

QUESTIONS AND ANSWERS

- Q1.** Can the County provide details on why the JMS RFP in 2024 was cancelled? **See Section 7.A. of Attachment 1- Administrative Rules.**
- Q2.** What jury management system is currently in use by the County? How long has the County utilized the system? **It was a custom system that was developed by our county. It was developed around 2002.**
- Q3.** What are the most important pain points or limitations with your current system that you are looking to solve with the new JMS?
- 1. Mobile check-in**
 - 2. Expanded configuration**
 - 3. SaaS option**
 - 4. Expanded features & automation**
- Q4.** How many summonses are sent annually? **1,000,000 per year**
- Q5.** How many County Users will utilize the new system? **250 court users**
- Q6.** How many users does the County envision using the system overall (if different than above)?
- 1. We envision expanding internal court users**
 - 2. Approximately 20% of the annual summons for external users**
 - 1. Juror Status updates**
 - 2. Election for excusal & work verification**
- Q7.** What is the budget for this project? **There is no set budget for the contract.**
- Q8.** How many reports/forms will the County need in the new system?
- 1. See item 13.4 in SOW for known reports**
 - 2. Include notices. See Item 1.3.19 in the SOW**
 - 3. Allow for expansion of Ad Hoc reporting as required by the state and new legislation**
- Q9.** Is the County interested in vendors providing summons printing and mailing services? **Yes, please provide this as an option in the bid.**
- Q10.** Is there a required/preferred Go Live date for the new system? **We estimate that the system will go live in Q2 2027.**
- Q11.** Can vendors provide the system demonstration via a link instead of a USB flash drive? **Yes**
- Q12.** Does the County prefer an on-premise or SaaS solution? **We would like a quote for both options.**

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- Q13.** Item 8.1.7 – Business workflow of all proposed processes and enhancements. Can the County provide additional information on the types of workflows required or desired? Also, regarding the enhancements, what would the county like to see?
1. We want a business process flow that describes the entire lifecycle of a juror's interaction with the court.
 1. Examples (Not limited to the following):
 1. Master file creation
 2. Juror status/deferment notification
 3. Pool creation
 4. Summons process
 5. Trial process
 6. Juror interaction w-system
 2. See SOW.
- Q14.** What third-party system does the county require the new JMS to integrate with?
1. Tyler Enterprise Justice
 2. Judicial Counsel SAP – Financials (Potential)
- Q15.** What are your expectations or goals for modernizing the juror experience, particularly in terms of mobile device use, digital check-in, and two-way SMS/email communication?
1. Provide a mobile interface that is easy to use and incorporates all facets of the juror's interaction with the court
 1. Including but not limited to:
 1. Mobile check in
 2. SMS/email communication
 3. Juror status/deferment notification
- Q16.** What training delivery methods (on-site, remote, train-the-trainer) are preferred for Court staff? We prefer on-premises training-the-trainer but would like to see training options.
- Q17.** Is the County currently offering electronic or debit card disbursements for Jurors? If so, who is the current vendor? No
- Q18.** Has the budget for this project been approved? Yes
- Q19.** Is data conversion envisioned as part of this project? Or is the County wanting to start with a fresh jury candidate list? If conversion is required, how many databases are there to be converted? What size(s)?
1. Yes
 2. Two Databases
 1. Current Jury CMS
 2. Jury Check system
- Q20.** If the primary vendor partners with a certified small business contractor, will the primary vendor's proposal receive the increased evaluation points? No

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- Q21.** Which juror costs need to be computed and maintained? Mileage and per diem fee? Anything else? **Currently, mileage and per diem are the only costs that need to be tracked. Future legislation might expand the costs that need to be tracked.**
- Q22.** How are the courtroom statuses being managed now? **We currently use a combination of paper and digital processes.**
- Q23.** Is there any existing identity management solution that we need to integrate with? **We use Microsoft Authenticator for our cloud services.**
- Q24.** What are the archiving and data retention requirements? How long does the data need to be retained? **We are mandated by the Judicial Council's Trial Court Records Manual requirements.**
- Q25.** What are the issues with the current system? Are there any restrictions to propose platform-based solutions (like Salesforce or HubSpot)?
- 1. Antiquated technical platform developed in the early 2000's**
 - 2. Yes, AWS and Azure are our designated platforms.**
- Q26.** Is there any security requirement (NIST) to host the application in Gov Cloud? **Any hosted solution must comply with all applicable standards and best practices for the Gov Cloud.**
- Q27.** Is there any requirement for the application to be 508 compliant (ADA Compliant)? **Yes, any new solution must be ADA compliant.**
- Q28.** Is there a requirement for mobile app or it should be mobile friendly? **We prefer that the solution be mobile friendly.**
- Q29.** Please confirm if only juror functions need to be mobile friendly or the entire application need to be mobile friendly? **Juror-facing functions need to be mobile-friendly.**
- Q30.** What are the data migration requirements?
- 1. How much data (how many years) needs to be migrated? The Trial Courts Records Manual and legislative requirements will govern our approach to the amount of data we decide on migrating**
 - 2. Is the Source data for migration is clean? Or data cleansing required? Depending on the requirements for the destination database, some data cleanup may be required**
 - 3. How the source data will be provided for migration? (files, database, etc.?) Depending on the requirements for the migration and security protocols, the source data may be provided as a file or retrieved from a database**
- Q31.** Do we need to migrate any documents also as part of data migration? **Yes**

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- Q32.** The RFP talks about the requirement to integrate with Tyler Odyssey Case Management System. Can you elaborate on this integration requirement regarding what information needs to be exchanged between Tyler and JMS, as JMS will also have case management functionality? **The Tyler CMS integration will require, but not be limited to, the exchange of the following data:**
1. Case data
 2. Financial data
- Q33.** Will the Anticipated Interview dates (product demo), estimated for the week of August 4th, be remote or on-site? **Remote.**