Attachment 12: SCOPE OF WORK

The Superior Court of California, County of Imperial has been using Jury Management System (JMS) and services for more than a decade. As a matter of policy, the Court carries out open competitive bidding at regular intervals to get better prices, wider scope coverage, latest technology and better terms. The scope of work of the current RFP is provided below. The following is what the Court would like to see in our new system. The Court is looking forward to reviewing solutions that provide improved outcomes.

I. Jury Management System Requirements

1. The proposed JMS software shall automate to the greatest extent possible the Court jury functions and processes.

2. Pool processing shall include random selection of prospective juror pools, summons/questionnaire production, and processing requests.

3. Panel processing shall include random selection of panels for voir dire, tracking prospective jurors in and out of voir dire, production of "in court" documentation, and jury empanelment.

4. Attendance processing shall include juror attendance, generation of failure to appear documentation, and fully auditable financial management/payment processing, including the generation of audit reports.

5. The system shall provide efficient, reliable service to handle approximately 6,000 processing requests each month and accept simultaneous real-time updates from multiple locations, using any number of workstations, without significant performance degradation. The system must be able to, on average, process attendances simultaneously from two court locations at a rate sufficient to record the attendance of 200 jurors arriving within a 45-minute time period.

6. The system shall include text messaging (SMS) notifications to prospective jurors.

    a. User defined messages for JMS used for SMS messages.
    b. Send different messages to juror's cell phone number depending on their juror status i.e. summoned, needs to report or excused.
    c. Embed data in the message that is specific to each juror.
    d. Court shall be able to send individual texts or a mass text to a group, pool or case.
    e. Jurors shall have the ability to sign up for SMS notifications via the web and also be able to opt-out through some mechanism.

7. In the same method as the existing JMS system, the proposed JMS should provide the ability to:

    a. Adapt to Jury business practices.
    b. Process juror source lists.
    c. Process groups of jurors.
    d. Automate the check-in of the jurors in the Courtrooms.
    e. Process 1-Step Questionnaires.
    f. Produce Summons.
    g. Maintain juror information.
    h. Display and maintain a complete juror history.
    i. Process and manage pre-service jurors.

j.   Record in-service jurors.

k.   Record basic Case information and form jury panels.

l.   Compute and maintain case juror costs.

m.   Capture juror related statistics.

n.   Produce notices or letters –ability to print to Court printers.

o.   Produce jury management reports.

p.   Provide reporting and Excel export for payment processing.

q.   Must support all industry standard browsers and commonly used mobile browsers.

r.   Provide data conversion from existing system into the proposed JMS.

s.   Provide Court with system administration capabilities.

t.   Provide the ability to automate the DMV, County Registrar of Voters and FTB updates bi-annually at no cost.

u.   Calculate juror's traveled mileage reimbursement using Juror's mileage actually traveled in attending and returning from court pursuant to CCP 215 (c).

II.   Jury Summons-Post Summons Requirements

1.   The proposed system shall support a one-trial/one-day term of service and a one-step summons/affidavit mail-out. The system shall provide the flexibility to use any other term of service by providing the ability for Court users to specify the next date of required service on a daily basis.

2.   The proposed system shall assign a unique number to identify each record housed in the Master Pool and used throughout the system. This number is referred to as the "Juror ID Number". The system shall also provide the ability to search for individual records by the Juror ID Number, Juror Badge Number or juror name.

3.   The proposed system shall randomly select potential jurors, for summonsing individually or in Court user-defined groups, from the Master Pool; and, the ability to print to Court printers or Adobe PDF files. This process shall include the ability to select potential jurors automatically from specified zip code areas. The proposed system shall allow staff to manually add any individual record in the Master Pool to an existing pool.

4.   The proposed JMS shall have the ability to provide export files (.txt, .xml, .csv, Excel, Word, .pdf).

5.   The proposed system shall provide the capability for online juror questionnaires. This information includes, but will not be limited to, address, occupation information, telephone numbers and check-box information. The Service provider will assist the Court in developing the questionnaire forms, and will develop the system to incorporate the information into the juror database. The Court's desire is to go paperless wherever possible.

6.   The proposed system shall record prospective jurors' service term availability from juror responses on their affidavits. The system shall incorporate the time qualification information in the juror's voir dire or biographical data, which can be used to electronically select time qualified panels to be sent to courtrooms. The system shall make a random selection of a Court user specified number of pool members, with specific terms of availability for assignment to a time-qualified panel.

7.   The proposed system shall provide the ability for a Court user to review and change a summoned juror record. Where the participant is to be excused, disqualified, transferred or deferred, the Court user shall be able to specify a reason for the excuse, disqualification,

transfer or deferral. The reason, date, and authorized Court user who granted the excuse, disqualification, transfer or deferral must be automatically added to the juror history.

8. The proposed system shall have functions for excusing, transferring and deferring a juror. In the case of a jury service deferral, the Court user shall be able to select a date from available dates within an administratively- defined range. All juror transactions that involve excusing, disqualifying, transferring, deferring or re-summonsing will allow the Court user the option to automatically generate a confirmation notice to the prospective juror by selecting a method of notification (e.g. telephone, email, SMS and postcard). The system shall have the ability to create download files used to generate mailed notifications.

9. The proposed system shall ensure that deferred jurors, at the time a new jury pool is created, are selected before additional prospective jurors are randomly selected from the Master Jury Pool. Jurors deferred from one summons period to the next shall be automatically included in the output file for generating summons.

10. The proposed system shall support a call-in procedure to allow staff to specify the number of reporting versus call-in jurors summoned on a given day.

11. The proposed system shall provide a mechanism to read the bar code on the juror affidavit questionnaire and jury summons, and locate and update the prospective juror's record.

12. The proposed system shall maintain in the juror's record the juror's first and last name separately, suffix designations, address, status, government employee indicator, court assignment, voir dire information, mileage, report date(s), deferments, juror ID number, employer information, telephone numbers (home, work, cell), payment or fee waiver information, failure to appears, days served and additional items related to their service, including next attendance date, call-in or report indicator, status, case number, regular or special pool indicator, room number, check-in and check-out times, deferral date, a free form notes entry scroll box, number of attendances, number of times deferred, and number of times FTA.

13. The Service provider's proposal shall identify the capability of collecting juror email addresses.

14. The Service provider's proposal shall have the ability to allow Court users to develop and issue juror surveys and exit questionnaires.

15. The proposed system shall track and automatically record each step of the juror's service history beginning with summonsing through payment. The history shall continue through his/her lifetime and be accessible by the person's pool number, name, status, report date, or juror ID number. The history shall also reflect if the person was disqualified, excused, transferred or deferred, and reason why. All history documentation shall include the authorized Court user who performed each transaction.

16. The proposed system shall have the ability to archive, reactivate and modify entire pools, as well as maintain juror history.

17. The proposed system shall allow the juror to waive per diem fees, mileage reimbursement, or both.

III.   Juror Attendance Requirements

1. Track the juror from the time of summons through completion of his/her jury service.

2. Provide for processing attendance information from scanned badges when a prospective juror arrives by posting date and time information in his/her attendance record. The proposed system shall also make provisions to ensure that the prospective jurors being scanned in are reporting on the date they are expected. If the arriving prospective juror is not expected on that date, the system shall allow the Court user to add the juror to the pool. The proposed system must be able to accept information simultaneously from two court locations at a rate sufficient to record all daily attendances.

3. Provide for printing a bar code badge or summons form for a juror who fails to bring in his/her badge.

4. Provide functionality to assign jurors to panels of any size (up to 500) either by a process of random selection or by group, and track the panel members to and from the courtroom. Assignments may be subject to conditions such as time-availability. Such conditional assignments shall be drawn from lists provided by the system, based on affidavit information and be managed by jury staff.

5. For each court location, the proposed system shall provide the ability to list and graphically display the number of individuals and groups scheduled to appear, the number actually checked-in, the number currently checked out of the assembly room, the number presently in courtrooms, the total number of prospective jurors currently available for selection on a voir dire panel, and the total number of prospective jurors in the assembly room that have not yet been selected to serve on at least one panel for voir dire.

6. Provide for displaying a list and total number of all potential jurors scheduled to appear or who are on-call for a given appearance day. From this list, staff must be able to identify the number of jurors available to report. Additionally, the system must allow individuals to be moved from on-call to reporting status and interface with an IVR and/or IWR systems to notify participants of his/her jury status by telephone, email or text messaging.

7. Provide for reassigning an on-call group or an individual to another court location.

8. Provide for returning a juror to the pool or completing his/her service when they return from a courtroom by scanning the juror ID on his/her bar-coded badge. The system must allow staff to dismiss jurors by groups or individually from the pool to complete his/her service.

9. The system must allow time sequencing and escalation of failure to respond letters.

10. Provide for processing a juror who arrives on the wrong date or to the wrong court by reassigning the prospective juror to the current location and date, or by reassigning the prospective juror to another future date. Similar functions shall be provided for excused or deferred jurors attempting to report, or for jurors who did not return affidavits. The system shall notify the Court user with an audible and visible signal if a "problem" exists for the scanned juror. Generally, the system should allow the flexibility to change characteristics of a prospective juror's record to accommodate scheduling issues.

11. Provide the ability to print a verification letter of jury attendance for the juror to provide to his/her employer, or for his/her records.

12. Provide for updating or correcting a person's name and address, and automatically update mileage and geographical information. This updated information shall be recorded in the juror's history record indicating previous name or address information.

IV.   Case Management Requirements

The proposed JMS shall provide for entering, accessing, updating and storing the following information:

1. Cases planned to start on given days during a designated time frame and the expected number of prospective jurors required. Specific data that is to be provided in the JMS system's case history shall include, case type, case number, description, number of report copies, charge type, Judge's name, courtroom, jurisdiction, start date, duration, reason, jurors requested, date panel sent.

2. As the case proceeds, update the start and end dates and juror dispositions including seated, alternate, stipulated, peremptorily challenged (prosecution or defense, plaintiff or defendant), not reached and sworn.

3. A list of all active trial courtrooms and the status of activities (voir dire, panels presently in courtrooms, trail start and end dates).

4. Status of civil reimbursement and indicate cases that require civil reimbursement records.

5. The proposed system shall have the ability to generate a civil collections report on a daily basis to be used to reconcile collections information indicating the amount of fees and mileage for all jurors in attendance regardless of fee waiver options. The report must display each juror by name with the amount of fees and mileage. Service provider's proposal shall include a sample report demonstrating this requirement called a "Civil Collections" report.

6. Daily attendance of jurors assigned to a case, with check-in ability from the Courtroom.

7. A history of each case: groups sent, jurors attending, number empaneled, judgment amount, dates of deliberation, fees and mileage costs attributed to the case daily.

8. The proposed system shall provide for generating/printing reports and data entry sheets for courtrooms to use during the jury selection process. The forms must be viewable, accept online entries, and be printable. The initial panel reports shall include an alphabetical list (attorney's list), random list for selection (judge's list), voir dire list and allow Court user the ability to check off attendance and status (juror, alternate juror, not reached, excused, peremptory, for cause, stipulated by party, etc.) for entry into the jury system. The seating plan must also provide for alternate jurors.

9. The proposed system shall allow prospective jurors who have not yet been sent to a courtroom to be sent first, and prohibit returning jurors from being sent back to the same case.

10. The proposed system shall have the ability to allow staff to redirect a juror or a panel to other cases, to return panels to the pool, to cancel a case/panel (with reason code), or to dismiss panels (complete his/her service).

11. The proposed system will prevent jurors being assigned to two cases at the same time.

V.   Juror Payment/Accounting Requirements

1. The proposed JMS shall contain all accounting fields required by the Court to perform jury payment functions.

2. The proposed system shall contain data tables configurable by the Court for per diem rates and mileage reimbursement rates by actual Juror's street address.

3. The proposed system shall be configurable to apply Court business rules for juror fees and mileage payments (current Court policy is that jurors do not receive fees or mileage payments for the first day of jury service; however, business rules can change).

4. The proposed system shall allow juror record payment adjustments for fees and mileage by authorized staff, based on roles or profiles assigned to Court employees. All adjustments must be recorded in the juror's history.

5. The system shall have controls to ensure that a juror is not allowed to be paid for jury service on more than one case at a time. It shall also ensure that jurors cannot receive duplicate payments for any given payment date.

6. The proposed system shall include all jury payment components required by the Court, including the creation of a Jury Payment Extract file. This file will be in conformance with existing Court formatting and layout requirements for interfacing into the State's financial system, Phoenix/SAP.

7. The Jury Payment Extract shall include the ability to run both regular and supplemental payments, which can be run based on a specific date or date range designated by Court staff.

8. The supplemental payment runs may require the ability to make payment adjustments or requests, which would be added to a juror's history as part of an audit trail.

9. The system shall provide an error or exception report for any juror payment record that exceeds the maximum amount.

10. The proposed system shall provide jury payment reports that interface with the Jury Extract File for reconciliation. The reports should be in a format accepted by the Court and may be configurable/customizable by the Court. They should also be exportable in Court specified formats (e.g. Word, Text, Excel, and PDF) and can be saved on a local or network drive. The reports must reflect correct amounts per Court business rules for Juror Payments. For example, current Court policy is that jurors do not receive fees or mileage payments for the first day of jury service, only for the second day and forward.

11. The system shall produce the following reports:

    a. Summary Report – summarizes jury payment separated by Case Type/Fund, and then Fees and Mileage. This report should be configurable to accept any range of payment dates. It should also validate the Jury Payroll Extract file generated at any given time.

    b. Detailed Report – reflects each juror's payment record, by Fees and Mileage payments. This report should be configurable to accept any range of payment dates. It should also validate any Jury Payroll Extract file generated at any given time.

    c. Supplemental Payroll Report – reflects supplemental payments made to jurors based on fees/mileage adjustments, or payment of fees/mileage previously waived by juror. This report should be configurable to accept any range of payment dates. It should also validate any Supplemental Jury Payroll Extract file generated for any given time period.

    d. Audit Logs / User Reports – the system shall generate a log or audit report reflecting all Court users of the system who conduct payment activities in the JMS. The report should detail the employee's name, the payment activity recorded, as well as identify any payment adjustments or overrides performed in the JMS by the employee. The adjusted juror's record/identifier and date of transaction should also be included.

    e. Any other report that may be required by the Court.

12. The proposed system shall allow all reports and logs to be printed to local and network printers.

VI.   System Administration & Security Requirements

1. The proposed system shall provide the ability to review and modify tables based on Court locations which may impact juror pay parameters.

2. The proposed system shall provide the ability for the system administrator to set the parameters to include, but not be limited to, FTA deferrals, deferral guidelines, re-summonsing exemption period, per diem amount and mileage amount.

3. The proposed system shall provide the ability to review and modify system maintenance tables.

4. The proposed system shall provide the ability to establish various levels of security groups (profiles) to accommodate the Court's unique operational requirements.

5. The proposed system shall provide an audit feature for tracking Court user activity.

VII.   Technical Specifications Requirements

1. Service provider's proposal to provide a brief high level summary and diagram of the proposed architecture, including system and network topology. Also, in the summary, a list of all equipment, hardware, software and infrastructure components must be included. Also, the Service provider will provide a detailed description of how the IVR system and an IWR system integrate with the proposed solutions. In addition, the service provider must provide a schematic drawing showing relationship and configuration of software and hardware devices that may be included in a Technical Design Document. Provide database schema with data dictionary, which may be included in Technical Design Document.

2. Support at least 200,000 summonses per year. Service provider's proposal shall include the JMS capacity thresholds (min/max) for scalability and expansion.

3. ~~Support the option of TDD terminals.~~ (removed 2/7/24 ER)

4. Support mobile devices, smart phones, tablets, etc.

5. Provide access to its features via API calls or web services.

6. Allow trial information updates from an SQL script, or stored procedure, etc.

7. Support all major Internet browsers which include, but not limited to Microsoft Edge, Google Chrome, Mozilla Firefox, and Apple Safari web browsers.

8. Provide security for web traffic with SSL Protocols acceptable to the Court.

9. Proposed desktop solutions must operate in Windows 7, 8 & 10 and as they become available.

10. Proposed server(s) operating system solution must be a Windows Server environment using Windows 2016 or higher version.

11. Proposed database solution must use SQL 2016 or higher version.

12. All proposed server applications must be certified to use VMWare 6.7 server virtualization or higher.

13. Proposed systems must be IP4/6 capable.

14. The vendor must provide business workflow of all proposed processes and enhancements.

15. Provide for a software and hardware setup in a production environment, as well as provide replicated/mirrored development and staging/testing environment.

16. Provide a system capable of large-scale data conversions from the Court's current system to the proposed system. Service provider's proposal shall describe in general terms how this will be accomplished (e.g. mapping of the metadata from the current Judicial Systems Incorporated (JSI) Juror Management System database schema to the new database schema).

17. Provide an internal paperless optimal solution using the Court's Document Management System. All scanned documents should be categorized and indexed automatically using advanced scanning processes.

18. Export data to external applications (.txt, .xml, .csv, Excel, Word, .pdf).

19. Provide "canned reports" as well as Court user-defined and generated customized ad hoc reports, using mainstream report generating software tools, such as Crystal Reports and SQL Server Reporting Services.

20. Provide the ability to allow the Court to write queries against the system's database to generate ad hoc reports, without compromising system response time.

21. Provide patch fixes and software upgrades at regularly scheduled intervals (to be determined by the Court and Service provider), at no cost to the Court.

22. Provide system availability and reliability 24 hours a day, 7 days a week, except for minimally scheduled down time for routine maintenance, as recommended by the Service provider and agreed to by the Court.

23. Provide an efficient, reliable system response time service with Court accepted response time from multiple court locations, and provide the capability to use up to 30 workstations, if necessary, to process jurors simultaneously.

24. Allow the Court to own and have unrestricted access to the data within the database, including a complete set of object and source code and system documentation for the jury system, subject to the Court entering into a confidentiality agreement with the Service provider.

25. Provide the functionality to archive all juror records on demand for a Court user-specified period of time, and allow historical access to archived records. The archive function will allow the Court users to select pools, juries, and other groups, and delete part of the database, retaining only a predefined portion of the juror's history. The archive function will also allow the Court user to move specified juror records to other storage media.

26. Provide the Court a comprehensive, final detailed system design configuration, including the proposed solutions, prior to the start of system installation, and in accordance with an agreed upon delivery schedule for review and approval by the Court.

VIII.   System Administration Requirements

1. Provide backup procedures integrated with the Court's present backup procedures and methodology. This procedure shall allow unattended, daily back-up of the database, without bringing down the system's database.

2. Provide the ability to schedule summons and postcard printing beyond regular business hours.

IX.   System Administration Training Requirements

1. Provide a training plan and training to ensure that Court's staff can adequately perform all basic system related administrative, diagnostic, and proactive management functions, within the proposed solution.

2. Provide detailed system documentation that describes all system administration functions.

3. Provide the Court with one (1) electronic copy each of the User's Manual and the Systems Administration Guide.

X.   Database Administration and Security Requirement

1. Describe the proposed system's access and security control, including the types of access permitted, to include Court user roles (i.e., support staff, management staff, and system administration staff).

2. Provide the ability to administer Court users, limit his/her functional access corresponding to his/her assigned Court location and job description. Only those functions accessible to the Court user are to be displayed on the screen.

3. Provide activity logs of all Court user activities within the system.

XI.   Service provider Response to System Problems

1. Provide implementation support and ongoing Production support, including without limitation telephone support, remote access support, or in-person support at the Court's location(s).

2. Provide documentation and instructions for recovering from a system crash or data corruption.

3. In the event of a system or database crash, provide database restoring procedures for immediate recovery following the restoration or correction of a hardware or software failure.

XII.   Warranty Service Response to System Problems

1. Warranty service shall include Service provider response to system problems in the following manner: Technical support service shall be available twenty-four (24) hours per day, seven (7) days per week.

XIII.   Service Response Time & Requirements

1. Response to major failure maintenance calls shall not exceed two (2) hours. Major Failure maintenance shall be defined as follows:

    a. The entire system is inoperative.

    b. There are two or more system re-boots of the application server or database server in a twenty-four hour period.

    c. Disruption in service to a single user of a material nature. Material nature shall mean the Court's operations are critically affected.

2. Response to a minor failure shall not exceed the next business day following the report. Minor Failure shall be defined as follows:

    a. A request for service when a major failure does not exist shall be deemed to be a minor failure.

    b. When a minor failure occurs, Service provider agrees to send qualified maintenance personnel, as required, to arrive at the affected Court facility within twenty-four (24) clock hours of request, 8:00 A.M. to 5:00 P.M. Pacific Time, Monday through Friday, excluding weekends and Court holidays.

    c. If Service provider successfully corrects a Minor Failure within the required response period remotely, and no Service provider on-site presence is required to restore the system to proper performance levels, the 24-hour on-site response requirement shall be waived.

3. In the event of a hardware failure, response shall mean Service provider's technician is physically at the Court's location.

4. In the event of a software failure, response shall mean the Service provider's technician/support representative may connect remotely to the servers to resolve the issue.

5. When a request for emergency service is received from the Court, Service provider agrees to send qualified maintenance personnel, as required, to arrive at the affected Court facility within two (2) hours of request, twenty-four (24) hours per day, and seven (7) days per week. If Service provider successfully corrects a declared emergency condition within the 2-hour response period remotely and no Service provider on-site presence is required to restore the system's to proper performance levels, the 2-hour on-site response requirement shall be waived.

6. In the event of a system emergency, the Service provider shall: (i) prioritize Court's emergency; (ii) escalate within the Service provider's technical and management organizations as necessary to resolve the emergency; (iii) use its best efforts to correct the emergency within four (4) hours from receipt of notice of such emergency; and, (iv) maintain continuous work until the emergency is corrected to Court's satisfaction. In the event that any emergency is not corrected by the Service provider within twelve (12) hours from receipt of notice, the successful Service provider shall replace that portion of the system causing such emergency with new items of equipment or software within twenty-four (24) hours from receipt of the emergency. Service provider will provide an escalation call list.

7. In the event the Service provider chooses to perform field repairs on defective equipment and such repaired equipment continues to experience repeated failures adversely affecting the system, the Service provider shall, upon Court's agreement, replace such defective equipment, rather than continuing to perform field repairs.

8. Should the condition require that Service provider "re-boot" the system or perform any action that could lead to a system "re-boot" or any other adverse condition, Service provider shall first notify Court IT Management and obtain permission before proceeding. This condition pertains to both "remote" and "on-site" conditions.

XIV.   Reporting Tool Requirements

1. Service provider shall describe the canned reports that are available to the Court. This description will include the type of report, the information provided in the report, the frequency of the report, the process to request the report, and the process used to deliver the report.

2. Provide real time and historical reporting tools.

3. Provide the capability for customized reports via report generating tools, such as Crystal Reports, and SQL Server Report Services.

4. Provide standard reports to:
    a. Estimating juror needs from source lists
    b. Estimating juror needs on a quarterly, monthly, weekly, and daily basis
    c. Providing the Court information regarding juror usage
    d. Providing the Court information for budgeting purposes
    e. Assisting the Court in defending a jury challenge
    f. Providing data to establish workload requirements that drive staffing needs and allocation
    g. Providing data establishing historical experience regarding exemptions, excusing, postponing, deferring, etc.
    h. Providing data for performance and outcome measures, such as jury yields, days of service, etc.

5. Service provider shall provide a list and samples of all reports, including the Annual Jury Survey report required by the California Judicial Council.

XV.   Support Kiosks currently available with the Court

The Court currently has one scanner from our current vendor. The Court currently has four non-jury, Court system connected kiosks. The Court is interested in addition to Jurors can scan their summons & check-in, to also fill-out questionnaire on the kiosks. The Court expects the Service Provider to utilize and support these Kiosks.