



State of Mississippi Judiciary
Administrative Office of Courts
Intervention Courts

Request for Proposals (RFP)
for the
State of Mississippi
Intervention Courts Case Management System

Issued: April 6, 2020 10:00 a.m. CST

Closing Date: April 27, 2020 4:00 p.m. CST

RFP 2020 – AOC – 01

INTRODUCTION AND PURPOSE

This request for proposal is issued by the Supreme Court of Mississippi's Administrative Office of Courts (AOC) to solicit sealed proposals from qualified vendors to establish a contract through competitive negotiations for the procurement of a statewide Intervention Courts Case Management System (ICCMS). The Mississippi Judiciary is not subject to and does not fall under the purview of the Public Procurement Review Board (PPRB) or Information Technology Services' (ITS) purchasing guidelines, although it is in the best interest to follow them. The ITS procurement process states solicitations of proposals should be published in the Clarion Ledger at least 14 days prior to receiving vendor bids.

This document provides instructions for submitting proposals, the procedure and criteria by which the bidder (s) will be evaluated and selected, and the contractual terms that will govern the relationship between the AOC and the Vendor. This RFP is issued to provide framework for comparative evaluation of a proposed ICCMS by various bidders and to facilitate a competitive procurement process. Bidders are asked to respond to the goods and services as defined in this RFP document. It is the AOC's strong preference to engage with a vendor who owns and maintains the entire proposed solution.

Proposals from vendors will provide the State of Mississippi's intervention courts with a single application software program, herein referred to as the Intervention Courts Case Management System (ICCMS) to support intervention courts (drug intervention, veteran intervention, mental health intervention and other intervention courts) case processing and reporting of participant progress. The vendor will provide, configure, convert current system, install, test, train AOC and court personnel, release updates and enhance through possible customization post-launch an intervention court case management system.

It is anticipated that the contract resulting from this RFP will be for a period of one year (12 months) with the ability of the AOC to extend for up to two (2) additional years, contingent upon satisfactory vendor performance and continued funding.

BACKGROUND

Drug courts were established in Mississippi in 1999. In the past 20 years our intervention courts have grown to (41) adult felony, misdemeanor, juvenile and family drug intervention courts. The total number of participants for the four drug intervention court types is 3,954 as of January 31, 2020. Adult felony drug intervention courts are located in all of the 22 circuit districts in the state. The AOC's intervention court team is responsible for overseeing the Legislative appropriations to ensure the operational and financial management and compliance of the 41 courts.

By addressing the root causes of criminal activity and substance use disorders the courts offer non-violent offenders ("**Participants**") an alternative to incarceration and provide them with the resources and opportunities they need by coordinating the efforts of those involved in the intervention court process: the judiciary, the prosecution, defense counsel, probation and law enforcement officers, as well as treatment, mental health, and other social service providers. This interdisciplinary approach offers participants the opportunity to become productive law abiding citizens, which reduces recidivism and provides for healthier communities.

With the passage of HB1352 in the 2019 legislative session, problem-solving courts were renamed intervention courts. As part of HB1352, veterans intervention courts and mental health intervention

courts were added under §9-25-1 et seq. and §9-27-1 et seq. respectively. The state's drug intervention courts operate in accordance with §9-23-1 et seq. and the Mississippi Intervention Courts Rules (promulgated July 19, 2019 by the State Intervention Courts Advisory Committee)

§ 9-23-3. Purpose – Drug Intervention Courts

- (1) The Legislature of Mississippi recognizes the critical need for judicial intervention to reduce the incidence of alcohol and drug use, alcohol and drug addiction, and crimes committed as a result of alcohol and drug use and alcohol and drug addiction. It is the intent of the Legislature to facilitate local intervention court alternative orders adaptable to chancery, circuit, county, youth, municipal and justice courts.
- (2) The goals of the intervention courts under this chapter include the following:
 - (a) To reduce alcoholism and other drug dependencies among adult and juvenile offenders and defendants and among respondents in juvenile petitions for abuse, neglect or both;
 - (b) To reduce criminal and delinquent recidivism and the incidence of child abuse and neglect;
 - (c) To reduce the alcohol-related and other drug-related court workload;
 - (d) To increase personal, familial and societal accountability of adult and juvenile offenders and defendants and respondents in juvenile petitions for abuse, neglect or both;
 - (e) To promote effective interaction and use of resources among criminal and juvenile justice personnel, child protective services personnel and community agencies; and
 - (f) To use corrections resources more effectively by redirecting prison-bound offenders whose criminal conduct is driven in part by drug and alcohol dependence to intensive supervision and clinical treatment available in the intervention court.

§ 9-25-1. Veterans Treatment Court Program

- (1) The Legislature recognizes that our military veterans have provided an invaluable service to our country. In doing so, many may have suffered the effects of, including, but not limited to, post-traumatic stress disorder, traumatic brain injury and depression, and may also suffer drug and alcohol dependency or addiction and co-occurring mental illness and substance abuse problems. As a result of this, some veterans come into contact with the criminal justice system and are charged with felony offenses. There is a critical need for the justice system to recognize these veterans, provide accountability for their wrongdoing, provide for the safety of the public, and provide for the treatment of our veterans. It is the intent of the Legislature to create a framework for which specialized veterans treatment courts may be established at the circuit court level and at the discretion of the circuit court judge.

§ 9-27-3. Mental Health Diversion Programs; legislative intent; goals

- (1) The Legislature recognizes the critical need for judicial intervention to establish court processes and procedures that are more responsive to the needs of defendants with mental illnesses, while maintaining public safety and the integrity of the court process.
- (2) The goals of the mental health courts under this chapter include the following:
 - (a) Reduce the number of future criminal justice contacts among offenders with mental illnesses;
 - (b) Reduce the inappropriate institutionalization of people with mental illnesses;
 - (c) Improve the mental health and well-being of defendants who come in contact with the criminal

- justice system;
- (d) Improve linkages between the criminal justice system and the mental health system;
 - (e) Expedite case processing;
 - (f) Protect public safety;
 - (g) Establish linkages with other state and local agencies and programs that target people with mental illnesses in order to maximize the delivery of services; and
 - (h) To use corrections resources more effectively by redirecting prison-bound offenders whose criminal conduct is driven in part by mental illnesses to intensive supervision and clinical treatment available in the mental health court.

Drug intervention courts currently in operation in Mississippi as of March 2, 2020 are as follows:

Adult Circuit Drug Intervention Court	City/Town	Active Participants
1 st Circuit	Booneville	275
2 nd Circuit	Gulfport	127
3 rd Circuit	Oxford, Ripley	358
4 th Circuit	Greenville & Indianola	118
5 th Circuit	Ackerman	68
6 th Circuit	Natchez	124
7 th Circuit	Jackson	166
8 th Circuit	Walnut Grove	351
9 th Circuit	Vicksburg	81
10 th Circuit	Meridian	66
11 th Circuit	Cleveland & Clarksdale	83
12 th Circuit	Hattiesburg	187
13 th Circuit	Raleigh	50
14 th Circuit	McComb	226
15 th Circuit	Columbia	299
16 th Circuit	Starkville & West Point	63
17 th Circuit	Hernando	404
18 th Circuit	Ellisville	77
19 th Circuit	Pascagoula & Lucedale	181
20 th Circuit	Canton	160
21 st Circuit	Lexington	46
22 nd Circuit	Hazlehurst	27
22 Courts		3,537

Misdemeanor Drug Intervention Court	City/Town	Active Participants
Columbus Misdemeanor	Columbus	49
Greenwood Misdemeanor	Greenwood	36
Hinds County Justice	Jackson	37
Indianola Misdemeanor	Indianola	New court
4 Courts		122

Youth Drug Intervention Court	City/Town	Active Participants
3 rd Chancery	Grenada	45

6 th Chancery	Philadelphia	3
Adams	Natchez	19
Desoto	Hernando	39
Forrest	Hattiesburg	10
Harrison	Biloxi	33
Hinds	Jackson	New court
Jackson	Pascagoula	18
Madison	Canton	42
Rankin	Pelahatchie	33
Walthall	Tylertown	6
Washington	Greenville	5
13 Courts		253

Family Drug Intervention Court	City/Town	Active Participants
Adams	Natchez	14
Harrison	Biloxi	10
Rankin	Pelahatchie	13
3 Courts		37

42 Total Courts	Total Participants	3,949
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Additional information regarding Mississippi’s intervention courts can be found at courts.ms.gov

SUBMISSION OF PROPOSALS

Please note that due to the global pandemic and a number of states having executive orders from their governor to stay-at-home, we are accepting a .pdf format proposal submission sent via email to SPC Pam Holmes at pholmes@courts.ms.gov. It is the responsibility of the vendor to ensure receipt of the email by Pam Holmes by the deadline of 4:00 p.m. CST, April 27, 2020.

The AOC specifically reserves the right to reject, in full or in part, all proposals submitted, and/or to cancel this RFP, when such action is in the AOC’s best interests. Any contract which may be awarded shall be based upon the proposal which is most advantageous to the AOC, the intervention courts, costs and other factors considered. All contracts are subject to availability of funds.

TIMETABLE FOR PROPOSALS

- RFP released on the Courts website April 6, 2020
- RFP advertised in the Clarion-Ledger April 8, 9, 10, 11, 12, 2020
- Vendor questions responded to April 17, 2020 4:00 p.m. CST
- Vendor proposals receipt deadline April 27, 2020 4:00 p.m. CST
- Project team review April 30, 2020
- Vendor online presentations May 13, 2020 and May 14, 2020

May 13, 2020 9:00 – 11:00 a.m.
 1:00 – 3:00 p.m.
 3:30 – 5:30 p.m.

Non-Commitment - The solicitation of this RFP shall not commit the AOC to award a contract.

Response Date – No later than April 27, 2020 4:00 p.m. CST

Demonstrations - Prior to contract award, the AOC will require demonstration of the proposed system by selected finalists. In light of COVID-19, the global pandemic, vendor demonstrations will now be conducted online to allow vendors the opportunity to show how functional requirements will be met by the system solution. Online vendor demonstrations to the ICCMS Project Team will take place on either May 13 or 14. The times slots for the online demonstrations are shown on page 6 and 7 in the Timetable for Proposals section.

It will be the responsibility of each vendor to email Pam Holmes, the SPC with your desired date and time for your online demonstration. Demonstration dates and times will be assigned based on a first come first served basis through email requests by the vendor. The ICCMS Project Team will not contact vendors to set-up demonstration times and dates.

Best and Final Offer - The AOC may determine if it is in its best interest to seek a “best and final offer” from vendors submitting acceptable or potentially acceptable proposals. This best and final offer would provide vendors with the opportunity to amend or change their original proposal to make it more acceptable to the AOC. The AOC reserves the right to exercise this option.

Selection, Notification, and Award of Contract - The AOC reserves the right to initiate discussions with the vendor should clarification of a pending acceptable, or potential acceptable, proposal become necessary. Notification of contract award is anticipated on or before June 1, 2020.

Restriction of Contact - From the date of release of this RFP until an award is made and announced regarding the selection of a vendor, all communication with personnel employed by or under contract with the State of MS, MS Supreme Court, MS AOC, AOC ICCMS project team members, MS Drug Intervention Court Personnel, contractors, etc. regarding this RFP is forbidden unless first approved by the RFP Single Point of Contact (SPC) Pam Holmes. Employees and individuals have been directed not to hold conferences and/or discussions concerning this RFP with any potential contractor during the selection process, unless otherwise authorized by the Single Point of Contact.

AOC and drug intervention court personnel can continue to communicate with and be trained by our current vendor that is under contract, during the RFP and award process.

Validity of Proposal - Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

Private Contractor Responsibility - The successful vendor is required to assume responsibility for all services, deliverables and corresponding costs offered in its proposal.

Contract Billing - If a contract is entered into as a result of this RFP, compensation will be provided based on mutually agreed to project milestones and deliverables, which should include out-of-pocket costs, within the maximum price bid for the project. All prices which are established shall be without collusion with other eligible vendors.

Contract Payment Schedule - All progress billings and the final billing by the contractor shall be forwarded for payment to the Administrative Office of Courts, Attn: Kevin Lackey, AOC Director, P. O. Box 117, Jackson, MS 29205. Payments to the contractor will be made on the basis of mutually agreed to project milestones and deliverables with a contingency of 20% held until final acceptance. The

Administrative Office of Courts will approve the final billing for payment when all terms of the engagement contract have been met by the contractor, its partners, and its subcontractors.

Independent Contractor Status - The contractor will act as an independent contractor in the performance of duties under this agreement. Accordingly, the contractor will be responsible for payment of all taxes including federal, state, and local taxes arising out of the contractor's activities in accordance with an agreement, including by way of illustration but not limited to, federal and state income tax, Social Security tax, unemployment insurance taxes, and any other taxes or business license fee.

Because the contractor is engaged in the contractor's own independent business, the contractor and its employees are not eligible for, and will not participate in, such benefits as pension plans, health, or other fringe benefit plans, holiday pay, sick pay, and vacation pay of the State of Mississippi. No workers' compensation insurance will be obtained by the Administrative Office of Courts covering the contractor or its employees.

Other Conditions - Vendors must immediately inform the Administrative Office of Courts and of any potential conflicts of interest which might arise out of work performed or being performed for any other clients or contracts, or due to a past or present relationship of any sort between employees or representatives of the vendor and judges, other judicial employees, or non-judicial employee of the Mississippi Supreme Court, Administrative Office of Courts, or any Mississippi trial court.

STATE OF MISSISSIPPI RFP QUESTIONS AND REQUIREMENTS

Please answer each question or provide the information as requested in this section.

Mississippi's Accountability System for Government Information and Collaboration (MAGIC)
Information for State of Mississippi Vendor File

1. MAGIC Vendor Code

Any Vendor who has not previously done business with the State and has not been assigned a MAGIC Vendor code should visit the following link to register:

https://sus.magic.ms.gov/sap/bc/webdynpro/sapsrm/wda_e_suco_sreg?sap-client=100

Vendors who have previously done business with the State may obtain their MAGIC Vendor code and all Vendors may access additional Vendor information at the link below.

<http://www.dfa.ms.gov/dfa-offices/mmrs/mississippi-suppliers-vendors/supplier-self-service/>

All Vendors must furnish their MAGIC Vendor code.

MAGIC Vendor Code: _____

Vendor Self-Certification Form:

The State of Mississippi, in an effort to capture participation by minority Vendors, asks that each Vendor review the State of Mississippi Minority Vendor Self Certification Form. This information is for tracking/reporting purposes only, and will not be used in determining which Vendor will be chosen for the project. Any Vendor who can claim status as a Minority Business Enterprise or a Woman Business Enterprise in accordance with the definitions on this form and who has not previously submitted a form to

the State of Mississippi should submit the completed form with the proposal. A copy of the Minority Vendor Self-Certification Form can be obtained at:

http://www.mississippi.org/assets/docs/minority/minority_vendor_selfcertform.pdf

Please direct any questions about minority certification in Mississippi to the Minority Business Enterprise Division of the Mississippi Development Authority by telephone at (601) 359-3448 or via email at minority@mississippi.org

If Vendor is claiming status as a Minority Business Enterprise or Woman Business Enterprise, the Vendor must include a copy of their Minority Vendor Self-Certification Form with their RFP response.

2. Certification of Authority to Sell

The Vendor must certify Vendor is a seller in good standing, authorized to sell and able to deliver all items and related services proposed in the State of Mississippi in the time frame specified. Does the Vendor make these certifications? (A yes or no answer is required.)

3. Certification of No Conflict of Interest

Mississippi law clearly forbids a direct or indirect conflict of interest of a company or its employees in selling to the State. The Vendor must answer and/or provide the following:

Does there exist any possible conflict of interest in the sale of items to any institution within the Mississippi Supreme Court or the Mississippi Judiciary? (A yes or no answer is required.)

If the possibility of a conflict does exist, provide a list of those institutions and the nature of the conflict on a separate page and include it in your proposal. The Vendor may be precluded from selling to those institutions where a conflict of interest may exist.

4. Pending Legal Actions

Are there any lawsuits or other legal proceedings against the Vendor that pertain to any of the software, hardware, or other materials and/or services which are a part of the Vendor's proposal? (A yes or no answer is required.)

Are there any criminal or civil proceedings (federal or state) pending against the Vendor or its principals or employees that pertain to any public procurement within the State of Mississippi or elsewhere? (A yes or no answer is required.)

If your answer to either of the above is "yes", provide a copy of same and state with specificity the current status of the proceedings.

The State, at its sole discretion, may reject the proposal of a Vendor who (a) has criminal or civil proceedings pending that pertain to a public procurement within Mississippi or elsewhere, or (b) has lawsuits or other legal proceedings pending that pertain to any of the products or services which are part of the Vendor's proposal.

5. Non-Disclosure of Social Security Numbers

Does the Vendor agree that any information system proposed, developed, or modified under this RFP that disseminates, in any form or manner, information or material that contains the Social Security Number of an individual, has mechanisms in place to prevent the inadvertent disclosure of the individual's Social Security Number to members of the general public or to persons other than those persons who, in the performance of their duties and responsibilities, have a lawful and legitimate need to know the individual's Social Security Number? This agreement is required by Section 25-1-111 of the Mississippi Code Annotated.

6. Order and Remit Address

The Vendor must specify both an order and a remit address:

Order Address:

Remit Address (if different):

7. Taxpayer Identification Number

Vendor must specify their taxpayer identification number.

8. Certification of Liability Insurance

Vendor must provide a copy of their Certificate of Liability Insurance with their RFP response.

9. E-Verify Registration Documentation

Vendor must ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp. 2008). Vendor must provide documentation of their E-Verify compliance with their RFP response.

VENDOR QUESTIONS

All questions relative to this request for proposal should be directed to the project's Single Point of Contact (SPC) Pam Holmes, who may be reached at pholmes@courts.ms.gov, the preferred method of

communication for questions. **As set out in more detail below, all questions should be submitted as soon as possible in order for answers to be provided to the respective vendor(s) no later than 4:00 p.m. CST April 17, 2020.** The AOC is under no obligation to respond to such inquiries yet may choose to do so. Any oral or written explanations or instructions shall not be binding. All communication regarding the RFP shall be directed to Ms. Holmes.

CONTENT AND REQUIREMENTS FOR A PROPOSAL

Terms and Requirements

The purpose of this RFP is to encourage free and open competition among vendors. Specifications, proposals, and conditions are designed to accomplish this objective.

The vendor's signature on a proposal submitted in response to this RFP constitutes vendor's representations that:

1. All prices have been established without collusion with other eligible vendors and without effort to preclude the MS AOC from obtaining the best possible competitive proposal.
2. Vendor is not aware of any potential conflicts of interest which might arise out of work performed or being performed for any other clients or contracts or due to a past or present relationship of any sort between employees or representatives of the vendor, and judges or non-judicial employees of the State of Mississippi, except those conflicts of interest which have been fully disclosed in the response to the RFP.
3. Vendor will not offer any gratuity, service, or special benefit to any judge or non-judicial employee of the State of Mississippi.
4. All material received in response to this RFP will become the property of the AOC and will not be returned to the vendor. The vendor selection committee may use any information elicited by this RFP to determine the solution that best meets our needs.
5. The successful vendor is solely responsible for meeting all terms and conditions specified in this RFP, its proposal, and any resulting contract. The successful vendor may not subcontract any portion of the resulting contract to any other firm or person without the written approval of the AOC.
6. The resulting contract shall not contain any provision mandating that the parties submit to arbitration.
7. The vendor shall not publish any comments or quotes by State of Mississippi or Court personnel, or include the Supreme Court, AOC or ICCMS project team in either new releases or a published list of customers, without prior written consent from the SPC.

Payment and performance obligations under the resulting contract shall be subject to the availability and appropriation of funds thereof. When funds are not appropriate or otherwise made available to support continuation of performance, the contract shall be canceled within the terms of the contract.

8. The AOC and the ICCMS project team shall not be held liable for any costs incurred by the vendor in the preparation of a proposal, or for work performed prior to the contract effective date. All costs of preparing a proposal in response to this RFP are to be borne by the vendor and may not be included in the proposal price. This RFP does not commit the AOC to award a contract.
9. Vendor will provide the AOC with completed waivers that will enable the AOC to conduct criminal records checks of all personnel who will work on this project. Documents, which constitute the contract between the parties, will include, as a minimum, this RFP, the vendor's response, the summary of negotiation, any and all additional materials submitted by the vendor.
10. Any contract awarded as the result of the RFP will be originated by the AOC. It shall be governed by the laws of the State of Mississippi.

Proposal Content and Format

Proposals shall follow the following format and provide the required information set forth below:

1. Cover Page

The first page of a proposal must be a cover page displaying the following:

- a. Response to RFP Intervention Courts Case Management System
- b. (RFP 2020 – AOC – 01)
- c. Vendor's Name
- d. Contact Person
- e. Telephone Number
- f. Address
- g. Fax Number
- h. Email Address
- i. Website

2. All Subsequent Pages

All subsequent pages of a proposal must indicate the vendor's name and page number.

3. Transmittal Letter

The transmittal letter must be brief and must be signed by a person authorized to commit the organization to perform the work specified in the RFP. It shall identify all materials and enclosures that comprise the proposal. The letter must also identify the individual who will serve as the vendor's representative in all matters relating to this RFP.

4. Table of Contents

The vendor must provide a table of contents with corresponding page numbers relating to each section of its proposal. The vendor must also provide a schedule of appendices if applicable.

5. Vendor Profile/Overview

The vendor must provide the following information concerning the vendor and the personnel who will be assigned to this project. **Please note that in order to be qualified to submit a proposal, you must have a fully implemented drug or intervention court case management system that is currently operating in at least one state's drug court program of similar size and scope to the State of Mississippi drug intervention court program.**

- a. This section must include a brief history of the vendor and a description of the vendor's present organizational structure including the number of years the company has been in business, the number of years the product proposed has been on the market, the number of employees in the company, and the number of technical employees supporting this product.
- b. A summary of any litigation, previous or outstanding, relating to vendor's performance of software services contracts, or an account of why this information is not provided.

6. Vendor Qualifications

A vendor must provide the following information concerning their qualifications:

- a. The names and curriculum vitae of each employee of the vendor who will work on this project, including but not limited to, experience, education, and professional qualifications.
- b. The identity of the manager of this project, including his or her qualifications, highlighting similar projects successfully managed.
- c. A complete and unedited list of customers that are currently operating the solution proposed in the vendor's bid. Vendor shall provide contact information for all listed customers.
- d. A complete and unedited list of customers that have operated the solution proposed in the vendor's bid, in the past. Vendor shall provide contact information for all listed customers.
- e. Financial Stability - Vendor should provide corporate financial information i.e. Balance Sheet, Income Statement/Profit and Loss Statement including, but not limited to, audited company financial statements for the most recent three fiscal years. In addition, we will request a cover letter from the individual evaluating the financials to indicate if the financial data was audited, compiled, or reviewed. Letters from banks along with Dun and Bradstreet information should be provided if available. **This information will be kept confidential if requested in the response to this RFP.**
- f. Failed Projects - Information on failed projects should include, but is not limited to, the following: explanation of any instance where the company won a bid to provide its system and was unsuccessful in implementing and any litigation in which the company has been involved or is currently involved.

Please note the AOC or ICCMS project team may or may not elect to contact customers provided.

7. Vendor Response

The vendor's response should include, but not be limited to, the following:

a. Detailed Response

Vendor should respond to the complete list of functionality. Vendor must respond to each individual item, specifying whether their product meets each requirement, fully, partially, or not at all. For requirements marked as partially met or not met at all, state whether functionality will be added to the solution as part of their response to this RFP.

b. AOC Resource Commitment

The vendor should identify resources to be allocated by the AOC/courts to complete the implementation process from project initiation to final go-live in a detailed Document of Understanding that specifically outlines what the vendor will provide and what the court is expected to provide.

c. Detailed Technical Information

The detailed technical information should include, but not be limited to, the following: detail of all the functional capabilities of the proposed ICCMS, detailed description of any technical services proposed, detailed explanation of all performance capabilities and specifications, and software provided with the solution including:

- i. Functional capabilities
- ii. Warranties
- iii. Support levels
- iv. Explanation of the ownership rights to all proposed intellectual property
- v. Software Application manuals
- vi. A detailed explanation of any hardware environmental requirements for the proposed solution

d. Installation and Support

The installation and support information should include, but not be limited to, the following:

- i. The number of MS Supreme Court or AOC employees estimated to maintain the function of the solution
- ii. The training and skill levels anticipated for State of MS employees and other users
- iii. A detailed software maintenance plan
- iv. Explanation of the service request response time(s)
- v. Service Level Agreements (SLA) to include hours of support for AOC and drug intervention court constituents and hours of technical support for IT staff, performance commitments, and escalation policies, practices and contacts, and support services including performance guarantees
- vi. Quality of workmanship and performance warranties

e. Disaster Recovery Plans

Vendor should include a recommended disaster recovery plan.

f. System Redundancy and Back-Up

Vendor should include a System Redundancy and Back-Up system and procedure plan.

g. Vendor's Proposed Schedule

The response should include a projected written schedule based on the proposal components.

h. Documentation

Vendor should include an electronic copy of sample end-user manual or help documentation and an electronic copy of the system documentation.

i. Fully Describe the Software Application (maximum 20 pages)

This section must include a complete description of how the software application will satisfy the functional requirements for a statewide drug intervention court management system in Mississippi. This requirement includes: daily operational needs, management reports, system performance metrics, evaluation metrics, etc. Be sure to provide a complete description for each of the primary functional areas described above. Screen shots, management and operational reports, and operational output must be attached as supporting appendices where indicated.

j. Fully Describe with Diagrams the General Architecture Needed to Support the Application (maximum 3 pages)

This section must include diagrams and supporting documentation.

k. Fully Describe the Database and its Requirements (maximum 2 pages)

This section should describe the database that will support the application software.

l. Fully Describe System Backups and Failover Features (maximum 2 pages)

This section should deal with how the system should be backed up, and whether it has a capacity for having a real time hot site. It should also address whether the system has a 24/7 availability. Describe facilities and procedures for disaster recovery.

m. Fully Describe How the Integrity of the Data Cannot be Compromised

This section should address how the information warehoused in the database cannot be compromised by authorized or unauthorized users of the case management system.

n. Fully Describe the Server/Client Hardware Requirements to Support the Application (maximum 5 pages)

This section should include a discussion of how remote hosting will be provided. If remote hosting is not provided, system specifications for the servers that will house the application and its supporting database should be described. In describing the minimum specifications like system processor(s), memory, storage capabilities, etc., the proposal should be clear about how these specifications are likely to change as caseloads increase. Similar requirements must be identified for the client, including monitor capabilities, operating

systems, printer support, scanning requirements, etc. The hardware must support a 1-3 second user response time.

- o. Fully Describe the Networking Requirements to Support the Application (maximum 2 pages)

This section must describe the local networking capabilities, connectivity with the server(s), cabling requirements, etc. The network must be able to support a 1-3 second user response time.

- p. Fully Describe How: (a) Development; (b) Implementation; and (c) Maintenance Support will be Provided (maximum 2 pages)

Fully describe your proposal for help desk support immediately after implementation and in the future.

- q. Fully Describe How Training will be Provided (maximum 2 pages)

- r. Fully Describe the Documentation that will be Provided (maximum 3 pages)

Include technical documentation, user and training manuals.

- s. Provide a Complete Statement of Warranty (maximum 1 page)

- t. Project Plan, Timetable and Milestones (maximum 5 pages)

This section should list all proposed major deliverables, the tasks that will be used to attain those deliverables, approximate begin and end dates for each of the project tasks, delivery dates for the deliverables, and vendor and court staff that will be necessary to work on each task. Any planned subcontracting should also be specified.

- u. System Testing (maximum 2 pages)

This section should describe the proposed methodology for system testing, including roles of both the vendor and the Administrative Office of Courts in this process.

- v. Conversion of Data from Existing Systems (maximum 2 pages)

This section should describe how data from existing systems might be converted to the proposed system. This task should be described in detail.

- w. Future Integration with Current Case Management System (maximum 2 pages)

This section should describe how system design will facilitate future data exchange capability with criminal and youth court case management systems currently used by Mississippi courts.

- x. Vendor's Cost Proposal

The vendor shall provide in their bid, the following:

- i. A written response to payment schedule contained in this RFP;
 - ii. Their best total price for the specified services, software, and hardware or other items with freight, delivery, installation, training (itemized); and
 - iii. Year 1 initial implementation and warranty costs; year 2, 3 and 4 for annual maintenance and ongoing license costs, etc.; special ongoing enhancement and other pertinent rates.
- Vendors shall be clear in depicting which year each cost below, added by the vendor is

due:

1. ICCMS Software Cost
2. Annual Base License Cost (1 seat)
3. Additional Cost Per Seat
4. Integration Services Cost
5. Conversion Cost of Tables/Data
6. Annual Maintenance Cost – Years 1-4 delineated per year
7. Hourly Consulting Services Enhancements Rate - Years 1-4 delineated per year
8. % Discount Off Hourly Rate for Pre-Paid Annual Enhancements
9. Total Cost to Implement plus Warranty
10. Total Cost After Year 1 - delineated by year
11. Other Costs Not Listed Above - delineated by year

The ICCMS project team reserves the right to review all aspects of the cost proposal for reasonableness, to request clarification of any part or parts of the cost proposal, and to negotiate cost terms. Cost efficiency will be a consideration in selecting a vendor.

8. Risk Assessment

The vendor should address;

- a. Risk analysis - What internal and external factors could significantly negatively impact the probability of completing the project on budget?
- b. Risk mitigation - After understanding the scope of this RFP and the ICCMS project team's desired outcome, what actions can be taken to mitigate the identified risk?
- c. Risk sharing - Are there opportunities for mutually beneficial risk sharing

CURRENT CASE MANAGEMENT FUNCTIONALITY

To the best of our knowledge, our current drug court case management system includes the following capabilities. We are interested in retaining these capabilities with the new ICCMS in addition to the desired functionality listed in the New ICCMS Desired Functionality section that follows. The existing data will be part of the conversion process in the system design and overall system functionality.

Information available in our current case management system:

1. Menu Header

- a. Dashboard
- b. Filter cases by:
 - i. Court:
 - ii. User: All or select a user for that court
- c. Pending Cases
- d. Status alerts / Discharge tracking 6 months, 12 months, 24 months / Status alert action
- e. Date Client Case Docket # Reason
- f. Current Cases
 - i. Client
 - ii. Case/Docket #
 - iii. Admit date

- iv. Phase
- v. Supervision track
- vi. Case manager
- vii. Officer safety warning
- viii. Status alert history
- ix. Program history
- x. Refresh
- g. Search / Access capability on main screen
 - i. First
 - ii. Previous
 - iii. Last
 - iv. Go to page: drop down selection of page number
 - v. Dashboard search
 - vi. Main search by name across that court
- h. Add screening
- i. Discharge tracking
- j. Staffing/docket
- k. Reports
- l. Resources
- m. Bulk tasks
- n. Analyze data
- o. Export pending cases
- p. Export to Excel spreadsheet
- q. Accept/Reject screening
- r. Open screening
- s. Agency reviews
- t. Help
- u. User manual

2. Admin Header

- a. User administration - select a court, select a group and active or locked users drop downs. User name, full name, phone, locked, role(s). Create/Add new user. Edit current profile(s)
- b. Provider administration - Select a court from drop down. Company name, full name, address, zip, and phone. Create a new provider account. Edit provider account. Treatment hour calculation. Choose provider from drop down. Service category, modality calculation, session duration, label, edit, delete
- c. S.A. testing profile - Substance abuse testing profile, test name, test type, panel count, substance(s) selected, edit, delete. Create a new SA testing profile - test name, test type (Drop down), specify, Panel #, drugs tested, test for, results drop down for positive, negative, admission by client, positive for RD, and comments open field for populating. Pre-populated with 14 drugs, other and open five open fields for populating, Add another row. Overall test results from drop down menu Negative - negative and excused. Positive - positive, dilute, no show, tampered and unable to provide sample. Late for test check box. Notes section. Submit/Cancel.
- d. Client profile - Client Name Five drop down menu sections. All options are the same for all five. Admit date, branch of service, case ID, case manager, case number, case status, control group, court county, court ID, court type, current age, case management system ID, drug court eligible charge, drug of choice, drug test color, judge, last hearing date, next

- appointment date/time, next court date, phase, phase date, probation expiration date, tribal affiliation. Photo upload option.
- e. Change password - User name, old password, new password, confirm password.
 - f. Status alerts profile - radio buttons/on off for each option. Alert type - bench warrant, jail, monitoring violation, positive substance abuse test, missed treatment session, court failure to appear. Submit/Cancel.
 - g. Staffing report profile - Select a judge to create template from drop down. Staffing report header and section.
 - h. Docket profile - Select judge to create template from drop down. Docket header – Six fields with drop down menu. Admit date, case manager, case number, client, client attorney, court date, new offense, new offense case number, phase, and supervision track. Submit button.
 - i. Ancillary hours - Choose Provider drop down menu to populate. Service category pre-populated with options. Modality calculation, session duration and label. Customize option.
 - j. Treatment hours - Choose Provider drop down menu to populate. Service category to be populated. Modality calculation, session duration, label, edit, delete. Add - New Calculation - service category dropdown, mental health treatment modality, modality calculation, number of treatment hours day, label. Submit/Cancel.
 - k. Agency review - screening agency. Agency. Add agency.
 - l. Grants / funding sources - Grant, status, start date, end date. Add new file.

3. Client Header

By clicking on a section below, you are taken to that screen as part of their client profile.

- a. Initial eligibility screening
Collects personal information, criminal history, substance abuse history, mental health history, medical health history, education history, employment history, children and related parties, residential history and misc. Once input, it populates the relevant fields in the section noted below.*
- b. Personal demographics
- c. Medical history
- d. Personal journal
- e. Local assessment
- f. Substance abuse testing
- g. Service / veterans information
- h. Employment history
- i. Treatment
- j. Ancillary services
- k. Incentives / sanctions
- l. Fees
- m. Community service
- n. Program history
- o. Discharge

***NOTE: For 3a above, here is further detail of current fields:**

1. Name
 - a. First
 - b. Middle

- c. Last
- d. Suffix
- e. Alias
- 2. Physical Address
 - a. Physical Address 1
 - b. Physical Address 2
 - c. Physical City
 - d. Physical State
 - e. Physical Zip
- 3. Mailing Address
 - a. Mailing Address 1
 - b. Mailing Address 2
 - c. Mailing City
 - d. Mailing County
 - e. Mailing State
 - f. Mailing Zip
- 4. Email Address
- 5. Phone
 - a. Phone
 - b. Phone Work
 - c. Phone Cell
- 6. DOB
- 7. Age at screening (automatically calculated)
- 8. SSN
 - a. Last 4 of SSN
- 9. DL/State ID
 - a. Does client have a driver's license?
 - b. Driver's License Status
 - c. Driver's License #
 - d. Driver's License State
 - e. State ID #
 - f. State ID State
- 10. Birth Place
- 11. Citizenship (yes/no)
- 12. Is English the primary spoken language? (yes/no)
- 13. Gender
 - a. Male
 - b. Female
- 14. Race
- 15. Ethnicity
- 16. Height
- 17. Weight
- 18. Eyes
- 19. Hair
- 20. Marital Status
- 21. Occupation
- 22. State ID Number (SID#)
- 23. Jail ID #
- 24. County Case/File Identifier #1
- 25. County Case/File Identifier #2
- 26. Referral Source
- 27. Referral Date

28. Primary Case Manager
29. Screening Date
30. Referral Personal Information
 - a. Name
 - b. Position
 - c. Office
 - d. Telephone Number
 - e. Email Address

Criminal History Information

31. Lead Charge
32. Counts
33. Case/Docket #
34. Offense Category
35. Charge Type (felony, misdemeanor)
36. Sentence Narrative
37. Arrest Location/Incident Offense
38. Arrest Date (If applicable)
39. Offense Date
40. Arraignment Date
41. First Appearance Date
42. Court Program Approach
43. Blood Alcohol Content (BAC)
44. Preliminary Hearing/Inquiry
45. Pretrial Hearing Date
46. Adjudication Date
47. Probation Expiration Date
48. Sentence (yes/no)
49. Jail Status
50. Cell Type
51. Offense Variable Score
52. Sentencing Guideline Score - Field for Min and Max in months
53. Jail Admit Date (if applicable)
54. Date Released from Jail
55. Earliest Parole Date
56. Maximum Expiration Date
57. Did the defendant use or possess a weapon? (yes/no)
58. History of previous drug court participation? (yes/no)
59. Custody Status

4. **Logout Header** - click to exit case management system

5. **Reports from Menu Header**
- a. Accounts receivable report
 - b. Funding source report
 - c. Incentives report
 - d. Jail report
 - e. Juvenile proficiency report
 - f. Military service report
 - g. Monitoring report
 - h. Open case report

- i. Pregnancy report
 - j. Sanctions report
 - k. State statistical report
 - l. Substance abuse test report
 - m. Supervision tracking report
 - n. Suspension report
 - o. Timeliness report
 - p. Treatment attendance report
 - q. Treatment progress report
 - r. Treatment service report
 - s. User activity report
 - t. User administration report
 - u. Zip code search report
- 6. Court Types**
- a. Adult circuit drug intervention court
 - b. Adult circuit DUI intervention court
 - c. Adult circuit veterans intervention court
 - d. Misdemeanor drug intervention court
 - e. Youth drug intervention court
 - f. Family drug intervention court
 - g. AOC adult test court
- 7. Intake/Placement**
- a. Assessment instruments
 - b. Screening tools to determine drug court eligibility
 - c. Acceptance decisions and program initiation
 - d. Identify and satisfy eligibility criteria
 - e. Criminal history locally entered
 - f. History of use/abuse of a controlled substance or alcohol
 - g. Special circumstances
- 8. Status Alerts**
- a. Bench warrant issued
 - b. Client sent to jail
 - c. Positive drug test
 - d. Failed to appear
 - e. Field home check – violation
 - f. Scheduled contact – violation
 - g. Missed treatment session
 - h. Custody
- 9. Security**
- a. User ID and password, profiles
 - b. System and user logging
 - c. Monitoring deletes/changes/modifications
 - d. Produce locally maintained user security table

- 10. Search Capabilities of Local Indices**
 - a. Ability to narrow by case type – all, pending, accepted, rejected and closed
 - b. First, Middle and Last name
 - c. Case/Docket number
 - d. Case management system ID number
 - e. Case ID number
 - f. City
 - g. Zip
 - h. Telephone number
 - i. Driver's license number
 - j. DOB
 - k. Social security number

- 11. Case Management**
 - a. Track phases
 - b. Produce an open case report

- 12. Compliance/Supervision/Treatment Tracking - Including ability of treatment providers to update record**
 - a. ID and change supervisors/treatment providers
 - b. Secured case notes
 - c. Treatment history by condition
 - d. Test results
 - e. Program attendance
 - f. Tracking of sanctions and rewards

- 13. Accounting/Bookkeeping**
 - a. Amount ordered
 - b. Fee breakdowns
 - c. Receivables
 - d. Payments
 - e. Balances

- 14. Case Closure**
 - a. Reason codes – discharge, reject case, mistaken case and transfer case

- 15. Post-Graduation 3 Year Tracking**
 - a. New charges/arrests/conviction information
 - b. Social/personal information

- 16. Management Reports - To provide operational information/aggregate statistics/meet federal requirements**
 - a. User determined run-time parameters (e.g., execution dates, etc.)
 - b. Status conference reports
 - c. Supervision reports

- 17. Administrative**
 - a. Usage statistics
 - b. Performance metrics

- c. Data validation report

18. Data Integrity

- a. User documentation
- b. System documentation
- c. System definable mandatory fields
- d. System definable data field edits (e.g., date fields, category fields)

19. Querying/Inquiry (ad hoc) - Users perform ad hoc database inquiries; create and generate reports.

INTERFACE, INTEGRATION AND CONVERSION

The new ICCMS functionality must allow for the interface of drug screening results, lab results, to include importing, bulk uploading, etc. from multiple manufacturers. The ICCMS must provide facility mapping appropriate data between lab and case management e.g. donor specimen ID to participant ID, drug name, drug results, and drug test method.

The conversion process of all data from our current drug court case management system is a required part of this RFP process. There should be no data loss or data integrity concerns. The proposal should outline how the data conversion process would occur to ensure no data loss and integration to the new intervention court case management system.

NEW ICCMS DESIRED FUNCTIONALITY

The ICCMS should be remotely hosted. The response should indicate if the vendor is able to provide remote hosting and provide a description of the environment and services that would be offered.

At a minimum, all of these functions must be able to: collect data to include dates, have free form data entry fields (e.g. comment fields, narrative fields), and print screen and report capabilities. The following list of primary

functions include some of the required data fields that will be necessary to support daily operations.

1. Information Technology Requirements

The ICCMS should include, at a minimum the requirements below:

- a. Platforms
 - i. Web Application optimized for the following modern browsers (desktop and mobile):
 1. Google Chrome
 2. Mozilla Firefox
 3. Apple Safari
 4. Microsoft Edge
- b. Hosting
 - i. Public Cloud
 - ii. Private Cloud
 - iii. Government Cloud (preferred)

- c. Encryption
 - i. End-to-End (In Transit, HTTPS)
 - 1. TLS 1.3
 - ii. At Rest (On Server)
 - 1. AES-256

- d. Regulatory Compliance
 - i. HIPAA

- e. Backup
 - i. Onsite and Offsite
 - ii. Retention Policies
 - 1. Hot Backup
 - a. Purpose: Live data retrieval (accidental updates/deletes, server crashes, etc.)
 - b. Frequency: Hourly
 - c. Retention: 24 Hours
 - 2. Warm Backup
 - a. Purpose: Auditing
 - b. Frequency: Nightly
 - c. Retention: 1 Month
 - 3. Cold Backup
 - a. Purpose: Archival
 - b. Frequency: Every Six Months
 - c. Retention: Indefinite

- f. Availability
 - i. System
 - 1. Redundancy / Load Balancing
 - 2. At least two live instances available at any given time
 - ii. Uptime Metrics
 - 1. Describe the option(s) available
 - iii. Support (Phone and Email)
 - 1. Level I (Helpdesk for user account issues and general questions)
 - a. Option 1: 24 x 7 x 365
 - b. Option 2: 10 x 5 x 360
 - c. Option 3: Somewhere between Option 1 and Option 2
 - 2. Level II (system bug reporting and other minor technical issues)
 - a. Option 1: 4 hour turnaround
 - b. Option 2: 5 business day turnaround
 - c. Option 3: Somewhere between Option 1 and Option 2
 - 3. Level III (Helpdesk for major technical issues, such as production is down)
 - a. Option 1: 1 hour turnaround
 - b. Option 2: 1 business day turnaround
 - c. Option 3: Somewhere between Option 1 and Option 2

- g. Software Development Contract
 - i. 160 Hours per year
 - ii. Used to implement custom system feature additions and modifications

- iii. This is outside of and does not include bug fixes and security maintenance updates provided by the vendor
 - iv. Please answer whether pre-paid hours can be carried over from one year to the next
- h. Training Contract
- i. 80 Hours per year
 - ii. Used to provide regional user training sessions
 - iii. Please answer whether pre-paid hours can be carried over from one year to the next

2. General Requirements/Functionality

- a. General Capabilities – Capability to:
- i. View participant history, patterns and dates
 - ii. Transfer of participant – former court has view access only and current court has full access
 - iii. Bulk tasking
 - iv. Journal – options and reporting
 - v. AA, NA and other type of program services – data capture
 - vi. Ability to change status of an active case to pending
 - vii. View historical data in personal demographics such as prior addresses
 - viii. System that can produce court orders, dockets, motions, etc. and print as needed
 - ix. Treatment section that can accept, report and track sessions as voluntary or ordered
 - x. Customizable or uniform intake information screen
 - xi. Input, track and report community service
 - xii. Add absconded, jail, in-patient treatment etc. to participant status
 - xiii. Six month warning/notification prior to a participant timing out
 - xiv. For a participant who is transferred in, ability in the header to indicate jurisdiction transferred from and entry date in program
 - xv. Spell and grammar check
 - xvi. Optional and mandatory fields as designated
 - xvii. Only view current address yet have a way to view all addresses if needed
 - xviii. Various levels of sanctions with “warning” being an option
 - xix. Prompt user to save or cancel if user attempts to log out of system with unsaved changes
 - xx. Minimum 10-character length password and two-factor authentication (temporary passcode sent via text/email)
 - xxi. Provide data entry formatting in applicable input fields and allow both calendar widget pick as well as direct data entry
 - xxii. Visibility to all tracking changes and all data entered
 - xxiii. Participants to be listed as no-shows so as not to throw off monthly count when report is generated
 - xxiv. See who made changes in a particular section in real time
 - xxv. Ongoing MS statute updates when there is a change
 - xxvi. Highlight input errors and prompt user for correction
 - xxvii. Linking of input data so that it auto-transfers to other sections so only entered once
 - xxviii. Select more than one section with an explanation in the family history section
 - xxix. Visitation
 - xxx. Custody
 - xxxi. Reporting on the changes (other than in the Journal section)

- xxxii. AOC will be responsible for creating and maintaining user accounts including user IDs and roles assigned. Users will have the ability to changed individual user account passwords
 - xxxiii. User account security, access to the application and its functions will be at the AOC, court and role levels
 - xxxiv. Track social services eligibility, certification date, and current status i.e. TANF, SSI, Medicaid/Medicare, etc.
 - xxxv. Incorporate risk/needs assessment tools and results
 - xxxvi. Integrate with communication technology to send texts, emails, etc. to team, judge, participants
 - xxxvii. Ability to survey participants and team members and analyze results
 - xxxviii. Provide a hosted, secure, multi-user, collaborative space
 - xxxix. Do not Contact section in participant’s profile
 - xl. Create custom tasks at the staff level
 - xli. Track gift card transactions – amount, participant, date and gift card number
- b. Personal Information
- i. Title – Mr., Mrs., Ms., Dr., etc.
 - ii. Alias – allow for multiple aliases to be added
 - iii. Physical County
 - iv. Email – allow for multiple email address to be added
 - v. Phone – have 3-4 fields for phone number to be added and drop down for phone type for each number and a visual to indicate primary
 - vi. DOB – calendar dropdown
 - vii. State ID # – add National so it’s State/Federal ID #
 - viii. Military ID #
 - ix. Passport # (optional)
 - x. Birth place – drop down of countries with U.S. at the top of the list
 - xi. Citizenship – Add U.S. before Citizenship with Yes/No and if no, provide country of citizenship
 - xii. Is English primary language? – if answer is No, add a note that says, “If answer is no, provide primary language”
 - xiii. Gender – add “Other”
 - xiv. Indigent – Y/N
 - xv. Replace Position with Occupation
 - xvi. Replace Office with Organization/Company
- c. MS Drug Code Values and Settings – Capability to:
- i. Configure and manage of code values
 - ii. Allow authorized administrators to:
 1. change or expire codes for future selection without impacting cases already using these codes.
 2. maintain code values used to configure the proper functioning on of the application
 3. set future effective dates for codes
 4. search code tables
 5. modify code descriptions without impacting cases using these codes
 6. set up and maintain code values for each court type based on needs

- iii. Allow users to enter code description or code and have the system auto-populate the required code value or description based on what's entered
 - iv. For reporting purposes, the system must have the ability to describe/show the frequency and percent of offenders having each coding value and graphically display along with the ability to
- d. Uploading
- i. Images and movement/editing– ability to rotate once uploaded
 - ii. Documents – any type of scanned document i.e. court, assessments, essays, etc.
- e. Alerts/Notifications
- i. Delinquent status of a participant/function generates a visual “flag” on the screen while also generating an optional email to a specific opt-in user
 - ii. Email receipt of test results from third party confirmation testing companies and other vendors as needed
 - iii. Non-payment of fines or fees provides a warning and changes color
 - iv. Six month warning/notification prior to a participant timing out
- f. Financial Requirements/Reporting – required but not limited to:
- i. Inputting of participant paid fines
 - ii. Inputting of participant paid fees
 - iii. Separate fees and fines reports - to include fee and fine type and date, amount assessed, payments applied with payment date and outstanding fee and fine balance. Two separate reports
 - iv. Fees and fines aging reports - to include outstanding fees and fines by client at a point of time, with breakdown of fees and fines outstanding for 0-30, 30-60, 60-90 and over 90 days. Two separate reports
 - v. Uploading of fines and fees receipts
 - vi. Ability to post payments (fees and fines) in advance of the due dates
 - vii. Integration with county clerks' reporting (aspirational)
 - viii. Financial module (aspirational)
 - ix. Review and leverage vendor financial capabilities and module for usage and possible customization
- g. Mental Health Intervention Courts – required but not limited to:
- i. Utilize some or all data from the existing drug intervention court system
 - ii. Location of jail or prison
 - iii. Number of days hospitalized (psychiatric only)
 - iv. Location of Hospitalizations (Crisis Stabilization Unit, DMH facility, Local hospital)
 - v. Did participant have contact with CIT (Crisis Intervention Team) before jail entrance?
 - vi. Referral Date
 - vii. Referred by (Judge, Coordinator, Law Enforcement, Treatment Provider)
 - viii. Charges (List all)
 - ix. Misdemeanor or Felony
 - x. Application
 - xi. Date of Intake Assessment *Must be conducted by Certified Mental Health Therapist-Master Level
 - xii. Intake conducted by

- xiii. Eligible or Not Eligible
 - xiv. Diagnosis: Must meet the requirement of DSM V (Diagnostic and Statistical Manual)
 - xv. List all Axis
 - xvi. Drug Testing conducted (yes or no) and Results if applicable
 - xvii. Mental Health Court Contract (length of contract beginning to end dates)
 - xxviii. Employment Status If not employed would participant like assistance
 - xix. Disabled (Yes or No) If not, has participant applied
 - xx. Insurance (Medicaid, Medicare, Private Insurance)
 - xxi. Treatment Provider – Certified Provider by MS Department of Mental Health
 - xxii. Treating Psychiatrist or Psychiatric Nurse Practitioner
 - xxiii. Date of Initial Assessment
 - xxiv. Medication (List all psychiatric and medical)
 - xxv. Date Treatment Plan completed by Certified DMH provider
 - xxvi. Types of Services by Treatment Provider -List all ex: Individual Therapy, Group Therapy, PACT –Program Assertive Community Treatment, Case Management)
 - xxvii. Goals and objectives for Participant and his/her plan
 - xxviii. Participant Plans
 - xxix. Daily Case notes
 - xxx. Name of Case Manager or Therapist
 - xxxi. Date and time of contact with CM or Therapist (beginning to end)
 - xxxii. Review and leverage vendor’s mental health court system’s capabilities and module for usage and possible customization
- h. Veterans Intervention Courts - required but not limited to:
- i. Military Service – required but not limited to:
 - 1. Mentor assigned
 - 2. Mentor contact information
 - 3. Mentor notes
 - 4. Branch
 - 5. Capacity/Status
 - 6. Date Entered
 - 7. Served During Conflict
 - 8. Combat Name
 - 9. Dated Exited
 - 10. Discharge
 - 11. VHA Eligible
 - 12. Service Connected Disability
 - 13. Disability %
 - 14. DD214 Y/N
 - 15. State Benefits Eligible Y/N
 - 16. State Benefits Active Y/N
 - 17. Notes section
 - ii. Review and leverage the vendor’s veterans intervention court capabilities and module for usage and possible customization
- i. Types of Services
- i. Ability to customize ancillary services, treatment providers, etc. to fit the services offered by a particular court

- ii. Delineate ancillary services by phase
- j. Training
 - i. The following training in addition to what is outlined in the Information Technology section:
 - 1. Online training for new coordinators
 - 2. Individual one-on-one training that is topic specific
 - 3. Training video library for online access
- k. Access
 - i. Remote access to include:
 - 1. Internet
 - 2. Smartphone
 - 3. Tablet
 - ii. Multiple browser types
 - iii. Voice command (aspirational)
- l. Integration
 - i. Electronic health records
 - ii. Third parties
 - 1. MDOC/NCIC
 - 2. MS Dept. of Children Services
 - 3. Financial integration i.e. counties, clerks, etc. (aspirational)
 - 4. Treatment provider integration of participant data and other services
- m. Workflow
 - i. Workflow capabilities rather than just data entry
- n. Search
 - i. Capability to search participant information with current or prior court
- o. Customization
 - i. Bar code scanning or documents, data, etc.

3. Reporting / Ability to Query and Generate Printed Reports, Charts, Screen Shot Captures

There should be at least two levels of reporting:

1. The first level being for the AOC staff which would facilitate reporting to include global (all court) types or individual courts, for all fields and selected fields. These reports would show quantities rather than a participant name. They would also show the quantities and percentages for all courts in addition to individual courts. Examples of fields to be included in the global (all courts) reports and individual courts, by date range are included below.
 - a. Court types - Adult, Misdemeanor, Juvenile, Family, Mental Health, Veterans, DUI, and the option for future court types.
2. The second level of reporting would be restricted by court type, program or staff member.

Please note the reports should also include the option to include fields that already exist within the vendor's system or will be created as part of the new system offering.

The AOC's monthly programmatic report includes most of these fields shown below. The AOC and the court should have the ability to generate the monthly programmatic report by selecting the associated report from a reports menu in order to print on demand.

- a. Race
- b. Ethnicity
- c. Gender
- d. Age
- e. Indigence
- f. Veteran Status
- g. Branch of service
- h. Length of time in program
- i. Number of drug tests administered
- j. Number of positive tests
- k. Number of participants tested positive
- l. Number of confirmation tests ordered
- m. Number of confirmation tests that came back positive and negative
- n. Attained GED
- o. Attained driver's license
- p. Attained custody of child or children
- q. Drug free babies born
- r. Babies born that are not drug free
- s. Exporting to Excel, Word, csv, pdf, etc.
- t. Ability to create and sort reports by parameters
 - i. Dates action or service is needed
 - ii. Delinquent or overdue status of a participant/function and report
- u. Customized report designed to mirror the monthly programmatic reports that can be generated by court personnel or AOC users. Allow for fields to be added as needed.
- v. Visual/graphic capabilities from data exports
- w. Chart capabilities of data for exporting
- x. Printing of standard docket template or customized docket
- y. Tracking and printing of all financial transactions no matter the nature of the transaction
- z. Printing of all uploaded documents
- aa. Sorting and grouping cases in a report or working section of system by many different attributes
- bb. Ability to run only active participants that does not include suspended participants
- cc. Fines and Fees monthly reports – by court, by participant, by all courts

4. Updates After Implementation

The AOC ICCMS project team looks to the new ICCMS once adopted to be flexible enough to have changes made, if desired, in order for the product to remain highly functional and in keeping with the growth needs for our current and future courts. We look to partner with the vendor selected in order to collaborate while also leveraging changes made in other states that could be adopted for our ICCMS.

VENDOR RESPONSIBILITIES

It will be the responsibility of the vendor to perform the tasks necessary to implement the new ICCMS including but not limited to, the following:

- a. Provide, configure, install, test and integrate a new ICCMS
- b. Provide a recommended solution for accessing all data in the current drug court case management system from the new one through a combination of:
 - i. full conversion and migration to the new system
 - ii. conversion to summarized read-only data for historical reporting and comparison
 - iii. access to data in the old system
 - iv. implement the solution
- c. Provide complete user, operations and system documentation for the new system
- d. Provide instructor-led, onsite training for administrative and IT staff in its operation, functions and capabilities
- e. Provide train-the-trainer instructions for intervention court coordinators to prepare them to train end users. Provide end-user documentation and training materials that can be used by the AOC and courts to conduct training
- f. Provide ongoing maintenance and support subsequent to going live
- g. Provide system updates, new functionality releases
- h. Provide for the ability to readily interface with other applications in the future
- i. Specify the recommended technical environment including hardware and software required by the proposed system

VENDOR EVALUATION SCORECARD

The vendor evaluation scorecard which follows, will be used after vendor proposals have been received and online vendor demonstrations have been made. Each vendor will be evaluated by members of the AOC's ICCMS special project team using the following criteria and evaluation scorecard. The members will score each of the proposals and online demonstrations using the following scorecard. The scores will be totaled and only those vendors which attain a score of at least 80% will qualify for further consideration. This tool will aid us in the selection and award of the contract.

DOCUMENT CONTINUES ON PAGE 33

ICCMS Vendor Evaluation Scorecard

Vendor Name _____

Project Team Member _____ Date _____

Evaluation Category	Possible Score	Actual Score
Complies with Terms and Requirements – Pass /Fail response	Pass/Fail	
5. Vendor Profile/Overview – Category total possible points	400	
a. Brief History of Vendor, Present Structure	100	
b. Litigation Relating to Vendor’s Performance of Contracts	300	
6. Vendor Qualifications – Category total possible points	1,300	
a. Names and CVs	100	
b. Identity of Manager of Project	100	
c. Complete and Unedited List of Customers (Current)	300	
d. Complete and Unedited List of Customers (Past)	200	
e. Financial Stability	300	
f. Failed Projects	300	
7. Vendor Response – Category total possible points	5,300	
a. Detailed Response	200	
b. AOC Resource Commitment	200	
c. Detailed Technical Information	200	
d. Installation and Support	200	
e. Disaster Recovery Plans	200	
f. System Redundancy and Back-Up	200	
g. Vendor’s Proposed Schedule	200	
h. Documentation	200	
i. Full Description of Software Application	300	
j. Fully Describes with Diagrams the General Architecture Needed to Support the Application	200	
k. Fully Describes the Database and its Requirements	200	
l. Fully Describes System Backups and Failover Features	200	
m. Fully Describes how the integrity of the data cannot be compromised	200	
n. Fully Describe the Server/Client Hardware Requirements to Support the Application	200	
o. Fully Describe the Networking Requirements to Support the Application	200	
p. Fully Describe How: (a) Development; (b) Implementation; and (c) Maintenance Support will be Provided	200	
q. Fully Describe How Training will be Provided	300	
r. Fully Describe the Documentation that will be Provided	200	
s. Provide a Complete Statement of Warranty	200	
t. Project Plan, Timetable and Milestones	200	
u. System Testing	300	

v. Conversion of Data from Existing Systems	300	
w. Future Integration with Current Case Management System	200	
x. Vendor's Cost Proposal	300	
8. Risk Assessment – Category total possible points	300	
Addresses Current Management System Functionality – Category total possible points	300	
Interface, Integration, and Conversion – Category total possible points	300	
New ICCMS Desired Functionality – Category total possible points	6,900	
1. Information Technology Requirements – Sub-category total possible points	2,400	
a. Platforms	300	
b. Hosting	300	
c. Encryption	300	
d. Regulatory Compliance	300	
e. Backup	300	
f. Availability	300	
g. Software Development Contract	300	
h. Training Contract	300	
2. General Requirements – Sub-category total possible points	4,000	
a. General Capabilities	200	
b. Personal Information	300	
c. MS Drug Code Values and Settings	200	
d. Uploading	200	
e. Alerts/Notifications	300	
f. Financial Requirements	300	
g. Mental Health Intervention Courts	200	
h. Veterans Intervention Courts	200	
i. Service Types	200	
j. Training	300	
k. Access	300	
l. Integration	300	
m. Workflow	200	
n. Search	300	
o. Customization	200	
p. Reporting	300	
3. Reporting / Ability to Query and Generate Printed Reports, Charts, Screen Shot Captures – Category total possible points	300	
4. Updates After Implementation – Category total possible points	200	
Vendor Responsibilities – Category total possible points	300	
Overall Total Possible Points	15,100	

Scoring Guidelines:

- 0 points are awarded if the area is not covered.
- 1%-19% of the points are awarded if the proposer cannot perform the function.
- 20%-39% of the points are awarded if the proposer understands the issue and is partially compliant.
- 40%-59% of the points are awarded if the proposer is not clear about the issue and, although it may appear to satisfy the requirement, there is not enough evidence to give it a passing grade.
- 60%-79% of the points are awarded if the proposer meets the minimum requirements for the issue, but does not provide enough information to be convincing that the application will work in Mississippi's drug courts.
- 80%-100% of the points are awarded if the proposer exceeds the minimum requirements and satisfies the issue with no room for improvement.

END VENDOR EVALUATION SCORECARD

LAST PAGE OF DOCUMENT