



**Shelby County**  
Tennessee

Mark H. Luttrell, Jr., Mayor

**Request for Proposal**  
**Shelby County Government**  
**Purchasing Department**

160 N. Main, Suite 900  
Memphis, TN 38103

*Issued: October 29, 2013*

**Due: December 19, 2013, no later than 3:00 P.M. (Central Standard Time)**

**RFP #14-007-02**  
**INFO HUB SYSTEM INTEGRATION**  
**(Information Technology Services)**

Shelby County Government is soliciting written proposals, on a competitive basis, from interested and qualified companies or professionals to provide an Integrated Justice Information System. Information regarding this RFP is located on the County's website at [www.shelbycountyttn.gov](http://www.shelbycountyttn.gov). At the top of the home page, click on the links "Department", "P" for the Purchasing Department and "Bids" to locate the name of the above-described RFP.

The proposal, as submitted, should include all estimated costs related to the services requested by the RFP specifications. If selected, your proposal will be the basis for negotiating a contract with Shelby County Government. Your proposal must be received in the Shelby County Purchasing Department **no later than 3:00 p.m. on Friday, December 19, 2013**. Proposals should be addressed to:

Nelson Fowler, Buyer  
*Shelby County Government*  
Purchasing Department  
160 N. Main St., Suite 900  
Memphis, TN 38103

The package containing an original proposal (clearly identified as original), one (1) copy on CD and eight (8) copies of your proposal must be sealed and marked with the proposer's name and "CONFIDENTIAL, INFO HUB SYSTEM INTEGRATION, RFP #14-007-02" noted on the outside.

Sincerely,

Nelson Fowler, Buyer  
Shelby County Government  
Purchasing Department

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### APPENDIX 1 DATA EXCHANGES

*Note: Please make sure you pay close attention to Sections: I-V, IX & XI. These sections will clearly outline what information is required to properly respond and prepare your RFP response.*

*Please download all of the additional information and attachments that accompany this RFP.*

## I. INTRODUCTION

Shelby County Government (the “County”) is seeking proposals from interested and qualified companies or professionals to install, configure and provide training on an enterprise service bus (ESB) solution (the “Services”). This Request for Proposal (“RFP”) is being released to invite interested and qualified firms to prepare and submit proposals in accordance with instructions provided. One successful candidate will be selected and invited to enter into a contractual relationship with Shelby County for the Services outlined in this RFP. In this RFP, the terms Proposer and Provider are used interchangeably unless the context indicates otherwise.

## II. MINIMUM PROPOSER REQUIREMENTS

All Proposers must:

1. Have a minimum of five (5) years’ experience performing the work described in the RFP.
2. Have sufficient, competent and skilled staff, with experience in performing the Services and able to **pass a mandatory criminal background check before they are allowed entry onto the premises.**
3. Have all appropriate licenses and certification required in the State of Tennessee to perform the Services and procure all permits, pay all charges, taxes and fees.
4. **Apply** and **qualify** for a vendor number and Equal Opportunity Compliance (EOC) certification number through our EOC Administration (*see the details outlined in Section VII General Requirement/ e. Selection Criteria*) **prior to submitting your response.**
5. Attest that you adhere to all Title VI requirements and provide proof/documentation if necessary.
6. Independent contractors (sole proprietors) must adhere to State of Tennessee Public Chapter No. 436, known as the “Tennessee Lawful Employment Act” (effective date of 01/01/12). Proof and documentation of employment eligibility must be included with the proposal.
7. Attest that you adhere to the requirements of the “Living Wage Ordinance #328,” Section VI, Item I. (*A written statement of compliance must be provided with your response.*)
8. Provide proof of the minimum insurance requirements (**MANDATORY**, please review closely).

**Please Note: As a part of doing business with Shelby County, each individual, company or organization is required to obtain a vendor number and an “Equal Opportunity Compliance” certification number.**

### **Vendor Number (Purchasing Department)**

At the top of the home page, click on the links “Department”, “P” for the Purchasing Department and “Conducting Business with Shelby County”. The “Vendor Registration” link is at the bottom of the drop down box. Please download the application instructions and read thoroughly prior to accessing the application. (*Applications for a vendor number are accepted online only.*)

### **Equal Opportunity Compliance (EOC) Number (EOC Administration Office)**

At the top of the home page, click on the links “Department”, “E” for the Equal Opportunity Compliance and “Contract Compliance Program”. The “Contract Compliance Packet” link is in the middle of the page. Please print the packet and mail or fax the completed packet to the EOC office. The mailing address is 160 N. Main Street, Suite 501, Memphis, TN 38103. The fax number is 901-222-1101.

*If you have any questions regarding the application, you may contact Purchasing at (901) 222-2250 or the EOC Administration at (901) 222-1100.*

## **III. CORRESPONDENCE**

**All correspondence, proposals and questions concerning the RFP are to be submitted to:**

**Nelson Fowler, Buyer  
Shelby County Government  
160 N. Main St. Suite 900  
Memphis, TN 38103**

Respondents requesting additional information or clarification are to contact Mr. Nelson Fowler in writing at [nelson.fowler@shelbycountyttn.gov](mailto:nelson.fowler@shelbycountyttn.gov) or at the address listed above. Questions should reference the sections of the RFP to which the questions pertain and all contact information for the person submitting the questions. ***IN ORDER TO PREVENT AN UNFAIR ADVANTAGE TO ANY RESPONDENT, VERBAL QUESTIONS WILL NOT BE ANSWERED. The deadline for submitting questions will be December 12, 2013 by 12:00 P.M. (CST).*** These guidelines for communication have been established to ensure a fair and equitable process for all respondents.

***Note: All written questions submitted by the deadline indicated above will be answered and posted on the County’s website at [www.shelbycountyttn.gov](http://www.shelbycountyttn.gov) within 48 hours of the above cut-off date.***

Please be aware that contact with any other personnel (other than the person clearly identified in this document) within Shelby County regarding this RFP may disqualify your company from further consideration.

#### IV. PROPOSAL SUBMISSION & DEADLINE

All proposals must be received at the address listed above no later than **December 19, 2013 at 3:00 P.M. (CST)**. Facsimile or e-mailed proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals may not be opened and considered. Under no circumstances will this deadline be extended, regardless of weather conditions, transportation delays, or any other circumstance.

#### V. PROPOSAL TIMELINE

Shelby County reserves the right to modify this timeline at any time. If the due date for proposals is changed, all prospective proposers shall be notified.

<b>Request for Proposals Released</b>	<b>October 29, 2013</b>
<b>Mandatory Prebid Conference</b>	<b>November 14, 2013 10:30AM (CST)</b>
<b>Mandatory Discovery Meetings</b>	<b>December 4-6, 1:00-4:00PM (CST)</b>
<b>Written Question Deadline</b>	<b>December 12, 2013 Noon (CST)</b>
<b>Proposal Due Date</b>	<b>December 19, 2013 3PM (CST)</b>
<b>Notification of Award</b>	<b>January 2014</b>
<b>Services to Commence</b>	<b>Immediately upon execution of the contract</b>

*A mandatory pre-proposal conference to address your questions will be held at 10:30 A.M. (CST) on Thursday, November 14, 2013 in Information Technology's Executive Conference Room, 160 N. Main, Suite 1000, Memphis, TN 38103. All interested respondents are required to attend this meeting either in person or by teleconference. If you plan to attend, you must contact the Purchasing Department via email at [nelson.fowler@shelbycountyttn.gov](mailto:nelson.fowler@shelbycountyttn.gov) to confirm your attendance with a representative's name, company and contact number. A confirmation email will be returned with specific call in information concerning the conference. Failure to attend this meeting will result in the rejection of your bid.*

*There will be a series of mandatory Discovery Meetings to go over the data exchanges listed in Appendix 1 and to respond to any questions regarding each exchange. Attendance is mandatory, either in person or via WebEx. WebEx/Conference Call information will be provided at the Prebid Conference. The mandatory discovery meetings will be held from 1:00 P.M. to 4:00 P.M. (CST) on Wednesday, December 4 through Friday, December 6, 2013.*

The County may reproduce any of the proposer's proposal and supporting documents for internal use or for any other purpose required by law.

## **VI. PROPOSAL CONDITIONS**

### **A. Contingencies**

This RFP does not commit the County to award a contract. The County reserves the right to accept or reject any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all proposers, in writing, if the County rejects all proposals.

### **B. Modifications**

The County reserves the right to issue addenda or amendments to this RFP.

### **C. Proposal Submission**

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the Proposer's responsibility to ensure that its proposals arrive on or before the specified time.

### **D. Incurred Costs**

This RFP does not commit the County to pay any costs incurred in the preparation of a proposal in response to this RFP and proposers agree that all costs incurred in developing this RFP are the proposer's responsibility.

### **E. Final Authority**

The final authority to award a contract rests solely with the Shelby County Purchasing Department.

### **F. Proposal Validity**

Proposals submitted hereunder will be firm for at least **one year (360 calendar days)** from the due date unless otherwise qualified. Equipment may be purchased in several stages due to the availability of funds.

### **G. Disclosure of Proposal Contents**

The proposer understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any reports, data or other

information supplied to the County is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee. All proposals and other materials submitted become the property of Shelby County Government.

## **H. LOSB**

The County encourages the utilization of locally-owned small businesses as sources of subcontract work. The County notifies all respondents that all firms and/or individuals shall comply with the regulations relative to nondiscrimination in federally assisted programs of the Title VI of the Civil Rights Act of 1964, as amended.

### **LOCALLY OWNED SMALL BUSINESS PURCHASING PROGRAM RULES AND REGULATIONS:**

- (i) The Administrator of Purchasing in conjunction with the Administrator of EOC shall identify certain goods and services required by the County to be set aside for special purchasing procedures for locally owned small businesses.
- (ii) Only certified locally owned small businesses will be allowed to submit competitive bids on the goods or services identified under paragraph (i) above.
- (iii) The Administrator of Purchasing shall, in conjunction with the Administrator of EOC, annually review the Shelby County Capital Improvement Program to determine those projects with a construction cost of \$250,000 or more. Contracts amounting to at least ten (10%) of the construction costs of such project shall be awarded to locally owned small businesses as defined herein, except as set forth in sub-paragraph (vi) of this section, either as part of the conditions of the solicitation for general Providers bidding on these projects, or as separate bids issued by the County for subcontracts that may be assigned to general Providers.
- (iv) After adhering to all other bidding and purchasing requirements of the County, not inconsistent with this part, if no bids are received from locally owned small businesses, then the County may solicit bids for the goods or services from all other sources.
- (v) On all purchases and/or contracts entered into by the County, the Purchasing Administrator or his or her designee shall have the right to negotiate with any supplier of goods or services to the County for the inclusion of locally owned small business sub-Providers and/or suppliers in the contract award.
- (vi) Failure by a supplier or Provider to include locally owned small business sub-Providers or suppliers in its bid or contract may be grounds for rejection of said bid or

contract unless the supplier or Provider can show documented evidence of good cause why none were included.

(vii) Any locally owned small business awarded a contract or purchase order under this section shall not sublet, subcontract or assign any work or services awarded to it without the prior written consent of the Mayor or the Purchasing Administrator.

(viii) As to those purchases below the requirement for a formal bid solicitation (currently, under \$15,000) and not included in the locally owned small business set aside, the Administrator of Purchasing shall determine if any locally owned small business offers that product or service. If so, at least one such eligible locally owned small business should be included in the vendors contacted for an opportunity to bid, and the Administrator of Purchasing may, at his discretion, designate in a purchase order the purchase of such goods and services from the identified locally owned small business.

(ix) In those situations where a locally owned small business as defined herein, engages in open competitive bidding for County contracts, the Administrator of Purchasing shall provide for a preference for the locally owned small business where responsibility and quality are equal. Said preferences shall not exceed five percent (5%) of the lowest possible bidder meeting specifications. The preference shall be applied on a sliding scale in the following manner:

- a. A preference of up to five percent (5%) shall be allowed for contracts up to \$500,000.00;
- b. A preference of up to three and five-tenths percent (3.5%) shall be allowed for contracts up to \$750,000.00;
- c. A preference of two and one-half percent (2.5%) shall be allowed for contracts up to \$1,000,000.00;
- d. A preference of two percent (2%) shall be allowed for contracts that exceed \$1,000,000.00.

(x) For construction contracts over \$2,000,000.00, the Administrator of Purchasing shall provide for a preference of two percent (2%) to general Providers meeting the requirements of Section 1, Subparagraph B, if fifty percent (50%) or more of the total work comprising the bid has been or will be awarded to certified locally owned small businesses. The fifty percent (50%) subcontracting threshold must be met prior to contract execution.

(xi) The Administrator of Purchasing may divide a single bid package for any purchase of goods and services into two or more smaller bid packages in any case that the

Administrator of Purchasing reasonably believes that the smaller bid packages will result in a greater number of bids by locally owned small businesses.

(xii) The Administrator of Purchasing, upon approval of the County Mayor, may establish special insurance and bonding requirements for certified locally owned small businesses so long as they are not in conflict with the laws of the State of Tennessee.

(xiii) The Administrator of Purchasing, with the approval of the County Mayor, shall adopt and promulgate, and may from time to time, amend rules and regulations not inconsistent with the provisions of this ordinance, governing the purchase of goods and services from locally owned small business concerns to effectuate and implement the Locally Owned Small Business Purchasing Program within the intent of this ordinance.

(xiv) The Administrator of EOC shall, in conjunction with the Administrator of Purchasing, provide a written quarterly report to the Mayor and Board of Commissioners which shall include a summary of the purchases selected for this program, a listing of the contracts awarded to locally owned small businesses for the period, and the dollar amounts of each such contract, and the percentage which such contracts bear to the total amount of purchases for the period.

## **VII. GENERAL REQUIREMENTS AND INFORMATION**

### **A. iCJIS Project**

In 2010 the Shelby County Criminal Justice Coordinating Council (CJCC), chaired by then Sheriff Mark Luttrell (now Mayor of Shelby County Mark Luttrell) and composed of representatives from all the elected officials within the Shelby County Criminal Justice community, formed an IT Steering sub-Committee to explore the process of procuring a new, integrated criminal justice information system. Chaired by the Shelby County Criminal Justice Coordinator, this committee solicited a Technology Assessment from the IJIS Institute<sup>1</sup> and an Integrated Justice Information Assessment from the National Center for State Courts (NCSC)<sup>2</sup>. Upon reviewing the recommendations of both agencies, Shelby County decided to pursue the purchase and implementation of an Integrated Criminal Justice Information System. The integrated system will include a new Court Case Management System to support the criminal courts, a single Offender Management System for the Jail and the Correction Center, and a Case Management System for the Public Defender's Office. Additionally, the integrated system will establish the new standard for data exchanges with existing and future local, state and federal criminal justice related systems and for justice data access. The CJCC IT Steering sub-committee has since become the iCJIS Executive Committee, tasked with providing guidance and oversight to this project and directing the activities of the appointed iCJIS Project Director.

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<sup>1</sup> Report available online [http://www.ijis.org/\\_publications/ta\\_reports.html](http://www.ijis.org/_publications/ta_reports.html)

<sup>2</sup> Report available online <http://www.ncsc.org/topics/technology-planning-acquisition/resource-guide.aspx>

The iCJIS Executive Committee has established the following vision for justice system integration within Shelby County:

- Enables users with the appropriate levels of access to request criminal information at any time from any place and to receive complete and accurate information in a timely manner
- Promotes efficient administration of individual criminal justice functions
- Creates a distributed, protected and trusted environment for data sharing
- Provides mechanisms to permit criminal justice agencies at all levels to share data based on common standards and practices
- Supplies capabilities to discover and link justice information on a countywide basis, including detecting relationships among people, places, things, and events
- Leverages applications and networks currently utilized by participating agencies
- Enhances strategic decision making capabilities through improved access to relevant data
- Ensures the availability of current, valid statistical information to support monitoring and assessment of the Shelby county criminal justice system
- Supports proactive caseload management and heightened accountability relative to state and federal guidelines and procedures
- Improves public safety in a cost effective manner

In recent months, four (4) contracts have been awarded as part of the overall iCJIS project.

1. Public Defender Case Management System – New Dawn Technologies
2. Offender Management System – Global Tel\*Link
3. Court Management System- Tyler Technologies
4. Info Hub Architecture – Software AG

This RFP will request integration service providers to propose using the newly installed ESB, webMethods, to implement information exchanges, federated query capabilities, and a public portal (collectively referred to as the “Info Hub”).

The new Court Management System, Offender Management System and Public Defender Case Management System will not go live until all required data exchanges are completed. The new OMS, the Court Case Management System and the Public Defender CMS will be connected to the ESB and participate in the Info Hub.

## **B. System Architecture Standards**

Key to the long-term success of the iCJIS project for Shelby County is development and adoption of comprehensive architecture. The envisioned Shelby County ICJIS architecture will provide a framework that leverages existing systems, processes, policies, and information to the maximum practical extent. It will reflect ongoing national standards initiatives, including the Global Reference Architecture (GRA) and the Global Federated Identity and Privilege Management (GFIPM) being developed by the Global Infrastructure/Standards Working Group (GISWG) and the Global Security and Privacy Group through the auspices of the US Department of Justice, and the National Information Exchange Model (NIEM) being addressed through the leadership of the US Department of Justice (DOJ) and the US Department of Homeland Security (DHS).

## **C. Current Shelby County Build Environment**

The County desires that the proposed solution can integrate into the build environment used for software development. As described in Figure 1, the County's build environment consists of:

1. The most commonly used IDEs (Integrated Development Environment) are Eclipse and Netbeans.
2. Apache Maven manages a project's build, reporting and documentation
3. Sonatype Nexus is the software artifacts repository. It can also host project documentation such as Javadocs.
4. Subversion is used as a versioning tool for source code, files, and other software artifacts
5. Hudson CI is used for building and testing software projects continuously. Hudson will start the Sonar code analysis upon a successful build. In the case of web projects, it can also deploy to a test server. Once a build is completed, Hudson will commit the libraries to the Nexus repository.
6. Sonar is the tool used to manage source code quality. All code goes through a review process. In the case of web applications and services, this includes checking for such vulnerabilities as the [OWASP Top 10](#).<sup>3</sup>
7. The County has installed webMethods version 9.0 and set up the following environments:
  - a. Development – developer testing sandbox
  - b. Test – analyst acceptance testing area
  - c. Staging – mirror image setup as production and will be used for customer acceptance, training, load balancing, etc.
  - d. Production

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<sup>3</sup> OWASP Top 10 can be found at: [https://www.owasp.org/index.php/Category:OWASP\\_Top\\_Ten\\_Project](https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project).



The County anticipates awarding the initial contract term by November 2013. The Provider must be prepared to begin immediately upon receipt of a Notice to Proceed.

#### **F. Reservation of Rights**

The County reserves the right, for any reason, to accept or reject any one or more proposals, to negotiate the term and specifications for the services provided, to modify any part of the RFP, or to issue a new RFP.

The County may at any reasonable time, at its expense, make an audit of the proposer's books relative to the Accounts.

#### **G. Selection Criteria**

Each proposal response will be evaluated on the criteria outlined in Section XII of this document. Each proposer should set out in its response to this RFP to clearly identify the qualifications of its company and each individual who will work on this project.

As part of the qualification process each vendor will be required to apply for an EOC # and provide workforce utilization information. **Please contact the EOC Administration @ 901-222-1100 to obtain the necessary documents and to ask any questions that you may have regarding this information.**

*During the evaluation process, Shelby County Government reserves the right to consider the vendor's EOC rating in the evaluation.*

#### **H. Additional Information and References**

Any additional information that would be helpful to the County in evaluating a proposal, including a list of current and former clients with a similar profile to Shelby County, should be submitted. At a minimum include at least three (3) other clients for whom the proposer has provided services similar to the Services (with preference given to clients comparable to Shelby County Government) and, for each such reference, the business name, the identification of a contact person, the title of the contact person and a telephone number.

#### **I. Project Manager**

The Proposer shall assign a project manager who has long term, successful experience on similar projects, of a similar size. The project manager, and his or her qualifications, shall be identified in the provider's proposal. The project manager shall be present for the product demonstration (if necessary) and must remain assigned to Shelby County throughout the contract period. The Proposer shall guarantee that the Project Manager included in the

proposal shall be assigned to this project throughout the project term, unless they are no longer employed by the Proposer. Replacement of the project manager, if necessary, must have equal qualifications to those of the project manager originally identified and will require written approval by Shelby County.

## **VIII. AWARD OF CONTRACT**

Proposers are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor.

## **IX. PURPOSE/SCOPE OF WORK**

### **A. Introduction**

Shelby County is in the process of acquiring software and services for implementing the Shelby County Integrated Criminal Justice System. This system will create the foundation for a standards based information sharing environment. Currently, Shelby County is focused in modernizing its Judicial and Offender Management systems.

The primary objective of Shelby County is to ensure that no user loses any existing functionality during this transition. The Courts and the Jail systems at Shelby County have a number of point to point interfaces.

The primary focus is to ensure that the transition from a point to point interface model to a publish and subscribe model is seamless to the users of the systems and there is no loss in functionality.

Shelby County has identified the vendors of the Court, Public Defender and Offender Management Systems as well as the vendor of Enterprise Service Bus. Shelby County is currently looking to procure the services of a Systems Integrator that can identify and then create all the components to ensure the smooth transition from a point to point interface architecture to an Enterprise Service Bus based architecture that interfaces with the Jail, Public Defender and Judicial systems.

Shelby County wants this system ready to go live with all identified exchanges by February 2015.

## **B. Background and Challenge**

Shelby County has a very good inventory of all point to point exchanges between the Court and Offender Management system that currently exists. The transition from this architecture to an ESB based architecture will result in the movement to exchanges and documents. An exchange is a message that published by one system and consumed by one or more systems. Multiple exchanges could be grouped together to form a single document.

In addition, a number of components will need to be developed on the Enterprise Service Bus to facilitate the information exchanges between the participating systems. These components will be based on the exchanges and documents that need to be developed.

In summary, the potential System Integrator will need to perform the following tasks

- Finalize the exchanges and documents that are needed
- Develop the IEPDs for the exchanges
- Develop the components for the Enterprise Service Bus
- Work with the System Vendors to ensure connectivity between the participant systems and the Enterprise Service Bus
- Implement all components at the ESB level
- Conduct end to end testing

The primary variable in this scenario is the number of exchanges and documents.

The purpose of this procurement is to select the best-qualified proposer (hereinafter referred to as “Provider”) and award a County-approved contract for Professional Services to implement the Integrated Criminal Justice Information Systems project for Shelby County. It is anticipated that the Provider will provide the following services

1. Validate the Exchanges and Documents identified by Shelby County (Appendix 1).
2. Create an Enterprise Exchange model. This model will allow Shelby County to leverage the IEPD components across multiple documents and exchanges
3. Create IEPDs for all Documents, while providing input in the creation of the standards and then adherence to those agreed upon standards.
4. Work with the OMS (Global Tel\*Link), Public Defender CMS (New Dawn Technologies) and Court CMS vendors (Tyler Technologies) to ensure that the systems are able to publish to the Services and Intermediaries on the Enterprise Service Bus
5. Implement all identified data exchanges utilizing Software AG’s webMethods (Appendix 1).
6. Create the Services and Intermediaries on the Enterprise Service Bus

7. Identify and create the necessary Routing, Policy Enforcement and other policies on the Enterprise Service Bus
8. Create the Web Portal. This Portal will support the ability to publish information as well as the ability to generate federated queries
9. Create the Federated Query services to support the Federate Query
10. Implement the Integrated Justice infrastructure
11. Conduct end to end testing of the exchanges and documents

#### **A. Discovery Meetings**

The County will conduct a series of workshops with appropriate County personnel, Subject Matter Experts from the Corrections and the Courts areas. The focus of these workshops will be to identify and provide as much information as is known regarding the information exchanges, message documents, and the various components that will need to be developed. It is expected that these workshops will also identify the business value (initial and future) of these exchanges.

Shelby County has identified the information exchanges needed before the current systems go live. The majority of these exchanges are in place with the legacy systems. The Provider shall review those exchanges identified by Shelby County, add and modify the trigger conditions and messages as appropriate. The overall objective of this exercise is to ensure that the Vendor systems:

- Are capable of generating the triggers as needed
- Send, receive, and process messages upon the occurrence of appropriate triggering events.

In effect, the Provider will validate that the Vendors' systems interface successfully with one another. The Provider will document the content of these messages in question. The messages should be crafted to ensure that they are compatible with both sending and receiving systems.

#### ***ICJIS Implementation Plan***

The Provider will propose a roadmap that will be utilized for the implementation of the ICJIS project. This will contain the following:

- Finalization of all the exchanges, documents and components that need to be developed
- Criteria for prioritization of exchanges and documents
- Prioritization of the exchanges and message documents using the criteria
- Defining the functionality of the Web Portal that will need to be developed to support the users of the Shelby County ICJIS project
- A detailed architecture diagram that identifies each and every component that will be developed

- Estimated costs for developing each set of exchanges that perform a series of business functions
- Proposed implementation plan. This will include time lines, roles, responsibilities and estimated time commitments from the Provider as well as the County IT staff.

***Knowledge Transfer Plan***

Ensuring that the County is able to adapt its **iCJIS** to ever changing policy and technical considerations is essential to the long term success of the system. The Provider is encouraged to propose an approach that requires active participation by County staff both to achieve project milestones and to accomplish knowledge transfer. We believe it is critical for the County to be able to independently operate and update the **iCJIS** once the project is complete.

The Provider is encouraged to propose an approach that calls for County staff to actively participate and, in fact, be responsible for the completion of designated analysis and development tasks. Experience has shown that such active participation is far more effective than approaches limited to observation by County staff of the consultant’s activities.

Early in the project the Provider is expected to work with the County to establish knowledge transfer milestones and then monitor progress towards those milestones over the course of the project.

In preparation for this project, the Shelby County team has taken or is scheduled to take the following webMethods classes.

webMethods Integration	September 24-27, 2013
webMethods 8.2 ESB Administration	September 30 – October 4, 2013
webMethods 8.2 ESB BPM for Developers	November 4-8, 2013
webMethods Insight 8.2	January 28-31, 2013
webMethods ApplinX	January 14-16, 2014

**B. Implementation**

This Provider will include all the tasks required to design, develop and implement all the components required based on the details gained during the discovery meetings.

The Provider will be responsible for the design, development and implementation of the documents, exchanges and Enterprise Service Bus components.

It is expected that the Provider will be responsible for the following activities:

1. ***Develop and implement the message exchange infrastructure for the Shelby County ICJIS project.*** This will include the development of the documents, exchanges and ESB components to ensure that the ESB can accept the exchanges from the provider system, route it to the appropriate systems, apply appropriate policies on the exchange, and deliver it to the consumer system. It is expected that the provider and consumer system vendors will be responsible for publishing and consuming the information from the ESB. This activity will at a minimum include the following tasks:
  - Develop Information Exchange Package Documents (IEPDs) for all documents identified in the scope. It is expected that the Provider use the latest standards based approaches such as the NIEM UML Profiles to create the IEPDs in a manner that enable Shelby County to maintain an Enterprise wide model that can be leveraged for other information exchanges in the future,
  - Create the components on the ESB. This task will include the creation of services and intermediaries to ensure that the ESB accepts information from the provider systems and delivers the information to the consumer system(s). This will also include the development and implementation of the routing, policy enforcement and other policies on the ESB,
    - a. The Provider shall develop appropriate components on the ESB that mediate the delivery of messages to all intended recipients.
    - b. In cases where a single message needs to be delivered to multiple consumers in different formats, the Provider shall develop the components that implement these exchanges along with the requisite message transformations.
    - c. The Provider shall leverage webMethods to generate code as much as possible and avoid coding exchanges outside of webMethods.
  - Design, develop and implement the Web Portal. This will also include the ability to conduct on-demand federated queries from the portal to enable users to search through multiple systems
  - Coordinate with the vendors of the provider and consumer systems to ensure that the ESB works in conjunction with their systems to publish and consume the information.
  
2. ***Conduct comprehensive end to end testing to ensure that all exchanges identified within the scope of work are implemented.*** These activities will include conducting different levels of testing to ensure that all the exchanges are working in the manner expected. This activity will involve the various levels of testing – integration, system, user acceptance, etc. The Provider is expected to create a test plan and test scenarios to ensure that the exchange

infrastructure supports all the business use cases that were identified earlier. During this activity, the Provider will be expected to perform tasks such as:

- Develop a detailed Testing Plan to ensure that the exchanges support the business used cases for Shelby County
- Execute the Test Plan and review the test results with Shelby County
- Obtain approval from Shelby County

**3. *Implement the Knowledge Transfer Plan.***

This set of activities will be around executing the proposed Knowledge Transfer plan. It is expected that the Provider will work with the appropriate Shelby County IT personnel at different stages of the design, development and implementation to ensure that the Shelby County IT personnel are in a position to maintain the ESB infrastructure after the Provider completes the scope of work and are able to add new exchanges and supporting components in an effective manner.

The Knowledge Transfer Plan should contain optional pricing depending on Provider and County’s roles. An example of role responsibilities is provided in the table below. This division of responsibilities is only an example of a possible plan. The Provider will include itemized pricing for each data exchange, with options for Provider in two roles: 1. Lead and complete task 2. Mentor and support as County ITS leads. This will allow the County to manage its resources and budget to prioritize the list of data exchanges.

<b>Task</b>	<b>Vendor Team Responsibilities</b>	<b>County Team Responsibilities</b>	<b>County CMS Owners Responsibilities</b>
Facilitate Data Exchange Roadmap	Lead and complete task	Collaborate and review	Collaborate, review, approve
Perform iCJIS Capabilities Assessment	Lead and complete task	Collaborate, review, approve	
Develop and document the Connectivity Guideline	Lead and complete task	Review, approve and learn	Use as reference for CMS development (as required) and testing of submission and receipt of data exchanges
Develop Test Plan for defined data exchanges	Lead and complete task using test scenarios already developed for defined data exchanges	Review, approve and learn	

Task	Vendor Team Responsibilities	County Team Responsibilities	County CMS Owners Responsibilities
Analyze additional data exchanges	Lead analysis for first twenty data exchanges Mentor / support County staff during analysis of remainder of data exchanges	Learn during analysis of first twenty data exchanges Lead and complete analysis of remainder of data exchanges	
Develop test scenarios and data for additional exchanges	Mentor / support	Lead and complete task	
Implement initial exchange	Lead and complete task	Assist and learn	Test and implement submissions / receipts from CMS systems
Implement defined exchanges	Lead and complete task	Assist and learn	Test and implement submissions / receipts from CMS systems
Implement additional exchanges	Support	Lead and complete task	Test and implement submissions / receipts from CMS systems
Build and document environments	Lead and complete task	Review and learn Take over support of environments	Connect CMS to environments

## X. CONTRACT REQUIREMENTS

The successful Proposer will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

### A. General Requirements

1. Control. All services by the Provider will be performed in a manner satisfactory to the County, and in accordance with the generally accepted business practices and procedures of the County.
2. Provider's Personnel. The Provider certifies that it presently has adequate qualified personnel to perform all services required under this Contract. The Provider will supervise all work under this Contract. The Provider further certifies that all of its employees assigned to serve the County have such

knowledge and experience as required to perform the duties assigned to them. Any employee of the Provider who, in the opinion of the County, is incompetent, or whose conduct becomes detrimental to the work, shall immediately be removed from association with services under this Contract.

3. Independent Status.

- a. Nothing in this Contract shall be deemed to represent that the Provider, or any of the Provider's employees or agents, are the agents, representatives, or employees of the County. The Provider shall be an independent Provider over the details and means for performing its obligations under this Contract. Anything in this Contract which may appear to give the County the right to direct the Provider as to the details of the performance of its obligations under this Contract or to exercise a measure of control over the Provider is solely for purposes of compliance with local, state and federal regulations and means that the Provider shall follow the desires of the County only as to the intended results of the scope of this Contract.
- b. It is further expressly agreed and understood by the Provider that neither it nor its employees or agents are entitled to any benefits which normally accrue to employees of the County; that the Provider has been retained by the County to perform the services specified herein (not hired) and that the remuneration specified herein is considered fees for services performed (not wages) and that invoices submitted to the County by the Provider for services performed shall be on the Provider's letterhead.

4. Termination Or Abandonment.

- a. It shall be cause for the immediate termination of this Contract if, after its execution, the County determines that either:
  - i. The Provider or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has pled nolo contendere, or has pled or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, or any other collusive and illegal activity pertaining to bidding and governmental contracting.
  - ii. The Provider has subcontracted, assigned, delegated, or transferred its rights, obligations or interests under this Contract without the County's consent or approval.

- iii. The Provider has filed bankruptcy, become insolvent or made an assignment for the benefit of creditors, or a receiver, or similar officer is appointed to take charge of all or part of Provider's assets.
  - b. The County may terminate the Contract upon five (5) days written notice by the County or its authorized agent to the Provider for the Provider's failure to provide the services specified under this Contract.
  - c. This Contract may be terminated by either party by giving thirty (30) days written notice to the other before the effective date of termination. In the event of such termination, the Provider shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date; however, the Provider shall not be reimbursed for any anticipatory profits that have not been earned as of the date of termination.
  - d. All work accomplished by the Provider prior to the date of such termination shall be recorded and tangible work documents shall be transferred to and become the sole property of the County prior to payment for services rendered.
  - e. Notwithstanding the above, the Provider shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of the Contract by the Provider and the County may withhold any payments to the Provider for the purpose of setoff until such time as the exact amount of damages due the County from the Provider is determined.
5. Subcontracting, Assignment or Transfer. Any subcontracting, assignment, delegation or transfer of all or part of the rights, responsibilities, or interest of either party to this Contract is prohibited unless by written consent of the other party. No subcontracting, assignment, delegation or transfer shall relieve the Provider from performance of its duties under this contract. The County shall not be responsible for the fulfillment of the Provider's obligations to its transferors or sub-Providers. Upon the request of the other party, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the assignment.
6. Conflict Of Interest. The Provider covenants that it has no public or private interest and shall not acquire, directly or indirectly, any interest which would conflict in any manner with the performance of its services. The Provider warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-

Provider to the Provider in connection with any work contemplated or performed relative to this Contract.

7. Covenant Against Contingent Fees. The Provider warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Provider, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Provider any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Contract. For breach or violation of this warranty, the County will have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.
8. Employment of County Workers.
  - a. The Provider shall not engage, on a full or part-time or other basis during the period of the Contract, any professional or technical personnel who are in the current employment of the County.
  - b. Notwithstanding the foregoing, no prior County official or employee may be employed by or receive compensation, wages or benefits from the Provider for a period of one (1) year from employment separation from the County if during the period of employment with the County the employee or official had any direct or indirect involvement with the Provider's services or operations provided to the County.
9. Arbitration. Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Provider and the County will be referred to the Shelby County Contract Administrator or his/her duly authorized representative, whose decision regarding same will be final.
10. General Compliance With Laws.
  - a. If required, the Provider shall certify that it is qualified and duly licensed to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and it shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.
  - b. The Provider shall, at all times, observe and comply with all federal, state, and local laws, ordinances, and regulations in any manner affecting the conduct of the work. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor

Standards Act, Occupational Safety and Health Administration (OSHA) requirements and the Americans with Disabilities Act (ADA) requirements.

c. This Contract will be interpreted in accordance with the laws of the State of Tennessee. By execution of this Contract the Provider agrees that all actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Contract will be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, and in no other. In accordance herewith, the parties to this Contract submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

11. Nondiscrimination. The Provider hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Provider on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Provider shall upon request show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.
12. Entire Agreement. This Contract contains the entire Contract of the parties and there are no other promises or conditions in any other Contract whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.
13. Amendment. This Contract may be modified or amended, only if the amendment is made in writing and is signed by both parties.
14. Severability. If any provision of this Contract is held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Contract shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Contract shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance here from. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added automatically as a part of this Contract a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and be legal, valid and enforceable.
15. No Waiver Of Contractual Right. No waiver of any term, condition, default, or breach of this Contract, or of any document executed pursuant hereto, shall be effective unless in writing and executed by the party making such waiver; and no

such waiver shall operate as a waiver of either (a) such term, condition, default, or breach on any other occasion or (b) any other term, condition, default, or breach of this Contract or of such document. No delay or failure to enforce any provision in this Contract or in any document executed pursuant hereto shall operate as a waiver of such provision or any other provision herein or in any document related hereto. The enforcement by any party of any right or remedy it may have under this Contract or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.

16. Matters To Be Disregarded. The titles of the several sections, subsections, and paragraphs set forth in this contract are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Contract.
17. Subject To Funding. This Contract is subject to annual appropriations of funds by the Shelby County Government. In the event sufficient funds for this Contract are not appropriated by Shelby County Government for any of its fiscal period during the term hereof, then this Contract will be terminated. In the event of such termination, the Provider shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date.
18. Travel Expenses. All travel expenses payable under this Contract shall be in accordance with the County Travel Policy and Procedures. This includes advance written travel authorizations, submission of travel claims, documentation requirements, and reimbursement rates. The County will make no travel advances.
19. Incorporation Of Other Documents.
  - a. The Provider shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within the Shelby County Request for Proposals/Bids, as well as, the Response of the Provider thereto, all of which are maintained on file within the Shelby County Purchasing Department and incorporated herein by reference.
  - b. It is understood and agreed between the parties that in the event of a variance between the terms and conditions of this Contract and any amendment thereto and the terms and conditions contained either within the Request for Proposals/Bids or the Response thereto, the terms and conditions of this Contract as well as any amendment shall take precedence and control the relationship and understanding of the parties.

20. Contracting With Locally Owned Small Businesses. The Provider shall take affirmative action to utilize Locally Owned Small Businesses when possible as sources of supplies, equipment, construction and services.
21. Incorporation Of Whereas Clauses. The foregoing whereas clauses are hereby incorporated into this Contract and made a part hereof.
22. Waiver Of Proprietary Interest. Notwithstanding anything to the contrary contained herein or within any other document supplied to the County by the Provider, the Provider understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any report, data or other information supplied to the County by the Provider due to services performed pursuant to this Contract is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee.
23. Organization Status And Authority.
- a. The Provider represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the State of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.
  - b. The execution, delivery and performance of this Contract by the Provider has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Provider, any provision of any indenture, agreement or other instrument to which the Provider is a party, or by which the Provider's respective properties or assets are bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.
24. Warranty. The Provider warrants to the County that all Services shall be performed in accordance with acceptable standards in the industry applicable to the Services. The Provider shall correct, at its sole cost and expense, any work reasonably deemed to be unsatisfactory by the County. The Provider warrants to the County that all Services shall be in strict compliance with the terms of this Contract, and all applicable governmental laws, rules and regulations.
25. Rights in Data. The County shall become the owner, and the Provider shall be required to grant to the County, or its successors, a perpetual, non-exclusive, non-

transferable, royalty-free right, in the County's name, to use any deliverables provided by the Provider under this Contract, regardless of whether they are proprietary to the Provider or to any third parties.

26. Source Code. The Provider, at no additional cost to Shelby County, shall place the entire set of source code for the proposed solution with an authorized escrow agent. Setting aside the software in an escrow account provides Shelby County a method of obtaining the software in the event the Provider ceases to market and support the proposed software. The Provider shall provide all information to Shelby County relevant to placing the software with an authorized escrow agent, ensuring the most recent version of the software is in escrow within 10 working days of issuance of a new major or minor release of the solution.

## **B. Indemnification and Insurance Requirements**

### **1. Responsibilities For Claims And Liabilities.**

- a. The Provider shall indemnify, defend, save and hold harmless the County, and its elected officials, officers, employees, agents, assigns, and instrumentalities from and against any and all claims, liabilities, losses or damages—including but not limited to Title VII and 42 USC 1983 prohibited acts arising out of or resulting from any conduct; whether actions or omissions; whether intentional, unintentional, or negligent; whether legal or illegal; or otherwise that occur in connection with, or in breach of, this Contract or in the performance of the duties hereunder, whether performed by the Provider, its sub-Providers, agents, employees or assigns. This indemnification shall survive the termination or conclusion of this Contract.
- b. The Provider expressly understands and agrees that any insurance protection required by this Contract or otherwise provided by the Provider shall in no way limit the responsibility to indemnify, defend, save and hold harmless the County or its elected officials, officers, employees, agents, assigns, and instrumentalities as herein provided.
- c. The County has no obligation to provide legal counsel or defense to the Provider or its sub-Providers in the event that a suit, claim, or action of any character is brought by any person not party to this Contract against the Provider as a result of or relating to obligations under this Contract.
- d. Except as expressly provided herein, the County has no obligation for the payment of any judgment or the settlement of any claims against the Provider as a result of or relating to obligations under this Contract.

- e. The Provider shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 550, Memphis, TN 38103, of any claim or suit made or filed against the Provider or its sub-Providers regarding any matter resulting from or relating to Provider's obligations under this Contract and will cooperate, assist and consult with the County in the defense or investigation thereof.
  - f. The Provider shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 550, Memphis, TN 38103, of cancellation or changes in any of the insurance coverage required.
2. Insurance Requirements. The Provider will provide evidence of the following insurance coverage:

**PROFESSIONAL SERVICES/PROVIDER PROJECTS LESS THAN \$1,000,000**

*Minimum Limits of Insurance*

Provider shall maintain coverage with limits of no less than:

- 1) *Commercial General Liability Insurance* \$1,000,000 limit per occurrence bodily injury and property damage/\$1,000,000 personal and advertising injury/\$2,000,000 General Aggregate/\$2,000,000 Products-Completed Operations Aggregate. Shelby County Government, its elected officials, appointees, employees and members of boards, agencies, and commissions shall be named as additional insureds. The insurance shall include coverage for the following:
  - a) Premises/Operations
  - b) Products/Completed Operations
  - c) Contractual
  - d) Independent Providers
  - e) Broad Form Property Damage, if applicable
  - f) Personal Injury and Advertising Liability
  - g) Cyber Liability – minimum limit of \$300,000
- 2) *Business Automobile Liability Insurance* - \$1,000,000 each accident for property damage and personal injury. Coverage is to be provided on all:
  - a) Owned/Leased Autos
  - b) Non-owned Autos
  - c) Hired Autos

- 3) *Workers Compensation and Employers' Liability Insurance* – Including coverage for sole proprietors, partners, and officers, regardless of requirement by Tennessee State Statute. Policy is to be specifically endorsed to include these individuals for coverage. Employers Liability Coverage is \$1,000,000 per accident. Provider/Provider waives its right of subrogation against Shelby County for any and all workers' compensation claims.
- 4) *Professional Liability/Errors & Omissions Insurance* – minimum of \$1,000,000 per claim or occurrence/\$3,000,000 annual aggregate.
- 5) Employee Dishonesty – minimum limit of \$50,000 per employee, including Third Party coverage.

All policies will provide for thirty (30) days written notice to Shelby County of cancellation of coverage provided. Ten (10) days' notice is applicable to non-payment of premium. If the insurer is not required by the policy terms and conditions to provide written notice of cancellation to Shelby County, the Provider/Provider will provide immediate notice to Shelby County.

All insurance policies maintained by the Provider/Provider shall provide that insurance as applying to Shelby County shall be primary and non-contributing irrespective of such insurance or self-insurance as Shelby County may maintain in its own name and on its own behalf.

C. Right to Monitor and Audit

Access To Records. During all phases of the work and services to be provided hereunder the Provider agrees to permit duly authorized agents and employees of the County to enter the Provider's offices for the purpose of inspections, reviews and audits during normal working hours. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places. The Provider will maintain all books, documents, papers, accounting records, and other evidence pertaining to the fee paid under this Contract and make such materials available at their offices at all reasonable times during the period of this Contract and for three (3) years from the date of payment under this Contract for inspection by the County or by any other governmental entity or agency participating in the funding of this Contract, or any authorized agents thereof; copies of said records to be furnished if requested.

## **XI. PROPOSAL SUBMISSION**

### **A. General**

1. All interested and qualified proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the proposer has read and understands this entire RFP, including all attachments, exhibits, schedules, and addenda (as applicable) and all concerns regarding this RFP have been satisfied.
2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.
4. **Hard copy proposals must be received no later than 3:00 pm (CST) on December 19, 2013 at Shelby County Government Purchasing Department, 160 N. Main St., Suite 900, Memphis, TN 38103.**
5. The proposer agrees to provide the County with any additional information it deems necessary to accurately determine their ability to perform the services proposed. Furthermore, submission of this proposal constitutes permission by this organization for the County to verify all information contained in the proposal. Failure to comply with any request for additional information may disqualify the organization from further consideration. Such additional information may include evidence of financial ability to perform.

### **B. Proposal Presentation**

1. One (1) original proposal (clearly identified as original), one (1) copy on CD and eight (8) copies of the proposal are required. Cost proposals must be provided in Microsoft Excel format on the CD. *Note: Refer to item C Proposal Format, 6 for additional instructions.*
2. The package containing the original and copies must be sealed and marked with the proposer's name and **"CONFIDENTIAL, INFO HUB INTEGRATION, RFP #14-007-02"** with due date and time indicated.

3. Proposals must be typed. Erasures and “white-out” are not permitted. Mistakes may be crossed out, and corrections may be typed adjacent and initialed in ink by the person signing the proposal. Please identify all attachments, literature and samples, etc., with your firm name and our RFP number.
4. Proposals must be verified before submission as they cannot be withdrawn or corrected after being opened. The County will not be responsible for errors or omissions on the part of the proposers in preparing their proposals. A responsible officer or employee must sign the proposal. Tennessee sales tax shall not be included in the Provider’s proposal.

### C. Proposal Format

Response to this RFP must be in the form of a proposal package that must be submitted in the following format: The Proposal Response Sheet (***required document***) should be the first page of your written response.

1. Cover Page – Submit on letterhead stationery, signed by a duly authorized officer, employee, or agent of the organization/firm.
2. Comprehensive Response (Minimum Requirements and Services Required)
  - a. Briefly describe the company, including its history, mission, size, organization, and primary areas of specialization.
  - b. Describe the proposer’s installed base, focusing on government and justice agencies.
  - c. Describe the approach proposed for providing the Services as described in Section IX – Purpose/Scope of Work. This should include a project schedule and discuss roles and responsibilities of the provider and Shelby County IT.
  - d. Describe the ESB solution being proposed, including its primary components, features, functions and unique characteristics (i.e., what sets it apart from its competition). Specifically:
    - Describe each major system component and associated features and functions.
    - Describe the proposed development, test, staging and production environments.
    - Detail any additional third party software needed to run your platform.
    - Provide examples of usage in agencies of comparable size and for comparable purpose.

- Describe the skills required for in-house developers to use the ESB to build robust solutions.
  - Provide the average time to develop a service, IEPD, etc.
  - Outline how the solution will integrate with the County build environment and detail any functionality that will not be used.
- e. Describe how support and maintenance applies during implementation and in the months immediately following go live.
  - f. Address all services and requirements outlined in Section II – Minimum Requirements and Section IX – Purpose/Scope of Work.

### 3. Experience of the Respondent.

A description of the experience and knowledge base of the proposer to show the proposer's capabilities should be included in the proposal. At a minimum, the description of the experience and knowledge base of the proposer included in the proposal should include, but not necessarily be limited to, the following:

- a. A statement of how long the proposer has provided services similar to the Services requested herein;
- b. Describe any experience working with Software AG's webMethods;
- c. Describe any experience working with NIEM;
- d. Describe any experience working with Subversion, Maven and Eclipse;
- e. A general description of the proposer's experience and background in providing services similar to the Services requested herein; and
- f. Any other relevant information about the experience and knowledge base of the proposer which is deemed to be material.
- g. Resume of each employee proposed to perform the Services, including the role of each and an overview of their previous experience with similar projects.

### 4. References

References of the proposer, including at least three (3) non-Shelby County clients for whom the proposer has provided services similar to the Services (with preference given to clients comparable to Shelby County Government and preference given to Software AG implementations) and, for each such reference,

the business/agency name and the name, title and telephone number of the contact person.

5. Additional Information

- a. A description of any other resources available to the proposer that will be useful in providing the Services.
- b. A description of the methods used by the proposer to measure the satisfaction of its client.
- c. Any other relevant information about the proposer or its proposed system the company deems to be material.

6. Cost and Fees

**INFO HUB SYSTEM INTEGRATION Proposal Price Summary**

- a. Itemized estimate of the exchanges listed in Appendix 1 with optional pricing dependent on the level of responsibility (role) accepted by Shelby County.
- b. Itemized estimate of the exchanges listed in Appendix 1 with optional pricing dependent on the exchange being NIEM or not.

The itemized estimate should be in Excel in the below format:

Exchange ID	SI is Lead Developer Role/Exchange is NIEM	SI is Lead Developer Role/Exchange is not NIEM	SI is Mentor/Support Role/ Exchange is NIEM	SI is Mentor/Support Role/ Exchange is not NIEM
801	\$500	\$300	\$125	\$50
806	\$100	\$70	\$40	\$20

- c. Explain any additional charges or fees in the proposal.
- d. Adhere to the requirements of the “Living Wage Ordinance #328”, Section VI, Item I.

## **XII. PROPOSAL EVALUATION AND SELECTION**

### **A. Evaluation Process**

1. Initial Review – All proposals will be initially evaluated to determine if they meet the following minimum requirements:
  - a. The proposal must be complete, in the required format, and be in compliance with all the requirements of the RFP.
  - b. Proposers must meet the Minimum Proposer Requirements outlined in Section II of this RFP.
2. Technical Review – Proposals meeting the above requirements will be evaluated on the basis of the following criteria:
  - a. Each proposal will be reviewed by a special Ad-Hoc Committee which may elect to schedule a personal presentation and interview with one or more of the proposers.
  - b. All proposals submitted in response to this RFP will be evaluated based on the following criteria:
    - i. Qualifications and experience of specific personnel assigned to this project;
    - ii. Quality and responsiveness of the proposal and the ability to present a clear understanding of the nature and scope of the project;
    - iii. Project methodology;
    - iv. Previous experience in performing similar Services;
    - v. Proposed cost to Shelby County Government;
    - vi. Other services available to Shelby County Government above and beyond the Services required.
3. Selection will be based on determination of which proposal best meets the needs of the County and the requirements of this RFP.

*Shelby County Government reserves the right to consider the vendor's EOC rating in all evaluations.*

**B. CONTRACT AWARD**

Contract(s) will be awarded based on a competitive selection of proposals received. The proposers are advised that the lowest cost proposal will not necessarily be awarded the Contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor. The proposals submitted will be evaluated by the County. All decisions are made at the discretion of the County.

The contents of the proposal of the successful proposer will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

The County reserves the right to negotiate any portions of the successful proposer's fees and scope of work or utilize their own resources for such work.

# Appendix 1

## Data Exchanges

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
631	Updated Statute Codes	Info Hub	OMS	Statute Code data	Court Clerk enters or modifies a statute code	Keep statute codes in sync	Real Time
636	Create Billing for Jail/Incarceration Fees	OMS	Info Hub	Jail book, docket number, RNI	<ul style="list-style-type: none"> <li>each time a new case is created during incarceration or an offender is jailed on an existing case</li> <li>upon release of an inmate from the Correction Center serving time on misdemeanor charges only</li> </ul>	Adds to defendants cost bill. Used to calculate jail days to bill inmate.	Real Time
641	Add/Update Court Date to inmate Schedule	Info Hub	OMS	RNI, Docket, Future Court date information, attorney info	court date is added or updated to a case of an offender	Offender is currently incarcerated – used for inmate scheduling	Real Time
646	Notify Jail of Case Releasable status due to Court or 24 hour clerks action	Info Hub	OMS	RNI, Docket number, release orders, Mittimus, sentence information	<ul style="list-style-type: none"> <li>bond is satisfied</li> <li>inmate is released without charge</li> <li>inmate is released on own recognizance</li> <li>court case is disposed or sentenced</li> </ul>	The defendant is in Jail and their release status has changed on a specific case	Real Time

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
					<ul style="list-style-type: none"> <li>warrant is dismissed</li> <li>judge orders the defendant released</li> <li>case was entered in error</li> <li>court case is disposed</li> <li>disposition on a charge is changed</li> <li>charge is modified/added to an existing case</li> <li>new court case is created</li> </ul>		
651	Notify OMS of Court Case status change	Info Hub	OMS	RNI, Docket Number, Classify reason	<ul style="list-style-type: none"> <li>Court issues a Bench warrant, Capias Forfeiture or Capias not In Custody warrant on an existing case</li> <li>warrant cleared by arrest</li> <li>Judge orders a recall of a warrant</li> <li>Court Clerk reactivates a warrant cleared in error</li> </ul>	The defendant is currently incarcerated/Used for classification review	Real Time
656	Create Warrant or update status from Court Action	Info Hub	OMS	Court issued Warrant, RNI Releasable status	<ul style="list-style-type: none"> <li>batch process retrieves Misdemeanor warrants issued 5 or more years to be inactivated as expired warrants</li> </ul>		Real Time
661	Inactivate expired Misdemeanor warrants	Info Hub	OMS	Warrant information		Recall expired misdemeanor warrants	Daily

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
666	Clear Warrant by Arrest – hold for extradition	Info Hub	OMS	Warrant number, issuing court, RNI, demographics	request to hold for extradition of an inmate by Fugitive Wants and Warrants	Processed by the 24 hour clerk's office, a hold is placed on the offender for extradition. The Warrant is not associated with a court case in CMS.	Daily
671	Create case – Non Arrest (Unverified RNI)	Info Hub	OMS	Case information, demographics, charges	<ul style="list-style-type: none"> <li>• traffic ticket</li> <li>• municipality bind over</li> <li>• misdemeanor citation</li> <li>• criminal summons</li> <li>• order of protection</li> <li>• civil summons</li> <li>• INC indictment</li> </ul>	A case is created containing an unverified RNI in lieu of a physical arrest	Real Time
676	Create Misdemeanor Citation RNI appearance date	Info Hub	OMS	Case information, demographics, charges, appearance date	for each Misdemeanor Citation entered into the CMS, a RNI appearance date is created	The Appearance Date is the date the offender is to appear in the RNI division to be fingerprinted and assigned or matched to a verified RNI.	Real Time
681	Create Address	Info Hub	OMS	RNI, home address, reference address, employment address	court clerk creates or modifies an address	<p>Many CMS actions create an address:</p> <ul style="list-style-type: none"> <li>• Creation of a case in CMS</li> <li>• Entry of reference information</li> </ul>	Real Time

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
						<ul style="list-style-type: none"> <li>Entry of Employer information</li> <li>Entry of Escrow address for payment plans</li> </ul>	
686	Create Alias name	Info Hub	OMS	RNI, Alias name	court clerk enters an alias name for a defendant in the CMS	Link an alias name to an RNI	Real Time
691	Create Court Case	OMS	Info Hub	Booking related data (demographics, RNI, charges, address, bond, employment)	<ul style="list-style-type: none"> <li>a person is arrested, booked and charged in the Jail</li> <li>an inmate commits an additional violation while in custody</li> <li>a new case is created stemming from a warrant on a separate violation while in custody</li> </ul>	Physical arrest	Real Time
696	Global RNI change	OMS	Info Hub	Unverified/wrong RNI, new/correct RNI, updated RNI information	<ul style="list-style-type: none"> <li>Sheriff's Office CHRNI corrects an error in RNI information (race, gender or dob)</li> <li>CHRNI verification after a physical arrest</li> <li>CHRNI assigns the correct RNI to an offender that has been assigned the wrong RNI number</li> </ul>	All cases associated with the RNI are updated	Real Time

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
					<ul style="list-style-type: none"> <li>a Misdemeanor Citation offender appears for RNI verification</li> </ul>		
697	Update CMS with Custody status change	OMS	Info Hub	Docket, RNI, custody status, release information	<p>inmate is released or booked into the Jail or Correction Center</p>		Real Time
801	Add/Update Case Information	CMS	Info Hub	<p>Name, alias, defendant demographics, Booking number, case information, demographics, court date, division, warrant information, Jail status, RNI, bond amount, charge info, attorney assignments, subpoena information</p>	<ul style="list-style-type: none"> <li>court case is created, reopened or disposed</li> <li>court division is assigned or modified</li> <li>disposition on a charge is changed</li> <li>court date is assigned or modified</li> <li>charge is modified/added to an existing case</li> <li>public defender is assigned\or defendant indigent</li> <li>prosecutor is assigned</li> <li>defendant demographics are updated</li> <li>bond is set or modified</li> <li>bond is satisfied</li> <li>inmate is released without charge</li> </ul>		Real Time

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
					<ul style="list-style-type: none"> <li>inmate is released on own recognizance</li> <li>warrant is dismissed</li> <li>Judge orders defendant released</li> <li>validation key is entered upon scanning a document</li> <li>web user enters docket number on web form</li> <li>web user enters indictment number on web form</li> <li>link alias name to RNI</li> <li>court date is added to case with subpoena</li> </ul>		
806	GS Case / CC Case Credit Card Payment	CMS	Info Hub	GS defendant name, demographics, traffic ticket info, booking number, arresting agency, RNI, fees/fines amount due	<ul style="list-style-type: none"> <li>payment made via IVR or Web multi exchange</li> <li>web/IVR inquiry made</li> <li>payment submitted</li> </ul>	GS case exists with money due	Real time
811	Create/Update Court Case	Info Hub	CMS	Booking data (name, demographics, RNI, charge info, booking photo,	<ul style="list-style-type: none"> <li>person is arrested and charged in jail</li> <li>inmate gets an additional charge while in custody</li> </ul>	<ul style="list-style-type: none"> <li>Physical arrest</li> <li>DAG indictment</li> </ul>	Real time

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
				bond, employment), AG file number, prosecutor assigned, special case information, information number	<ul style="list-style-type: none"> <li>inmate has a warrant</li> <li>jail clerk corrects or deletes an erroneous booking number on a case already in the booking process</li> <li>public defender assigned to the case</li> <li>prosecutor assigned to the case</li> <li>upon indictment</li> <li>issue capias</li> <li>indicted not in custody</li> <li>upon entry of AG number</li> </ul>	<ul style="list-style-type: none"> <li>Municipality bind-over</li> </ul>	
816	Verified RNI	Info Hub	CMS	Unverified RNI, RNI, updated name and demographics	<ul style="list-style-type: none"> <li>rni verification after a physical arrest</li> <li>misdemeanor citation offender appears for RNI verification</li> <li>RNI division corrects an error with RNI info: race, dob, gender</li> <li>RNI division unlinks an RNI number from a case</li> </ul>	RNI is the unique "inmate number"	Real time

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
					<ul style="list-style-type: none"> <li>jail clerk updates RNI number or demographic information on a case in the booking process</li> </ul>		
821	Warrants	CMS	Info Hub	Court issued warrant, warrant number, issuing court, docket number, RNI, demographics, recall due to expiration	<ul style="list-style-type: none"> <li>court issues bench warrant, capias forfeiture or capias not in custody warrant on an existing case</li> <li>Judge orders recall of bench warrant</li> <li>court clerk reactivates warrant cleared in error</li> <li>warrant cleared due to arrest</li> <li>batch process runs weekly to identify expired warrants</li> <li>24 hour clerks' office processes a hold for extradition</li> </ul>	24 hour clerk's office clears warrant due to arrest or holds for extradition for outside warrants, expired warrants must be misdemeanor warrants issued 5 or more years.	Real time
831	Custody status change	Info Hub	CMS	Booking number, RNI, custody status, release information	inmate is released or booked into the Jail or Correction Center		Real time
866	Send notification of subpoena status change	Info Hub	CMS	subpoena status information	subpoena status change	to apply fees to costbill	

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
526	Send Court Info\Update\Expungement	Info Hub	PDS	Case information, data only	<ul style="list-style-type: none"> <li>upon assignment of PD to a case in CMS</li> <li>upon update of cases assigned to PD</li> </ul>	Creates, updates or expunges case information in PDS	10 minutes
527	Update PD Assignment	PDS	Info Hub	PD Assigned, data only	upon assignment change of PD to a case in the PDS	Case must exist in PDS and be assigned to a PD or general PD department/To update CMS of assigned PD	10 minutes
536	Indigent Form	Info Hub	PDS	Indigent Form	defendant is deemed indigent by the Court	Notifies PD to assign attorney to case	10 minutes
541	Updated Statute Codes	Info Hub	PDS	Statute Code data	Court Clerk enters or modifies a statute code	Keep statute codes in sync	Real Time
546	notification of subpoena status change	Info Hub	PDS	subpoena status information	subpoena status change	to prepare for next action	
411	Case Update	DA	Info Hub	Prosecutor Assigned, AG file #, DAG disposition, dismissed warrant, SPU designation, muni court case #, muni court, charges, sentence type	<ul style="list-style-type: none"> <li>prosecutor assigned/updated</li> <li>DAG disposition updated</li> <li>warrant dismissed</li> <li>SPU status updated</li> <li>Muni court case # created</li> <li>charges added/updated</li> <li>sentenced</li> <li>AG file # created/updated</li> </ul>		Real time
416	Case numbers from Muni Courts	DA	Info Hub	case update info if the workflow shows these get indictment	when bind overs are received from municipal courts	municipal agency court number	Real time

ID #	Title	Sending Agency	Receiving Agency	Document/Data	Trigger	Condition/Purpose	Frequency
421	Case Update	Info Hub	DA	Court division, court date/time, court dispositions, resets, reopened cases, bond amount, bond conditions/orders	<ul style="list-style-type: none"> <li>• new/update Criminal Court disposition</li> <li>• case reset</li> <li>• bond condition/order updated</li> <li>• update charge</li> <li>• bond update</li> <li>• reopened cases</li> </ul>		Real time
426	Probation VOP	Info Hub	DA	VOP document, VOP data for DA form printing			Real time
431	Updated Statute Codes	DA	Info Hub	Statute Code data	DA enters or modifies a statute code	Keep statute codes in sync	Real Time
101	Court Dates	Info Hub	SCSO Subpoena System		court date added or updated	Case must have subpoena	
106	Send notification of subpoena status change	SCSO Subpoena System	Info Hub	subpoena status information	subpoena status change	<ul style="list-style-type: none"> <li>• PDS notification to prepare for next action</li> <li>• GS notification used to apply fees to costbill</li> </ul>	