



# Judicial Council of California

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*Administrative Director of the Courts*

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## Date

August 8, 2013

## To

Hon. Laurie M. Earl, Co-Chair, Trial Court Budget Advisory Committee  
Mr. Zlatko Theodorovic, Co-Chair, Trial Court Budget Advisory Committee

## From

Hon. James E. Herman,  
Chair, Judicial Council Technology Committee

## Subject

Recommendation to the Judicial Council from the Judicial Council Technology Committee on replacing the Superior Court of California, County of Fresno's V2 Case Management System

## Action Requested

Please Provide Recommendation

## Deadline

August 15, 2013

## Contact

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AOC Information Technology Services Office (ITSO)  
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On behalf of the Judicial Council Technology Committee, I am forwarding to you as Chair of the Trial Court Budget Advisory Committee for your information, the Technology Committee's recommendation to the Judicial Council regarding the Superior Court of California, County of Fresno's Business Case on replacing their V2 case management system. The Judicial Council Technology Committee recognizes the advisory role of the Trial Court Budget Advisory Committee. The Judicial Council Technology Committee is looking for your committee's input prior to our making a final recommendation to the Judicial Council. We look forward to receiving the recommendations from your committee's August 14, 2013 meeting. We intend to consider those recommendations and make the Technology Committee's final recommendation to the Judicial Council prior to the council's August meeting.

Fresno Superior Court submitted a business case to the Judicial Council Technology Committee (JCTC) on replacing their case management systems. The Administrative Office of the Courts (AOC) Information

Hon. Laurie M. Earl and Mr. Zlatko Theodorovic

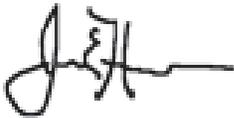
August 8, 2013

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Technology Services Office (ITSO) staff reviewed this business case and provided recommendations. The court updated the business case and presented both business cases to the JCTC on Monday, July 29. The JCTC requested the court update the business case to address our questions. The court updated the business case. AOC ITSO staff reviewed the updated business case and provided a summary of options for the JCTC to review at our follow up meeting on August 6, 2013. The JCTC recommendation (Attachment 2) from the August 6, 2013 meeting is included. It is clear that replacing the V2 case management system will be financially beneficial to the Judicial Branch. The Court provided an updated business case (Attachment 1) on August 7, 2013, noting that they are no longer seeking funding assistance to replace the Banner system.

Please let me know if you require further information.

Sincerely,



James E. Herman, Chair  
Technology Committee

JEH/jc

Attachments

cc: Technology Committee

Hon. Steven Jahr, Administrative Director of the Courts

Ms. Jody Patel, Chief of Staff, Administrative Office of the Courts (AOC)

Mr. Curt Soderlund, AOC Chief Administrative Officer

Mr. Mark W. Dusman, Chief Information Officer/Director, AOC Information Technology Services Office (ITSO)

Ms. Virginia Sanders-Hinds, Senior Manager, AOC ITSO

Ms. Jessica Craven, Senior Business Applications Analyst, AOC ITSO



# **Business Case**

**FOR**

**FRESNO SUPERIOR COURT  
CASE MANAGEMENT SYSTEM  
(CMS) REPLACEMENT**

**REVISION **DRAFT** (OPTION I B)**

**AUGUST 6, 2013**

## DOCUMENT REVISIONS

*Once the document is finalized, any subsequent changes must be noted in the table below, as described in the Revisions section of the General Standards document, which can be found in the following directory: <https://jccprojects.webexone.com/r.asp?a=12&id=44120>*

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**RELATED DOCUMENTATION**

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## APPROVALS

*Document review of this document and approval of the project by obtaining sign-offs in this section or providing a link to the repository in which electronic approvals (e.g., emails) are archived. A Business stakeholder should be included as one of the approvers and, for large projects approval must be obtained from the ITOC and ITSO Director.*

Name	Title	Signature/Link to Electronic Approval	Date

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## 1. OVERVIEW

CCMS V2 is maintained and supported by the judicial branch at an average annual cost of \$2.985 million. In addition, the court supports V2 at an average annual cost of \$510,084. Fresno Superior Court is asking for up to \$2,373,200 to cover the following costs for a case management system to replace CCMS V2 (Criminal and Traffic):

Software license fees	\$1,200,000
Professional Services	\$654,220
Conversion of Data	\$166,980
1 year License & Maintenance	\$252,000
Travel	\$100,000
<b>TOTAL</b>	<b>\$2,373,200</b>

### **Savings for the branch over a five year period will be \$8,413,587**

The judicial branch will have a break even return on investment in 2 years and 4 months. From that point forward, the branch will no longer have a financial liability tied to CCMS V2. It is expected the court could go live on the replacement for CCMS V2 in approximately 18 months from the start date of the project. Cost savings for the branch will begin at the 18 month point as the branch will not have to maintain and support V2. In addition, all other 57 courts will benefit if Fresno goes off CCMS V2 as funding of approximately \$3.0 million annually could be available to all other courts.

At this time (8/6/2013) we are asking the committee to only consider our proposal/business plan as it relates to the V2 replacement. We have made alternative plans for the replacement of Banner.

In addition the court will fund annual license and maintenance fees of \$756,000 for replacement CMS for years 3 through 5, and soft costs (existing staff resources assigned to the project), hardware, and software costs for this project estimated to be \$623,337 for a total cost of \$1,379,337. A summary of the funding request is shown below:

SUMMARY OF FUNDING REQUEST						
JUDICIAL BRANCH - 5 Years	Year 1 FY 2013/14	Year 2 FY 2014/15	Year 3 FY 2015/16	Year 4 FY 2016/17	Year 5 FY 2017/18	5 Year Total
One Time Deployment of V2 replacement CMS	\$1,060,600	\$1,060,600	\$0	\$0	\$0	\$2,121,200
1 Year Maintenance of V2 replacement CMS	\$0	\$252,000	\$0	\$0	\$0	\$252,000
<b>TOTAL BRANCH</b>	<b>\$1,060,600</b>	<b>\$1,312,600</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,373,200</b>
FRESNO SUPERIOR COURT - 5 Years (100% Court Funded)	Year 1 FY 2013/14	Year 2 FY 2014/15	Year 3 FY 2015/16	Year 4 FY 2016/17	Year 5 FY 2017/18	5 Year Total
1 Year Maintenance of V2 replacement CMS	\$0	\$0	\$252,000	\$252,000	\$252,000	\$756,000
Staffing (existing)	\$112,752	\$112,896	\$11,097	\$4,561	\$4,561	\$245,867
Hardware, Software, etc.	\$304,174	\$37,074	\$12,074	\$12,074	\$12,074	\$377,470
<b>TOTAL FSC MAINT &amp; SOFT COSTS</b>	<b>\$416,926</b>	<b>\$149,970</b>	<b>\$275,171</b>	<b>\$268,635</b>	<b>\$268,635</b>	<b>\$1,379,337</b>
<b>3 YEAR PROJECT COSTS</b>	<b>\$3,215,267</b>					
<b>5 YEAR PROJECTION</b>	<b>\$3,752,537</b>					

## 1.1 BACKGROUND

### Considerations made by Fresno Superior Court to mitigate situation

#### 1.1.1. California Case Management System V2 – Fresno is the only court on the system

In **2002**, the AOC embarked on the development of a single comprehensive case management system that would meet the requirements of the California courts and be configurable for courts of any size in the state, and that would include *interim* systems that would be supported to ensure smooth court operations until the new case management system would be deployed.

#### Key milestones

- At the request of the Superior Court of Alameda County's court executive officer, Alameda was selected as the pilot court for V2. Alameda later determined they were unable to participate and withdrew in 2005.
- In **2005**, we (Fresno Superior Court) communicated our need to replace a failing criminal and traffic case management system, COFACS. We joined the V2 program with the understanding other courts would also be deployed on V2.
- In July **2006**, V2 was deployed in Fresno County.
- In the first calendar quarter of **2007**, the decision was made to cancel deployment plans of the remaining V2 candidate courts and use the savings to accelerate the development and deployment of CCMS V4.
- In **2007**, subsequent to deployment, V2 experienced ongoing system performance and stability problems, negatively impacting daily court operations. Over the course of the year, software and hardware remediation measures were developed. Deloitte continued to work with the Fresno court and the AOC to fine-tune the V2 application. Stability issues were resolved by the end of the year.
- In **2008**, the AOC identified an opportunity for substantial cost savings, based on the transition of V2 maintenance and support from the Deloitte team to an AOC

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in-house team.

- In **2009**, the V2 maintenance and support transition was complete, after nine months of knowledge transfer, on-site training, and cutover. It was considered a successful collaboration.
- In December **2010** Fresno participated in a survey conducted by the Bureau of State Audits specific to CCMS.

#### **1.1.2. Readiness Assessment for CCMS V4 early adopter**

On **December 6, 2011**, the AOC launched a *CCMS Implementation Assessment* project with Fresno Superior Court. The purpose of the 12 week project was to develop a CCMS V4 adoption approach and plan and to determine the readiness of the Court to proceed with the plan. A final *Fresno CCMS Deployment Strategy* report detailing approach and plan for CCMS deployment in Fresno Superior Court was presented on February 28, 2012. The plan called for a 24 month deployment timeline. While an MOU was not executed, the court was verbally told we would be an early adopter of CCMS V4 – after San Luis Obispo.

In **February 2012** Fresno Superior Court was interviewed by representatives of Grant Thornton LLP in part to validate cost estimates for deployment of CCMS V4 to San Luis Obispo as an early adopter, as well as identify additional courts that could also be early adopters. Grant Thornton identified ten critical need courts that if CCMS V4 went forward should be early adopters. Fresno stood out as a definite choice because we were the only court on CCMS V2 and we had successfully completed Readiness Assessment for CCMS V4.

#### **1.1.3. CCMS V4 plug pulled**

On **March 27, 2012**, the Judicial Council voted to stop the deployment of CCMS V4 as a statewide technology project. The council directed the CCMS Internal Committee, in partnership with the trial courts, to develop timelines and recommendations to the Judicial Council to find other ways to use the CCMS technology and the state's investment in the software system, as well as develop new strategies to assist courts with failing case management systems.

#### **1.1.4. Maintenance and Support for CCMS V2**

With the deployment of CCMS V4 stopped, Fresno was no longer a candidate as a V4 early adopter. Maintenance and operations support for CCMS V2 is provided by the Information Technology Services Office (ITSO) of the AOC. This support includes legislative updates, defect remediation, software and hardware upgrades, interface testing with judicial partners such as DMV and routine support with forms, notices and reports.

On **July 11, 2012**, the Judicial Branch Technology Initiatives Working Group announced that it is sponsoring four workstreams to address the short-term critical technology needs for the branch. The workstreams are intended to leverage the expertise within the branch to develop roadmaps, recommendations, and master software and services agreements

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that can be used by the judicial branch. The four workstreams are: Technology Roadmap; Master Service Agreement/CMS RFP, E-filing and CCMS V2/V3 Maintenance.

The CCMS V2/V3 Maintenance workstreams objective is to determine how the judicial branch will support V2 and V3 courts. Fresno Superior Court's Technology Director, Mr. Brian Cotta serves as co-chair on this workstream.

In **October 2012**, the Judicial Council voted to allocate up to \$3,568,739 (FY 2012-13) of which \$510,084 comes from the court for the maintenance and support of CCMS V2. It was further stated, *"The delay in deploying the CCMS requires the existing support model for V2 and V3 programs to be reexamined. As noted above, funding is required on an annual basis to maintain and support V2 and V3."*

Fresno often heard comments about the amount of funds being spent to maintain "one" court. However, we should not be continually criticized and/or punished for a decision made by others to stop the deployment of CCMS V2 and later V4. It must be reiterated that Fresno was a team player with the judicial branch and although we were not the original court identified for V2, our dedicated staff willingly participated and put in thousands of staff hours - completely unaware we would be the only court on the system. Being the only court on V2 was not a Fresno Superior Court decision – it was a judicial branch decision, yet the spotlight is on Fresno.

On **October 1, 2012** Fresno Superior Court submitted an Application for Supplemental Funding to replace our legacy case management systems. However, the application was not accepted because we did not meet the criteria set forth of a negative fund balance in the current fiscal year.

On **October 24, 2012** a Judicial Branch Technology Initiatives Working Group and Stakeholder Reports meeting was held. Attendees included the Judicial Council Technology Committee, the Court Technology Advisory Committee (CTAC), and the Judicial Branch Technology Initiatives Working Group. The V2/V3 Maintenance and Support Workstream presentation included the following:

- Fresno **will seek** a new case management system and cease using V2 as soon as economically and operationally possible; at which time V2 should be decommissioned.
- In the interim, V2 should be maintained on a break/fix level only, including changes necessary to maintain compatibility with computer operating systems, related computer software and any changes in the law.

On **March 1, 2013** a Judicial Branch Technology Initiatives Working Group meeting was held. Again, V2 was mentioned in the V2/V3 Maintenance and Support Workstream presentation. However, the message was stronger:

- *Fresno **needs to** seek a new case management system and cease using V2 as soon as economically and operationally possible; at which time V2 should be decommissioned.*
- *In the interim, V2 should be maintained on a break/fix level only, including changes necessary to maintain compatibility with computer operating systems, related computer software and any changes in the law.*
- *Obstacle: Funding source(s) unknown at this time.*

#### 1.1.5. RFP 12-0109-CMS

As shown in the table below, Fresno issued a Request for Proposal to replace our legacy case management systems. With the exception of “Notice of Intent to Award” and “Execution of Contract” we have completed all of the key events.

No.	Key Events	Key Dates
1	Court issues RFP	11/20/2012
2	Deadline for bidders to register for Pre-Proposal (Q&A) Tele-conference	11/26/2012
3	Pre-Proposal Tele-conference ( <b>2:00 PM – 5:00 PM PDT</b> )	11/28/2012
4	Deadline for bidders to submit questions, requests for clarifications or modifications to Court	11/30/2012
5	Bidder’s Questions & Answers Posted on Court Website, <b>5:00 PM PDT</b>	12/04/2012
6	Vendor Solicitation Specifications Protest Deadline	12/05/2012
7	Proposal due date and time ( <b>4:00 PM PDT</b> )	01/09/2013
8	Court’s Clarifying Questions & Answers Due From Bidders	01/28/2013
9	Vendor Demonstrations and Interviews	02/06-08 2013
10	Posting of Non-Cost Scores on Court Website	02/12/2013
11	Public Opening of Cost Proposals	02/19/2013
12	Notice of Intent To Award	TBD
13	Execution of contract between vendor and Fresno Superior Court	TBD

Over a three month period, a thorough evaluation of four vendor proposals was conducted. A team of four evaluators (management, operations, technology and fiscal), reviewed and scored each vendor’s ability to meet the courts: terms & conditions, business functions, testing, configuration, training, integration, network/desktop, application/architecture/security, DMS, and E-filing requirements. This was followed by each vendor coming to Fresno for an on-site demonstration of their product. Lastly, a complete cost analysis and scoring was done for each vendor’s cost proposal.

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## 1.2 OPERATIONAL ALIGNMENT

This request aligns with the Judicial Council's Goal VI – to enhance the quality of justice by providing an administrative, technological, and physical infrastructure that supports and meets the needs of the public, the branch, and its justice system and community partners, and that ensures business continuity. Technology improvements such as a coordinated and effective case management system is a necessary tool that will better serve the citizens of Fresno County by providing access and the sharing of appropriate information with the public and other public and law enforcement agencies.

## 1.3 PROBLEM/OPPORTUNITY

### California Case Management System Version 2 (Criminal & Traffic) deployed in 2006.

#### Issues

- CCMS V2 is for a single court – Fresno Superior Court; all eyes are on Fresno and the judicial branch.
- CCMS V2 is expensive; in FY 2012-13 annual costs allocated were up to \$3,568,739; of which \$510,084 comes from the court for the maintenance and support of CCMS V2.
- V2 maintenance and support team is comprised of 11 consultants and 2 FTE ITSO staff.
- The consultant staff includes two developers, two testers, one applications architect, one operations architect, two database administrators, one service delivery manager, one network security analyst, and one application support analyst.
- Full time staff includes a manager and one team lead developer.
- All other 57 courts will benefit if Fresno goes off CCMS V2 as funding of approximately \$3.0 million annually could be available to all other courts.
- CCMS V2 is hosted at CCTC; Fresno Superior Court is more than capable of hosting a case management system and at a significant cost savings.

#### Opportunity

Fresno's proposal is an opportunity:

- To deploy a replacement CMS for an expensive single court V2 system;
- To take advantage and harness leading edge technology that will enable court staff to work more efficiently; critical in these times of reduced statewide funding and reduced staff;
- Judicial branch to get out of the maintenance and support business of CCMS V2;

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- A significant positive long-term cost saving effect on the judicial branch;
  - All other 57 courts to benefit if Fresno goes off CCMS V2 as funding of approximately \$3.0 million annually could be available to other courts.

With the high costs to run CCMS V2, Fresno believes this is a cost saving opportunity to replace V2. However, while Fresno Superior Court does not have a negative fund balance, we are still not in a position to fund the complete cost of a replacement CMS. Our fund balance at June 30, 2013 is estimated to be \$8,406,206 which will enable us to use some of the funds to pay for the maintenance costs of the replacement CMS. If the courts do not receive relief by way of restored cuts, our fund balance on June 30, 2014 is estimated at this time to be no more than the 1% allowed. We are not certain what formula will be used to get us to our 1% figure, but are estimating it will be \$330,000; not enough for one payroll period.

The court's share of the \$60 million in new funding is \$1,538,195; the court's share of unfunded employee health and pension benefit increases is \$2,359,880 leaving the court with a significant shortfall of (\$821,685). The net 2013-14 reduction for this court is (\$6,837,179).

#### **1.4 SCOPE**

Fresno Superior Court respectfully seeks funding in FY 2013-14 and FY 2014-15 up to \$2,373,200 in to enable the procurement of a replacement case management system to replace CCMS V2 (Criminal and Traffic). In addition the court will fund annual license and maintenance fees of \$756,000 for replacement CMS for years 3 through 5, and soft costs (existing staff resources assigned to the project), hardware, and software costs for this project estimated to be \$623,337 for a total cost of \$1,379,337. Because the maintenance and support costs of CCMS V2 is the most critical factor, we will work with the vendor to deploy the replacement for V2 (criminal and traffic) first. With a 24 month deployment, we felt 18 months was an adequate amount of time to keep V2 up and supported.

#### **1.5 BENEFITS**

In addition to the cost savings benefits already mentioned, other benefits to the court to replace V2 include:

- 1.5.1. Taking advantage and harnessing leading edge technology that will enable court staff to work more efficiently; critical in these times of reduced statewide funding and reduced staff.
- 1.5.2. New technology with clerk/judge session views; flexible and extensible framework; future-date based financial changes (critical to the court based upon what is necessary for us to do with current CMS); standard and custom defined code words.
- 1.5.3. Rapid (in court) Data Entry to enable clerks easier and faster data entry.

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- 1.5.4. Exhibit management – from courtroom to destruction.
  - 1.5.5. Rich DMS and E-filing built in systems.
  - 1.5.6. Clerk's Transcript (TAP) built in.
  - 1.5.7. Deficiencies noted in Appendix C will be resolved with replacement CMS.

See next page for Return on Investment for the branch in replacing V2 legacy system.

Confidential

JUDICIAL BRANCH - 5 Years					
	Year 1	Year 2	Year 3	Year 4	Year 5
	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Maintain current V2 CMS (Judicial Branch)	\$2,425,654	\$3,023,341	\$3,149,314	\$3,155,775	\$3,170,027
<b>5 Year Total</b>					<b>\$14,924,111</b>

JUDICIAL BRANCH - 5 Years					
	Year 1	Year 2	Year 3	Year 4	Year 5
	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
One Time Deployment of V2 replacement CMS	\$1,060,600	\$1,060,600	\$0	\$0	\$0
1 Year Maintenance of V2 replacement CMS	\$0	\$252,000	\$0	\$0	\$0
<b>TOTAL BRANCH</b>	<b>\$1,060,600</b>	<b>\$1,312,600</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>5 Year Total</b>					<b>\$2,121,200</b>
					<b>\$252,000</b>
					<b>\$2,373,200</b>

JUDICIAL BRANCH RETURN ON INVESTMENT					
	Year 1	Year 2	Year 3	Year 4	Year 5
	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18
Annual Cost	\$1,060,600	\$1,312,600	\$0	\$0	\$0
Elimination of V2 Maintenance	\$0	-\$1,311,671	-\$3,149,314	-\$3,155,775	-\$3,170,027
Prior Year ROI Carry over	\$0	\$1,060,600	\$1,061,530	-\$2,087,785	-\$5,243,560
<b>RETURN ON INVESTMENT</b>	<b>\$1,060,600</b>	<b>\$1,061,530</b>	<b>-\$2,087,785</b>	<b>-\$5,243,560</b>	<b>-\$8,413,587</b>

Break Even Point 2 Yrs 4 Mos

Note: Year 2 includes 6 mos V2 maint savings -\$1.511 mil and 4 mos ramp down costs + \$200K (cost provided by ITSO)

Year	Beg. of Year	Month 1	2	3	4	5	6	7	8	9	10	11	12	End of Year
1	\$ -	\$ 88,384	\$ 88,384	\$ 88,384	\$ 88,384	\$ 88,383	\$ 88,383	\$ 88,383	\$ 88,383	\$ 88,383	\$ 88,383	\$ 88,383	\$ 88,383	\$ 1,060,600
2	\$ 1,060,600	\$ 109,384	\$ 109,384	\$ 109,384	\$ 109,384	\$ 109,383	\$ 109,383	\$ (92,562)	\$ (92,562)	\$ (92,562)	\$ (92,562)	\$ (142,562)	\$ (142,562)	\$ 1,061,530
3	\$ 1,061,530	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,443)	\$ (262,442)	\$ (2,087,785)
4	\$ (2,087,785)	\$ (262,981)	\$ (262,981)	\$ (262,981)	\$ (262,981)	\$ (262,981)	\$ (262,981)	\$ (262,981)	\$ (262,981)	\$ (262,981)	\$ (262,982)	\$ (262,982)	\$ (262,982)	\$ (5,243,560)
5	\$ (5,243,560)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,169)	\$ (264,168)	\$ (8,413,587)

**TOTAL SAVINGS OVER FIVE YEARS = \$8,413,587**

**Fresno Superior Court  
Cost Benefit/Return on Investment**

	Year 1 FY 2013/14	Year 2 FY 2014/15	Year 3 FY 2015/16	Year 4 FY 2016/17	Year 5 FY 2017/18	Total Cost From TCTF
<b>Stay on V2</b>	\$ 2,425,654	\$ 3,023,341	\$ 3,149,314	\$ 3,155,775	\$ 3,170,027	\$ 14,924,111
JC Subsidy	\$ 1,060,600	\$ 1,060,600				\$ 2,121,200

<b>Deploy Tyler to replace V2 and Banner</b>						\$ 252,000
Deployment	\$ 1,060,600	\$ 1,060,600				\$ 2,121,200
Maint. & License		\$ 252,000				\$ 252,000
Ramp down		\$ 200,000				\$ 200,000
V2 Subsidy (above)	\$ 2,425,654	\$ 1,511,671	\$ -	\$ -	\$ -	\$ 3,937,325
<b>Total Cost to JC</b>	<b>\$ 3,486,254</b>	<b>\$ 3,024,271</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 6,510,525</b>

"Investment"	\$ 1,060,600	\$ 930	\$ (3,149,314)	\$ (3,155,775)	\$ (3,170,027)	
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(Break even point 2 Years 4 Months)

<b>Savings to TCTF Over 5-Year Period</b>						<b>\$ 8,413,587</b>
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## 1.6 OBJECTIVES

The specific objectives of this project are to:

- Provide positive long-term cost savings for the judicial branch with the decommission of CCMS V2, a single court system, by relieving the branch of the maintenance and support of V2 that will in turn reduce annual expenditures of \$2.985 million.
- Free up judicial branch funds of approximately \$3.0 million used annually to support CCMS V2 to benefit all other 57 courts in the State.
- Deploy a replacement CMS with products that include case management, financial management, E-filing, and DMS capabilities. One that is highly configurable, fully integrated and efficient with data flows that eliminate duplication of data entry.

## 1.7 FUNDING SOURCES

If the Judicial Council approves this funding request for up to \$2,373,200, the funding source will be the Trial Court Trust Fund. In addition the court will fund annual license and maintenance fees of \$756,000 for replacement CMS for years 3 through 5, and soft costs (existing staff resources assigned to the project), hardware, and software costs for this project estimated to be \$623,337 for a total cost of \$1,379,337.

Justice partners in Fresno County do not have integrated data exchanges, and unfortunately are unable to electronically interact. Therefore, integration with local justice partners is not part of this project.

The preferred vendor Tyler Technologies will cover the costs for court interfaces to DOJ, DMV, JBSIS and Sheriff warrant interface. However, we are unable to provide the dollar estimate of those interfaces.

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## 2. SOLUTION

### 2.1 RECOMMENDED

The recommended solution is to replace CCMS V2.

#### 2.1.1 DESCRIPTION

Fresno has taken several proactive steps to get off of V2 which include:

- A 12-week Readiness Assessment as a potential Early Adopter court for CCMS V4.
- Staff participation (Co-chair) in V2/V3 Workstream (Judicial Branch Technology Initiatives Working Group).
- Staff participation in Statewide Initiative for a Case Management System RFP.
- Staff participation in the evaluation and scoring of San Luis Obispo's RFP for a new CMS.
- Conduct a Request for Proposal for a new CMS; meeting all deadlines timely; reviewed three (3) potential vendors and their products; and are ready to move forward with a preferred vendor.

After careful and thorough review and analysis, the preferred CMS for Fresno Superior Court is Tyler Technology's *Odyssey Justice Suite*, a widely adopted nationwide commercial court case management system. Tyler has 30 years of experience with a strong corporate organization backing their product. Odyssey's product includes case management, financial management, E-filing, and DMS capabilities. It is highly configurable, minimizing the need for customization, and with our limited court technology staff - an important factor we considered. Odyssey is a fully integrated system, with data flows that eliminate duplication of data entry. With a staff vacancy rate of 20% and growing, this is a critical feature. Tyler is new to California, but committed to cover the costs associated with DOJ, DMV and JBSIS interfaces. Tyler is currently deploying a replacement CMS in San Luis Obispo and Kings Superior Courts, as well as been selected by the California Information Technology Managers Forum (CITMF) as one of three vendors to enter into a Master Services Agreement to offer technology solutions and pricing to courts statewide.

### 2.1.2 ADVANTAGES/DISADVANTAGES

CCMS V2 is maintained and supported by the judicial branch at an average annual cost of \$2.985 million. In addition, the court supports V2 at an average annual cost of \$510,084. Fresno Superior Court is asking for up to \$2,373,200 to cover the following costs for a case management system to replace CCMS V2 (Criminal and Traffic):

Software license fees	\$1,200,000
Professional Services	\$654,220
Conversion of Data	\$166,980
1 year License & Maintenance	\$252,000
Travel	\$100,000
<b>TOTAL</b>	<b>\$2,373,200</b>

#### **Savings for the branch over a five year period will be \$8,413,587**

The judicial branch will have a break even return on investment in 2 years and 4 months. From that point forward, the branch will no longer have a financial liability tied to CCMS V2. It is expected the court could go live on the replacement for CCMS V2 in approximately 18 months from the start date of the project. Cost savings for the branch will begin at the 18 month point as the branch will not have to maintain and support V2. In addition, all other 57 courts will benefit if Fresno goes off CCMS V2 as funding of approximately \$3.0 million annually could be available to all other courts. .

At this time (8/6/2013) we are asking the committee to only consider our proposal/business plan as it relates to the V2 replacement. We have made alternative plans for the replacement of Banner.

In addition the court will fund annual license and maintenance fees of \$756,000 for replacement CMS for years 3 through 5, and soft costs (existing staff resources assigned to the project), hardware, and software costs for this project estimated to be \$623,337 for a total cost of \$1,379,337. A summary of the funding request is shown below:

SUMMARY OF FUNDING REQUEST						
JUDICIAL BRANCH - 5 Years	Year 1 FY 2013/14	Year 2 FY 2014/15	Year 3 FY 2015/16	Year 4 FY 2016/17	Year 5 FY 2017/18	5 Year Total
One Time Deployment of V2 replacement CMS	\$1,060,600	\$1,060,600	\$0	\$0	\$0	\$2,121,200
1 Year Maintenance of V2 replacement CMS	\$0	\$252,000	\$0	\$0	\$0	\$252,000
<b>TOTAL BRANCH</b>	<b>\$1,060,600</b>	<b>\$1,312,600</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,373,200</b>
FRESNO SUPERIOR COURT - 5 Years (100% Court Funded)	Year 1 FY 2013/14	Year 2 FY 2014/15	Year 3 FY 2015/16	Year 4 FY 2016/17	Year 5 FY 2017/18	5 Year Total
1 Year Maintenance of V2 replacement CMS	\$0	\$0	\$252,000	\$252,000	\$252,000	\$756,000
Staffing (existing)	\$112,752	\$112,896	\$11,097	\$4,561	\$4,561	\$245,867
Hardware, Software, etc.	\$304,174	\$37,074	\$12,074	\$12,074	\$12,074	\$377,470
<b>TOTAL FSC MAINT &amp; SOFT COSTS</b>	<b>\$416,926</b>	<b>\$149,970</b>	<b>\$275,171</b>	<b>\$268,635</b>	<b>\$268,635</b>	<b>\$1,379,337</b>
<b>3 YEAR PROJECT COSTS</b>	<b>\$3,215,267</b>					
<b>5 YEAR PROJECTION</b>	<b>\$3,752,537</b>					

### Advantages of Tyler Technology Odyssey

- 2.1.2.1. Highest RFP Score = 95 (Technical and Cost)
- 2.1.2.2. Tyler is able to deploy a replacement CMS for CCMS V2 in 24 months.
- 2.1.2.3. Leading edge technology that will enable court staff to work more efficiently; critical in these times of reduced statewide funding and reduced staff. Examples include clerk/judge session views; judge's workbench session; flexible and extensible framework; future-date based financial changes; standard and custom defined code words.
- 2.1.2.4. Rapid (in court) Data Entry to enable clerks easier and faster data entry.
- 2.1.2.5. Exhibit management – from courtroom to destruction.
- 2.1.2.6. Rich DMS and E-filing built in systems.
- 2.1.2.7. Clerk's Transcript (TAP) built in.
- 2.1.2.8. During the on-site demonstration, Tyler team was able to answer every question; seemed to be the most advanced CMS we saw of all the demonstrations.
- 2.1.2.9. On-site demonstration resulted in a number of positive comments from judges, managers, supervisors, seniors and clerks.
- 2.1.2.10. Proposal was the most professional; did not have to search for responses; laid out well and in particular the timeline was easy to follow and reasonable in terms of deployment.
- 2.1.2.11. Numbers are accurate; costs well analyzed; no hidden costs.
- 2.1.2.12. Excellent response from their customers during reference check.

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2.1.2.13. Lastly, a crucial factor was the cost comparison and analysis among the proposed vendors; Tyler scored the highest in product pricing based on the following:

- Unlimited # of users - no per user fee.
- Lower vendor and staff hours required for deployment.
- No maintenance cost for year 1.
- Out of the box; not a lot of configurations saving court costs for staff time.
- No fee for email service.
- Clerk's Transcript (TAP) built in.
- Built in DMS.
- Annual fee for unlimited users is less expensive than alternate vendor; critical because these will be ongoing costs year after year.

### **Disadvantages of Tyler Technology Odyssey**

1. Tyler is new to California; currently deploying in San Luis Obispo (on schedule).
2. Tyler will cover the costs for California interfaces such as DOJ, DMV and JBSIS.
3. While Tyler is the highest first year cost deployment, it is important to note there is no maintenance fee for year 1, and the annual user fee which is for unlimited users is less expensive than alternate vendor - critical because these will be ongoing costs year after year.

### **2.1.3 COSTS**

Table 2.1.3.2. include costs for the 24 month deployment period, as well as maintenance and support through year 5.

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**2.1.3.1 ASSUMPTIONS**

Until V2 replacement is online, funding to maintain and support V2 will remain in place.

Until V2 replacement is online, the court and ITSO V2 team will continued to make legislative updates and/or fix critical breaks.

When replacement CMS comes online, there will be a 2 week parallel cycle of running V2 and replacement CMS to ensure accuracy of the new system.

After the 2 week cycle, V2 will remain online for another 30 days before the shutdown of hardware at CCTC.

Justice partner interfaces for Sheriff warrants, DOJ, DMV and JBSIS are included in preferred vendor's scope of work.

**2.1.3.2 COST TABLE**

**UPDATED 8/6/2013 - OPTON I B - V2 ONLY - NO BANNER**

**Recommended: Preferred Vendor Tyler Technologies Odyssey Case Manager**

One-Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Recommended
Staff (Salaries & Benefits)						
<b>Phase I - Project Planning</b>						
1 Project Manager	\$ 13,776	\$ 13,824	\$ 1,382			28,982
6 SME staff	\$ 10,080	\$ 10,080	\$ 1,008			21,168
4 IT staff	\$ 4,032	\$ 4,032	\$ 403			8,467
<b>Phase II - Design &amp; Development</b>						
1 Project Manager	\$ 26,928	\$ 26,976	\$ 2,698			56,602
10 SME staff	\$ 12,864	\$ 12,864	\$ 1,286			27,014
9 IT staff	\$ 15,360	\$ 15,360	\$ 1,536			32,256
<b>Phase III - Deployment</b>						
1 Project Manager	\$ 13,152	\$ 13,200	\$ 1,320			27,672
10 SME staff	\$ 10,800	\$ 10,800	\$ 1,080			22,680
8 IT staff	\$ 3,840	\$ 3,840	\$ 384			8,064
<b>Phase IV - Project Conclusion</b>						
1 Project Manager	\$ 1,920	\$ 1,920				3,840
Hardware Purchase	\$ 147,600					147,600
Software Purchase/Licenses-Infrastructure	\$ 131,574					131,574
Software Purchase/Licenses-CMS	\$ 600,000	\$ 600,000				1,200,000
Telecommunications						-
Contract Services						-
Software Customization-Conversion	\$ 83,490	\$ 83,490				166,980
Project Management-Professional Svcs	\$ 327,110	\$ 327,110				654,220
Project Oversight	12,500	12,500				25,000
IV&V Services	12,500	12,500				25,000
Other Contract Services						-
Total Contract Services						-
Data Center Services						-
Agency Facilities						-
Other-Travel	\$ 50,000	\$ 50,000				100,000
<b>Total One-time IT Costs</b>	<b>\$ 1,477,526</b>	<b>\$ 1,198,496</b>	<b>\$ 11,097</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,687,119</b>

Continuing IT Project Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Recommended
Staff (Salaries & Benefits)						
<b>Ongoing maintenance &amp; support</b>						
SME staff				\$ 3,374	\$ 3,374	6,748
2 IT staff				\$ 1,187	\$ 1,187	2,374
Hardware Lease/Maintenance						-
Software Purchase/Licenses-Infrastructure	\$ 12,074	\$ 12,074	\$ 12,074	\$ 12,074	\$ 12,074	48,296
Software Maintenance/Licenses-CMS	\$ 252,000	\$ 252,000	\$ 252,000	\$ 252,000	\$ 252,000	1,008,000
Telecommunications						-
Contract Services						-
Data Center Services						-
Agency Facilities						-
Other						-
<b>Total Continuing IT Costs</b>	<b>\$ -</b>	<b>\$ 264,074</b>	<b>\$ 264,074</b>	<b>\$ 268,635</b>	<b>\$ 268,635</b>	<b>\$ 1,065,418</b>

Summary Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Recommended
Total One-Time Costs	1,477,526	1,198,496	11,097	-	-	2,687,119
Total Continuing IT Project Costs	-	264,074	264,074	268,635	268,635	1,065,418
<b>Project Total</b>	<b>\$ 1,477,526</b>	<b>\$ 1,462,570</b>	<b>\$ 275,171</b>	<b>\$ 268,635</b>	<b>\$ 268,635</b>	<b>\$ 3,752,537</b>

\$ 3,215,267	3 Yr Prj Costs
\$ 842,067	FSC
\$ 2,373,200	JC

\$ 3,752,537	5 Yr Projection
\$ 1,379,337	FSC
\$ 2,373,200	JC

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**2.1.3.3 COSTS FOR EXTERNAL ENTITIES**

As shown in the table above, Fresno Superior Court will be responsible to pay the vendor's annual maintenance and license fees of \$252,000 for years 3 through 5. Fresno currently pays \$510,084 each year for V2 maintenance – therefore, in going with the preferred vendor, Fresno will save \$258,084 (50.5%) over current contract maintenance costs every year. The savings will certainly help the court mitigate other court operations costs. For the judicial branch – average annual costs are \$2.985 mil. (based on FY 2013/14 through 2017/18 annual cost projection); replacement of V2 will certainly relieve the branch of V2's annual financial burden and benefit all other 57 trial courts.

Justice partners in Fresno County do not have integrated data exchanges, and unfortunately are unable to electronically interact. Therefore, integration with local justice partners is not part of this project.

The preferred vendor Tyler Technologies will cover the costs for court interfaces to DOJ, DMV, JBSIS and Sheriff warrant interface. However, we are unable to provide the dollar estimate of those interfaces.

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## 2.2 ALTERNATIVE ONE

Do Nothing

### 2.2.1 DESCRIPTION

#### CCMS V2:

- This option would give the judicial branch and the court no alternative but to continue as the only court in the State on this CCMS version.
- To continue with CCMS V2 is expensive; in FY 2012-13 annual costs allocated were up to \$3,568,739; of which \$510,084 comes from the court for the maintenance and support of CCMS V2. Average annual costs are \$2.985 mil. (based on FY 2013/14 through 2017/18 annual cost projection).
- To continue with CCMS V2 all other 57 courts are denied access to approximately \$3.0 million annually that is used to maintain and support V2.
- To continue with CCMS V2 would ignore the comments of the Judicial Council on March 27, 2012 when it was stated, “V2 and V3 programs need to be reexamined.”
- To continue with CCMS V2 would ignore the work of the Judicial Branch Technology Initiatives Working Group established July 11, 2012 under the JC Technology Committee. One of the workstreams is CCMS V2/V3 Maintenance, to which a recommendation has been made on more than one occasion:

*Fresno should (needs to) seek out a new case management system, and separate from V2 as soon as economically and operationally possible; at which time V2 would be decommissioned.*

*The V2 CMS should be maintained on a break/fix level only and changes necessary to allow for compatibility with computer operating systems, related computer software and any changes in the law.*

*Obstacle: Funding source(s) unknown at this time.*

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## 2.2.2 ADVANTAGES/DISADVANTAGES

### Disadvantages of doing nothing by staying on CCMS V2 – Cost

- CCMS V2 is for a single court – Fresno Superior Court; all eyes are on Fresno and the judicial branch.
- CCMS V2 is expensive; annual cost to the judicial branch to maintain and support is approximately \$2.985 million. **To maintain V2 at the current funding level for five years - will cost the branch just under \$15.0 million.**
- V2 maintenance and support team is comprised of 11 consultants and 2 FTE ITSO staff.
- The consultant staff includes two developers, two testers, one applications architect, one operations architect, two database administrators, one service delivery manager, one network security analyst, and one application support analyst.
- Full time staff includes a manager and one team lead developer.
- All other 57 courts will benefit if Fresno goes off CCMS V2 as funding of approximately \$3.0 million annually could be available to all other courts.
- CCMS V2 is hosted at CCTC; Fresno Superior Court is more than capable of hosting a case management system and at a significant cost savings.

### Disadvantages of doing nothing by staying on CCMS V2 – Operations

While CCMS V2 has been stable – it still has far too many deficiencies that prevent it from being a robust and efficient case management system such as:

- Inability to enter Priors and Enhancements in criminal cases.
- Inability to print prison abstracts.
- No electronic DOJ reporting.
- Inaccurate Case Summary screen.
- Consolidated complaints/information cannot be entered into V2.
- Unable to enter warrant exceeding \$99,999,999.99.
- DUI macro must be used to distribute fines/fees correctly.
- Once cases are heard they are dropped from “calendar” list and we are unable to reprint past calendars.
- When new laws are implemented and monetary amounts are modified it can takes months to configure and test the implementation of fees in the V2 CMS.
- V2 does not interface with our DMS.

- 
- V2 does not have any work queues.
  - V2 currently does not allow for electronic filing.
  - V2 currently has no mechanism in place to identify all delinquent debt.
  - V2 currently does not have a web portal available for public access to case information online.
  - With V2 on an Oracle platform, we are limited to the amount of data mining and reporting Fresno IT staff can accomplish, making us reliant on AOC consultants to provide ad hoc or custom reports.
  - V2 is hosted out of the CCTC, controlled by the AOC. The court does not have any control or input in regards to hardware (servers/storage/etc.)

*See Appendix A for additional details related to CCMS V2 deficiencies.*

### **Advantage of doing nothing**

- In terms of fiscal responsibility, there is no advantage to doing nothing.
- In terms of operations efficiency, there is no advantage to doing nothing.

## **2.2.3 COSTS**

### **2.2.3.1 ASSUMPTIONS**

Not Applicable.

## 2.2.3.2 COST TABLE

UPDATED 8/6/2013 - OPTION I B - V2 ONLY - NO BANNER

Alt 1: Do Nothing

One-Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Recommended
Staff (Salaries & Benefits)						
<b>Phase I - Project Planning</b>						
1 Project Manager						-
6 SME staff						-
4 IT staff						-
<b>Phase II - Design &amp; Development</b>						
1 Project Manager						-
10 SME staff						-
9 IT staff						-
<b>Phase III - Deployment</b>						
1 Project Manager						-
10 SME staff						-
8 IT staff						-
<b>Phase IV - Project Conclusion</b>						
1 Project Manager						-
Hardware Purchase						-
Software Purchase/Licenses-Infrastructure						-
Software Purchase/Licenses						-
Telecommunications						-
Contract Services						-
Software Customization-Conversion						-
Project Management-Professional Svcs						-
Project Oversight						-
IV&V Services						-
Other Contract Services						-
Total Contract Services						-
Data Center Services						-
Agency Facilities						-
Other-Travel						-
<b>Total One-time IT Costs</b>	-	-	-	-	-	-

Continuing IT Project Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Recommended
Staff (Salaries & Benefits)						
<b>Phase I - Project Planning</b>						
1 Project Manager						-
6 SME staff						-
4 IT staff						-
<b>Phase II - Design &amp; Development</b>						
1 Project Manager						-
10 SME staff						-
9 IT staff						-
<b>Phase III - Deployment</b>						
1 Project Manager						-
10 SME staff						-
8 IT staff						-
Hardware Lease/Maintenance						-
Software Purchase/Licenses-Infrastructure						-
Software Maintenance/Licenses						-
Telecommunications						-
Contract Services						-
Data Center Services						-
Other-CMS Support-JC	\$ 2,425,654	\$ 3,023,341	\$ 3,149,314	\$ 3,155,775	\$ 3,170,027	14,924,111
Other-CMS Support-FSC	\$ 510,084	\$ 510,084	\$ 510,084	\$ 510,084	\$ 510,084	2,550,420
<b>Total Continuing IT Costs</b>	<b>\$ 2,935,738</b>	<b>\$ 3,533,425</b>	<b>\$ 3,659,398</b>	<b>\$ 3,665,859</b>	<b>\$ 3,680,111</b>	<b>\$ 17,474,531</b>

Summary Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Recommended
Total One-Time Costs	-	-	-	-	-	-
<b>Total Continuing IT Project Costs</b>	<b>2,935,738</b>	<b>3,533,425</b>	<b>3,659,398</b>	<b>3,665,859</b>	<b>3,680,111</b>	<b>17,474,531</b>
<b>Project Total</b>	<b>\$ 2,935,738</b>	<b>\$ 3,533,425</b>	<b>\$ 3,659,398</b>	<b>\$ 3,665,859</b>	<b>\$ 3,680,111</b>	<b>\$ 17,474,531</b>

**2.2.3.3 COSTS FOR EXTERNAL ENTITIES**

As shown in the table above, if we do nothing, the judicial branch would continue to pay on average \$2.985 million each year to maintain and support V2. To continue at the current funding level for five years will cost the branch just under \$15 million. All other 57 courts will benefit if Fresno goes off CCMS V2 as funding of approximately \$3.0 million annually could be available to all other courts.

To do nothing, Fresno Superior Court would continue to pay fees of \$510,084 each year for V2 maintenance – therefore, in going with the preferred vendor, with annual fees of \$252,000, Fresno will save \$258,084 (50.5%) over current costs. The savings will certainly help the court mitigate other court operations costs.

## 2.3 ALTERNATIVE TWO

Consideration of alternate vendor.

### 2.3.1 DESCRIPTION

Over a three month period, a thorough evaluation of four vendor proposals was conducted. A team of four evaluators (management, operations, technology and fiscal), reviewed and scored each vendor's ability to meet the courts: terms & conditions, business functions, testing, configuration, training, integration, network/desktop, application/architecture/security, DMS, and E-filing requirements. This was followed by each vendor coming to Fresno for an on-site demonstration of their product. Lastly, a complete cost analysis and scoring was done for each vendor's cost proposal. See Appendix B for comments of vendor proposals.

**FRESNO SUPERIOR COURT CMS RFP SCORE COMPARISON  
FEBRUARY 2013**

	Max. Points		ISD		Sustain		Tyler		/1 AMCAD
Business Requirements and Deployment Services	40		24		27		38		17
Terms & Conditions	30		24		27		28		20
Cost	30		5		10		29		0
<b>TOTAL SCORE</b>	<b>100</b>		<b>53</b>		<b>64</b>		<b>95</b>		<b>37</b>

/1 Disqualified due to insufficient response

With the exception of "Notice of Intent to Award" and "Execution of Contract" we have completed all of the key events. However, we have had to ask all proposed vendors for an extension of their offer; that extension is set to expire on September 8, 2013 and therefore we would like to issue a Notice of Intent to Award no later than August 30, 2013.

### 2.3.2 ADVANTAGES/DISADVANTAGES

Of the four vendor proposals, we were left to choose between Tyler Technologies or Sustain.

#### Disadvantages of Sustain eCourt

2.3.2.1. Score = 64 (Technical and Cost)

2.3.2.2. Concerns heard during demonstration:

- eCourt not deployed anywhere in California.
- eCourt Criminal module not deployed in California.
- eCourtPublic (public/LE portal) at demonstration showed a mock "Riverdale" county; appeared this was not yet real time deployed.

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- 2.3.2.3. At the demonstration vendor told us they had multiple eCourt deployments in progress: Placer, Sonoma, and Tulare. In checking with some of these courts, deployment was delayed.
- 2.3.2.4. Sustain's proposal was very vague in terms of deployment saying they would need to meet with us first. Without sufficient detail in their RFP response it was difficult for us to know what we would get and in what timeframe. Other areas of concern:
- Throughout proposal and on-site demonstration, it was clear court staff would be required to do the bulk of configurations; and
  - At the demonstration Sustain told us the amount of time to train Placer and Santa Barbara staff on "configurations" for traffic was 6 hours a day for 4-5 weeks.
- 2.3.2.5. At the time of our RFP, configuration was not completed in civil, criminal and traffic; yet the expectation was Fresno would use another court's configuration. Our concern is that most of the courts currently deploying are Sustain Justice courts – and are being configured to eCourt; Fresno is not on Sustain Justice. We question how we would take configurations from a court with a foundation of Sustain Justice – and then on to eCourt when we have no foundation in Sustain Justice. Our court would require "new mapping," but very little detail was provided as to how that would occur or how long it would take.
- 2.3.2.6. Another concern is Sustain is a “leased” CMS system - we would not purchase, thus we would be locked into leasing year after year.
- 2.3.2.7. Sustain is a per user license/maintenance based system (fees will vary based on number of users). Different fees were quoted (\$889/1003/\$821) and for 470 users. With a current vacancy rate of 20%, user fees will increase costs as we add staff.
- 2.3.2.8. Vendor is relying heavily on court staff to do conversion and configurations for Banner and V2.
- Total hours requested for Court staff: 28,406 hrs.
  - Total hours requested for Sustain staff: 14,154 hrs.
  - Total Sustain and Court requested hours were more than double the preferred vendor hours.
- 2.3.2.9. The timeline in the RFP response missed a number of components: i.e. which configurations our court would use, Gap analysis, DMS, Conversion, and E-filing. There was little detail for a testing plan, schedule or timeline.
- 2.3.2.10. No Clerk's Transcript (TAP) equivalency.
- 2.3.2.11. Vendor includes \$150 per hour for "Additional Statement of Work" services but does not include what they could be or # of hours.
- 2.3.2.12. Vendor includes \$200 per hour for "Service calls (non-bug fixes and Legislative updates)," but does not include what these could be or # of hours. FSC knows for certain there are major Legislative updates 1-2 times per year and therefore this is a very real unknown cost we will surely have to bear every year.
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The annual ongoing maintenance of the alternate vendor is 6.3% higher than the preferred vendor – every year. In addition, the alternate vendor quoted for 470 users – a low figure as we currently have a 20% vacancy rate, and we are certain the user fees quoted will increase as we add staff. The alternate vendor only leases their software – the Fresno Superior Court would not own the system, leaving the court vulnerable to unknown future costs. Our analysis showed the number of court staff hours requested for the alternate vendor was twice the preferred vendor. With a 20% vacancy rate, and growing every day, the court does not have the staff resources necessary to deploy the alternate vendor’s system.

### **Advantage of Sustain**

The only advantage is their first year deployment costs are lower than the preferred vendor. However, this is offset by the fact their maintenance costs for years 2 through 5 are higher than the preferred vendor. This is critical to pay attention to because these will be ongoing costs year after year and as mentioned above, we know this will increase because the proposal was quoted for 470 users and we have a 20% vacancy rate.

## **2.3.3 COSTS**

### **2.3.3.1 ASSUMPTIONS**

Not Applicable.

## 2.3.3.2 COST TABLES

UPDATED 8/6/2013 - OPTON I B - V2 ONLY - NO BANNER

Alt 2: Sustain

One-Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total Recommended
Staff (Salaries & Benefits)						
<b>Phase I - Project Planning</b>						
1 Project Manager	\$ 13,776	\$ 13,824	\$ 1,382			28,982
6 SME staff	\$ 10,080	\$ 10,080	\$ 1,008			21,168
4 IT staff	\$ 4,032	\$ 4,032	\$ 403			8,467
<b>Phase II - Design &amp; Development</b>						
1 Project Manager	\$ 26,928	\$ 26,976	\$ 2,698			56,602
10 SME staff	\$ 12,864	\$ 12,864	\$ 1,286			27,014
9 IT staff	\$ 15,360	\$ 15,360	\$ 1,536			32,256
<b>Phase III - Deployment</b>						
1 Project Manager	\$ 13,152	\$ 13,200	\$ 1,320			27,672
10 SME staff	\$ 10,800	\$ 10,800	\$ 1,080			22,680
8 IT staff	\$ 3,840	\$ 3,840	\$ 384			8,064
<b>Phase IV - Project Conclusion</b>						
1 Project Manager	\$ 1,920	\$ 1,920	\$ -			3,840
Hardware Purchase	\$ 147,600					147,600
Software Purchase/Licenses-Infrastructure	\$ 131,574					131,574
Software Purchase/Licenses	\$ 410,000					410,000
Telecommunications						-
Contract Services						-
Software Customization-Conversion	\$ 240,000					240,000
Project Management-Professional Svcs	\$ 821,550					821,550
Project Oversight	12,500	12,500				25,000
IV&V Services	12,500	12,500				25,000
Other Contract Services						-
Total Contract Services						-
Data Center Services						-
Agency Facilities						-
Other-Travel						-
<b>Total One-time IT Costs</b>	<b>\$ 1,888,476</b>	<b>\$ 137,896</b>	<b>\$ 11,097</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,037,469</b>
<b>Continuing IT Project Costs</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total Recommended</b>
Staff (Salaries & Benefits)						
<b>Ongoing maintenance &amp; support</b>						
10 SME staff				\$ 3,374	\$ 3,374	6,748
2 IT staff				\$ 1,187	\$ 1,187	2,374
Hardware Lease/Maintenance						-
Software Purchase/Licenses-Infrastructure		12,074	\$ 12,074	\$ 12,074	\$ 12,074	48,296
Software Maintenance/Licenses-CMS		410,000	\$ 410,000	\$ 410,000	\$ 410,000	1,640,000
Telecommunications						-
Contract Services						-
Data Center Services						-
Agency Facilities						-
Other						-
<b>Total Continuing IT Costs</b>	<b>\$ -</b>	<b>\$ 422,074</b>	<b>\$ 422,074</b>	<b>\$ 426,635</b>	<b>\$ 426,635</b>	<b>\$ 1,697,418</b>
<b>Summary Costs</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total Recommended</b>
Total One-Time Costs	1,888,476	137,896	11,097	-	-	2,037,469
Total Continuing IT Project Costs	-	422,074	422,074	426,635	426,635	1,697,418
<b>Project Total</b>	<b>\$ 1,888,476</b>	<b>\$ 559,970</b>	<b>\$ 433,171</b>	<b>\$ 426,635</b>	<b>\$ 426,635</b>	<b>\$ 3,734,887</b>

Per User license/maintenance will vary based on number of users; above cost based on a total of 470 users; with a current vacancy rate of 20%, we know the user fees quoted above will increase as we add staff.

## 2.3.3.3 COSTS FOR EXTERNAL ENTITIES

As shown in the table above, annual software maintenance begins in year 1. Fresno Superior Court would be responsible to pay the annual maintenance fee of \$410,000 to maintain the replacement CMS; over a five year period this would total \$1,640,000. This is 6% higher than the preferred vendor and only covers 470 users whereas the preferred vendor is for unlimited users.

## 2.4 SOLUTIONS COST COMPARISONS

### UPDATED 8/6/2013 - OPTON I B - V2 ONLY - NO BANNER

#### Fresno Superior Court CMS Replacement: Summary Comparison

	Tyler Technologies Odyssey Case Manager Recommended	Do Nothing Alt1	Alternate Vendor - Sustain Alt2
<b>One-Time Costs</b>			
Staff (Salaries & Benefits)			
<b>Phase I - Project Planning</b>			
1 Project Manager	28,982	-	28,982
6 SME staff	21,168	-	21,168
4 IT staff	8,467	-	8,467
<b>Phase II - Design &amp; Development</b>			
1 Project Manager	56,602	-	56,602
10 SME staff	27,014	-	27,014
9 IT staff	32,256	-	32,256
<b>Phase III - Deployment</b>			
1 Project Manager	27,672	-	27,672
10 SME staff	22,680	-	22,680
8 IT staff	8,064	-	8,064
<b>Phase IV - Project Conclusion</b>			
1 Project Manager	3,840	-	3,840
Hardware Purchase	147,600	-	147,600
Software Purchase/Licenses-Infrastructure	131,574	-	131,574
Software Purchase/Licenses	1,200,000	-	410,000
Telecommunications	-	-	-
Contract Services	-	-	-
Software Customization-Conversion	166,980	-	240,000
Project Management-Professional Srvs	654,220	-	821,550
Project Oversight	25,000	-	25,000
IV&V Services	25,000	-	25,000
Other Contract Services	-	-	-
Total Contract Services	-	-	-
Data Center Services	-	-	-
Agency Facilities	-	-	-
Other-Travel	100,000	-	-
<b>Total One-time IT Costs</b>	<b>\$ 2,687,119</b>	<b>\$ -</b>	<b>\$ 2,037,469</b>
<b>Continuing IT Project Costs</b>			
	<b>Recommended</b>	<b>Alt1</b>	<b>Alt2</b>
Staff (Salaries & Benefits)			
<b>Ongoing maintenance &amp; support</b>			
SME staff	6,748	-	6,748
2 IT staff	2,374	-	2,374
Hardware Lease/Maintenance	-	-	-
Software Purchase/Licenses-Infrastructure	48,296	-	48,296
Software Maintenance/Licenses-CMS	1,008,000	-	1,640,000
Telecommunications	-	-	-
Contract Services	-	-	-
Data Center Services	-	-	-
Other-CMS Support-JC	-	14,924,111	-
Other-CMS Support-FSC	-	2,550,420	-
<b>Total Continuing IT Costs</b>	<b>\$ 1,065,418</b>	<b>\$ 17,474,531</b>	<b>\$ 1,697,418</b>
<b>Summary Costs</b>			
	<b>Recommended</b>	<b>Alt1</b>	<b>Alt2</b>
Total One-Time Costs	2,687,119	-	2,037,469
Total Ongoing Costs	1,065,418	17,474,531	1,697,418
<b>Project Total</b>	<b>\$ 3,752,537</b>	<b>\$ 17,474,531</b>	<b>\$ 3,734,887</b>
	\$ 1,379,337	FSC	
	\$ 2,373,200	JC	

## 2.5 OTHER ALTERNATIVES

Not aware of any alternatives at this time.

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### **3. SCHEDULE**

#### **3.1 KEY DELIVERABLES**

With adequate funding - the plan to move forward includes issuing the Notice of Intent to Award, and entering into a contract with the preferred vendor. Once a contract is in place, Fresno Superior Court will meet with the vendor and put into place a 24 month deployment timeline with the following deliverables:

- Project/Deployment Plan
- Fit Analysis
- Infrastructure Analysis
- Standard Configurations
- Integration Analysis
- Testing Plan
- Training Plan
- Deployment (go live) in stages

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### 3.2 MAJOR MILESTONES

Once a contract with the preferred vendor is in place, the following major milestones will be completed as follows:

<b>Phase</b>	<b>Time to Complete</b>
Project/Deployment Plan	1-2 Months
Fit Analysis	3 Months
Infrastructure set up	2 Months
Standard Configurations	1-2 Months
Testing	Throughout phase
Initial Training	3 Months
Integration	4-5 Months
Testing	Throughout phase
Deployment (go live) in stages	
Criminal and Traffic (V2) specific configuration	3 Month
Data conversion	9 Months
Testing	Throughout deployment
Follow up Training	Continuous

#### 4. RISKS AND MITIGATIONS

Risk	Mitigation
<p>There is a detailed implementation plan that covers a 24 month period. A potential risk is the implementation could take longer due to unforeseen situations such as inadequate vendor or court staff resources.</p>	<p>Within the detailed plan are 4 phases. Within each phase are numerous ‘stopping’ points to test, stage and enter into production a particular phase. There are also ‘deliverables’ set. The court will have an executive steering committee overseeing the project. The court and vendor has each assigned a project manager and team that will report to the steering committee. Every effort will be made by the steering committee, project manager and team to follow the timeline in the plan. It is anticipated the vendor and court will keep each other continuously informed about issues and by doing so, both will be in a position to mitigate issues as they arise.</p> <p>If the issue is inadequate vendor or court resources, we would make a strong effort to ensure enough resources are available by consolidating operations duties and freeing up court staff to assist in the implementation. We would ask the same of the vendor.</p>
<p>This is an ‘out of the box’ CMS and with that comes the potential risk of managing change. In addition components such as configurations could take longer than expected, or a function V2 currently has – the replacement CMS does not.</p>	<p>We are going from a unique (single court) CMS to a well-established one and understandably it will be necessary to change some of the court’s business practices to take full advantage of the replacement CMS functionalities. Court Executive staff has agreed this may be necessary and has in place a process for change management. In addition, staff training will play a major role.</p>
<p>There is a potential risk that when the V2 replacement CMS comes online, data issues may emerge.</p>	<p>The replacement for V2 is projected to take 18 months. Included in the project is a ramp down plan to take V2 offline. There will be a 2 week parallel cycle of running V2 and replacement CMS to ensure accuracy of the new system. After the 2 week cycle, V2 will remain online for another 30 days before the shutdown of hardware at CCTC.</p>

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**5. GLOSSARY**

Term	Description

**APPENDIX A: DETAILS OF CCMS V2 DEFICIENCIES**

## APPENDIX B: VENDOR PROPOSAL COMMENTS

### FRESNO SUPERIOR COURT CMS RFP SCORE COMPARISON FEBRUARY 2013

	Max. Points	ISD	Sustain	Tyler	/1 AMCAD
Business Requirements and Deployment Services	40	24	27	38	17
Terms & Conditions	30	24	27	28	20
Cost	30	5	10	29	0
<b>TOTAL SCORE</b>	<b>100</b>	<b>53</b>	<b>64</b>	<b>95</b>	<b>37</b>

/1 Disqualified due to insufficient response

AMCAD submitted a proposal but was disqualified due to insufficient response to RFP, even after clarifying questions were sent to the vendor. They received a preliminary score of 37.

ISD submitted a proposal. Comments regarding this vendor follow:

1. Score = 53 (Technical and Cost)
2. A major concern during the technical review was the timeline for deployment seemed too short with not enough time calculated to complete all aspects of a CMS deployment. The timeline was extremely difficult to read (tiny font and poor print quality).
3. During the onsite demonstration vendor corrected implementation schedule and in doing so the deployment went from 20 to 34 months. With the correction adjusted to 34 months, we questioned if the time for both ISD and court staff was stated accurately in the RFP; and if the project would come in on time and within budget.
4. ISD's product is a per user license/maintenance based fee platform (fee will vary based on # of users); with a current vacancy rate of 20%, we know the user fees quoted will increase as we add staff.
  - a. Per user license based fees (\$114 per user).
  - b. Per user maintenance based fees (\$780 per user increases each year from \$780 first year to \$828 per user in Year 5 - average cost per user - \$798).
5. There were numerous spreadsheet calculation errors throughout all spreadsheets; including column calculations and column totals. In addition, although they had Attachment 15 which showed we had 429 staff; 53 judges; 950 workstations – ISD quoted for only 135 users for each Banner and V2. Of concern is by them quoting a lower user number, their bid is lower, but incorrect. It would really be underpriced and not accurate to what the true cost would be and with this being a per user fee based

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platform - we will be charged for every user and 135 users is an extremely low number when we stated we had 429 staff. In correcting errors and recalculating for 470 users our figures showed this bid underpriced by \$845,414.

6. Costs for both Banner and V2 were identical as though copied without true analysis, making it difficult to ascertain if project will come in on time and within budget.
7. The project management hours were identical to vendor SMEs hours as though no analysis was done for a true deployment.
8. The reports module appeared to not be 'ad hoc'. Their RFP response showed 21 pages of pre-set reports; for efficiency, we need the ability to run 'ad hoc' reports. In addition, ISD reports use Crystal; we use Active Reports.
9. ISD does not support File Net; our RFP clearly stated this is our DMS platform.
10. ISD is an Oracle shop only; no SQL – we use SQL.
11. The Clerk's Transcript module cannot be sent electronically so it would be useless to us.
12. It was unclear to us if the E-file module was an ISD in-house tool thereby potentially limited use.
13. ISD uses old technology; driven by lots of code entry like Banner Courts 4.1.
14. Reference checks were completed.

With the calculation errors; incorrect number of users quoted (too low) and deployment timeline off considerably (too few months) – we deemed the vendor to be non-responsive and not an option for the court.

V-2 Deficiency	Impact of Deficiency	Benefits of getting it resolved
<p><b>Operations</b></p> <p>Inability to enter Priors and Enhancements in Criminal Cases</p>	<p>Upon implementation of V2 the Court was advised that priors and enhancements could be added to CMS however it was considered an "enhancement". Currently V2 does not allow for the entry of priors and enhancements. Currently our minute orders reflect that the defendant admits prior(s) and enhancement(s). It does not state the specific prior or enhancement admitted. Where there are multiple priors and enhancements alleged the change of plea form may only reflect admission of one prior or one enhancement causing an inaccurate recording of what occurred on the record. Not having this information on the CMS can cause an unauthorized sentence or may not allow the court to impose the maximum sentence.</p>	<p>Entry of the priors and enhancements into this CMS will allow the minute order to reflect an accurate account of what occurred on the record without ordering a Court Reporter Transcript. The minute orders that are sent to probation along with a copy of the change of plea form will allow probation to recommend that maximum sentence for consideration by the Judge. The Clerk can prompt the Judge at sentencing when an admitted prior or enhancement is not disposed. Another benefit would be that Prison abstract can be pulled from the CMS saving the Court duplication of work to prepare the abstract.</p>
<p>Inability to print prison abstracts</p>	<p>Due to priors and enhancements not being entered into V2 we are unable to print prison abstract from the CMS. Causing additional resources to prepare each prison commitment.</p>	<p>With the limited resources available to Court due to the Statewide Fiscal Crisis. Staff would not need to duplicate work. The time spent manually typing out prison abstracts can be used to work on other priority work.</p>
<p>No Electronic DOJ Reporting</p>	<p>Upon each arrest of a defendant a JUS8715 is produced. The Court is mandated to report a disposition of each arrest within 30 days. Since we do not have a DOJ interface our court manually completes the final disposition to DOJ. It takes 3-5 minutes to complete a JUS8715 and 5-8 minutes to complete a subsequent action form. We are not currently in full compliance in reporting the interim dispositions due to the time constraints (bench warrants, suspensions of proceedings, diversions, etc.). We are only reporting final dispositions to DOJ.</p>	<p>Additional after court time will not need to be spent manually filling out JUS8715 forms and creating copies. We will also be in full compliance in reporting interim dispositions and revocations timely. Defendants CLETS disposition will also be current.</p>
<p>Inability to enter Defaulting Witnesses/Body Attachments</p>	<p>We are unable to produce a minute order with the witnesses' information. Currently jail notices are manually redacted to reflect witness information or a manual (COFACS) minute order is prepared and information entered under the defendant information in TEXT code.</p>	<p>Save staff time and insure jail receives appropriate information for release or hold. V2 would also reflect an accurate account of the events.</p>
<p>Jail Warrants</p>	<p>Jail Warrants were unable to be transmitted to the FSO Warrant Department electronically. The jail warrants were manually typed and hand delivered to the FSO Warrant Department for activation.</p>	<p>Work around created in March of 2013.</p>

<b>V-2 Deficiency</b>	<b>Impact of Deficiency</b>	<b>Benefits of getting it resolved</b>
Inaccurate Case Summary Screen	The Case Summary Screen does not capture all disposition updates in regards to prison, state hospital commitments and MSR revocations and split sentences (LPO/MSR). At times the fiscal information is not accurate. We had to place a disclaimer in V2 stating that the Summary screen is not accurate. This issue causes additional inquiries to our staff from the public and JP's seeking clarification or validation of the true status of the case.	If the summary could be utilized it would be efficient for the public and JP's to access their status. Otherwise they read the entire docket report and interpret the outcome or status of case. This again will save court resources in not having to answer their questions.
Inability to print minute orders for missing complaints	Currently V2 is unable to print minute orders due to no case number or alleged charge information for missing complaints. Staff is preparing word minute orders to distribute in court and also making appropriate entries in V2. Charges are not entered because there is no way to mask the information for the public.	Save staff time. Will not be completing double work.
Amended Complaint	When an amended complaint is filed, the data entry clerk has to exit "Courtroom" after saving up to a certain point on the minute order and add the amended complaint in case maintenance. The Courtroom applets is then retrieved and the remainder of the minute order is entered. The process is tricky and time consuming and causes a lot of errors. This work around was created so the docket report can capture an accurate account of what occurred in court and also for JBSIS stats to counted correctly.	
Consolidated complaints/information cannot be entered into V2.	Consolidated complaints/information cannot be entered into V2. The manual work around is a TEXT code and then the data entry clerk enters the document as an amended complaint/information thru case maintenance. The Data Clerk then retrieves the courtroom applet and suppresses information so the minute order can reflect a true account of the events. This is time consuming and delays productivity.	
True Name finding	When a true name finding is made on the record the docket code was modified to a text code due to person maintenance errors. The data entry clerk now has to update person maintenance manually and then update the case maintenance screen prior to printing minute orders causing a delay in distribution.	

V-2 Deficiency	Impact of Deficiency	Benefits of getting it resolved
PC1203.4 Dismissals/Overage Report	When a case is dismissed pursuant to PC1203.4 all previous fees paid will generate an overage on the case. V2 identifies the dismissal as a true dismissal and applies a credit. Each case has to be reviewed to insure a refund is not generated in error. To remove the overage the money is entered manually using maintenance fees; followed by a work order to deny the check.	Possible fix implemented April 2013
Minute Orders can not electronically be sent to Justice Partners. V2 is capable of setting up a PDF format to send to agencies.	Currently minute orders, jail notices and fiscal notices are printed and distributed to justice partners at each hearing. Additional notices are printed upon disposition and when referrals are made to probation and the jail. When a plea is entered a copy of the change of plea form is also copied and sent to probation.	Cost saving measures for the court to reduce paper and toner cost along with saving court and justice partners staff time for distribution. Also a timely reporting of case disposition for all partners.
Unable to enter warrant exceeding \$99,999,999.99	Warrants exceeding \$99,999,999.99 are manually typed and forwarded to FSO Warrants for activation, causing additional work and potential errors.	
V2 creates an internal warrant number which is transmitted to the FSO warrant Department.	When a warrant is entered in to the V2 CMS the system creates an internal warrant number which is transmitted electronically to the FSO Warrants Department in addition to the case number. Often times the internal warrant number was provided by the arresting agencies instead of the case number. This causes defendants to be cited with an incorrect case number. This results in incorrect cites and JUS8715 being generated and submitted to the Court. Court staff then must search all of the defendants cases in V2 to identify where to apply the form and/or cite. This is a time consuming process. In addition, when staff can not determine where to apply the forms they are returned to the arresting agency for correction, causing delays in the processing of the JUS8715 to the DOJ.	The Court can utilize its limited resources to complete backlog in other high priority areas. Convictions will also be reported to the DOJ timely.
Public Defender Relieved, Private Attorney appointed and then relieved. 3rd Attorney appointed will not print on worksheet or calendar.	When a Public Defender is relieved and a Private Attorney is appointed and then later relieved when the court staff updates the third appointment of a public defender or attorney the entry will save. However the attorney will not appear on the calendar nor on the worksheet. A manual fix is done in the case maintenance screen to correct the issue, causing more staff resources to duplicate work and increases the error rate.	The Court can utilize its limited resources to complete backlog in other high priority areas. Calendar and worksheets will also be accurate and will not delay court proceedings.

V-2 Deficiency	Impact of Deficiency	Benefits of getting it resolved
Non-Case Payment	Multiple certified copies can not be collected on one transaction. Money is placed in overage in the overnight process. The workaround is to take separate transactions delaying counter productive, increase error rate and impacting excessive time spent with customers.	The Court can utilize its limited resources to complete backlog in other high priority areas and also provide more efficient customer service.
DUI Macro must be used to distribute Fine/Fees correctly.	DUI Macro must be used to distribute Fine/Fees correctly. When inputting a DUI sentence in V2, Data entry must use the DUI macro to blow in the appropriate codes or it will not distribute the fines/fees correctly behind the scenes. This is a known defect in V2 however no one can explain why this occurs on DUI sentences. This is a lengthy process and has a higher risk of errors.	
Calendar Transfers	Calendar transfers will error when a defendant has multiple cases which does not allow for a mass transfer. To correct the error hearings are manually vacated and entered individually into V2 resulting in more staff resources.	The Court can utilize its limited resources to complete backlog in other high priority areas.

V-2 Deficiency	Impact of Deficiency	Benefits of getting it resolved
<b>REPORTS</b>		
Cash Bail/Trust Reports (Fiscal)	There are no date parameters therefore, V2 has difficulty balancing Trust Accounts, which causes the report to be ongoing. You can not go back and rerun a specific date parameter. As a workaround the Fiscal Department runs a Daily Activity Report each morning and saves the report on the G: Drive.	
Calendars (Criminal/Traffic)	Once cases are heard they are removed from the calendar list and placed on a Hearing Held Report. The Hearing Held Report does not capture all hearings held causing an inaccurate report. The CMS should be able to reproduce a calendar and also have the capabilities to show what cases have not yet been heard. Because this is not working additional staff have been assigned to review cases and scan calendars to memorialize the day.	
Bail Bond Register (Criminal)	The Court is responsible for printing a yearly bond register. V2 is unable to print a bond register for all bondsmen with specific data parameters. Currently you can only run a report in combinations.	We will be in compliance to provide a Master list that includes all bond agencies and bond numbers.
Overage Reports (Fiscal)	Once reconciled the cases do not drop off.	Saving staff time of reviewing cases that have already been worked on but remain on report.
Case and Fund Distribution Report (Fiscal)	This report does not have a search criteria to locate specific fee code. Accounting manually reviews days of reports to locate criteria when an error detected. Time spent locating fee code can vary from half an hour to several hours depending on how common the fee code.	Reduce staff time in looking for fee codes.
Fiscal Report	Ability to calculate percentage off of the total amounts collected by Collection Office, Credit Cards, scanned check payments. Accounting would like to streamline manual process if possible.	
DMV Error Reports (Traffic/Criminal)	When case is corrected or the activity is completed the case should fall of the report. This causes additional work because the case does not drop off and staff review the case for errors .	

V-2 Deficiency	Impact of Deficiency	Benefits of getting it resolved
<b>FISCAL</b>		
New Laws	When new laws are implemented and monetary amounts are modified it can take months to configure and test the implementation of fees in the V2 CMS. Because this process requires programming the Court must rely on the AOC for the modifications. Fiscal often times must manually modify fee tables for implementation.	We would be in able to implement new laws sooner.
Cash bail transfers	Cash bail transfers are currently docket code driven in V-2. This causes a problem especially when data staff enters applicable docket codes causes monies to be misapplied/reapplied or modified causing accounting nightmares to balance fines/fees. If errors are not caught the same date as entry and data entry staff corrects at a later time it increases the error rate; distribution of monies are sent to incorrect agencies. Example: In order to correct one transaction it can take five-ten docket codes causing additional misapplied/reapplied to correct monies. In addition, monies that were distributed in error to incorrect agencies cannot be returned once distributed. Accounting has to wait until additional monies are collected to distribute to the correct agency.	
Case Payment History Screen	The misapply/reapply information of the Case Payment History Screen is convoluted. The audit trail is difficult to determine if a refund is due.	
Updating Bail Distribution and Penalty Assessment Tables	Updating the Bail Distribution and Penalty Assessment Tables are time consuming. There is no search function. 100-1000 different combinations are searched manually to find the applicable table.	

<b>V-2 Deficiency</b>	<b>Impact of Deficiency</b>	<b>Benefits of getting it resolved</b>
<b>APPEALS</b>		
Electronic submission of the Clerk's Transcript	V2 currently does not have this function. The Court needs to use a stand alone program (TAP) to scan, organize and submit the Clerk's Transcript electronically to the 5th District Court of Appeals. These documents are not interfaced into V2. The scanned documents can only be accessed by the Appeals Department (limited access).	Having the ability to submit the Clerk's Transcript from V2 would free up staff to do other functions.
<b>EXHIBITS</b>		
No exhibit module	Currently V2 does not have an Exhibit Module. This work is currently a manual process with handwritten logs, excel sheets for the purpose of receiving, tracking, inventory and destruction of exhibits.	The Court can utilize its limited resources to complete backlog in other high priority areas.
Exhibit Work queues	Exhibit currently has no work queues in V-2 to track on a specific case with retention time line for case types and proceedings. Staff need to manually review.	Increase exhibit room inventory and insure destruction is performed timely.

<b>V-2 Deficiency</b>	<b>Impact of Deficiency</b>	<b>Benefits of getting it resolved</b>
<b>Document Management System (DMS)</b>		
DMS (Traffic)	V2 does not currently interface with our DMS. Currently we are scanning every traffic citation into the a traffic repository. However, staff needs to exit the V2 CMS to retrieve the document from the DMS, which causes delays.	Having the DMS interfaced with V2 would allow the Court to be more efficient by accessing one CMS for all of its needs.
DMS (Criminal)	V2 does not currently interface with our DMS. Documents currently scanned by the Criminal Document are limited to specific court orders. They are stored in the criminal repository and can only be accessed by Supervisory Staff. This causes a delay in retrieving those documents electronically.	Having the DMS interfaced with V2 would allow the Court to be more efficient by accessing one CMS for all of its needs.
DMS (Fiscal)	V2 does not currently interface with our DMS. Fiscal would like the ability to scan and tie refund request to the CMS. This will result in better auditing and accounting of fine and fees.	Having the DMS interfaced with V2 would allow the Court to be more efficient by accessing one CMS for all of its needs.
<b>Work Queues</b>		
Work Queues	Aside from the Event Manager (Collections) V-2 does not have any other work queues. Currently we need to assign staff to ensure that all cases have been processed and that all appropriate steps/processes have been taken. If we had work queues set up with the applicable rules it would automatically provide reports of cases that have not been process.	Having work queues will benefit all operational areas and not only reduce our error rate, it will also provide us the ability to audit workloads and utilize our staff in other areas.
<b>Flags</b>		
Flags	Ability to maintain settings of pop-up boxes. Example: When fines/fees are paid in full the payment should remove the flag that the case is in collections.	

<b>V-2 Deficiency</b>	<b>Impact of Deficiency</b>	<b>Benefits of getting it resolved</b>
<b>Electronic Filing</b>	<p>V2 currently does not allow for electronic filing. Criminal complaints are physically filed in the Clerk's Office. Documents are manually stamped, signed and assigned a case number when filed. The complaint is then manually entered into V2. With the closure of the Outlying Courts, Law Enforcement Agencies now physically travel to the Central Court to file their complaints before the close of the business day (4:00 p.m.). This has increased the volume of cases that need to be entered for hearings the following business day.</p>	<p>Due to the recent OD closures the ability to receive electronic filing will greatly assist the Law Enforcement Agencies traveling from remote cities as well as create efficiencies for the Court.</p>
<b>Collections</b>		
<p>Delinquent Debt</p>	<p>Currently V-2 has no mechanism in place to identify all delinquent debt. The AOC'S Enhanced Collections Program identifies delinquent debt as any payment taken on a case that is at least one day past the due date. We are only able to identify monies that have been taken once a case has been sent to collections which makes us not compliant with the collection guidelines.</p>	<p>Being able to identify all true delinquent debt would allow us to properly report and be in compliance with the Collection Guidelines.</p>
<p>Collection Module</p>	<p>V-2 Collection module is limited to an internal collection process which is not functioning for Fresno. A manual process is used to identify, collect and send delinquent cases to a third party collection vendor . Because the module is not functioning, any financial information the Court possesses cannot be utilized by the 3rd party vendor due to the inability of V-2 to input and store the information separate from the case.</p>	<p>If the collection module was functioning, more information could be gathered and forwarded to our 3rd Party Vendor to increase their collection efforts and our revenue.</p>

<b>V-2 Deficiency</b>	<b>Impact of Deficiency</b>	<b>Benefits of getting it resolved</b>
<p><b>Web Portal</b></p> <p>Web Portal</p>	<p>V2 Currently does not have a Web Portal available for Public Access to case information on-line. Because we do not provide this option we are inundated with customers on the phone and at our Clerk's counters.</p>	<p>If this information was readily available on-line it would reduce the amount of customer inquiries and provide our customers with hands-on information pertaining to their case and address their immediate needs.</p>

**Judicial Council Technology Committee Recommendation to the Judicial Council:  
Fresno Case Management System Replacement**

The Superior Court of Fresno County has demonstrated an immediate need to replace both the V2 and Banner case management systems. The replacement of V2 provides the branch the opportunity for \$3 million in annual savings, while replacement of the court's Banner system addresses the high risk of system failure and vulnerability for loss of hosting support by the County.

The Technology Committee recommends the Judicial Council approve funding from the Trial Court Trust Fund, up to \$2,373,200, for the Superior Court of Fresno County to replace their V2 case management system.

Funding distributed to the Fresno Court from the Trial Court Trust Fund, for systems replacement, will be contingent upon the following terms and conditions:

1. Verification and validation of proposed costs based on review of vendor responses to the Court's case management system Request for Proposal (RFP), including technical specifications and resource requirements; and the preferred vendor's final contract proposal;
2. In line with the efforts of the branch to maintain transparency with technology projects, the court must submit notification of the project to the California Department of Technology (CalTech) according to Government Code section 68511.9 in the event the total project costs including local court staff costs, operations costs, and the first year of maintenance costs post deployment exceed five million dollars;
3. The funds distributed will not exceed the requested level of funding (\$2,373,200) beyond FY 2015- 2016;
4. The funds will be distributed over a two year period in accordance with the contract and upon submission of invoices for product and services necessary to acquire and deploy the court's case management system;
5. The Administrative Office of the Courts will provide project oversight, including monitoring project progress and costs to assure the distributions are appropriate; as well as, independent project oversight for a period of 2 years; and
6. The Court will provide the Administrative Office of the Courts with access to all records necessary to evaluate and monitor the project and will cooperate fully with efforts of the Trial Court Liaison Office to do so.