



## CITY OF DUNWOODY

41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346  
Phone: 678.382.6700 • Fax: 678.382.6701  
www.dunwoodyga.gov

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# MEMORANDUM

**To:** Mayor and City Council  
**From:** Tiffany Pete, Municipal Court Clerk  
**Date:** December 14, 2009  
**Subject:** Court Case Management Award (RFP 09-02)

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## ITEM DESCRIPTION

Approve recommendation to Award Contract 09-02 (Court Case Management System) to Tyler INCODE, LLP.

## BACKGROUND

The City issued a request for a case management system to provide the Court with a more efficient way to process and manage electronic citations. In response to that request, three companies submitted proposals. The Selection group evaluated companies (with pricing) included in alphabetical order: A) Aptitude (\$106,250.00), B) New Dawn Technologies (\$176,220.00), and C) Tyler INCODE (\$88,773.00).

## EVALUATION

The Selection group reviewed and evaluated the proposals and recommends that the following three proposers be ranked in the order of: 1) Tyler INCODE; 2) New Dawn; and 3) Aptitude. The proposers were ranked on the criteria as outlined in the Request.

Of the three companies, the Selection group considered Tyler INCODE's ability to interface with the City's existing financial system; compatibility with the OSSI module; and overall functionality as a case management system is superior to the remaining two. Furthermore, the proposal of Tyler INCODE indicated a significant understanding of the Court's plan to reduce paper consumption and ensure consistency in the quality of court records. Tyler INCODE provided approaches that the Selection group felt would adequately address the immediate needs of the Court. The package also includes: mock court training for users, data conversion, and biometric identification.

## FINANCIAL IMPACT

After identifying Tyler INCODE as the preferred vendor, the Selection group solicited a Best and Final Offer (BAFO) from Tyler INCODE. The BAFO from Tyler INCODE is \$66,275.00 with \$13,324.00 for maintenance, and \$5,634 for travel. Staff originally budgeted \$51,000.00 to come from operating funds over a 3-year period. Staff anticipates receiving the \$4.00 court technology fee per citation (estimate: 8,000 citations at \$32,000.00 per year).



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### **ALTERNATIVES**

The Council could choose to reject the recommendation of Staff and assign an alternative ranking or could deny all proposals and instruct Staff to release another request for proposals. It is Staff's opinion though that releasing another request for proposals would not provide a better selection or pricing.

### **RECOMMENDED ACTION**

It is respectfully requested that Council approve to: (1) accept Staff's recommendation of ranking; (2) award Court Case Management System Contract 09-02 to Tyler INCODE, LLP; (3) authorize Staff to negotiate a contract with the highest ranked proposer; (4) authorize Staff to provide funding for the purchase from the General Fund; and (5) authorize the City Manager to execute the necessary documents following satisfactory review by Staff and legal counsel.

Revised 12/04/2009

# Court Case Management Information Systems Proposal

Prepared for

## City of Dunwoody, Georgia

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Prepared By:  
Tyler Technologies  
Blake Reynolds  
(877) 613-9798  
December 4, 2009

**tyler**  
TECHNOLOGIES



Customer Name: City of Dunwoody, Georgia  
 Contact: Mr. Rich Hampton, CPPB, CGFM  
 Date: December 4, 2009  
 Salesman: Blake Reynolds

**Summary Investment**

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**Annual Maintenance Fees**

License Fees	40,335	Software Maintenance	10,084
Estimated Services	13,250		
Data Conversion & Assistance Fees	6,000		
Cash Collection Hardware	3,490	Cash Collection Hardware Maintenance	500
Internet Application(s)	3,200	Internet Applications	2,400
Tyler Online Training Center	N/A	Tyler Online Training Center	250
<b>Total Purchase Price</b>	<b><u>66,275</u></b>	<b>Total Annual Fees</b>	<b><u>13,234</u></b>

**Estimated Travel Expenses**

<i>License Fees</i>	
Estimated Travel Expenses	4,951
<i>Data Conversion</i>	
Data Conversion Travel Expenses	683
<b>Total Estimated Travel Expenses</b>	<b><u>5,634</u></b>

*Note: Travel expenses are billed as incurred based on Federal IRS per diem standards.*

**Monthly Lease Option:**

A Monthly Lease is available for 2,078 per month for 36 Months

**NOTE:** Monthly lease option provided by Diversified Lenders of Lubbock, Texas.

The first and last month payments are due in advance, with a \$1 purchase at the end of the lease.

Contact our office for more information and options.

**Note: Proposal provided by INCODE is valid for 120 days. After 120 days proposal pricing is subject to change.**



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**Software Licenses and Professional Services**

Application Software	Pricing					INCODE - Implementation			Annual Maintenance
	QTY	License Fee	Discount %	Total License Fees	Conversion	Estimated Hours	Estimated Services	Total Cost	
<b>INCODE Court Case Management</b>									
Criminal Court Case Management	1	16,500		16,500	6,000	86	10,750	33,250	4,125
Probation Module	1	3,000		3,000		20	2,500	5,500	750
INCODE Scheduling	1	4,500		4,500		N/A	N/A	4,500	1,125
- Auto Warrants									
- Auto Macros									
- Auto Citation Import									
Automated Scheduling	1	5,000		5,000		N/A	N/A	5,000	1,250
Environmental Citation Interface	1	2,500		2,500		N/A	N/A	2,500	625
Court/Police (OSS) Interface	1	5,500		5,500		N/A	N/A	5,500	1,375
- Import or Export of Citations/Warrants/Dispositions									
<b>System Software</b>									
System Software	1	3,335		3,335			N/A	3,335	834

<b>INCODE Subtotal</b>		37,000		37,000	6,000	106	13,250	56,250	9,250
<b>INCODE System Software Subtotal</b>		3,335		3,335				3,335	834
<b>Total</b>		40,335		40,335	6,000	106	13,250	59,585	10,084

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10



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**Conversion Breakdown**

Application Software	Conversion Programming Fee	Estimated Hours	Estimated Services
<b>Court Case Management</b>			
Ticket Master File <i>(Subject to change based on Vendor)</i>	5,000	8	1,000
Warrant Master File	Included		
Docket Master File	Included		
Fee Detail, Payment/Credit Distribution Cash Receipts			
Case History, Case Comments/Notes, Witnesses			
Posted Bonds	Included		
Master Name File	Included		
Vehicle Master File	Included		
Attorney Master File	Included		
Bondperson Master File	Included		
Officer Master File	Included		
General Ledger Distribution	Included		
<b>Conversion Total</b>	5,000	8	1,000



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### Cash Collection Hardware

Misc. Hardware and Network Equip.	QTY	Purchase Price	Installation Expenses	Annual Maintenance	Maintenance Source
<b>Cash Collection</b>					
Epson TM-H6000III Thermal Receipt Printer (USB and Parallel) (L)	2	2,100		420	INCODE - 12 mos warranty
Media Plus Automated Cash Drawer (L) NEW	2	400		80	INCODE - 12 mos warranty
Mag Stripe Reader (L)	2	170			
Topaz Signature Pad T-L462 (L)	2	700			
Court Eyeball Camera (L)	2	120			
Installation and Configuration of System (# of Hours)	1				
<b>Total</b>		<b>3,490</b>		<b>500</b>	

*Please refer to INCODE's RMA policy for all returns.*



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**Online Services and Products**

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Service	QTY	Charges	Initial Year	Annual Fee
<b>INCODE Online Component Setup</b>				
One Time Setup Fee - Hardware Configuration - DNS registration	1	800	800	
Monthly fee to support and host Web site		100 /month	1,200	1,200
<b>INCODE Court Online Component</b>				
Monthly support/maintenance fee - Display of citation/citations for payment - Collects plea from defendant - Security -- SSL (Secure Socket Layer) - Payment Processing - Credit Card • Payment packet is created to be imported to Court System		100 /month	1,200	1,200
<i>NOTE: Defendant pays \$1.50 fee per transaction for payment on-line.</i>				
<b>Total</b>			3,200	2,400

**Note:** INCODE's Online modules support merchant accounts through ETS and Authorize.net.  
INCODE's Online modules utilize INCODE Web Services which require a dedicated public IP address (provided by Entity).