers have other County governments taken advantage of to meet needs for case- and person- reporting, state-mandated reporting, and managerial decision support.

F.8.4 Please provide a narrative indicating your understanding of "Florida CMS Reporting Compliance," and how you will modify or configure your solution to satisfy these requirements. (See Attachment 13.)

F.8.5 Pinellas has multiple specialized functions performed by different stakeholders. Discuss your recommended approach to interfacing to other stand-alone county systems, and to meeting

Agency-specific (and different) processing needs within the same application solution and database shared by some many different justice agencies with differing business rules (even for the same case type).

F.9 CUSTOMER REFERENCES

(Proposal Section 9.0) The County considers references for both the proposed solution and the proposer to be important in its decision to award a contract. Proposers shall supply references that shall be available to speak with the County and/or NCSC staff for approximately 30-60 minutes. All references provided shall be contacted by the County/NCSC during the selection process. The County/NCSC does not work through a proposer's reference manager to complete a reference contact. The names, phone numbers, and email addresses of the project manager or person with broad knowledge of the project for each reference must be listed. Failure to provide this information may result in the proposer not being elevated to Phase 2 presentation and demonstration. The County reserves the right to contact additional customers for references, if deemed necessary.

F.9.1 Provide a list of other similar sized governments where your firm was the prime contractor for implementation of a large, enterprise workflow-based and/or Justice system. Make sure to list:

- Government Name
- Project Dates (Start date and end date)
- Solution Implemented

F.9.2 Complete Attachment 2 (References). Proposers are also expected to provide three (3) public sector references in which they served as the prime contractor (not a sub-contractor) for past Customers who were implemented using the same or similar software with a comparable scope. References shall be for fully completed (live) installations. Inform references that they will be contacted by the County/NCSC. Attachment shall be included in proposal response Section 11.0.

F.10 EXCEPTIONS TO THE RFP

(Proposal Section 10.0) All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of exceptions. The County, at its sole discretion, may reject any exceptions or specifications within the proposal. All exceptions must be submitted at the time and date of RFP submittal as stated in Section A of this document.

F.11 REQUIRED ATTACHMENTS

(Proposal Section 11.0) Proposers must submit all required attachments:

- Attachment 1: RFP Submittal Checklist
- Attachment 2: References Form
- Attachment 3: Functional Requirements
- Attachment 4: *Not Applicable*
- Attachment 5: *Not Applicable*
- Attachment 6: Cost Spreadsheet – **in a separate sealed envelope**
- Attachment 7: Staffing

- Attachment 8 Company Background
- Attachment 9: Hardware, Software and Other Equipment Recommendations

F.12 SAMPLE DOCUMENTS

(Proposal Section 12.0) Proposers shall include sample copies of the following documents. The documents must contain all material terms so that the County can fairly evaluate the proposer's forms.

F.12.1 Sample implementation and support services agreement.

F.12.2 Sample system calendars output reports.

F.12.3 Sample documentation (user guides, training materials, test scripts, technical documentation etc.).

F.12.4 Sample implementation project plan.

F.12.5 Sample enterprise-wide software licensing agreement.

F.12.6 Sample maintenance agreement.

F.13 COST PROPOSAL

(Proposal Section 13.0) (To be submitted in a separate sealed envelope) Proposers shall submit their cost proposal in a separate and sealed packet according to the format provided in Attachment 6 (Costs) to this RFP. **Do not cite costs anywhere else in the proposal in order to prevent evaluators from viewing this information. Vendors who do so may be summarily disqualified.** The County's Evaluation Team shall review cost only after evaluating all other Phase 1 information in the proposal, and prior to selecting the proposers for demonstrations and presentations.

Cost submitted must be submitted as "not to exceed" costs and specify an hourly rate as required on Attachment 6. Additionally, travel costs shall be submitted as "not to exceed" cost and must specify an hourly rate, as indicated on Attachment 6.

Pinellas County will only reimburse the firm for travel costs and travel-related expenses in accordance with Fla. Stat., §112.061.

The County reserves the right to contact proposers regarding cost and scope clarification at any time throughout the selection and negotiation processes.

The County may award a purchase contract based on initial offers received without further discussion or negotiation of such offers. A proposer's initial offer shall, therefore, be based on the most favorable terms available. The County may also request revised cost offers from such proposers, and make an award and/or conduct negotiations thereafter.

Complete and submit Attachment 6. It is important that proposers use the format presented in this RFP even if another format is preferred. Costs shall include total price for all software, services, and additional costs to acquire all software and services referenced in the proposal including third party prices. If third party products or services are included, do not provide separate versions of Attachment 6 (Costs) for each third-party product.

SECTION F – SUBMITTAL REQUIREMENTS – CONTINUED

Additionally, Attachment 6 (Costs) is designed to enable proposers to reflect a total of *all* anticipated costs for the proposed solution. In addition to providing the total solution "cash" cost reflected in Attachment 6, proposers are encouraged to provide additional "funding" or "financing" options for the County to consider during contract negotiations. For example, a proposer may offer payment terms that reduce the upfront or "one-time" software licensing cost to the County by providing instead a monthly or yearly payment schedule. Or, the proposer may offer financing terms that defer some licensing or labor services payments until later, such as at (or beyond) the system acceptance date. Or, the proposer may offer "no software licensing fees" or "no labor services fees" at all to the County per se, but instead recoup cost through the (cost) benefit realized by the County for utilizing the vendor's (accepted) solution over a specified time period.

For each such alternative, the proposer should detail the differences in the total solution cost to the County between the alternative and the "cash" cost reflected in Attachment 6. Any optional funding or financing alternatives offered must not propose a "per user" or "per seat" fees basis; the County desires an enterprise license and fixed software cost regardless of the eventual number of end users. Any optional funding or financing alternatives offered must be included only in your Cost Proposal (Section13).

SECTION G – INSTRUCTIONS FOR SUBMITTING PROPOSALS

Proposal Title: Justice CCMS – Consolidated Case Management System
Proposal Number: 089-0408-P (JL)

- ✓ All proposals shall be signed in ink by authorized principals of the firm.
- ✓ Proposals are to be submitted in two separate sealed envelopes, in one package. The face of each envelope shall indicate the RFP number, name, and address of the firm, and title of the proposal.
- ✓ Proposals are to be submitted by the date and time indicated on the cover sheet to:

  Pinellas County Purchasing Department,
  400 S. Ft. Harrison Avenue, 6th Floor
  Clearwater, FL 33756

Proposals shall be submitted as one (1) printed Original and thirteen (13) printed copies with the 'Original' clearly marked. In addition, proposers must submit on a compact disk (CD) their proposal in both a) portable document format (PDF) that has been converted not scanned as an image, and b) a MS-Word 97-2003 document. Any MS-Excel spreadsheet must be submitted on a CD as an MS-Excel 97-2003 file in the original version provided. Proposers must submit fifteen (15) CD copies.

Costs are to be submitted in printed form in a separate sealed envelope.

Substitute Form **W-9**

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ _____
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

List account number(s) here (optional)

Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ Date ▶

Detach on the perforation

STATEMENT ON USE OF SOCIAL SECURITY NUMBERS

The Clerk of the Court collects social security numbers as required or permitted by law. We are committed to protecting sensitive information and will disclose social security numbers to independent parties only as legally required.

Purposes for which we collect social security numbers include:

- Compliance with record-keeping and tax reporting to federal, state and local agencies;
- Classification of accounts;
- Identification and verification;
- Billing and payments;
- Data collection;
- Reconciliation;
- Tracking; and

Applications for home solicitation permits, marriage licenses and passports as required by state or federal law.

SECTION H – ADDENDA ACKNOWLEDGMENT FORM

Proposal Title: Justice CCMS – Consolidated Case Management System
Proposal Number: 089-0408-P (JL)

PLEASE ACKNOWLEDGE RECEIPT OF ADDENDA FOR THIS ITB/RFP BY SIGNING AND DATING BELOW:

ADDENDA NO.	SIGNATURE/PRINTED NAME	DATE

Note: Prior to submitting the response to this solicitation, it is the responsibility of the firm submitting a response to confirm if any addenda have been issued. If such document(s) has been issued, acknowledge receipt by signature and date in section above and return Addenda Acknowledgement Form with RFP. Failure to do so may result in being considered non-responsive or result in lowering the rating of a firm's proposal.

Information regarding Addenda issued is available on the Purchasing Department section of the County's website at, www.pinellascounty.org/purchase/Current_Bids1.htm, listed under category 'Current Bids'.

SECTION I – NO BID STATEMENT

NOTE: If you do not intend to submit a proposal in response to this RFP, please return this form immediately. ***Thank you.***

Pinellas County Purchasing Department
400 South Fort Harrison Avenue, 6th Floor
Clearwater, Florida 33756

We, the undersigned have declined to submit a proposal for RFP No. **089-0408-P (JL), for Justice CCMS – Consolidated Case Management System.**

_____ Specifications too "tight", i.e., geared toward one brand or manufacturer only (explain below).
_____ Insufficient time to respond to the Request for Proposal.
_____ We do not offer this product or service.
_____ Our schedule would not permit us to perform.
_____ Unable to meet specifications.
_____ Unable to meet Bond requirement.
_____ Specifications unclear (explain below).
_____ Unable to Meet Insurance Requirements.
_____ Remove Us from Your "Notification List" Altogether
_____ Other (specify below).

REMARKS:

_____

_____

_____

_____

We understand that if the "No Proposal" letter is not executed and returned our name may be deleted from the Bidders List of Pinellas County.

COMPANY NAME: _____

DATE: _____

SIGNATURE: _____

TYPED NAME OF ABOVE: _____

TELEPHONE: _____

FAX: _____

EMAIL: _____

ATTACHMENT 1: RFP SUBMITTAL CHECKLIST

It is the proposer's responsibility to make sure all items are submitted as outlined in this entire request for proposal. The checklist below is a guide and may not be inclusive.

RFP Submittal Checklist Guide	
Task	**Submitted**
Proposal Section 1.0 - Introductory Material and Executive Summary	☐
Proposal Section 2.0 – Technical Requirements	☐
Proposal Section 3.0 – Company Background	☐
Proposal Section 4.0 – Functional Requirements	☐
Proposal Section 5.0 – Implementation Plan	☐
Proposal Section 6.0 – Change Management Approach	☐
Proposal Section 7.0 – Training Plan	☐
Proposal Section 8.0 – Essay Responses	☐
Proposal Section 9.0 – Customer References	☐
Proposal Section 10.0 – Exceptions to the RFP	☐
Proposal Section 11.0 – Attachments	☐
Attachment 1: RFP Submittal Checklist	☐
Attachment 2: References Form	☐
Attachment 3: Requirements Responses	☐
Attachment 4: Data Dictionary	N/A
Attachment 5: Interfaces Required	N/A
Attachment 6: Cost Spreadsheets **(in separate sealed envelope)**	☐
Attachment 7: Staffing	☐
Attachment 8: Company Background	☐
Attachment 9: Hardware, Software, and other equipment recommendations	☐
Proposal Section 12.0 – Sample Documents	☐
Proposal Section 13.0 – Cost Proposal **(see Attachment 6)**	☐
Signed Proposal	☐
Proposal Submittal Copies	☐
W9 Form	☐
Section H – Addenda Acknowledge Form (if applicable)	☐

ATTACHMENT 2: REFERENCES FORM

Name of Proposer:_____

Make multiple copies of this form and provide at least three (3) references for provision of workflow and/or CMS software, and implementation and support services that most closely reflect projects that are similar to the County's Justice CCMS scope of work. These references shall be sites where the proposed, or similar, software was installed and has been *FULLY IMPLEMENTED* and is *"live."* Use the following format in submitting references.

GENERAL BACKGROUND

Name of Customer:_____

Address:_____

Project Manager:_____ **Title:**_____

Phone:_____ **E-mail address:**_____

Software Program/Version:_____

Number of Employees: _____ **Approximate Size of Operating Budget:** _____

PROJECT SCOPE

Provide a description that relates to the Justice CCMS technical and functional requirements. (Use additional pages If necessary.)

PROJECT INFORMATION

Total Project Costs $

_____

Length of Project

_____
(Implementation-# months)

Go-Live Date

Approximate Number of Consultant Hours _____

TECHNOLOGY INFORMATION

Hardware Platform: _____

Database Platform: _____

Operating
System: _____

Application Platform: _____

Interface/API Platform: _____

ATTACHMENT 3: FUNCTIONAL REQUIREMENTS RESPONSES

See Attachment 3 - Functional Requirements Responses, MS-Excel Spreadsheet, on the Pinellas County Purchasing website at http://www.pinellascounty.org/purchase/Current_Bids1.htm

ATTACHMENT 4: DATA DICTIONARY

See Attachment 4 – Data Dictionary, MS-Word Document, on the Pinellas County Purchasing website at
http://www.pinellascounty.org/purchase/Current_Bids1.htm

ATTACHMENT 5: INTERFACES REQUIRED

See Attachment 5 – Justice CCMS Interfaces Required, MS-Word Document, on the Pinellas County Purchasing website at http://www.pinellascounty.org/purchase/Current_Bids1.htm

ATTACHMENT 6: COSTS SPREADSHEET

See Attachment 6, MS-Excel Spreadsheet, on the Pinellas County Purchasing website at http://www.pinellascounty.org/purchase/Current_Bids1.htm

ATTACHMENT 7: STAFFING

See Attachment 7 – Staffing, MS-Excel Spreadsheet, on the Pinellas County Purchasing website at
http://www.pinellascounty.org/purchase/Current_Bids1.htm

ATTACHMENT 8: COMPANY BACKGROUND

Complete one form for the Lead Proposer and one form for each subcontractor.

Company Background - Name of Proposer:	
Page 1 of 2 **Company Name** **Company Location:** Location of corporate headquarters Location of nearest office/location to the County Name(s) of the director(s) or other responsible officer(s) who shall have ultimate responsibility for the management of the contract and senior executive assigned to monitor the project. Proposers registered office address	
Proposer Experience	
Years of Experience: Number of years in business: Number of years involvement in Justice applications Percentage of total business related to software sales & implementation Percentage of software sales & implementations for local government	
Customer Base: # of local government customers # of local government customers using the proposed, or similar, software application # of local government customers in Florida # of customers that are Counties	
Any material (including letters of support) or endorsements from customers) indicative of the proposer's capabilities.	

Company Background - Name of Proposer:	
Identify by name some of the customers similar to the County (e.g., similar in size, complexity, location, type of organization, type of Justice application)	
Market Focus: Identify industries serviced	
Terminated Projects: List any terminated local government projects Disclose the jurisdiction and explain the reason for the termination.	
The name of the case(s) and the location in which any litigation has been filed or is in process or adjudicated in the last five years with customers (past, present, or potential) or related to bankruptcy. Provide a brief explanation of background, status, and resolution for each case listed.	
Organization Size	
Number of Employees: If Proposer is a subsidiary, identify # of employees in proposing company/division.	
Total Revenue: If proposer is a subsidiary, identify revenues of proposing company/division Identify the percentage of revenue used for research & software development by the proposing company/division	
Corporate Notes	
Ownership: Privately held? Publicly traded? Parent Company? **Certified Partnerships:** Identify any certifications held by your firm if you are implementing or reselling another firm's products. If partnering, identify the amount of time the subcontractor has worked with the software proposer and how many implementations the two parties have completed together.	

ATTACHMENT 9: HARDWARE, SOFTWARE AND OTHER EQUIPMENT RECOMMENDATIONS

The County requires all proposers to provide hardware platform and operating system best practice recommendations for this Justice CCMS implementation for all systems/modules proposed: hardware, software, server, desktop and any other equipment/software needed to support the proposed solution.

This agreement will be required of the awarded proposer and any associated person working on this project.

INDIVIDUAL NON-DISCLOSURE AGREEMENT

I _____, understand that I will have access to confidential information and that I am responsible for safeguarding this information. In particular:

In consideration of the County disclosing to me certain County confidential and security sensitive information, including, but not limited to, County Information Technology Assets (including software now in use and software under development), Physical Security Systems, Operations Security, Infrastructure Interdependencies, Impact Analysis and Risk Characterization, I agree to receive and maintain such information in trust and confidence and to take reasonable precautions against disclosure of such information to any third persons. I understand that disclosure of such information could pose a security threat to the County and impact the health, safety and welfare of the public. Nothing herein shall be construed to prohibit disclosure of information required pursuant to Chapter 119, Public Records Law.

Separation from County employment does not release you from the requirements of this agreement. Additionally, copyright infringements will be prosecuted aggressively.

_____
Contractor

By: _____
Printed Name

_____
Signature

_____
Date

AGREEMENT

THIS AGREEMENT, made and entered into this _____ day of _____, 2009, by and between PINELLAS COUNTY, a political subdivision of the State of Florida, hereinafter referred to as the "County" and _____, hereinafter referred to as the "Contractor".

WITNESSETH:

WHEREAS, County has previously determined that it has a need for A JUSTICE CASE MANAGEMENT SYSTEM SOFTWARE SOLUTION, AND RELATED IMPLEMENTATION AND SUPPORT SERVICES; and

WHEREAS, County, after soliciting competitive proposals for such services pursuant to Pinellas County Request for Proposal, RFP No. **089-0408-P (JL)** (hereinafter Request for Proposal or RFP), County has awarded this contract to Contractor; and

WHEREAS, Contractor has represented that it is able to satisfactorily provide the services according to the terms and conditions of the Request for Proposal, which are incorporated herein by reference, and the terms and conditions contained herein; and

NOW THEREFORE, in consideration of the above and mutual covenants contained herein, the parties agree as follows:

1. Services to be Performed. The Contractor hereby agrees to provide the County with JUSTICE CCMS IMPLEMENTATION AND SUPPORT SOFTWARE SERVICES, AND WITH THE "CCMS SOFTWARE SOLUTION" as requested and more specifically outlined in the Request for Proposal, this Agreement, Exhibit A and all subsequent official documents that form the Contract Documents for this Agreement.

2. Term of Agreement/Renewal. Services performed pursuant to this Contract shall commence upon execution of this agreement and continue for a period of _____ (___) months, unless canceled or terminated as provided herein. The term of this Agreement may be renewed, by written agreement of the parties, for _____ (__) additional _____ (____) month period(s) after the initial contract period. This extension may be approved only if all prices,

terms and conditions remain the same, and approval is granted by the County Administrator or Director of Purchasing.

3. Amendment of the Agreement. This Agreement may be amended only by mutual written agreement of the parties.

4. Assignment/Subcontracting. The Contractor shall provide the Services required by this Agreement. No assignment or subcontracting shall be allowed without the prior written consent of the County. In the event of a corporate acquisition and/or merger, the Contractor shall provide written notice to the County within thirty (30) business days of Contractor's notice of such action or upon the occurrence of said action, whichever occurs first. In that event, the County may terminate this Agreement in those instances in which a corporate acquisition and/or merger represents a conflict of interest or contrary to any local, state or federal laws.

5. Termination. Pinellas County reserves the right to terminate this Agreement, without cause, by giving thirty (30) days prior written notice to the Contractor of the intention to terminate.

Failure of the Contractor to comply with any of the provisions of this Agreement shall be considered a material breach of the Agreement and shall be cause for immediate termination of the Agreement at the sole discretion of Pinellas County.

In addition to all other legal remedies available to County, County reserves the right to terminate and obtain from another source any services which have not been provided within the period of time stated in the proposal, or if no such time is stated, within a reasonable period of time from the date of order or request, as determined by County.

In the event that sufficient budgeted funds are not available for a new fiscal period, the County shall notify the Contractor of such occurrence and the Agreement shall terminate on the last day of the then current fiscal period without penalty or expense to the County.

6. Compensation. County shall pay Contractor upon Contractor's completion of, and County's acceptance of, the services required herein, as specified in the Request for Proposal. Prices shall remain firm for the duration of the Agreement. All payments shall be made in accordance with the Local Government Prompt Payment Act, Fla. Stat. § 218.70, et. seq.

7. Permits/ Licenses. Contractor must secure and maintain any and all permits and licenses required to complete this Agreement.

8. Audit. The Contractor shall retain all records relating to this Agreement for a period of at least three (3) years after final payment is made. All records shall be kept in such a way as will permit their inspection pursuant to Chapter 119, Florida Statutes. In addition, Pinellas County reserves the right to audit such records pursuant to Pinellas County Code, Section 2-176(j).

9. Minimum Insurance Requirements. The Contractor must maintain insurance in at least the amounts required in the Request for Proposal throughout the term of this contract. The Contractor must provide a Certificate of Insurance in accordance with Insurance Requirements, Section C of the Request for Proposal, evidencing such coverage prior to issuance of a purchase order or commencement of any work under this Agreement. Contractor shall ensure that any subcontractors or persons hired by subcontractors maintain the same level of insurance coverage as the Contractor.

10. Indemnification. Contractor shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the County from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from the said Contractor; or by, or in consequence of any neglect in safeguarding the work; or by the use of unacceptable materials in the construction of improvements; or by or on account of any act or omission, neglect or misconduct of the said Contractor; or by, or on account of, any claim or amounts recovered under the "Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except only such injury or damage as shall have been occasioned by the sole negligence of the County. The first ten dollars ($10.00) of compensation received by the Contractor represents specific consideration for this indemnification obligation.

12. Governing Law. The laws of the State of Florida shall govern this Agreement.

13. Independent Contractor Status and Compliance with the Immigration Reform and Control Act of 1986. The Contractor is and shall remain an independent contractor and is neither agent, employee, partner, nor joint venturer of County. Contractor acknowledges that it is responsible for complying with the provisions of the Immigration Reform and Control Act of 1986

located at 8 U.S.C. 1324, et. seq., and regulations relating thereto, as either may be amended from time to time. Failure to comply with the above provisions shall be considered a material breach and shall be grounds for immediate termination of the Agreement, at the discretion of Pinellas County.

14. Severability. The terms and conditions of this Agreement shall be deemed to be severable. Consequently, if any clause, term, or condition hereof shall be held to be illegal or void, such determination shall not affect the validity or legality of the remaining terms and conditions, and notwithstanding any such determination, this Agreement shall continue in full force and effect unless the particular clause, term, or condition held to be illegal or void renders the balance of the Agreement impossible to perform.

15. Documents Comprising Agreement. This Agreement, as well as the following documents, which are incorporated herein by reference.

a. Exhibit A; and

b. Pinellas County's Request for Proposal and all of its addenda and attachments issued on _____, 2009; and

c. Contractor's Certificate of Insurance required under Section C of the Request for Proposal; and

d. Exhibit B—Statement of Work ("SOW"); and

e. Contractor's Proposal.

If there is a conflict between the terms of this Agreement and the above referenced documents, then the conflict shall be resolved as follows: the terms of this Agreement shall prevail over the other documents, and the terms of the remaining documents shall be given preference in their above listed order.

IN WITNESS WHEREOF the parties herein have executed this Agreement pursuant to RFP No. **089-0408-P (JL) Justice CCMS – Consolidated Case Management System** as of the day and year first written above.

PINELLAS COUNTY, FLORIDA
by and through its Board of County Commissioners

_____
Chairman

CONTRACTOR

_____
President (Signature)

_____
President (Printed Name)

ATTEST:
KEN BURKE

By: _____
Deputy Clerk

[Corporate Seal]

ATTEST:

By: _____
(Attesting Witness' name/title)

APPROVED AS TO FORM:

_____
Office of the County Attorney

SOFTWARE MAINTENANCE FEES

The County shall require fixed maintenance fees for five (5) years following implementation for budgeting purposes for any software proposed, with the option to pay in yearly payments. The County requires an enterprise-wide (unlimited number of seats) license for the software solution offered by the awarded proposer. For the purpose of this RFP and future contracting with the awarded proposed, the term "enterprise-wide" refers to all Courts and all Justice Agencies in the Sixth Judicial Circuit of Florida. Pinellas County expressly has the right to add new users to the system, without additional software licensing or maintenance costs, for any justice agency or Court in either Pinellas County or Pasco County, the two counties comprising the Sixth Judicial Circuit.

ADDITIONAL MODULES OR SERVICES

The County shall require "price protection" for a minimum of three (3) years from the effective date of the third party software licenses proposed for additional County users and modules that are listed in the RFP but are not initially purchased. In addition, the County will require rates for professional services to not increase for a period of three (3) years following contract signing.

SERVICES AND STATEMENT OF WORK

The Agreement shall include, in the Statement of Work ("SOW"), a detailed description of all work to be performed by the proposer for the County.

Except as otherwise explicitly stated in the Agreement, the proposer shall furnish all labor, materials, equipment, products, tools, transportation, and supplies required to complete the services. Any additional services not identified in the Agreement shall be mutually agreed to in writing by each party through a change order process.

STATUS OF PROPOSER

The successful proposer and its employees shall be engaged in an independent contractor relationship with the County in performing all work, duties and obligations under the Agreement. The County shall not exercise any control or direction over the methods by which the proposer shall perform its work and functions. The County's sole interest and responsibility is to ensure that the work covered by the Agreement is performed and rendered in a competent, satisfactory and legal manner. No work, act, commission or omission of the proposer or its employees pursuant to the Agreement shall be construed to make the proposer or its employees the agent, employee or servant of the County. The proposer and its employees shall not be entitled to receive from the County vacation pay, sick leave, retirement benefits, social security, workers' compensation, disability benefits, unemployment benefits or any other employee benefit of any kind. Neither party shall have any right, power or authority to create any contract or obligation on behalf of, or binding upon, the other party, without prior written consent of such other party.

NO THIRD PARTY BENEFICIARY

The Agreement shall create rights and duties only between the parties, and no third party is or shall have any rights as a third party beneficiary nor shall any third party have the right to enforce any of the provisions of the Agreement.

DOCUMENTATION AND COPYRIGHT

Collected data, analyses, and any analytical processes, programs and files developed as a contractual requirement are the sole property of the County. Programs shall be completely documented, including

the file layout of tapes, disks, and so on. The County may, at its sole discretion, waive title to any portion or to all data and analyses. The County has the sole right to copyright any process or program and may license its use by others for a fee or without charge.

CONFIDENTIAL INFORMATION

Any written, printed, graphic, or electronically or magnetically recorded information furnished by the County for the proposer's use are the sole property of the County. This proprietary information includes, but is not limited to, customer requirements, customer lists, marketing information, and information concerning County employees, products, services, prices, operations, security measures and subsidiaries.

The proposer and its employees shall keep this confidential information in the strictest confidence, and shall not disclose it by any means to any person except with County approval, and only to the extent necessary to perform the work under the Agreement. This prohibition also applies to the proposer's employees, agents and subcontractors. On termination of the Agreement, the proposer shall promptly return any confidential information in its possession to the County.

INTELLECTUAL PROPERTY RIGHTS

The proposer shall indemnify and hold harmless the County from liability of any kind, including costs and expenses for or on account of any copyrighted service marked, trademarked, patented or un-patented invention, process, article or work manufactured or used in the performance of the Agreement, including its use by the County. If the proposer uses any design, device, materials or works covered by letters, service mark, trademark, patent, copyright or any other intellectual property right, it is mutually agreed and understood without exception that the proposal prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

COVENANTS AGAINST CONTINGENT FEES

The proposer warrants that no person or selling agency has been employed or retained to solicit or secure the Agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee. For breach or violation of this warranty, the County shall have the right to annul the Agreement without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

WARRANTY

A warranty is sought for any software purchased and the implementation services. It is assumed that proposers have priced their software and services to recognize these warranty provisions. The extent of the warranty coverage shall be evaluated as part of the overall procurement process.

Software. The selected software proposer shall warrant that the proposed software shall conform in all material respects to the requirements and specifications as stated in this RFP. That is, the detailed requirements as stated in this RFP and responded to with a positive response (anything except for "N") shall become part of the selected proposer's software license and the software proposer shall warrant to the requirements. The selected proposer must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, shall be valid for the duration of the implementation and for a minimum of 24 months after the final acceptance date (as shall be defined during the negotiation process) of all the respective modules/suites/applications included in the implementation.

Software Escrow. The selected vendor will enter into an escrow agreement with the County that will set the conditions by which copies of source code and additional documentation would be provided to the County, and the conditions of their use. Such conditions will include changes in the vendor's business circumstances that would preclude the vendor from providing ongoing maintenance support to Pinellas County.

Implementation Services. The County requires a warranty for the services (e.g., work products, developed modifications, and system configuration) for a minimum of 24 months after the final acceptance date (as shall be defined during the negotiation process) of the respective modules/suites/applications included in the implementation. The proposer and any implementation services firm must ensure that the implemented software conforms to the requirements with a positive response (any except for "NA") and warranted by the software proposer.

TERMINATION PROVISIONS

Termination for Cause. The County may issue a written notice to cure if the proposer fails to: (i) Maintain the staffing levels as outlined in the SOW, deliver the deliverables or to perform the services within the time specified in the Agreement or any amendment thereto; (ii) Make progress, so that the lack of progress endangers performance of the Agreement or Implementation Services Agreement; or (iii) Perform or observe any of the other provisions of the Agreement. The County may terminate the Agreement in whole or in part if the proposer does not cure such failure within the time frame stated in the County's Notice to Cure, which in no event shall not be less than fifteen (15) days.

Party Obligations. If the Agreement is terminated for cause, the County may require the proposer deliver to County, as directed by County, any: (i) completed deliverables; (ii) partially completed deliverables related to the terminated portion of the Agreement; and (iii) any plans, working papers, forms, documentation formats, etc. necessary for understanding of the deliverables of services. Upon direction of the County, the proposer shall also protect and preserve property in its possession in which the County has an interest. County shall pay Agreement prices for completed deliverables delivered and accepted. County may withhold from these amounts any sum it determines to be necessary to protect the County against loss because of outstanding liens or claims of former lien holders.

Remedies. The rights and remedies of the County in this clause are in addition to any other rights and remedies provided by law or under the Agreement. If, after termination, it is determined by a final ruling in accordance with the "disputes" clause that the proposer was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the County.

Termination for Convenience. The Agreement may be terminated in whole or in part, by the County whenever it is determined that such termination is in the best interest of County, which termination shall be effective at 11:59 p.m. on the intended date of termination (the "Termination Date"), after the County shall have delivered to the proposer a notice specifying the extent to which provision of services under the Agreement or Implementation Services Agreement are terminated ("Notice of Termination for Convenience"), and the date upon which such termination shall become effective.

Obligations. After receipt of a Notice of Termination for Convenience, and except as directed by the County, the proposer shall immediately proceed with the following obligations, as applicable, regardless of any delay in determining or adjusting any amounts due under this clause. The proposer shall: (i) Stop work as specified in the Notice of Termination for Convenience; and (ii) Place no further subcontracts for materials, Services, or facilities, except as necessary to complete any continuing portion of the Agreement; and (iii) Terminate all subcontracts to the

extent they relate to the work terminated; and (iv) Settle all outstanding liabilities and termination settlement proposals arising from the termination of subcontracts.

Remedies. In the event of all or any partial termination of the Agreement under this section, as its sole remedy, the proposer shall be entitled to the unpaid compensation for services actually rendered up to and including the applicable termination date, on a time and materials basis, at an hourly rate not to exceed the rate set forth in the Agreement, for each of the proposer's personnel that performed the unpaid services in connection with the deliverables that were delivered and the tasks that were performed under the SOW. The County shall retain and pay at contracted price for all deliverables in its possession at time of termination for convenience.

The County shall also return any sums held back as retainage from the compensation previously paid to the contractor within thirty (30) days of the termination date. If within sixty (60) days following the Termination Date, the parties have not agreed upon the amount of Services rendered as of the Termination Date or the amount of such additional payments, then the issue shall be treated as a dispute under the Agreement.

NON-APPROPRIATION OF FUNDS

The complete installation of the Justice CCMS System is contingent on budgetary funding from the annual County budget. Funding may be allocated in phases over several fiscal years. In the event sufficient funds are not appropriated for the payments required to be made under the Agreement in future fiscal years then The County, at its sole discretion may terminate the Agreement at the end of the then current fiscal year, as the case may be, without penalty or additional expense of any kind whatsoever. If non-appropriation occurs, the County agrees to deliver written notice to proposer of such early termination at least 30 days prior to the end of the then current fiscal year.

Notwithstanding anything in the Agreement to the contrary, this Non-appropriation provision shall survive termination of the Agreement.

ATTACHMENT 11: PINELLAS COUNTY INFORMATION SECURITY POLICY

See Attachment 11 – Pinellas County Information Security Policy, PDF document, on the Pinellas County Purchasing website at
http://www.pinellascounty.org/purchase/Current_Bids1.htm

ATTACHMENT 12: SECURITY BEST PRACTICES

See Attachment 12 – Security Best Practices, PDF document, on the Pinellas County Purchasing website at
http://www.pinellascounty.org/purchase/Current_Bids1.htm

ATTACHMENT 13: FLORIDA CMS REPORTING COMPLIANCE REQUIREMENTS

When Pinellas County makes reference to a CMS that is "Florida compliant," such compliance entails the following areas.

1. CMS RULES OF COURT

1A Supreme Court Administrative Order 3-16: This Order is dated April 8, 2003, Adoption of Functional Requirements, Technical Standards and Strategic Plan. The Order is intended to bring standardization and automation to trial court technology. To view the entirety of this Administrative Order, please refer to:
http://www.floridasupremecourt.org/clerk/adminorders/2003/sc03-16.pdf

1B Florida Trial Court Assessment Documents: These documents are referenced in Administrative Order 3-16. These resources include functional requirements, functional process diagrams, and integration and interoperability requirements. Please refer to:
http://www.floridasupremecourt.org/clerk/adminorders/2003/forms/index.shtml

1C Other References: These additional materials are used by Florida State Courts Technology. These files include Administrative Orders pertaining to technology committees, the Order pertaining to functional requirements and strategic planning, electronic court filing system approvals, and relevant Florida Statutes and Rules of Procedure. For the resources in their entirety, please refer to:
http://www.flcourts.org/gen_public/technology/reference.shtml

2. REPORTING REQUIREMENTS

2A Offender Based Tracking System (OBTS): The OBTS is an integrated, information systems plan, developed with all the state criminal justice agencies to respond to the growing demand for criminal justice data on criminal offenders. It entails reporting to the Florida Department of Law Enforcement (FDLE).

The OBTS Data Dictionary can be referenced at:
http://www.flcjn.net/Standards/documents/07-01-97.doc

For more information on OBTS, please contact:

Florida Statistical Analysis Center (FSAC)
Florida Dept. of Law Enforcement
P.O. Box 1489
Tallahassee, FL 32302-1489
(850) 410-7140
FSAC@fdle.state.fl.us

Alternatively, contact:

Florida Statistical Analysis Center
Attn: Sue Burton
Crime Information Bureau
Florida Department of Law Enforcement
(850) 410-7144
Website: http://www.fdle.state.fl.us/FSAC/

2B Summary Reporting System (SRS): The SRS reports to the Florida Supreme Court via the Office of the State Courts Administrator (OSCA). Pursuant to Section 25.075, Florida Statutes, the Supreme Court developed a uniform case reporting system. The Summary Reporting System (SRS), as it is commonly known, provides the Office of the State Courts Administrator with data which assists the Supreme Court in its management and oversight role. While the SRS is used as a workload measure for judges, it is not intended to measure the efficiency of the judiciary, state attorneys or public defenders.

The SRS manual and additional information can be found at:
http://www.flcourts.org/gen_public/pubs/srsmanual.shtml

Vendors can contact the Office of the State Courts Administrator at:

State Courts Administrator
500 South Duval Street
Tallahassee, FL 32399-1900
(850) 922-5081
osca@flcourts.org

2C The Traffic Citation Accounting Transmittal System (TCATS): TCATS reports to the Florida Department of Highway Safety and Motor Vehicles (DHSMV).

Please refer to the Uniform Traffic Citation Procedures Manual for additional information. It is found at the following link:
http://www.flhsmv.gov/ddl/utc/

Please review the following memorandum, detailing the FACC TCATS grant:
http://www.flhsmv.gov/courts/reports/TCATS_UTCGrantreview1.pdf

BOARD OF COUNTY COMMISSIONERS

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KENNETH T. WELCH

Pinellas County PURCHASING

Joseph Lauro, CPPO/CPPB
Director

June 26, 2009

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: Justice CCMS – Consolidated Case Management System

RFP NUMBER: 089-0408-P(JL)

RFP SUBMITTAL DUE: JULY 30, 2009 @ 3:00 PM

ADDENDUM NO. 1

The following questions, request for clarifications and responses are relative to the referenced Request for Proposal (RFP) resulting from varying correspondence including the Pre-proposal conference:

Question 1.

Upon review of the above mentioned RFP, it was not clear to me if you would accept bids for an individual Public Defender system in response to this bid. I would appreciate it if you could please clarify this.

Response 1.

Please refer to section E.12 *Overview of Solution Needed and Global Technical Requirements*: Within the context of this RFP, the "entire Justice CCMS system" refers to the common platform operation integration, data sharing and specific case management operational needs of all Justice CCMS Stakeholders using the new Justice CCMS (see Figure 9). For proposal structure response options, see Section A, Figure 1 and Figure 2.

PLEASE ADDRESS REPLY TO:
400 South Ft. Harrison, Sixth Floor
Clearwater, Florida 33756
Phone: (727) 464-3311
FAX: (727) 464-3925
Website: www.pinellascounty.org/purchase

Question 2.

SAIC is very interested in your FRP for a Justice CCMS. On page 13 of the RFP, Figure 3, Proposer Presentations and Demonstrations are scheduled for the weeks of 7 & 14 of September. Those are the two weeks leading up to the Court Technology Conference in Denver Colorado that is being held the week of 21 September. All major Court Case Management vendors have registered for that show. It would be very difficult to prepare for Pinellas County specific presentations and demonstrations simultaneously with preparations for the conference. Is there any chance those events will be or could be slipped to the right in the published timeframe?

Response 2.

Given the duration and size of the Justice CCMS procurement process, there is always a possibility of project schedule adjustments. Currently, the timeline reflected in the Justice CCMS RFP page 13 is accurate.

Question 3.

Would it be possible for us to have the data dictionary with long descriptions? We would like to make sure we interpret the fields correctly.

Response 3.

Pinellas County does not have a version option available of Attachment 4-Data Dictionary

Question 4.

Although we have nearly 20 years of experience in the court industry as a court case management solutions provider, our reference list is based on our legacy systems. Since we have just completed the development of the next generation of our systems, which is web based, would references with our legacy systems suffice? Our new software will address the requirements of the RFP; however, our first installation is not scheduled until late third quarter or early fourth quarter of this year.

Response 4.

If there are no customer references of the projected web-based version, the vendor may provide references for the current product. However, the vendor should note the references are for the current legacy system. Additionally, if available, the vendor should include references from those customers currently in the implementation phase of the referred to upcoming installation.

Question 5.

I represent Syferlock Technology – regarding RFP 089-0408 Justice CCMS, I have some questions that I hope you can help me with. Moreover, I have an interest in the bidding process; however it is only specific to protecting passwords that I found mentioned many times throughout and within the Information Security Policy document. Syferlock has developed and patented an approach to protecting static passwords in a device-less manner. Users continue using their passwords, but now enter and transmit as a one time password as every single login. Users can log in from any computer anywhere and are still afforded the security and protection of OTP's. Security is achieved without tokens, cell phones, print material or other devices. Our paradigm shifting methodology is delivering greatly reduced TCO and a unique alternative and solution to the password problem. Given what I read and the security requirements around password management, our solution exceeds all your security mandates in an easy user friendly scalable solution. This is the first place hackers look to steal identities and breach systems, bolstering this first factor is critical in assuring hackers are unsuccessful.

Can Syferlock still get involved even though we are not providing/bidding on the system in totality? If so, how do you recommend we proceed? Would you/others be interested in a call and quick on line demo of our solution?

Response 5.

For the Justice CCMs project requirements, please refer to section E.12 *Overview of Solution Needed and Global Technical Requirements.* For proposal structure response options, see section A, Figure 1 and Figure 2.

Question 6.

Required Reference Form – Attachment 1: RFP Submittal Checklist states that Attachment 2: Reference Form is the required form for submitting reference information, however, page 16 of the RFP is titled Section D – Vendor References. Are you expecting the vendors to use both forms?

Response 6.

Please ignore Page 16 Section D and respond with Attachment 2

Question 7.

Do you have a Word version of Attachment 8: Company Background?

Response 7.

The Justice CCMS RFP, with the referenced Attachment 8, is provided in Word format. http://www.pinellascounty.org/purchase/Current_Bids1.htm. We have provided a cut and paste version for your convenience.

Question 8.

We have reviewed the Proposer Requirements document as well as the bid document and would like clarification if this RFP is seeking specific systems for the State Attorney, Sheriff, Public Defender and Board of County Commissioners that integrate with the Court Case Management System, or are they only intended to be users of the Court Case Management System? If the RFP requires specific systems for these stakeholders are there specifications/requirements for them and if so, what are they?

Response 8.

Pinellas County is seeking a Case Management System (CMS) solution that meets the system wide technical requirements while also meeting the operational and functional CMS requirements of the Courts, the State Attorney, the Public Defender and the Clerk of the Court as stated in the body of the FRP and Attachment 3. Other stakeholder's query, access and other solution requirements (including BCC and the Sheriff) are contained in the body of the RFP and in Attachment 3. The County is not seeking a "CMS for the Board of County Commissioners (BCC)". Nor is Pinellas County seeking a Jail Management System (JMS) or Records Management System (RMS) for the Sheriff. Note that any proposed CMS solutions must adhere to the concept of "one case shared appropriately accessible to all stakeholders". Thus, updates to case information must be viable immediately to all stakeholders accessing the solution.

Question 9.

Will the Pre-proposal Conference on June 24 be opened up via teleconference to those not able to attend in person? If so, can I please receive instructions in advance, or will it be posted on the Purchasing web site in advance of June 24? Will an addendum be made available containing all vendors who attend, either via teleconference or on site, and their contact information?

Response 9.

No, the pre-proposal conference will not be available via teleconferencing. It is however a non-mandatory meeting and an addendum will be issued shortly thereafter addressing any material items that may be discussed at the meeting.

Question 10.

Could you please provide annual case filing statistics for Pinellas County by case type?

Response 10.

For operational statistics, please refer to Pinellas County's Clerk of the Circuit Court 2006-2007 Annual Report. Page 5 http://www.pinellasclerk.org/aspInclude2/ClerksAR2006-07.pdf

Question 11.

RFP states total number of users at 3,100; could you provide a general breakdown per office/division?

Response 11.

The current CJIS is accessed by agency representatives identified on page 29 of the RFP, Figure 9: CCMS Users. As expected, the Clerk of the Court' staff are the largest users of CJIS; followed by the State Attorney's Office, the Public Defenders Office, the Courts, the Pinellas County Sheriff's Office, Outside Agencies, the Public, Law Enforcement (municipalities), etc.

Question 12.

Will the CMS software be hosted on court servers or vendor servers?

Response 12.

Pinellas County expects a best practice recommendation from the respondents in regards to how their offering works most successfully. Pinellas County will consider both local and hosted solutions that meet business requirements as outline din the RFP.

Question 13.

Does the County intend to purchase all necessary hardware and maintain it itself or will the vendor be responsible for providing and maintaining the hardware?

Response 13.

For recommendations of local, internally maintained solutions, Pinellas County expects to purchase hardware/software. Respondents should recommend hardware and software required to successfully implement and maintain their solution. For recommendation of off-site, hosted solutions, Pinellas County expects the vendor/respondent to maintain all hardware/software.

Question 14.

Will the public facing website be hosted on court services or vendor services?

Response 14.

Pinellas County expects a best practice recommendation from the respondents in regards to how their offering works most successfully. Pinellas County will consider both local and hosted solutions that meet business requirements as outlined in the RFP.

Question 15.

Will imaged documents be available on the public facing website?

Response 15.

Yes

Question 16.

Will the County consider a single vendor; transaction based e-filing system in which filers/users are charged or each transaction?

Response 16.

Pinellas County will consider the option, provided Florida statute and Florida Supreme Court Administrative Orders allow for charging fees.

Question 17.

Will the e-filing component be hosted on court servers?

Response 17.

Pinellas County anticipates a best practice vendor recommendation. Pinellas County will consider local and hosted solutions that meet FL Supreme Court and business requirements.

Question 18.

Does the County prefer a license-based e-filing vendor which provides e-filing software to the county for the county to control and operate?

Response 18.

Pinellas County will consider all submitted best practice vendor options.

Question 19.

Regarding the MBE content, what is the goal or requirement of Pinellas County as to % of participation on the particular opportunity?

Response 19.

The county does not have a traditional MBE/WBE/DBE type program – 0%

Question 20.

Can vendors use software form another vendor and can vendors propose the same software product

Response 20.

Yes

Question 21.

How many concurrent users will there be?

Response 21.

There will be approximately 1000 concurrent users

Question 22.

What is meant by demonstrated ability?

Response 22.

We expect the vendor to be able to give an example (demonstrate) how the system would be Florida State complaint.

Question 23.

You require EDMS to be able to integrate with the County's current system. What is that system?

Response 23.

It is Global 360 and Documentum; we are looking however for a system that can be integrated with various types of software

All other facets of the scope of work, terms and conditions remain the same

Please remember to acknowledge receipt of this Addendum in Section H, page 59 as Addenda No. 1 and return the Addenda Acknowledgment form with your RFP submittal.

Sincerely,

Joe Lauro CPPO/CPPB
Director of Purchasing

BOARD OF COUNTY COMMISSIONERS

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Pinellas County PURCHASING

Joseph Lauro, CPPO/CPPB
Director

July 17, 2009

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: Justice CCMS – Consolidated Case Management System

RFP NUMBER: 089-0408-P(JL)

RFP SUBMITTAL DUE: JULY 30, 2009 @ 3:00 PM

ADDENDUM NO. 2

The following questions, request for clarifications and responses are relative to the referenced Request for Proposal (RFP) resulting from varying correspondence including the Pre-proposal conference:

Question 1

9.29 - The current system allows citizens to query and make payments on certain types of fines or fees (e.g. traffic citations) via an Interactive Voice Response (IVR) system and via the Internet. The system must also provide for back-end database query of information and payment acceptance via the existing IVR system and the existing County web payment portal.

The requirement sounds like an interface to an existing IVR/web payment system is needed, but Attachment 5 doesn't list this. Is the CCMS vendor expected to provide this functionality or is there an existing system that the CCMS vendor must integrate to?

Response 1

The vendor is required to provide an interface to the IVR system.

PLEASE ADDRESS REPLY TO:
400 South Ft. Harrison, Sixth Floor
Clearwater, Florida 33756
Phone: (727) 464-3311
FAX: (727) 464-3925
Website: www.pinellascounty.org/purchase

Question 2

If the vendor is expected to provide IVR functionality, could you provide:

How many inbound telephone lines are required, or what is the call volume for the busiest hour of call traffic to be handled?

Response 2

There is one inbound line. The IVR software has 12 lines assigned. Handling 300-400 calls a month.

Question 3

Are the telephone lines to be analog or digital (T-1 or PRI)?

Response 3

T-1

Question 4

What is the manufacturer and model of the Court's telephone system to which the IVR system will need to interface?

Response 4

Siemens is the telephone switch vendor and Syntellect is the IVR vendor

Question 5
Is outbound calling required, and if so, are any telephone lines to be dedicated to this function?

Response 5

No outbound calling

Question 6

Are any caller languages required to be supported in addition to English?

Response 6

English only

Question 7

Is speech technology required for caller input in addition to telephone keypad entry (DTMF)?

Response 7

Keypad entry only

Question 8

Web Payments; is TSYS (Vital) acceptable credit card payment processor?

Response 8

Not familiar with TSYS. Currently using a third party vendor called VisualGov for authorizations.

Question 9

Due to the current economic conditions, we ask that you waive the 100% performance bond requirement

Response 9

The 100% performance bond is a Justice CCMS Project requirement; request denied, performance bond stands as per RFP requirements.

Question 10

Could you pleased provide clarification on the following items? The requirement states that an interface to a separate system is required but no details are provided in Attachment 5 regarding the existing system.

Response 10

The system must include point of sale functionality (e.g. cashiering, receipting, for multiple case types) but full accounting/general ledger (GL) functionality is not required. The Clerk of the Courts accounting system (mainframe COBOL) provides services beyond the Courts A/R management of fine and fees and is currently provided via a separate system and would require an interface. Vendors are encouraged to identify/propose all accounting and cashiering options their solutions offers.

Question 11

Item 9.14 – the system must provide functionality for scanning and validating checks. If hardware is not provided by the proposer, the proposer must provide industry standard interfaces for County provided hardware. Can you provide the number of devices that need to be proposed? What is the make and model of the current devices used by Pinellas?

Response 11

Mini MICR USB Keyboard Emulation, 3 track Part number 22533012
Total: 64 devices are used for scanning and validating checks

Question 12

If the County selects a vendor hosted CMS, will the CMS vendor be permitted to collect, store or redistribute the court information that is stored on the vendor's servers for its own gain, or use it for any purpose other than maintaining it for the court's use?

Response 12

Historically, the Court has not allowed vendors who are hosting sites for us to use or profit from the information that is being stored.

Question 13

If the County selects a vendor hosted e-filing system, will the e-filing vendor be permitted to collect, store or redistribute the court information that is passed through its system for its own gain, or use it for any purpose other than executing an electronic transaction between the filer and the court?

Response 13

E-filing will be a process to help those who file and receive court documents. It is not meant to build a data base that would benefit a commercial entity.

Question 14

The standards for Electronic Access to the Courts, adopted by the Supreme Court on July 1, 2009 did not address the issue of charging an additional fee for electronic fillings. Is it the intention of the State of Florida and Pinellas County to maintain the prohibition on charging such fees, or will the State and County allow vendors (in a hosted e-filing environment) or courts (in an internet e-filing environment) to add additional fees to electronic filing transactions?

Response 14

We cannot speak to the intentions of the State of Florida, but it is our intent follow the rules and guidelines that are given to us

Question 15

Are Family Court and Unified Family court are mutually exclusive or does the data overlap, with links to associated cases maintained in Unified Family court.

Response 15

Yes, they overlap.

Question 16

Appeals – Are we talking about preparing appeals volumes to be sent to a higher court or managing (initiating, docketing, disposing, etc.) appeals cases?

Response 16

Some County Court cases may be appealed to the Circuit Court. In those cases, we would be talking about initiating, docketing, disposing, etc. For all other appeals, we are talking about preparing volumes to be sent to a higher court.

Question 17

What is "Alternative Dispute Resolution"? It is listed as a major component but not mentioned beyond that.

Response 17

Alternative Dispute Resolution is mediation in lieu of a trial.

Question 18

"Violation of Probation" was referenced several times. Is there a probation module that maintains information regarding Violation of Probation or is this data maintained in one of the modules listed, such as Juvenile Delinquency?

Response 18

This is a function in all criminal court types, including Traffic.

Question 19

Is Mental Health included in Probate or in the Family Court module?

Response 19

Probate

Question 20

From Attachment 3: "The system should alert users and trigger generation of notices to appropriate parties based upon pre-defined parameters (bond expiration dates, related court events, etc.) contained within business rules and workflows. As with other system components, this functionality should be user-configurable."

a. Does this refer to automatic notification of parties on the case or to internal users?
b. How are external parties notified – in real time or in batch mode? Email or U.S. mail?

Response 20

a. Both. Further, interested parties could be parties on the case, or external agency(s) staff who may (or may not) be parties to the case, or to internal system users "assigned to the case" or other designated individuals, group email boxes, phones for text messages, fax numbers for fax machines, etc. The County desires a robust configurable distribution engine capable of generating a wide variety of types of notices to be sent to a variety of recipients based upon a variety of different events – some case specific events and other event-based or date based triggers that might not be related to a specific case
b. Both. Sometime batch when appropriate (such as a large group of notices to be printed overnight and mailed, paper/US mail) at a (specified time), and also real-time notices that might be emailed or text-messaged instantly to an individual recipient or phone or fax as soon as the event occurs or when the timer trigger is activated.

Question 21

Regarding the interfaces to/from: FCIC, NCIC, DHSMV. Which of these organizations are open to a Web Services type of interface?

Response 21

FCIC and NCIC use a Socket Interface and SHSMV uses FTP.

Question 22

What information needs to be transferred to/from Pasco County? Is this batch or real time transmission? Does the Pasco system currently run on a system like CJIS?

Response 22

Pasco and Pinellas County are seeking/implementing new case management systems (in parallel). It has not been determined the extent or method of data sharing.

Question 23

What information needs to be transferred to/from Pinellas County Data Collaborative System? Is this batch or real time transmission?

Response 23

Information provided to the data collaborative system assists in tracking community indicators and analyzing demographic trends. Currently, the data is a batch transfer.

Question 24

The system must include functionality equivalent to the Gang Prosecution Database". The Gang Prosecution Database is maintained by the State Attorney's office. Are we talking about creating a copy of that database to be kept in synch with the State Attorney's database or transferring data in real time into temporary storage areas where certain functions can be applied? If the latter, is the State Attorney's office amenable to a Web Services interface?

Response 24

Ideally, the functionality related to associating individuals with "gangs" (i.e. "Gang Entities") would be part of the core CCMS database and that related functionality regarding case initiation and historical tracking of gangs and individuals affiliations with gangs would be a component within the overall CCMS solution. The preference is to retire the home grown Gang Prosecution Database, but other options, such as an interface with the core new CCMS database will be considered.

Question 25

Are judges amenable to utilizing electronic signatures in or out of the courtroom?

Response 25

Yes, providing the signature format and process has been approved by the Florida Courts Technology Commission and the Supreme Court of Florida.

Question 26

What is a "diligent search" for an arrest warrant? Does the system log all searches performed against the database or only for a limited function with regards to arrest warrants?

Response 26

"Diligent Search" is a term indicating that the Sherriff's Office has tried diligently to locate and serve the subject of an arrest warrant. The system must be able to track attempts to locate/serve warrants by the Sheriff, in addition to tracking the successfully served arrest warrants (as described elsewhere in the system

requirements). Attempts to "locate" and attempts to "serve" may be different events that may or may not need to be linked together regarding a particular arrest warrant. Further, an individual may have multiple warrants arising from different cases; the system must be able to associate these warrants and log the attempts made to locate the individual and/or serve the warrant(s). The system should enable the Sheriff to add additional information about the unsuccessful attempt to locate and/or serve the warrant(s), such as information obtained from other sources (e.g., subject is deceased, subject now believed to be at location "ABC", etc).

Question 27

The document refers to ad-hoc reports. Is the vendor expected to write ad-hoc reports on demand or to provide software for Pinellas County to write their own ad-hoc reports? If the former, how many ad-hoc reports are required and how frequently are new reports requested?

Response 27

The proposer is to provide a best practice solution to allow for users to create on-the-fly/ad-hoc reports.

Question 28

What systems will the vendor convert data from? Only the CJIS system or are there additional systems, such as MS Access systems, etc.?

Response 28

Multiple systems. The data conversion required depends upon how much functionality is included in the proposers core CCMS solution versus how man existing non-CJIS systems must be kept operational (and thus "interfaced to") the new CCMS. The preference is to retire as many systems as possible in addition to legacy CJIS.

Question 29

Is the current system an image enabled system using Global 360?

Response 29

Global 360 is currently used, but not for all Court types

Question 30

Our system utilizes an integrated image capability and the use of Global 360 would be superfluous. Is it an absolute requirement to use Global 360?

Response 30

Pinellas County is requesting the proposer to provide a best practice solution

Question 31

What systems/courts currently utilize imaging?

Response 31

Currently, Probate and Traffic Court

Question 32

Administrative Order No. AOSC09-03 – Statewide Standards for Electronic Access to the Courts mentions the establishment of a uniform statewide case management system in Section 8.0. Is there anything in this order or other pending state management system that would prevent this project from being completed? Also, does this order or other pending legislation alter the County's thinking on the scope of the RFP?

Response 32

Response to both questions – not at this time

Question 33

Section 1.d of the RFP requires a reference list of 4 customers. Section F.9.2 of the RFP requires 3 public sector references. Please clarify the number of references required in the RFP response.

Response 33

Section F.9.2 should read a requirement of 4 references. NOTE: As relayed in Addendum #1, proposers are to use Attachment 2 for customer references. Ignore the Section D-Vendor References Template (Page 16 of the RFP). In addition at the top of Attachment 2, please ignore." Provide at least three (3) references for provision of workflow…" The Proposer should provide 4 customer references.

Question 34

Which staff, Courts or Clerk's, has responsibility for Tax Deed foreclosure processing?

Response 34

Tax Deed Sales are a joint function of the Clerk's Office and the Tax Collector's Office. The actual sales function is a Clerk's responsibility. This work is handled by the Clerk's Official Records Department. The word "foreclosure" refers to a specific type of court case and would be processed as such

Question 35

Can you provide an estimate of your current annual CJIS maintenance cost?

Response 35

Pinellas County's current case management system is an in-house build, supported and maintained by internal resources.

Question 36

Do you use any kind of electronic Citation for your traffic tickets? If yes, can you provide the name(s) of the Citation system currently in use?

Response 36

Electronic citations are the purview of law enforcement agencies. Currently, no citations are submitted completely electronically. The Sheriff's Office maintains a database of issued citations. Pinellas County uses this database to electronically populate records for traffic citations as they are scanned (via barcode recognition on the tickets). The system of issuing and storing citation data was developed by the Pinellas County Sheriff's Office and a matching routine was developed in the Clerk of the Court's Office.

Question 37

How many citations are paper-based?

Response 37

All citations are paper based, with some electronic supplement as noted above

Question 38

How many citations are electronic?

Response 38

No citations are completely electronic as no law enforcement agency in the County has a paperless citation system at this time.

Question 39

How many police agencies are being served by Pinellas County? (Sheriffs, Municipality Police, etc.)

Response 39

1 Sheriff's Department, 11 separate police departments

Question 40

In the RFP, Indicator 7 states that customers be able to make payments through the County's website for miscellaneous Court fines, fees and other simple receivables. Do you have an existing infrastructure to accept electronic payments? Is the county using any kind of third party services to accept payments online?

Response 40

Pinellas County accepts credit card payments using a third party to process the authorization and accept payments online.

Question 41

Do you currently have any type of electronic filing in the Court system? If yes, can you provide information about the types of cases that get filed electronically?

Response 41

Pinellas County currently does not have an electronic filing Court System. Please see section E.12.10 of the RFP.

Question 42

How will the new CCMS project be funded? Is there any Court Technology Fund appropriation?

Response 42

Not relevant to RFP content clarification

Question 43

For Section F, bullet F.5.19, we are not sure how we are supposed to respond to this bullet. Also, how is the note under this bullet relevant to the bullet itself? Can you further explain the meaning of the note as it relates to the bullet?

Response 43

No proposer written response to bullet F. 5.19 is necessary. The note provides additional information regarding the project scope and how the project will be managed. It does not directly relate to the bullet that precedes it.

Question 44

For Section F, bullet F.5.21, can you clarify if you are looking for just hardware and performance recommendations for all environments, or are you looking for these requirements as they relate to synchronization?

Response 44

The County is asking the proposer to recommend the optimal hardware on which the proposed solution should be deployed and implemented into production and also what additional hardware may be required during other project phases or for other purposes (e.g. development related to synchronization is "in addition to" the optimal performance specifications or requirements in order for each hardware component to provide the functionality required for its intended usage.

Question 45

For Section F, bullet F.5.33, is the documentation that you are looking for relevant to the system that is being built or is it the documentation that is created for the running of the project, such as requirements and design documents?

Response 45

Both. Also, as stated in Section E.11.13, "Documentation", sample documentation will be required in the Discovery Phase of the evaluation process.

Question 46

Would there be an opportunity to extend the deadline for the RFP response by at least 2 weeks.

Response 46

The RFP vendor response time will not be extended

Question 47

What is the maximum number of users that would be logged into the system at once (taking into consideration multijurisdictional coverage and time shift variations)? This is important for us to know in responding since we have a perpetual license model

Response 47

As relayed in Addendum #1, Response #21: There will be approximately 1000 concurrent users

Question 48

Since any new CMS and e-filing system must be compatible with the statewide e-filing portal, which was formally announced on July 1, is the county still considering integration with Pasco County's CMS despite the Pasco County CMS vendor's common practice of implementing proprietary systems?

Response 48

Pinellas County is currently in procurement process for a CMS solution and has not made any decision related to application integration with Pasco County

Question 49

Can you clarify what are considered "consultant" hours on Attachment 2- References? Configuration/Consulting hours are a component of every project, but I wanted to see if Pinellas was including Project Management, Training and/or Development/Modifications in with "consultant" hours.

Response 49

Pinellas County is requesting an estimate of the total of all labor hours expended (in all labor categories) in the referenced projects completed by the proposer. So, yes, hours for Project Management, Training, and Development/Modifications should be included in the total.

Question 50

Violation of probation was referenced several times. Is there a probation module that maintains information regarding violation of probation or is this data maintained in one of the modules listed such as Juvenile Delinquency?

Response 50

This is a function in all criminal court types, including traffic

REMEMBER, THE SUBMITTAL DATE FOR THIS RFP IS JULY 30, 2009 AT 3:00PM

All other facets of the scope of work, terms and conditions pertaining to this RFP remain the same

Please remember to acknowledge receipt of this Addendum in Section H, page 59 as Addenda No.2 and return the Addenda Acknowledgement form with your RFP submittal.

Sincerely,

Joe Lauro, CPPO/CPPB
Director of Purchasing